

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**.

