

If there is a single abandoned call from a Call Back # then the abandoned call will display in **Active Calls** as shown in Figure 1.



Figure 1

If there are two or more abandoned calls from a specific Call Back # the calls can be grouped in **Active Calls** as shown in Figure 2.



Figure 2

Abandoned calls remain in the **Active Calls** window until they are called back or manually cleared.

### To Call Back and Abandoned Call:

- Highlight the call you want to take action on (the line turns blue) and click on **Ringback Call** or right-click anywhere on the call and select **Ringback Call**.

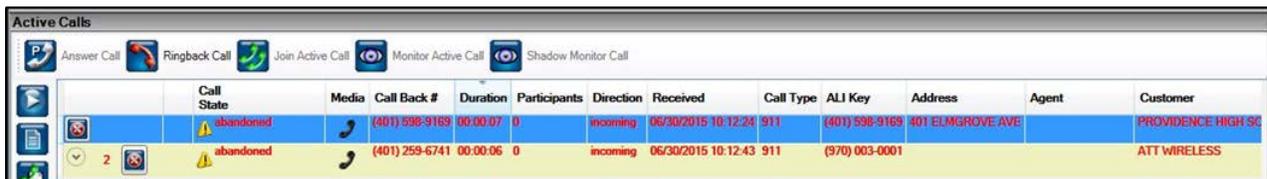


Figure 3

### To Manually Clear a Call:

- Click the icon  and the call will clear from the **Active Calls** window
- If there are multiple abandoned calls the message in Figure 4 will display

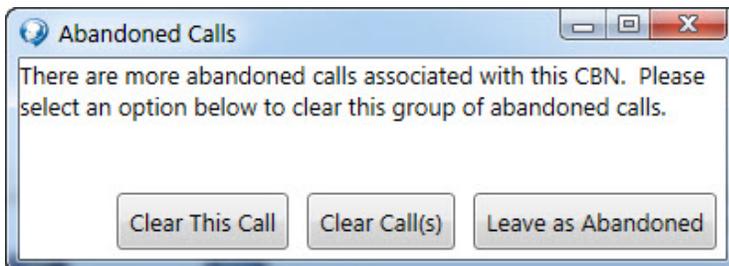


Figure 4

- Choosing *Clear This Call* will clear one call and leave the others in the **Active Calls** window
- Choosing *Clear Call(s)* will clear all of the abandoned calls in the group and move them to **Call History** with a **Call State** of *abanManForcedCleared*
- *Leave as Abandoned* leaves the call in the **Active Calls** window