

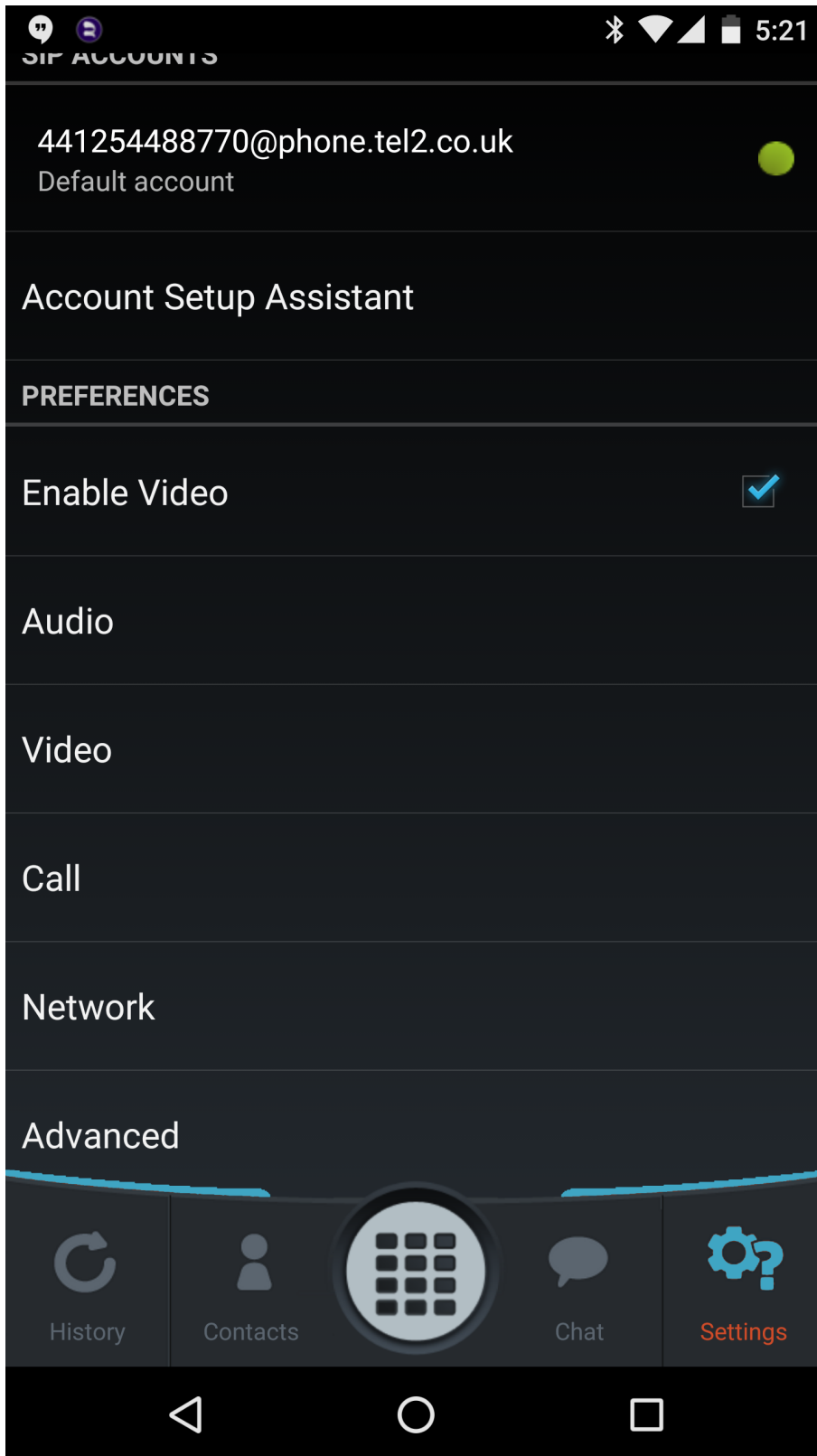
Tel2 Applications

My DTMF (digits pressed during a call) is not working with the Tel2 Android Application

If you are having problems entering digits during a phone call using the Tel2 Android Softphone Application (e.g. entering a PIN number or selecting an option on an auto attendant etc.) then you can switch the DTMF mode to 'SIP INFO' instead of the default 'RFC2833'. This can often resolve the problem for customers.

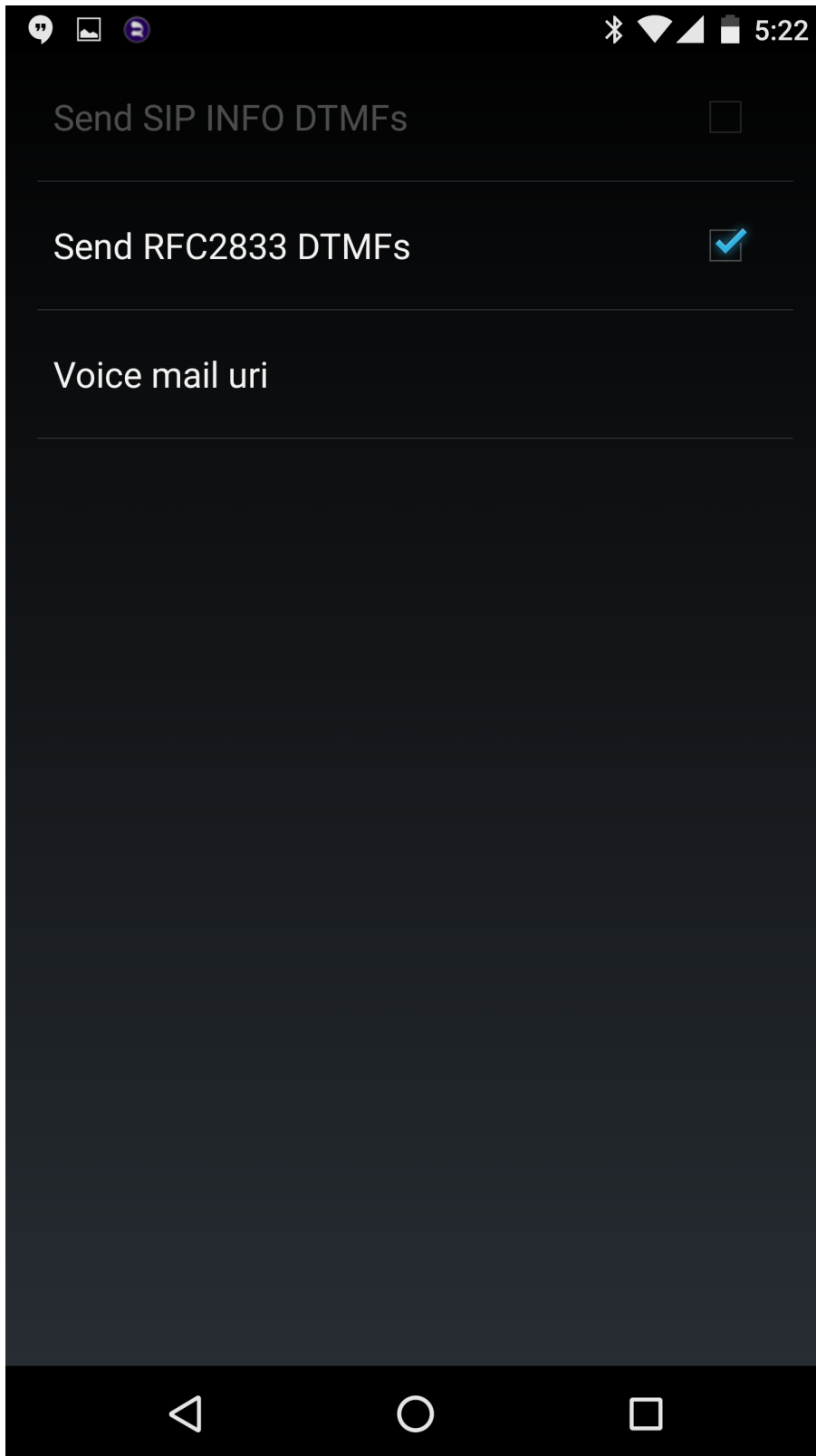
To change the DTMF mode in the Android Softphone Application, press the Settings button and then select 'Call' from the settings menu:

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Next untick the 'Send RFC2833 DTMFs' check box:

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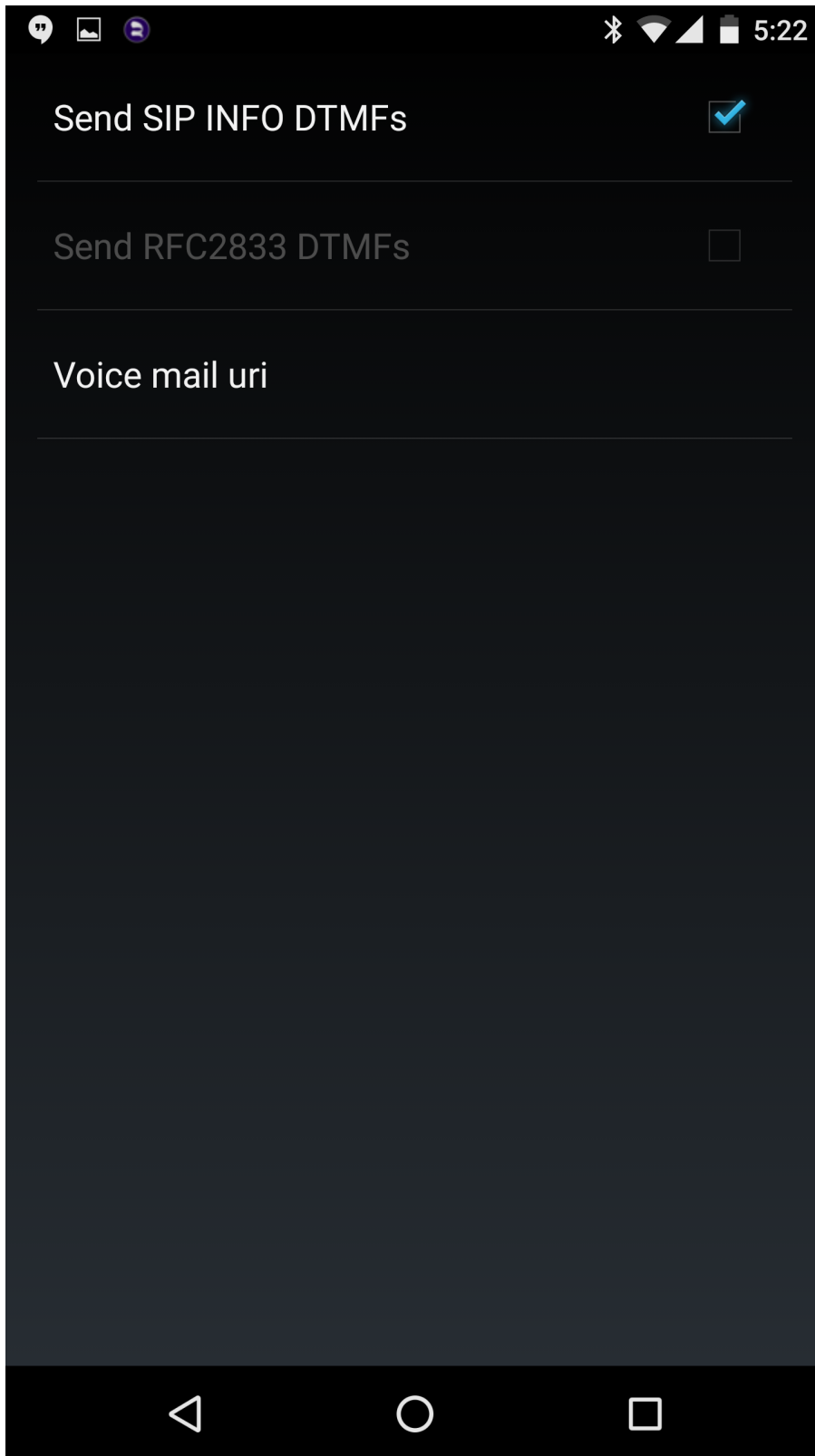
Send SIP INFO DTMFs ☐

Send RFC2833 DTMFs ☒

Voice mail uri

And then tick the 'Send SIP INFO DTMFs' check box instead. Then exit back to the main screen.

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Send SIP INFO DTMFs ☒

Send RFC2833 DTMFs ☐

Voice mail uri

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Author: Support

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