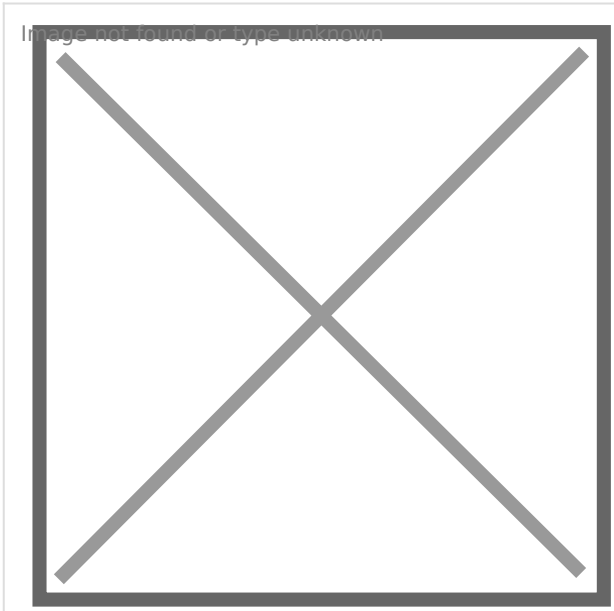
65.005 Teams Calling: DTMF tones are accepted by the keypad but not sent



Docs

Document Control

Document Name	65.005 Teams Calling: DTMF tones are accepted by the keypad but not sent		
Version	v1.0 Current		
Author	Neil Tancock, IT Services (Safeharbour Support Ltd), neil@safeharboursupport.com		
Approval	Safeharbour Support		
Approval date	01-JAN-2025	**Review date**	31-DEC-2027
Absract	When a call is made or received in Microsoft Teams and user reaches a voice menu (IVR) they are unable to enter the key tones (DTMF tones) to choose an option.		
Scope	This document applies to all clients of Safeharbour Support Ltd		

Inputs	None
Outputs	None

Change Control

Date	Author	Version	Change
02-DEC-2024	Neil Tancock	0.0	First version
01-JAN-2025	Neil Tancock	1.0	Approved

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When a call is made or received in Microsoft Teams and user reaches a voice menu (IVR) they are unable to enter the key tones (DTMF tones) to choose an option.

The dialled numbers appear in the dialpad, but no sound is heard and no digits are sent.

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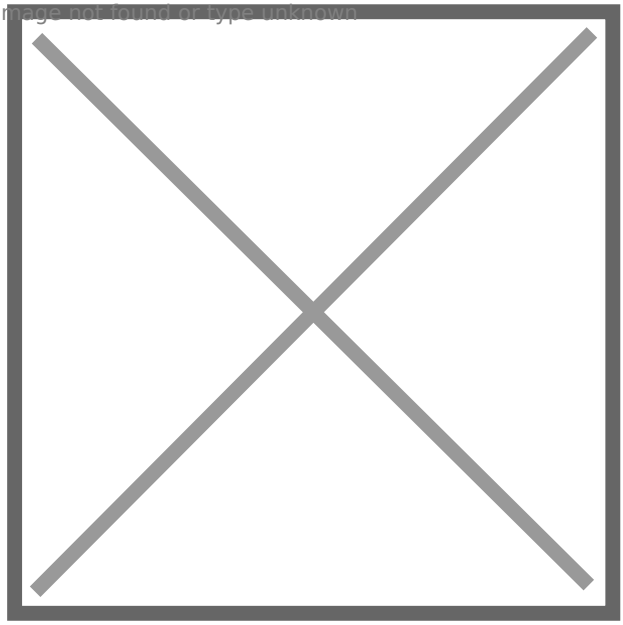

This is a known issue with the Teams Calling client. To resolve it, please open the embedded dialpad when you are on the call:

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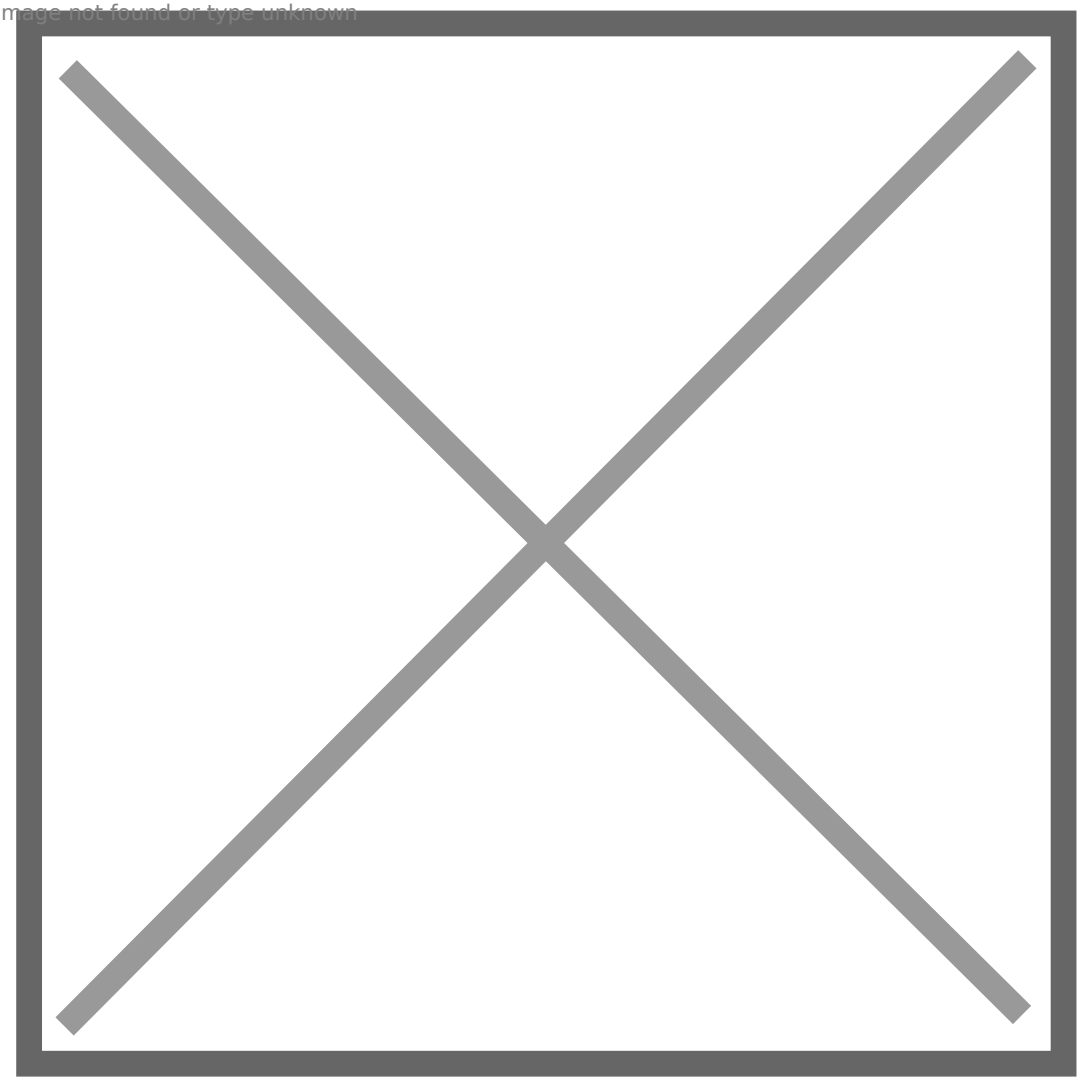

and use that to navigate the voice menu:

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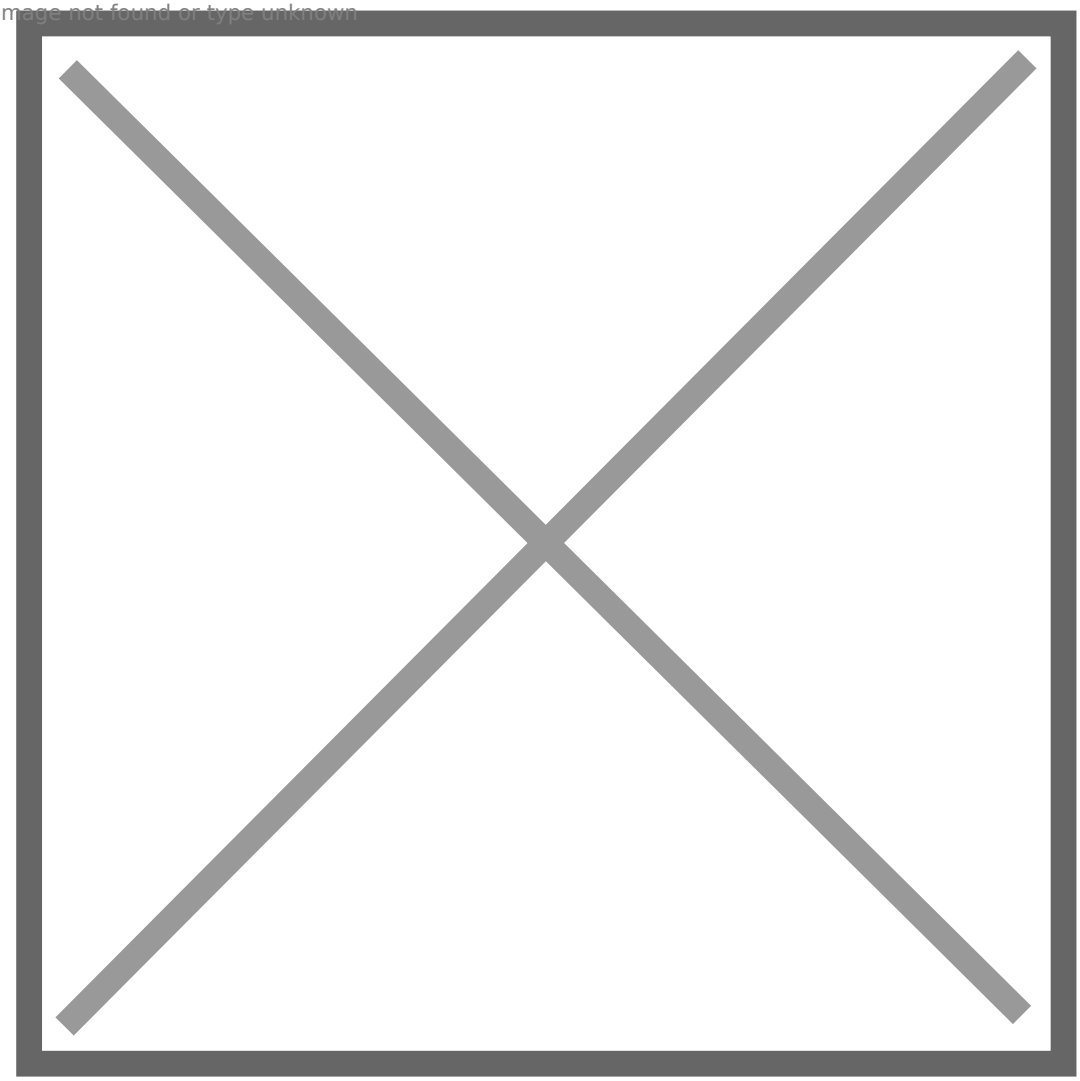

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Need help? Get in touch!

You can call us on 01752 373000, option 2 or, if you are on Number Club, just call extension 3001

You can email us at hub@safeharboursupport.com

You can chat & Collaborate with us at https://kite.wildix.com/nc-a12/3001

You can Whatsapp us right here: https://wa.me/441752373000

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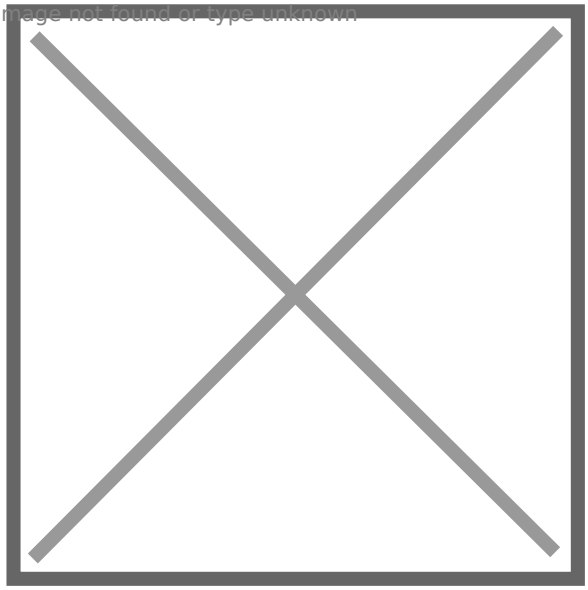

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