

## Desktop: Second call causes extra call control buttons to appear

<b>Problem Summary</b>	An agent is on an active call and receives a second call. The agent puts the first call on hold and answers the second call. Extra call control buttons appear next to the held call.
<b>Error Message</b>	None
<b>Possible Cause</b>	This behavior occurs if busy trigger is set to more than 1 (call waiting is enabled). Finesse does not support call waiting.
<b>Recommended Action</b>	In Unified CM Administration (Device > Phone), configure phones as follows:  <ol style="list-style-type: none"> <li>1. Set Maximum Number of Calls to no more than 2.</li> <li>2. Set Busy Trigger to 1.</li> </ol>
<b>Release</b>	Release 9.1(1), Release 10.0(1), Release 10.5(1), Release 10.6(1), Release 11.0(1)
<b>Associated CDETS #</b>	None