

How to Apply workaround of TMS Enhancement CSCvf19937

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Introduction

This document describes how to configure participant templates within Telepresence Management Suite (TMS), in order to connect external participants which require Dual Tone Multi-Frequency (DTMF) to join.

Prerequisites

Cisco recommends that you have knowledge of these topics:

- TMS web admin page management.
- Cisco Meeting Server (CMS).

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Problem

Enter the string of DTMF digits to be sent after a call has connected, if needed. A DTMF sequence is used to dial systems with keypad/tone navigation menus, such as an audio bridge.

There are some other scenarios where DTMF are required to be sent :

- WebEx requires DTMF digits to be sent out of band to external dial-out participants.
- Telepresence Server (TS) does not support Request For Comment (RFC) 2833 for outbound as per Cisco bug ID [CSCur49008](#)
- CMS does support RFC 2833, but it can't be scheduled via TMS as under the **Connection Settings** tab on the conference, it does not show settings for the DTMF tones to be entered in.

Solution

Create Participant Template

In order to address this situation, participant templates with DTMF tones configured can be used to connect external (non-TMS managed systems) into the conference.

Step 1. Open TMS web admin page with the **https://<FQDN>/tms** on a web browser tab.

Step 2. Navigate to **Booking > Participant Templates**.

Note: Participant templates are only available when booking directly in Cisco TMS, they cannot be used with Smart Scheduler, Cisco TMSXE, or any other application that uses Cisco TelePresence Management Suite Extension Booking Application Programming Interface (API).

Step 3. Under **Participant Templates** section select **New**.

Step 4. Add a name for the template and select the **Dial Out** option under **Direction** drop-down menu.

Participant Template

Name: Reusable

Dial Settings Identification

Basic Connection Settings

Protocol: Direction:
Type: Bandwidth:
Call Restrict:
Endpoint:

Step 5. Configure the number of alias to be dialed by this participant under the **Number** field, and the DTMF tones to be sent within the **DTMF Tones** configuration field and select **Ok** in order to save the changes.

Number Settings

Number: Ext. Number:
DTMF Tones:

Note: The DTMF sequence can contain the digits 0-9, the star/asterisk character (*), the hash/pound character (#), and the comma character (,).

Apply Participant Template

In order to apply the previously created participant template and apply it to a conference follow the next steps:

Step 1. Create a new meeting, navigate to **Booking > New Conference**.

Step 2. When general details about the meeting are added along with the required participants, select the option **Add Participants**. A pop-up window with Add Participants sub-menú now shows the options.

Step 3. Navigate to **Templates** tab. Select the **Participant Template** box, and select the **>** button, in order to complete the process and select **Ok** in order to save the changes.

Step 4. Review the meeting takes place and verify the participant can join to the meeting as expected.