

## HotFix KB418119 - Softphone Answer button greyed out while call ringing

### PROBLEM

When a Softphone user was off-hook and went back on-hook at the same moment an ACD call was offered to them, the Answer button would sometimes remain greyed out, resulting in a Requeue.

### RESOLUTION

This HotFix is to be installed onto **MiContact Center Business version 8.1.2.0**.

1. Go to <https://www.mitel.com/>
2. Click the Log in button.
3. Click the Sign in button under Connect.
4. On the left, select the Software Download Center.
5. Expand the tree to MiContact Center Business and then down to MiContact Center Business 8.1.2.0 and HotFixes.
6. Download the **MiCC HotFix KB418119.exe** HotFix to the MiContact Center server.
7. Double-click the **MiCC HotFix KB418119.exe** and follow the on-screen prompts.
8. Wait for the repackager and auto-updates to complete.

**NOTE:** Installing this HotFix will restart the Mitel services. To avoid service interruption we recommend applying this patch outside business hours or during a scheduled maintenance window.

### APPLIES TO

MiCC 8.1.2.0.

**Keywords:** HotFix 418119 KB418119 softphone answer greyed out

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<http://micc.mitel.com/kb/KnowledgebaseArticle52562.aspx>

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