

Desktop: Second call causes extra call control buttons to appear

Problem Summary	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.
Error Message	None
Possible Cause	This behavior occurs if busy trigger is set to more than 1 (call waiting is enabled). Finesse does not support call waiting.
Recommended Action	In Unified CM Administration (Device > Phone), configure phones as follows: <ol style="list-style-type: none"> 1. Set Maximum Number of Calls to no more than 2. 2. Set Busy Trigger to 1.
Release	Release 9.1(1), Release 10.0(1), Release 10.5(1), Release 10.6(1), Release 11.0(1)
Associated CDETS #	None