

**Outbound buttons do not show up on CAD**

<b>Problem Summary</b>	Outbound buttons do not show up on the CAD.
<b>Error Message</b>	None.
<b>Possible Cause</b>	The Direct Preview checkbox on the CDA is not checked.
<b>Recommended Action</b>	Ensure that the Direct Preview checkbox is checked on the CDA. To display the additional buttons for the Outbound feature on CAD, the Direct Preview option must be enabled on CDA. See the <i>Cisco Desktop Administrator's User Guide</i> and the <i>Cisco Agent User Guide</i> , Release 6.4 for Cisco Unified CCX, Release 7.0(1).
<b>Release</b>	Release 7.0(1)
<b>Associated CDETS #</b>	None.