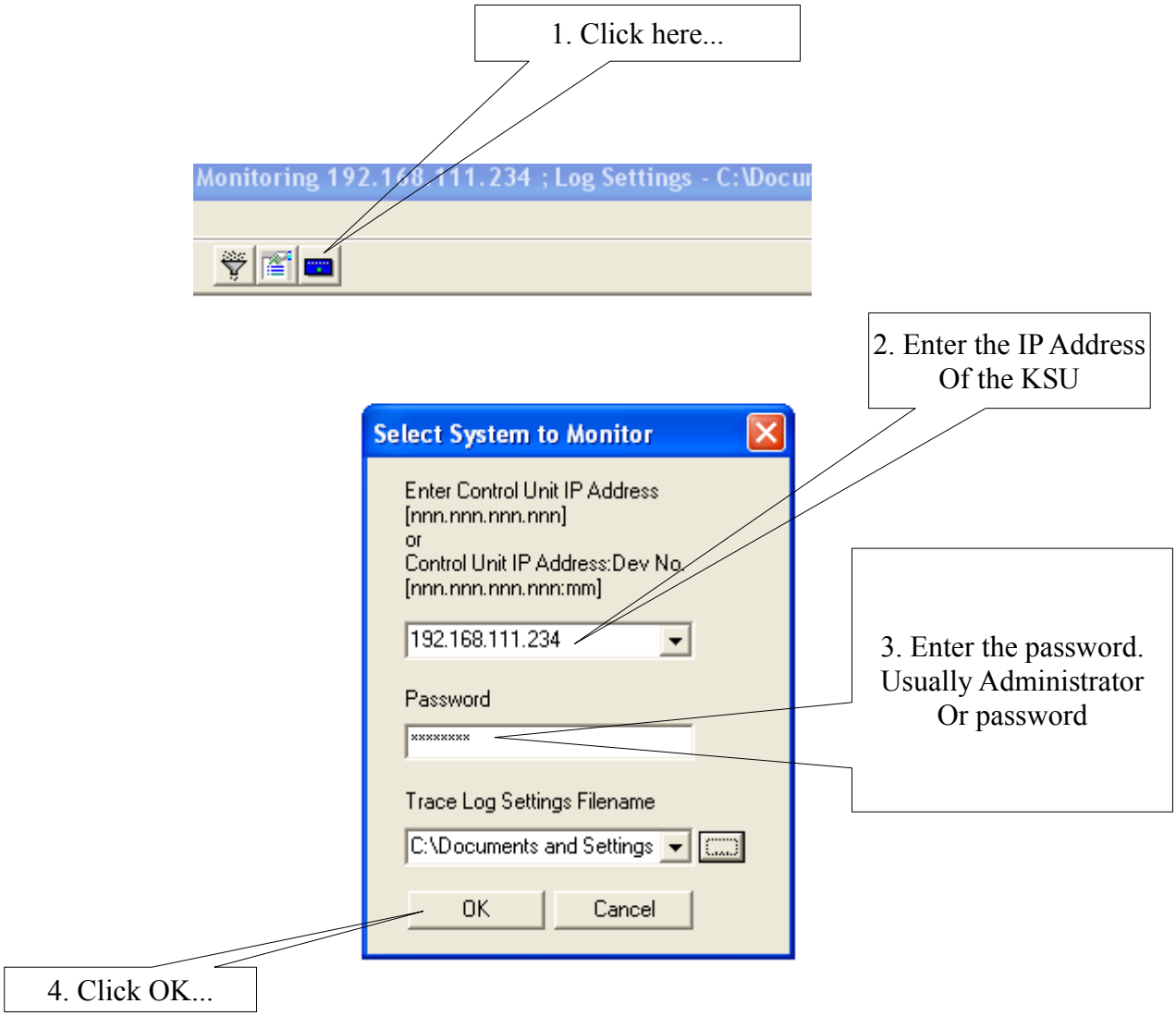
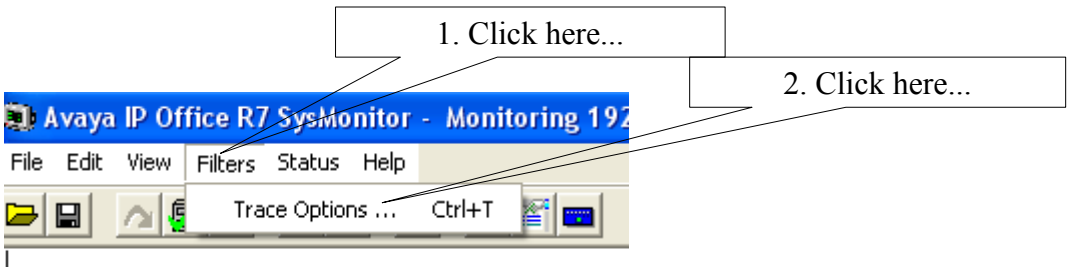
Avaya IP Office Essential and Partner
Auto Attendant Monitoring DTMF Digits Received
Telquest Tech Support

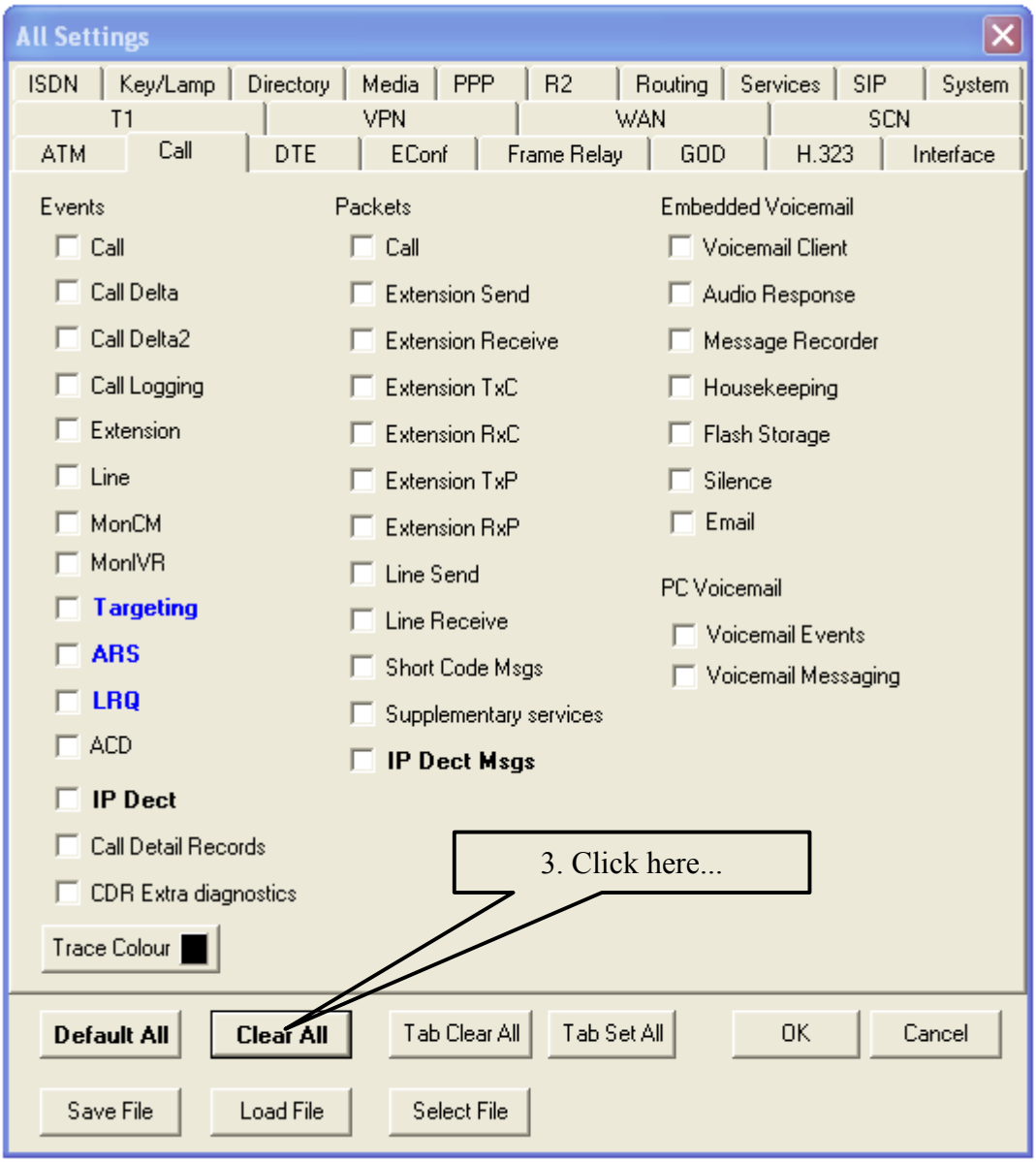
This will allow you to see what digits are being sent to the Auto Attendant from an outside caller.

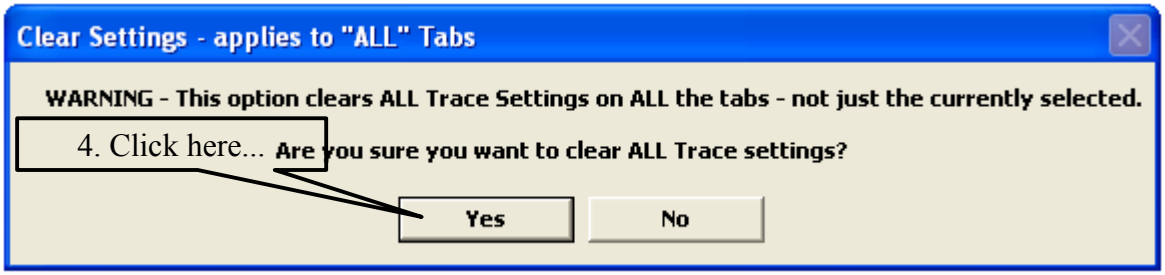
Open and run the Avaya IP Office Monitor program.
It is located in the same area as the Avaya IP Office Manager program.

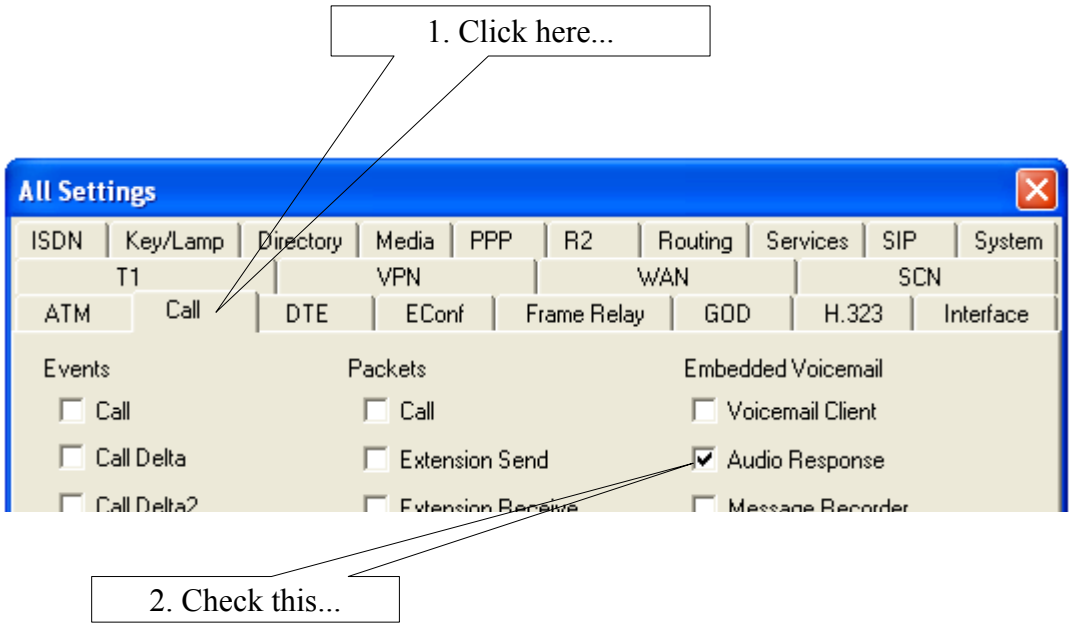
Once you have it running.....




1. Click here...
2. Click here...
Avaya IP Office R7 SysMonitor - Monitoring 192
File Edit View Filters Status Help
Trace Options ... Ctrl+T


All Settings
ISDN Key/Lamp Directory Media PPP R2 Routing Services SIP System
T1 VPN WAN SCN
ATM Call DTE EConf Frame Relay GOD H.323 Interface
Events
Call
Call Delta
Call Delta2
Call Logging
Extension
Line
MonCM
MonIVR
Targeting
ARS
LRQ
ACD
IP Dect
Call Detail Records
CDR Extra diagnostics
Trace Colour
Packets
Call
Extension Send
Extension Receive
Extension TxC
Extension RxC
Extension TxP
Extension RxP
Line Send
Line Receive
Short Code Msgs
Supplementary services
IP Dect Msgs
Embedded Voicemail
Voicemail Client
Audio Response
Message Recorder
Housekeeping
Flash Storage
Silence
Email
PC Voicemail
Voicemail Events
Voicemail Messaging
3. Click here...
Default All
Clear All
Tab Clear All
Tab Set All
OK
Cancel
Save File
Load File
Select File


Clear Settings - applies to "ALL" Tabs
WARNING - This option clears ALL Trace Settings on ALL the tabs - not just the currently selected.
4. Click here...
Are you sure you want to clear ALL Trace settings?
Yes
No



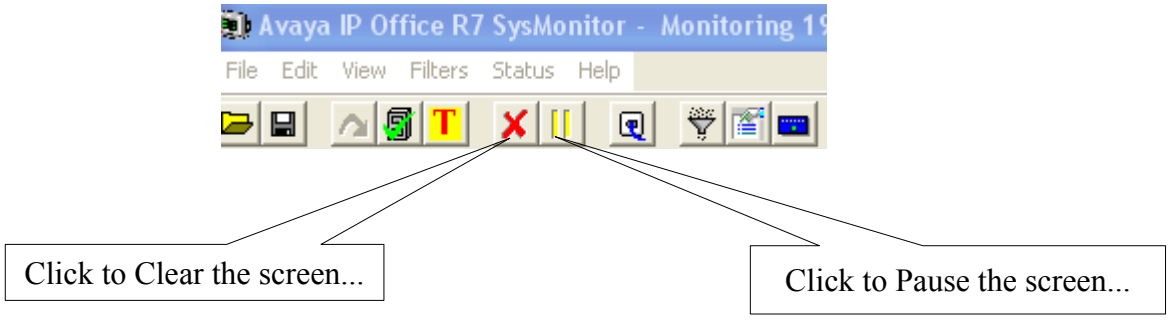
Now call into the Auto Attendant and dial a 1 (ONE) when it answers.

```
8376127mS LVM(audio): Audio10:  DTMFHit:  digit: 1
8376127mS LVM(audio): Audio10:  EVM_Ipoffice_UserInterface:ParseMenuCommands called
8376127mS LVM(audio): Audio10:  AutoAttIntroNode::DTMFHit:  digit: 1
```

You should see something like the above.

Then dial a 0 (ZERO)

```
8377000mS LVM(audio): Audio10:  DTMFHit:  digit: 0
8377000mS LVM(audio): Audio10:  EVM_Ipoffice_UserInterface:ParseMenuCommands called
8377000mS LVM(audio): Audio10:  AADialByNumberNode::DTMFHit:  digit: 0
8377000mS LVMail:     Client10:  AutoAction: called: DialByNumber 10
```

I dialed 10 into the Auto Attendant and I have highlighted the area of the Received Digits.

This is positive proof of what is being sent to the Auto Attendant.