Today, more than one million users work with software products from estos.
Since 1997, we have been developing Unified Communications (UC) & CTI software on the subject of communication for companies. The basis for this success is our ability to recognize emerging trends in advance and to shape them at an early stage with innovative products.

About estos

- Independent software producer
- Application areas
  - Unified Communications (UC)
  - Unified Messaging (UM)
- Technologies
  - CSTA/SIP/XMPP/LDAP
  - WebRTC
  - Computer Telephony Integration (CTI)
- Standard software development
  - Windows, macOS, iOS, Android

- estos GmbH founded in 1997
- Head office in Starnberg (DE)
  - Locations
    - Olching
    - Leonberg
  - Branches
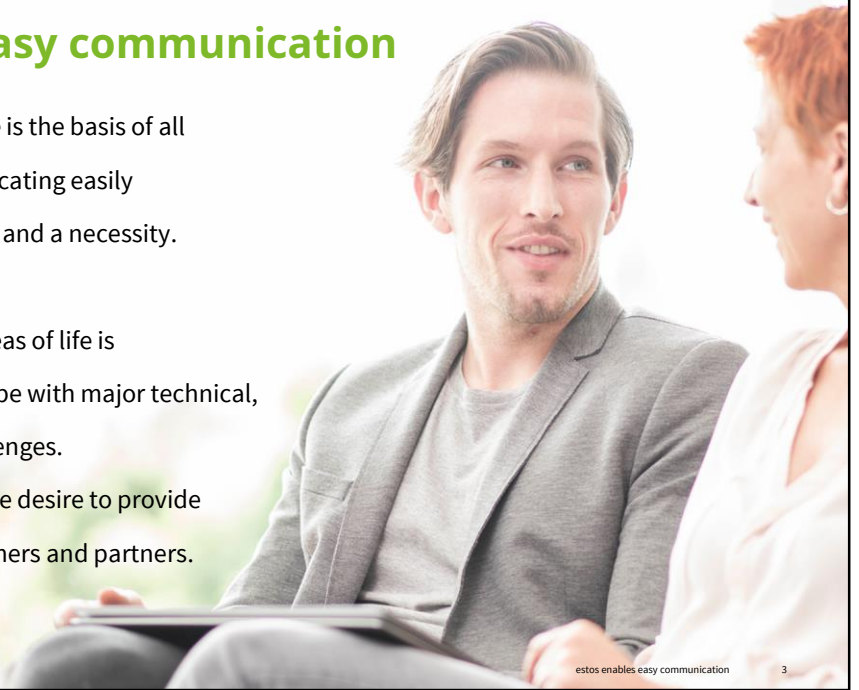   - Doetinchem (NL)
    - Udine (IT)

estos enables easy communication

The exchange between people is the basis of all
business processes. Communicating easily
with each other is both a need and a necessity.

The rapid digitization of all areas of life is
presenting companies in Europe with major technical,
legal and organizational challenges.
What remains unchanged is the desire to provide
superior satisfaction to customers and partners.

Communication for medium & large companies

ProCall Enterprise　　**ixi-UMS Enterprise**

Unified Communications
& CTI Software Suite

Unified Messaging
Server Software

Medium-sized companies: *50 to 249 employees*
Large companies: *250 or more employees*.

ProCall Enterprise – unified communications & CTI software suite
Flexible workplace and working time models as well as the rapid digitization of all areas of life are presenting companies in Europe with ever greater technical, legal and organizational challenges. With its **proven UC features** and **business process integration** capabilities, ProCall Enterprise has been reliably simplifying communications and business processes for almost 20 years. **Communication needs to be simple**, especially in a time of complex digital transformation.

Unified messaging with ixi-UMS Enterprise
ixi-UMS Enterprise is designed as a **modular** unified messaging software for larger companies or special requirements in customer projects and integrates the functions **fax, voice and SMS** in system environments such as Microsoft Exchange, HCL Domino or SAP. Additionally, ixi-UMS Enterprise offers **mobile access to all messages**.

Communication for small companies

ProCall One R2

ProCall Business

ixi-UMS Business

Classic CTI functions for
the single workstation

Classic CTI and
selected UC functions

Unified Messaging
Server Software

Micro companies: *less than 10 employees*;
Small companies: *10 to 49 employees*;

ProCall One R2 for micro companies < 10 users

ProCall One R2 is the new office productivity software for single workstations, small offices and home offices. It supports communication via e-mail and telephone. ProCall One R2 also offers all users integration with Bluetooth in smartphones and Bluetooth-enabled mobile phones.

ProCall Business for small companies 10 – 49 users

Company communications, both internal and external, are becoming increasingly diverse. With **classic CTI and selected UC functions**, ProCall Business offers small company users flexibility for their day-to-day work. Whether from the workplace or on the road, via PC, laptop, tablet or smartphone – **ProCall Business combines important communication channels in a single application**.

ixi-UMS Business

The unified messaging server ixi-UMS Business is a complete solution that integrates **fax, voice and SMS** services in system environments such as Microsoft Exchange or HCL Domino. ixi-UMS Business is aimed specifically at companies with **up to 100 employees** and excels with its ease of commissioning and use.

Extensions

ProCall Analytics	MetaDirectory	ECSTA	LiveChat
The analysis tool for ProCall Enterprise	LDAP server for access to contact data	Professional CTI and TAPI middleware	Software for video consulting

ProCall Analytics

is an add-on module for ProCall Enterprise that displays your **communication data in clear dashboards**. In this way, you get a quick overview of potentials and bottlenecks in communication-intensive processes and are able to make better decisions.

MetaDirectory

merges disparate databases into a single, company-wide, consistent LDAP directory. This makes relevant data such as telephone numbers and other contact data available to all employees in the company. The intelligent preparation of the data enables a simple search and the quick presentation of the results – even with large data sets.

ECSTA Series

as **middleware** enables the communication between your telephone system and the Microsoft Windows world. By **converting the system protocol CSTA into the Microsoft TAPI standard**, numerous added values for improved communication are created.

LiveChat

expands the classic ways in which a prospective customer can get in touch with a company to include **interactive touchpoints**. Via the **website widget**, the **contact portal** or the **multimedia business card**, the employees of a company can be easily reached by digital means.

UCConnect – complementary online services

ProCall Meetings

Mobility Services

Simple online meetings
and video conferencing

Commissioning
of ProCall apps

UCConnect
is estos' own platform for the cloud. The **online services** available via UCConnect
facilitate the **commissioning of the app** or enable the simple organization and **holding of
online meetings and video conferences.**

ProCall Meetings
This service helps companies enable productive collaboration via **online meetings** and
video conferencing.
As an **add-on to the unified communications & CTI software suite ProCall Enterprise,**
ProCall Meetings makes it easy to organize and hold online meetings and video
conferences.

Mobility Services
These services help companies communicate and collaborate optimally while on the
move.
ProCall Mobile is a **native app for iOS and Android** with selected **unified communications
and CTI features** such as video chat or the integration of softphone functions (SIP).

Software from estos…

… **enables**

flexible workplace and working time models.
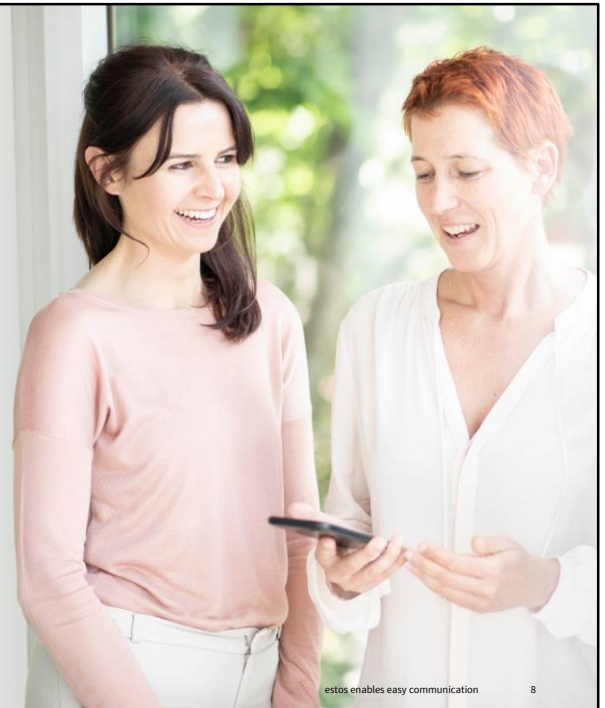
… **facilitates**

individual communication.

… **supports**

the cooperation of teams and groups.

… **helps**

to provide a superior customer service.

… **makes**

operation and administration simple.

ProCall Meetings
Easy online meetings and video conferencing

The communication of a company, internally as well as externally, is becoming more and more diverse. **As an add-on to the unified communications & CTI software suite ProCall 7 Enterprise, ProCall Meetings** enables its users to easily organize and hold online **meetings and video conferences.**

ProCall Meetings

ProCall Meetings is an add-on to ProCall Enterprise and allows you to easily organize and hold online meetings and video conferences with up to 15 participants. And all this without downloads and plug-ins.

Highlights:
- Automatically benefit from updates at no extra charge
- Personal dashboards for organizing online meetings and video conferences
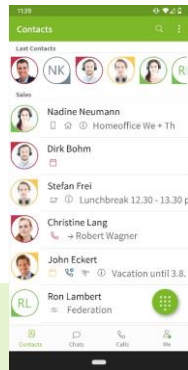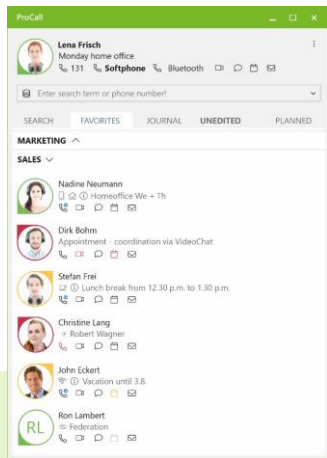- Presence integration in ProCall 7 Enterprise

Add-on to ProCall 7 Enterprise

ProCall 7 Enterprise

ProCall Meetings

With its proven **UC functions** and **business process integration** capability, **ProCall 7 Enterprise** reliably simplifies communication within the company and across company borders, regardless of location. The **ProCall Meetings add-on** extends the functionality of the unified communications and CTI software suite to include **online meetings and video conferencing**.

Add-on to ProCall 7 Enterprise

Employees in the company or in the home office **Employees on the move** **Location and device independent via the browser**

Flexible and location-independent workplace and working time models, as well as the rapid digitalization of all areas of life, present companies with major technical, legal and organizational challenges to ensure **communication** and **collaboration** with colleagues, business partners and customers.

The most important functions of ProCall Meetings

Integrated in ProCall
Leverage productivity benefits with presence matching, quick start, and meeting history.

Dashboard
Create meetings for the future and easily edit them in the groupware calendar.

Join with one click
Join the meeting without downloads, plug-ins or guest registration.

Up to 15 participants
Expand each conference up to 15 people incl. waiting area for guests.

Textchat
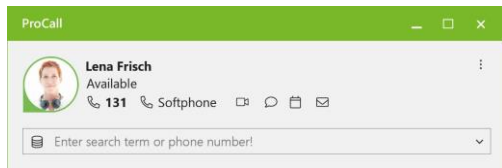Quickly share information or links with all participants.

Screen sharing
View documents together. Sharing is possible from all participants.

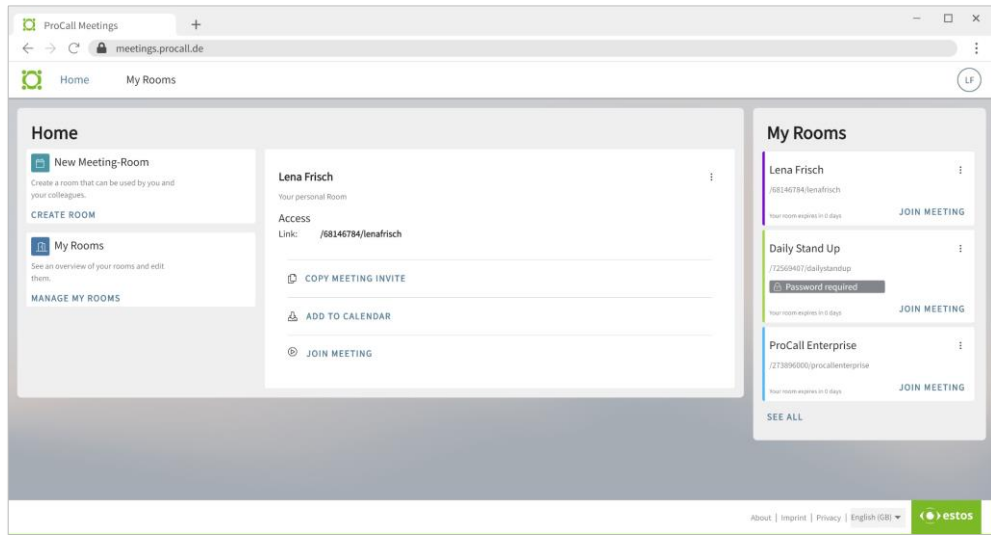Presence integration in ProCall Enterprise

My area

Favorites contact

Through **integration in ProCall Enterprise**, scheduled or ongoing online meetings are included in **presence management**: The corresponding **status "Busy"** as well as the information **"In meeting"** is visible for the colleagues and can be combined with **call protection** and **busy-on-busy**.

Personal dashboard

The **creation/management of meeting rooms** in ProCall Meetings and thus the organization of online meetings and video conferences is reserved for users with an **activated ProCall Meetings license**:
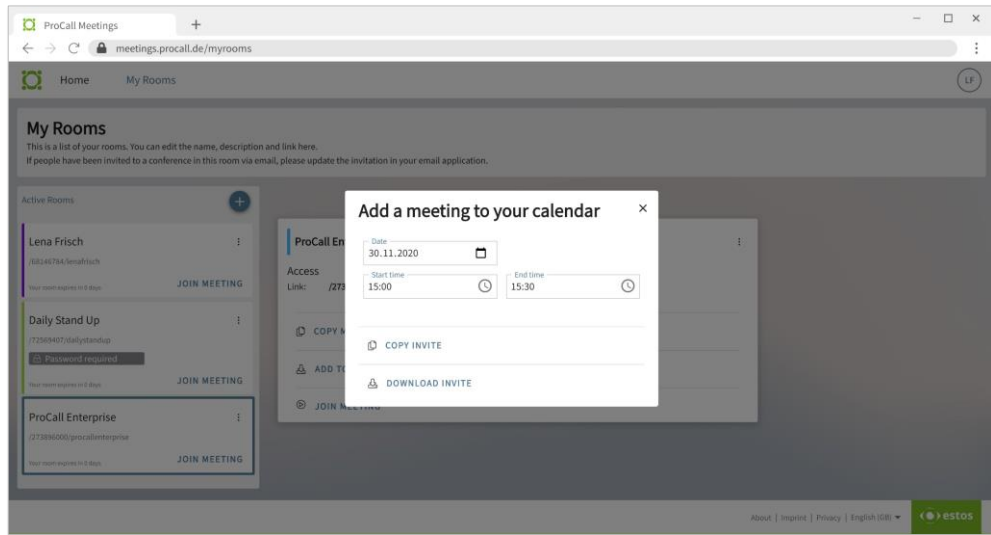
Personal meeting room
Is automatically created when a licensed ProCall Meetings user logs in to ProCall Meetings for the first time, visible in the center of the home area after logging in and described as "Your personal room". Here in the center and right column: Lena Frisch.

General meeting room
Is created manually by a licensed ProCall Meetings user. Here right column: Daily Stand Up, ProCall Enterprise.
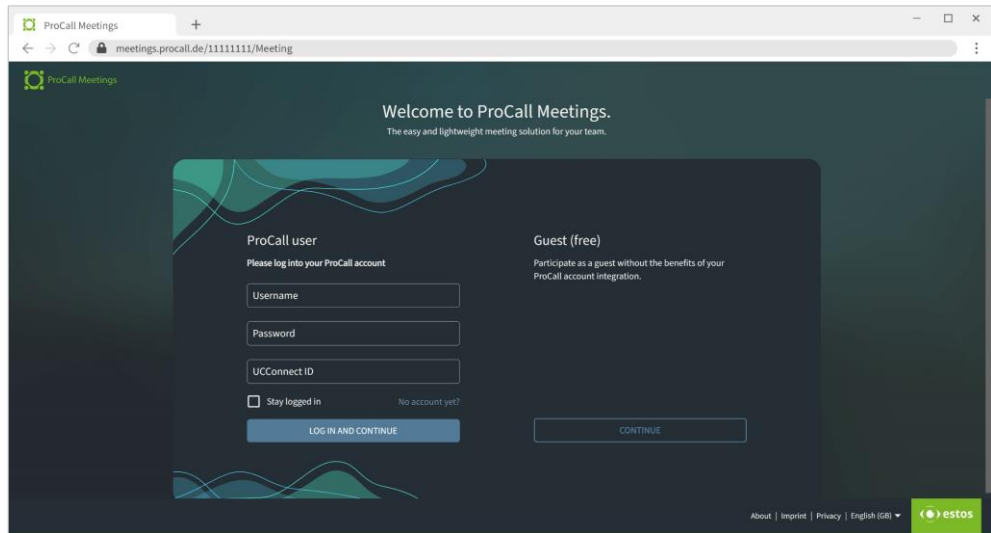
Calendar integration

Personal dashboards for organization
In the clear dashboard, users create and plan their meetings and maintain appointments.
ProCall Meetings can be interconnected with groupware calendars.

Copy invitation: Copy information about the meeting to the **clipboard**, then design your individual invitation and send it, for example, by e-mail or by chat.
Create calendar entry: Download meeting invitation as an **.ics file** and then easily manage your invitation via the calendar in your groupware program like Microsoft Outlook or others.

ProCall user with license for ProCall Meetings
- the administrator has given the right to use ProCall Meetings in UCServer administration
- a license is consumed
- may create and manage meeting rooms and start meetings
- can attend meetings
- Presence is provided to ProCall Enterprise on the underlying UCServer

ProCall user without a license for ProCall Meetings
- ProCall user who has logged in as a ProCall user before joining a meeting
- can attend a meeting
- waits in the lobby until the meeting has started
- Presence is provided to ProCall Enterprise on the underlying UCServer
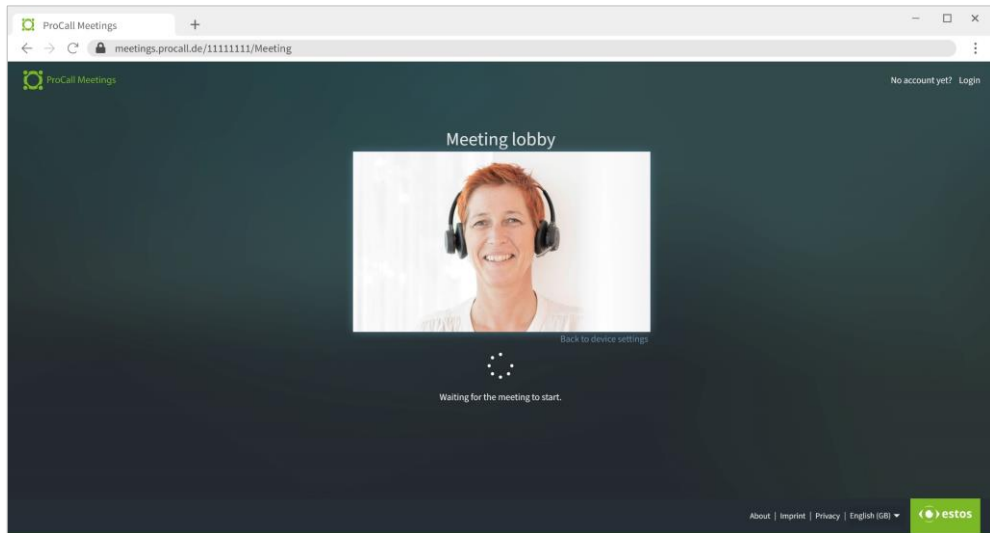
Guest
- unregistered subscriber or ProCall user who has not logged in
- can participate in meetings (join the meeting room as a guest) and has no dedicated rights to organize meetings
- waits in the lobby until the meeting has started

This means that a ProCall user without a license for ProCall Meetings is considered a guest (except for presence creation in ProCall).
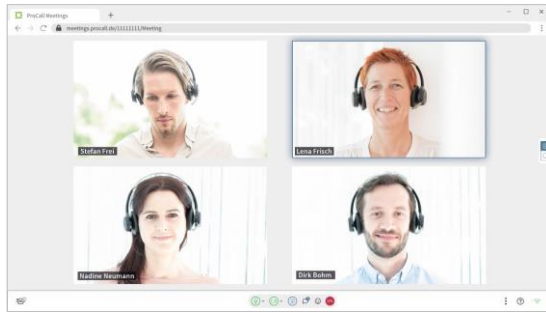
If a meeting has not yet started, then **meeting participants (guests or unlicensed ProCall Meetings users) wait in the lobby.**
Guests do not see the number of people waiting in the lobby.
If the meeting has started, the people waiting in the lobby are automatically added to the meeting room.

Grid View   Conversation View

Maximum number of participants in a meeting: 15
It is irrelevant whether video or only audio is transmitted.

For the meeting participation you can choose according to your **personal preferences** for the display:
Bright: Light background, dark display of font and menus.
Dark: Dark background, light display of font and menus (often perceived as easier on the eyes and may require less battery power to display on mobile devices).
Meeting organizers can additionally choose the following setting:
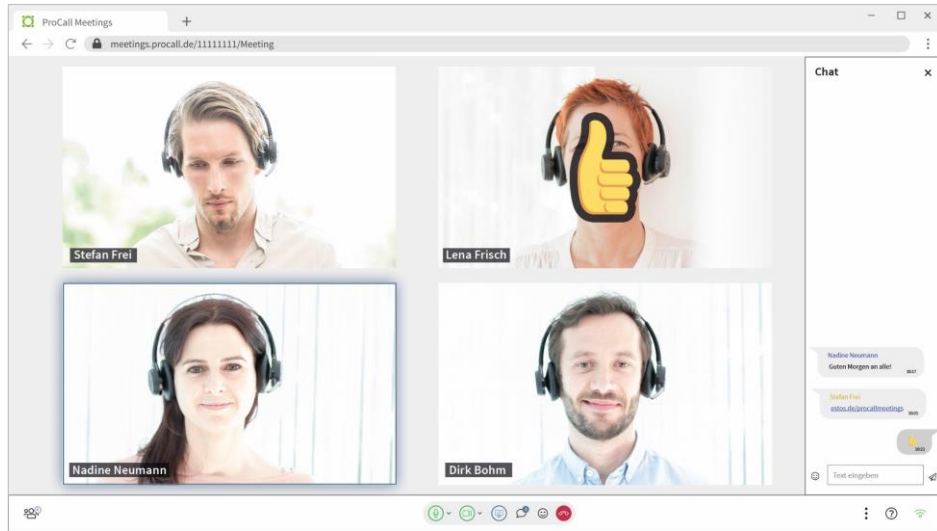**Standard:** Dashboard (meeting organization) in light, meeting participation in dark.
Arrange active speakers and passive participants.
Grid View: All meeting participants are represented equally.
Conversation View: Meeting participants for whom no speaker activity is currently visible are displayed equally. Meeting participants who are currently actively speaking (maximum 2) are displayed more prominently.

Here you can write messages to the other participants or see the chats of other participants.
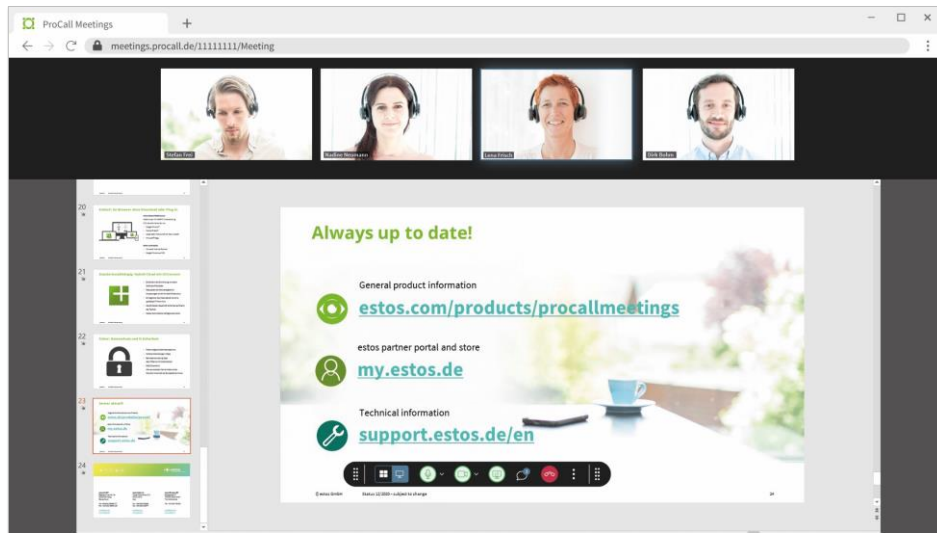**You can see or hide the chat displayed next to the online meeting.**

Show reactions
Reactions are displayed directly above the camera image or the name of a meeting participant.
You can use it to quickly express **applause**, a **thank you** or **like/dislike**, for example. You can also see the reaction of other meeting participants immediately. The superimposed reactions are also noted in the chat.

Screen sharing

For better collaboration, you can **share** your **screen content** with others, for example, to show a presentation or demonstrate what you are currently working on.

Here you can select which **screen section** you want to share with other participants for viewing:

- Entire screen – If you are using multiple screens: Select screen
- Select application window
- Select special excerpt of a browser view (select tab)

Simple: In the browser without download or plug-in

Supported web browsers

Web browser with WebRTC support

e.g. current versions of

- Google Chrome™
- Mozilla Firefox®
- Apple Safari Mobile (iOS 14, iPad, macOS)
- Microsoft® Edge

Not supported

- Microsoft Internet Explorer
- Google Chrome on iOS

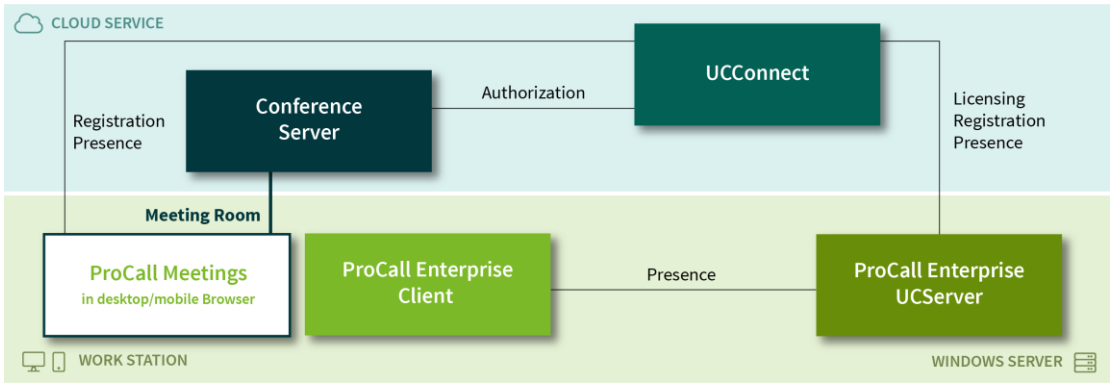# Secure: Privacy and IT Security

Developed and operated in the EU

- Password protected meeting rooms
- Secure connections (https)
- User management via the UCServer in the company
- GDPR compliant
- All servers used are located within the European Union

Location-independent: Hybrid cloud with UCConnect

- Ensures permanent state-of-the-art safety and controlled availability
- Enables ProCall meetings to be set up and run without special IT know-how
- Connects to the UCServer for licensing, login and presence matching with ProCall Enterprise

Topology

CLOUD SERVICE

Conference Server — Authorization — UCConnect

Registration Presence

Licensing Registration Presence

Meeting Room

ProCall Meetings
in desktop/mobile Browser

ProCall Enterprise Client — Presence — ProCall Enterprise UCServer

WORK STATION

WINDOWS SERVER

Always up-to-date!

General information about the product

estos.com/products/procallmeetings

estos partner portal and shop

my.estos.de

Technische Informationen

support.estos.de/en

estos GmbH
Starnberg
Germany

estos Italia srl
Udine
Italy

estos Benelux BV
Doetinchem
Netherlands

estos.com

support.estos.de/en