



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

SIP Endpoint SDK Overview

T-Lib-Initiated SingleStepTransfer User Busy

12/16/2025

T-Lib-Initiated SingleStepTransfer User Busy

Description

If a single-step transfer is attempted and UA3 returns a busy signal or a no-answer event and rejects the attempted transfer, UA2 may or may not be available to pick up the dropped call. Note that due to the nature of single-step transfers, a call can be dropped in these cases. In addition to that, there is no guarantee that UA2 will still be available if UA3 reports busy or does not answer within a reasonable time. Thus, if your contact center requires that calls not be dropped, you should use consult transfer, not single-step transfer.

Diagram

