Avaya IP Office Partner and Essential Editions

Viewing DTMF Digits Received

Telquest Tech Support

This document assumes that you have experience with the IP Office and the Monitor program.

Run the Monitor program and select Filters and then Trace Options.

Click the "Clear All" button.

Click the "Yes" button.

Click on the "ATM" tab at the top of the All Settings box, then check the Channel box.

Click on the "Call" tab at the top of the All Settings box, then check the Audio Response box.

Click "OK"

Click "No" on the warning.

Click "OK" again.

Below is an example of an incoming call on an Analog CO Line (ATM).

What is usually needed is to verify what the KSU is receiving on the CO Line.

Remember, this is what the CO Line Card (ATM) is receiving.

This is an example of a call that is answered by the **Auto Attendant**:

There is no indication in this trace that says how the call was answered.

Look at the last lines (that I have made larger) where it says **DTMF Message Rx**.

When the Auto Attendant answered me, I dialed 201.

This is shown as:
(Tone=0x0002)
(Tone=0x0000)
(Tone=0x0001)

Use this info to test what is being received by the CO Line.

```
 2564398mS ATMChannel: [1] External Rx: 'IncomingRing' (ls)
   2564398mS ATMChannel: [1] StateChange Idle->CLIPossibleIncoming
   2564448mS ATMChannel: [1] Sloppy timeout(50ms)
   2564480mS ATMChannel: [1] StateChange CLIPossibleIncoming->CLIAwaitData
   2564480mS ATMChannel: [1] CMLinkLayer Tx: 'Alert_PreIndication'
   2566205mS ATMChannel: [1] CLI Message Rx:
```

I have cut out unneeded info to make room on this page.

```
   2566206mS ATMChannel: [1] StateChange CLIAwaitData->CLIDataSettle
   2566410mS ATMChannel: [1] Sloppy timeout(200ms)
   2566410mS ATMChannel: [1] StateChange CLIDataSettle->CLIAwaitSecondRing
   2566770mS ATMChannel: [1] StateChange CLIAwaitSecondRing->PossibleIncoming
   2567170mS ATMChannel: [1] Sloppy timeout(400ms)
   2567210mS ATMChannel: [1] StateChange PossibleIncoming->Incoming
   2567210mS ATMChannel: [1] CMLinkLayer Tx: 'Ringing'
   2567223mS ATMChannel: [1] CMLinkLayer Rx: 'EchoControl' (ls)
   2567223mS ATMChannel: [1] CMLinkLayer Rx: 'IncrementGain' (ls)
   2567262mS ATMChannel: [1] CMLinkLayer Rx: 'Answer' (ls)
   2567262mS ATMChannel: [1] CMLinkLayer Tx: 'AnswerAck'
   2567262mS ATMChannel: [1] StateChange Incoming->Connected
   2567271mS ATMChannel: [1] External Rx: 'BackToSeized' (ls)
   2567301mS ATMChannel: [1] External Rx: 'AlmostReleased' (ls)
   2567306mS ATMChannel: [1] External Rx: 'BackToSeized' (ls)
   2567766mS ATMChannel: [1] Sloppy timeout(500ms)
```

2570491mS ATMChannel: [1] DTMF Message Rx: 0x0080 (Tone=0x0002)
2570927mS ATMChannel: [1] DTMF Message Rx: 0x0000 (Tone=0x0000)
2571546mS ATMChannel: [1] DTMF Message Rx: 0x0040 (Tone=0x0001)

This is what the Auto Attendant sees coming in when I dialed 201.

Look for the DTMFHit: to indicate what it sees coming in.

```
4368645mS LVM(audio): Audio12:  DTMFHit:  digit: 2 detected: inband
4368645mS LVM(audio): Audio12:  EVM_Ipoffice_UserInterface:ParseMenuCommands called
4368645mS LVM(audio): Audio12:  AutoAttIntroNode::DTMFHit:  digit: 2
4368645mS LVM(audio): Audio12:  ChangeNode( DialByNumberNode, 0)
4368645mS LVM(audio): Audio12:  AADialByNumberNode::Begin: called: access =
4368646mS LVM(audio): Audio12:  AADialByNumberNode::Started (type=Direct)
4368646mS LVM(audio): Audio12:  AADialByNumberNode::DTMFHit:  digit: 2
4368646mS LVM(audio): Audio12:  AddWAV:  clip found:  File: 5250   clipname: ENU:MC_01
4368647mS LVM(audio): Audio12:  AddWAV:  clip found:  File: 5251   clipname: ENU:MC_02
4368647mS LVM(audio): Audio12:  RunNode: called
4368647mS LVM(audio): Audio12:  StartNextClip:  called  File: 5250   clipname: ENU:MC_01
4368668mS LVM(audio): SoundPlay:  Restart:  setup sound-clip:  b_header: 0x00   sect_ix:
4368850mS LVM(audio): Audio12:  StartNextClip:  called  File: 5251   clipname: ENU:MC_02
4368878mS LVM(audio): SoundPlay:  Restart:  setup sound-clip:  b_header: 0x00   sect_ix:
4369308mS LVM(audio): Audio12:  DTMFHit:  digit: 0 detected: inband
4369308mS LVM(audio): Audio12:  EVM_Ipoffice_UserInterface:ParseMenuCommands called
4369308mS LVM(audio): Audio12:  AADialByNumberNode::DTMFHit:  digit: 0
4369583mS LVM(audio): Audio12:  StartNextClip: end of clip list
4370033mS LVM(audio): Audio12:  RequestDialog: invoked  dialog type: END_PLAY
4370033mS LVM(audio): Audio12:  RequestDialog: locale: ENU Selected
4370033mS LVM(audio): Audio12:  EndPlay: called
4370033mS LVM(audio): Audio12:  AADialByNumberNode::EndPlay:  called access =
4370033mS LVM(audio): Audio12:  ChangeNode( DialByNumberNode, 1)
4370034mS LVM(audio): Audio12:  AADialByNumberNode::Begin: called: access =
4370034mS LVM(audio): Audio12:  AddWAV:  clip found:  File: 5250   clipname: ENU:MC_01
4370035mS LVM(audio): Audio12:  AddWAV:  clip found:  File: 5251   clipname: ENU:MC_02
4370035mS LVM(audio): Audio12:  RunNode: called
4370035mS LVM(audio): Audio12:  StartNextClip:  called  File: 5250   clipname: ENU:MC_01
4370056mS LVM(audio): SoundPlay:  Restart:  setup sound-clip:  b_header: 0x00   sect_ix:
4370062mS LVM(audio): Audio12:  DTMFHit:  digit: 1 detected: inband
4370062mS LVM(audio): Audio12:  EVM_Ipoffice_UserInterface:ParseMenuCommands called
4370062mS LVM(audio): Audio12:  AADialByNumberNode::DTMFHit:  digit: 1
```