

DTMF Tones not Recognized

Problem Summary	Dual-Tone Multi-Frequency (DTMF) tones are not recognized.
Error Message	None
Possible Cause	If using ASR, and the caller is coming from the PSTN, the gateway dial-peers may be incorrectly configured.
Recommended Action	<p>Possible Solution: In Unified CVP, there are two VoIP dial-peers involved in the call: One to go from the gateway to the Unified CVP H.323 Service and one to go from the Unified CVP H.323 Service to the IVR gateway.</p> <p>Each of these dial-peers must have the following attributes to be recognizable correctly by DTMF:</p> <ul style="list-style-type: none"> • dial-peer voice 800 voip • destination-pattern 8..... • session target ipv4:10.64.228.100 • dtmf-relay rtp-nte h245-signal h245-alphanumeric • codec g711ulaw no vad
Release	Release 7.0(2)
Associated CDETS #	None.
Possible Cause	If using Scansoft ASR, the DTMF payload type is incorrectly configured in Scansoft.
Recommended Action	In Scansoft config file C:\Program Files\ScanSoft\SpeechWorks OpenSpeech Media Server\Server\config\OssServer.cfg, change the following value from 96 to 101: server.transport.dtmfPayloadType VXInteger 101
Release	Release 7.0(2)
Associated CDETS #	None.