

Lync Ignite - Conversation Windows cut off functionality for transfers, hold and hang-up

PROBLEM

Ignite conversation window cuts off most of the buttons used to transfer, hang-up, hold and mute. Mostly found with Lync 2013 client.

SYMPTOMS

Even when trying to expand the conversation window, you are still missing most of the buttons you need for a call.

RESOLUTION

1. Close completely out of Ignite
2. Navigate to the following directory on the agent's computer:
[InstallDir]\CCM\Applications\ignite
3. Open up **ignite.exe.config** with Notepad
4. Search for the line which says **WrapperWindowDockingDelayMilliSec**
5. By default it will be set to 500 milliseconds. Change the value to **1000**

```
<setting name="WrapperWindowDockingDelayMilliSec" serializeAs="String">  
  <value>1000</value>
```
6. Click **Save** in Notepad and exit
7. Reopen Ignite and test. The time may need to vary (repeat steps above to adjust time further).

APPLIES TO

Contact Center for Lync 5.10.X.X

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