

# Digital Phone DTMF Sometimes Fail on Calls

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**Products Affected:** *All Versions of Wave IP, Digital Phones*

## Problem

Using a Wave IP digital phone for a call, DTMF does not register on an external auto-attendant.

## Cause

Some auto-attendants require longer than 80 ms DTMF (which is our standard). Line conditions can also affect this.

## Symptoms

DTMF intermittently fails when using digital phones.

## Solution

1. Access registry editor (see [Edit the Windows Registry](#)).
2. Add a new registry DWORD at HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Services\Cpm\Parameters.
  - Parameter Name: MinimumDTMF
  - Parameter Type: DWORD
  - Parameter Value: 120
3. Close registry editor.
4. Identify an appropriate service window and restart Wave to apply the change.