

Supported Telephony Functions

ProCall 6.3 Enterprise Windows Client V 6.3.0

PBX:

Avaya IP Office Version: 10.1 and 11

Avaya TAPI 2

1.0.0.43

Action	TAPI	SIP
Dial	✓	✓
Hang up	✓	✓
Answer Call	✓	✓
Hold Call	✓	✓
Call Back	✓	✓
Reject Call	○	✓ (optional)
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	◇	□
<u>Pickup Call:</u>		
• TAPI - TAPI	✓	—
• TAPI - SIP via Feature Code	✓	—
• SIP - TAPI	—	✓
• SIP - SIP via Feature Code	✓	✓
DTMF	✓	✓
Dial Ringing Tone	◇	◇
<u>Call Forwarding</u>		
• provided by PBX via TAPI	✓	○
• via Feature Code *	✓	✓
• provided by UCServer*	—	✓
Do Not Disturb (via Presence)	✓	✓
Do Not Disturb (via Line)	✓	✓

* Call Redirection only to end devices. Call Redirection to Third-Party SIP Participants is not supported by PBX.

**Call forwarding provided by UCServer adjustable for: internal/external/all, always/at busy

- ✓ Function available
- Available/Function planned/Realization
- Not relevant
- Not applicable due to technical limitations
- ◇ Function not tested. Full tests are pending

ProCall 6.3 Enterprise

Mobile Apps

Supported Functions for SIP-Lines in Mobile Apps for connection via UCConnect:

Action	Android	iOS
Dial	✓	✓
Hang up	✓	✓
Answer Call	✓	✓
Reject (without answering)	✓	✓
Second Call on SIP Line	Busy Line for Caller	Busy Line for Caller
Incoming Call on SIP Line while active mobile phone Call		
<ul style="list-style-type: none">• Answer call	<input type="checkbox"/>	✓ Mobile Call on hold
<ul style="list-style-type: none">• Reject	<input type="checkbox"/>	✓
Incoming mobile phone Call while active SIP Line Call:		
<ul style="list-style-type: none">• Answer call	✓ SIP Line Call is terminated	✓ SIP Line Call on hold
<ul style="list-style-type: none">• Reject	✓	✓
DTMF	✓	✓
Do Not Disturb (via Line)	✓	✓

* Depending on the functions of the network provider

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estos GmbH, Petersbrunner Str. 3a, 82319 Starnberg, Germany

info@estos.de

www.estos.de