

Making_Calls:_The_dial_pad_displays_but_there_is_no_Make_Call_button_visible

== dial pad displays but there is no Make Call button visible

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| Problem Summary | When attempting to make a call, the dial pad displays but there is no Make Call button visible |
| Error Message | None. |
| Possible Cause | This symptom may occur if you are in an agent state that does not allow you to make a call (for example, for IPCC Enterprise your agent state must be NotReady in order to make a call. You may not make a call if your agent state is Available). |
| Recommended Action | Change to the appropriate state and try again. |
| Release | Release 7.5(x) |
| Associated CDETS # | None. |