

Your extension under control

You can define your extension as your Default Line with simply one click.

Manage your Lines

- Define Default Line
- Call Forwarding on/off
- Call Protection on/off
- Remote Office on/off

Manage your Calls

Use the tab „Calls“ to see the complete journal of your calls

- Missed/unanswered Calls
- Phone Calls
- Date and Time

Inbound

- Answered external call
- Answered internal call
- Missed external call
- Missed internal call

Outbound

- External call
- Internal call

„Calls“ – Your Journal

Right-click on an entry:

- Start a call
- Mark as Edited/Unedited
- Open contact details
- TextChat
- Delete

Mark all entries as edited



- Set as default line
- Switch on call protection
- Call forwarding

Line Status

- Line
- Call Forwarding
- Call Protection

Contact	Number	Time
▼ Today		
	815136856	815136856 11:06
	815136856	815136856 11:01
▼ 30. Nov		
Dirk Bohm	Call 101	1 16:35

Make a Call

- Enter the phone number in “Search“
- Right-click on an entry in “Calls“
- Right-click on a contact in “Favourites“

Easy dialing with Shortcuts / Use Commands

Mark the phone number in an **active application**:

- Keyboard Shortcut D
- or
- Right-click - Services – Dial with ProCall

Change Commands/Shortcuts for Dialling

- System Preferences/Services/Shortcuts/Keyboard/Text:
Dial with ProCall
Double-click on D

Search contacts or enter a phone number

The connected data sources are browsed via the search input line.

You can also type in a phone number here and start dialing with Enter.

During a Phone Call

Duration of a call

While making a call, you can see the duration.

FUNC

- Accept
- Hang up
- Transfer

An active phone calls offers you:

- Hold
- Consultation Call
- Forward Call
- Alternate
- Conference
- Use DTMF signals

„Hangup“ terminates the call. You can see this phone call now in your “Calls” Journal .

Filter/Search Calls

• By Number

• By Name

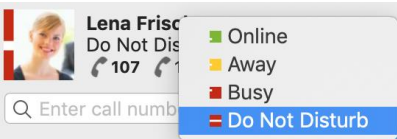
• All/Unedited calls

• Internal Calls only

Presence Management

Set and recognize presence status

Presence Information is set following defined rules e.g. by phone services. Or you can set it manually to comment your presence status.



Absentee note:

Your contacts can see your presence status and your absentee note (depending on defined authorization).

Presence Status

- Available (Online)
- Busy
- Do Not Disturb
- Away (Online)
- Offline
- Inactive (Online)

Further info about contacts

- Signed in Remote by Smartphone
- Federation Contact

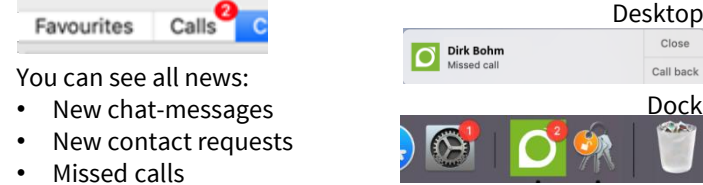
Favourites

- Add contact
- Create a new group, e.g. Marketing, Sales, Administration
- Rename group
- Delete group
- Move group
- Move a contact to a different group simply by clicking on it

Authorization levels

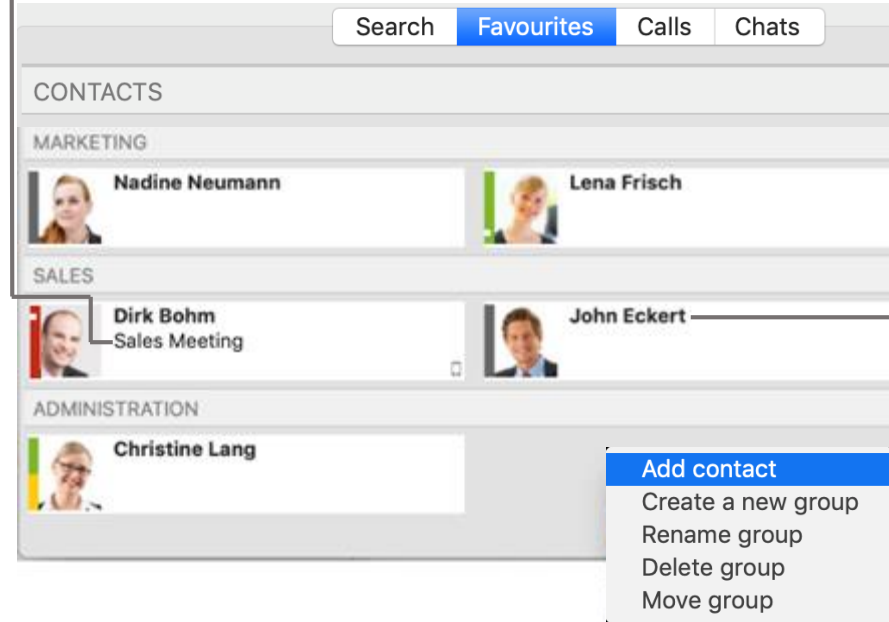
- **Blocked** The authorization level defines the level for sharing information like private numbers, upcoming appointments or presence status.
- **Public**
- **Business** Some authorization levels may already be administratively pre-set and can not be changed.
- **Team**
- **Personal** You can also pick up calls from contacts you are authorized to.

Always up to date/Notifications



You can see all news:

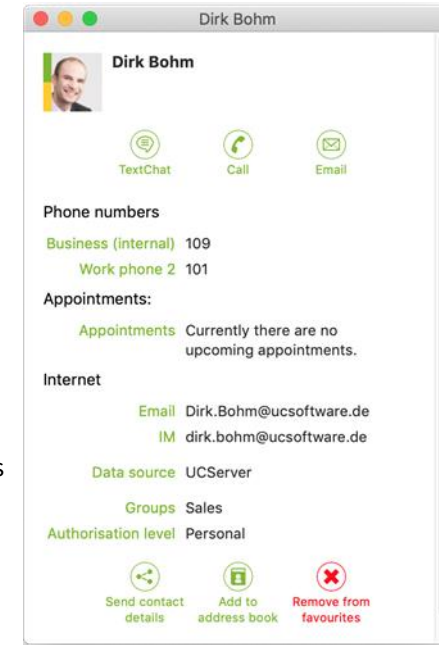
- New chat-messages
- New contact requests
- Missed calls



Contact Details:

Right-click on a contact/favourite or search result helps you with some more information about the contact e.g.

- Phone numbers
- Upcoming appointments (depending on configuration)
- Email Address
- IM Address
- Data source
- Groups
- Authorization level
- Available contact opportunities (TextChat, Call, Email)
- Send contact details, Add to address book, Remove from favourites



TextChat

You can send and receive instant messages (Chats). You can initiate a Chat via *Contact details*, Right-click in *Calls* or in the window *Chats*

You can add emoticons to your text messages.

A symbol shows the status of your sent message:

- Sent
- Delivered
- Read

The Chat Journal shows your recent chats.

