

Your extension number is always under your control

With a click on your extension you can set it as the default. Any telephony action you take in ProCall Enterprise (e.g. calling a contact) will be used for dialing. By right clicking on the extension number, you also have the option of specifying further settings or assigning a specific name (e.g. mobile):

- Set/remove "Call forwarding"
- Set/remove "Do not disturb"
- Remote Office* on/off
- Number suppression* on/off

Search bar, results and status

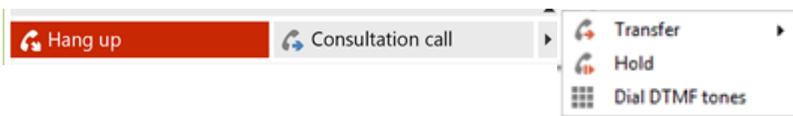
Using the search bar, all connected contact databases (e.g. Microsoft Outlook, CRM and merchandise management systems) can be searched when the contact or search term is entered. With an intelligent search input (search parameters separated by commas), even more complex search queries can be carried out.

Audio/video communication

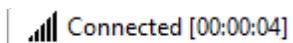
After you have configured your devices for audio/video communication in ProCall, it is immediately possible to establish an audio/video chat with another contact. Chat is basically divided into three categories:

- Text chat
- Audio chat
- Audio/video chat

Chat can be initiated either via the context menu or the quick launch bar. During the conversation, A/V devices can be deactivated or the call can be ended.



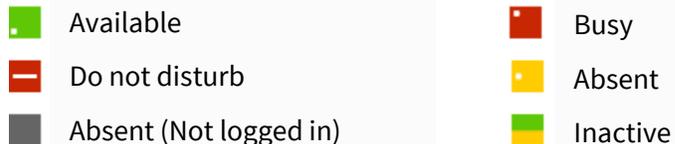
A quality indicator displays the strength of the connection.



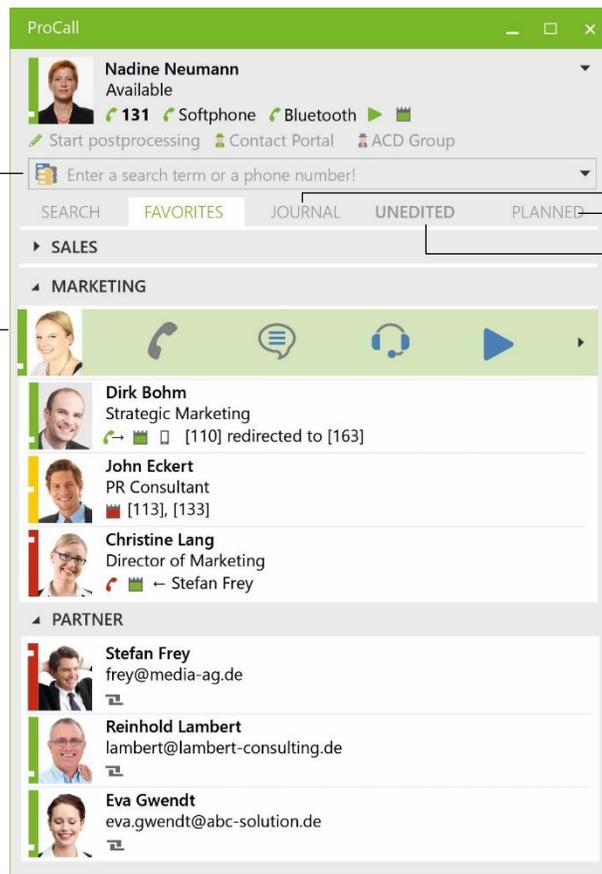
Set and recognize presence status

The presence status is created according to defined rules and on the basis of services, e.g. calendar service, telephony service. The presence status of a user is automatically determined from this. The status can also be set manually.

ProCall distinguishes the following presence states:



ProCall 6 Enterprise main window



Active contacts technology:

A right click on a contact or the result of a search offers you additional information (e.g. website, address, map) as well as further possibilities to get in contact with this person (via telephone, chat, fax, e-mail or SMS) or to work with them more effectively (Desktop Sharing).

Share screen content*:

You can share your screen content with a colleague and work on subjects or documents together without having to leave your desk. For details on how to share your screen with a colleague, see the back of this guide.

Authorization levels:

ProCall Enterprise is based on so-called authorization levels, i.e. by setting an authorization level for a contact, you determine the level of information that you share with this contact.

Example: Select, "Personal" if you also want to share private information and appointments, or "Public" if you only want to share certain information such as name, title, company, and e-mail information such as name, title, company, and e-mail address with a contact.

Journal:

Calls are archived in the personal journal. For a better overview of all calls made, you can use various filters to restrict the entries displayed. Furthermore, for example, you can also save any notes here that you have recorded for a call.

Group journal*:

Teams can be mapped with so-called "groups". All users of a group have access to the journal entries of the members. For example, you can view colleagues' notes and prepare for a conversation in the best possible way.

Contact-related journal:

The "Contact details" of a favorite allows you to view a personalized journal with all calls made to that contact – including calls made to that contact by other ProCall Enterprise users.

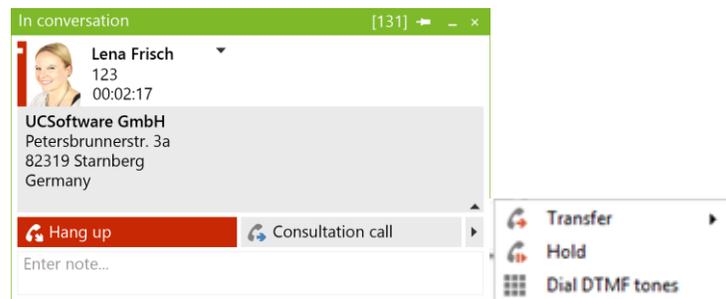
Missed and scheduled calls:

The "Planned" tab provides you with an overview of your call planning for the next few days, including the date and time, telephone number, contact to be called, and any notes you have stored (e.g., Call guides). How to plan a call is explained in detail on the next page of this quick start guide.

The "Unprocessed" tab displays a filter on your missed calls. It shows you the date, time, telephone number and, if applicable, the contact assigned to a missed telephone call.

Incoming calls

ProCall Enterprise from estos displays all calls in a so-called call window. For incoming calls, all available contact details of a call partner for the number are displayed. Possible data sources for this are, for example, the company address book, your groupware contacts (e.g. Microsoft Outlook, IBM Notes, LDAP data sources), a telephone book data source (e.g. Telefonbuch Deutschland), etc.



ProCall conversation window

- End call
- Holding a call, starting a consultation call
- Forwarding a call during a call
- Forwarding a call before pick-up
- DTMF field for entering post dial functions
- Start call recording*

Store call notes

Notes can be entered during and after a call. The data entered is automatically saved in the ProCall Enterprise journal folder and is therefore available for review at any time. Of course, this also applies to users of the group journal and any notes they have entered.

Create new contacts

To create a new contact, the phone number or the assigned contact data record (e.g. from a telephone directory CD) can be conveniently transferred to a Microsoft Outlook or IBM Notes form. To do this, simply right-click the displayed phone number or the assigned name in the call window.

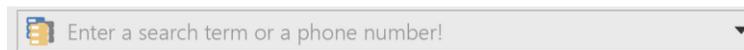
Reach your destination faster with hotkeys (F8 and F9)

With the "Hotkey" buttons you can conveniently answer (F8) or end (F9) calls by simply pressing a key. If the standard hotkeys are already being used by other programs, they can also be defined individually under "Settings".

Outgoing calls

There are several options available for setting up an outgoing call:

- Direct entry of a phone number or contact in the search field
- Double click on a contact
- Context menu (right-click) on the contact in favorites with call number selection

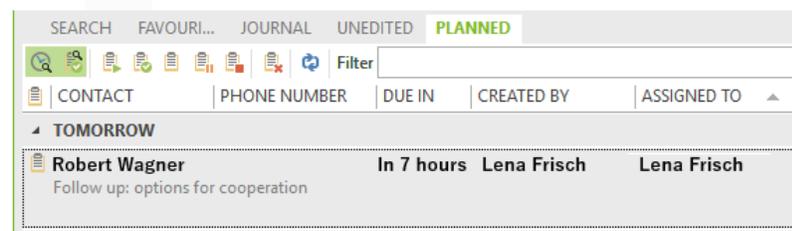


Icons in ProCall Client

- | | | | |
|--|------------------------|--|------------------------|
| | Line | | Calendar icon – free |
| | Call forwarding | | Calendar icon – busy |
| | Do not disturb | | Calendar icon – absent |
| | Audio and Video device | | Contact note |
| | Audio device | | Contact blocked |

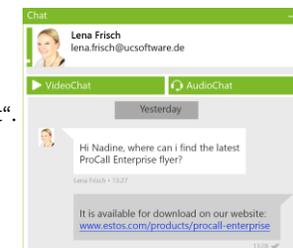
Planning a call

With ProCall Enterprise you have the option to plan a call and track its status. For each scheduled call, notes can be saved and, if desired, a reminder can be set up. You can schedule a call by right-clicking on a contact in ProCall Enterprise and selecting "Plan call".



Instant Messaging

With ProCall Enterprise, you have the ability to communicate with your colleagues via instant messaging. To do this, right-click on the corresponding contact and select "Start Chat". The instant messaging window opens and you can enter your message. You can optionally start an audio or audio/video chat or share your screen immediately from this window.



ProCall chat window

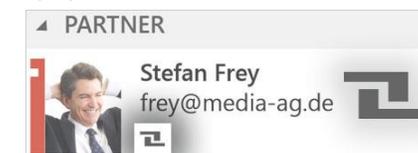
Computer Smart Phone Integration (CSPI) via Bluetooth

With ProCall 6 Enterprise, it is also possible to integrate a smart phone coupled via Bluetooth or a classic mobile phone. A requirement is a smart phone/mobile phone already connected to the PC, which only needs to be activated via the ProCall client settings. The device's telephone book and the offline journal can be activated optionally. This operation does not differ from a conventional system telephone in a PBX.



Add federation contact (favorite)

You can add a contact from outside your company to your favorites (via federation). To do this, right-click on the favorites tab, select "Add contact" and enter the instant messaging address (SIP or XMPP) of your contact (e.g. john.doe@domain.de).



ProCall Mobile*

ProCall Enterprise is also available as a native app for your smartphone (iOS and Android).

* Optional: In order to use the functionality, it must be activated by your administrator, or special authorization is otherwise required.