

Move a call between devices

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Feature first available:

iPECS Cloud version 8.0.

License Required:

iPECS Cloud Premium or Premium Plus licensing is required to use this feature.

Description: How to move a call between a desktop and iPECS ONE

- Call Move
 - Enables seamless call movement between devices using the same account
- ONE Client Call Move
 - Previous release supported call movement only between a desktop phone and the ONE Client.
 - As part of the ONE upgrade, it is now supported to **call Move between ONE Clients**.
 - E.g. a call can now be moved between the ONE web client to a ONE mobile app on your smart phone or tablet or vice versa.
- Limitations
 - Call Move is not supported for group calls, held calls, or phones with multiple calls.
 - Call Move is not supported for Teams add-in device.



- Call Move Policy

Functions	Call Move	Description	Functions	Call Move	Description
Audio call	O		ACD Agent	O	Call Move between ONE Client and Desktop phone is supported. Call Move between ONE clients is not possible because multiple device login is not supported
Audio call Hold	O	Automatically resume after Call Move	Conference	N	The conference host's call on a SIP phone cannot be moved. The conference Participant's call on a SIP phone can be moved. The conference Participant's call and Host's call on a IPKTS phone can be moved. During Conference between ONE Clients, both the host's call and participant's call can be moved.
Video call	O		Audio call Held	X	When attempting to Call Move, an error message is displayed.
After call Transfer	O		Group call	X	Call Switch option is not shown for Group Calls. → Call Move is not possible
System conference	O		Shared Line	X	Calls on Shared Line do not support Call Move.
My Line	O		Phone control mode	X	Calls in Phone Control mode do not support Call Move.
Teams add-in	N	Call Move requests from Teams Add-in are not possible, but Call Move from Teams Add-in to desktop phone is possible	During Call Transfer	X	When attempting to Call Move, an error message is displayed.

O : Support, X : Not support, N : Conditional support

- Showing Call Duration in ONE Call log

- Call Duration in ONE

- Call duration is calculated only for each call leg.
- The call duration of the service itself, which includes multiple call legs, is not calculated.
- Since call duration is calculated internally by ONE, the duration is not synchronized with the duration of other services in iPECS Cloud.
- You can check each call duration in **Call Log Details**.

