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Supported Telephony Functions

This overview delivers information about estos ProCall Enterprise supported features operating on SIP devices via estos uaCSTA Server and estos ECSTA for SIP Phones (TAPI). In addition it provides information on estos ProCall Enterprise softphone operations via direct SIP communication to a virtual cloud PBX (SIP).

estos ProCall 7 Enterprise Client for Windows   V 7.0

PBX / Cloud PBX: HFO Crown Centrex - Crown Call Manager 1.4
with device / telephone: Snom 320

estos ECSTA für SIP-Phones   Version 6.0.0.641

Action	TAPI	SIP
Dial	☑	☑
Hang up	☑	☑
Answer Call	☑	☑
Hold Call	☑ *1	☑
Call Back	☑	☑
Reject Call	☑	☑
Forward Call (without answering)	☑	☑
Forward Call (after answering)	☑	☑
Setup Consultation Call	☑	☑
Toggle	☑	☑
Connect Consultation Call	☑	☑
Initiate Second Call (e.g. from Hold)	☑	☑
Accept Second Call	☑	☑
Reject Second Call	☑	☑
Forward Second Call (without answering)	☑	☑
Forward Second Call (after answering)	☑	☑
Create Conference Call (3 Participants)	☑	☐
Add further Participant to Conference Call	○	○
Remove Participant from Conference Call	○	☑
Pickup Call:		
• TAPI - TAPI	☑	—
• TAPI - SIP (with or without feature code)	○	—
• SIP - TAPI (with feature code)	—	☑
• SIP - SIP (with feature code)	—	☑
DTMF	☑	☑
Dial Ringing Tone	☑	—
Call Forwarding:		
• Provided by PBX via TAPI	—	—
• via feature code	☑	☑
• provided by UCServer *2	—	☑
Do Not Disturb (via Presence)	☑	☑
Do Not Disturb (via Line)	☑	☑

estos ProCall 7 Enterprise Mobile Apps   V 7.0.0

Supported functions for SIP lines in ProCall Mobile Apps for connection via estos UCConnect:

Action	Android	iOS
Dial	☑	☑
Hang up	☑	☑
Answer Call	☑	☑
Reject (without answering)	☑	☑
Second Call on SIP Line	☑ caller receiving busy	☐ caller receiving busy
Incoming Call on SIP Line while active mobile phone Call:		
• Answer call	☑ mobile phone call is terminated	☑ mobile phone call on hold *
• Reject	☑ caller receiving busy	☑
Incoming mobile phone Call while active SIP Line Call:		
• Answer call	☑ SIP Line Call on hold	☑ SIP Line Call on hold
• Reject	☑	☑
DTMF	☑	☑
Do Not Disturb (via Line)	☑	☑

* depending on the functions of the network provider

☑	Function available
☐	Availability or function planned / in realization
—	Not relevant
○	Not applicable due to technical limitations
◊	Function not tested, full tests are pending
*1	Presentation of hold state planned
*2	Call forwarding by UCServer configurable for internal / external / all calls always or while busy

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