

Advanced phones cannot hold or transfer calls through some pbx

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1. Introduction

1.1. Overview

Advanced phones such as X6 cannot hold or transmit calls through some PBXs. This is because the SDP of X6 has a video function, and some PBXs do not support the video function of X6. They will reply to the re-invite to decline the reservation/transfer via 4xx/5xx.

1.2. Applicable model

X6/X210/X7C/X7/X7A/X3V/C600

1.3. Target audience

This document is aimed at customers or testers who want to know how advanced phones can't be held or how their calls are improved.

2. Resolution step

Change the phone video to disabled, as shown in the figure below, set the phone settings-function settings-default answer mode to audio.

