

## HotFix KB482455 - Internal user's phone number not visible in Web ignite

### PROBLEM

When searching for an employee, the call button would not display if the employee had only one extension associated.

### RESOLUTION

This Hotfix is to be applied onto **MiContact Center Business version 9.1.2.0**.

1. Go to <https://www.mitel.com/>
2. Click the **Login** button.
3. Click the **Sign in** button under **MiAccess**.
4. On the left, select the **Software Download Center**.
5. Expand the tree to **MiContact Center Business** and then down to **MiContact Center Business 9.1.2.0** and **HotFixes**.
6. Download the **KB482455** HotFix to the MiContact Center server.
7. Double-click the **KB482455** and follow the on-screen prompts.
8. Wait for the repackager and auto-updates to complete.

**NOTE:** applying this Hotfix will restart the MiContact Center services. To avoid service interruption apply this patch after hours or during a scheduled maintenance window.

### APPLIES TO

MiCC 9.1.2.0

**Keywords:** Hotfix 482455 KB482455 contact employee web-ignite web ignite search call dial

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