

## 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

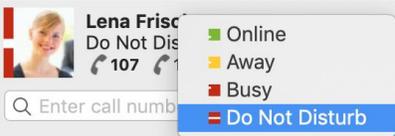
• Internal Calls only



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

### Further info about contacts

- Signed in using ProCall Mobile
- Federation Contact

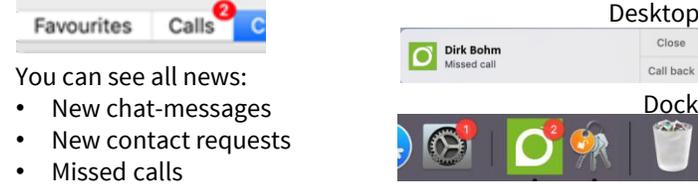
## Favourites

- 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

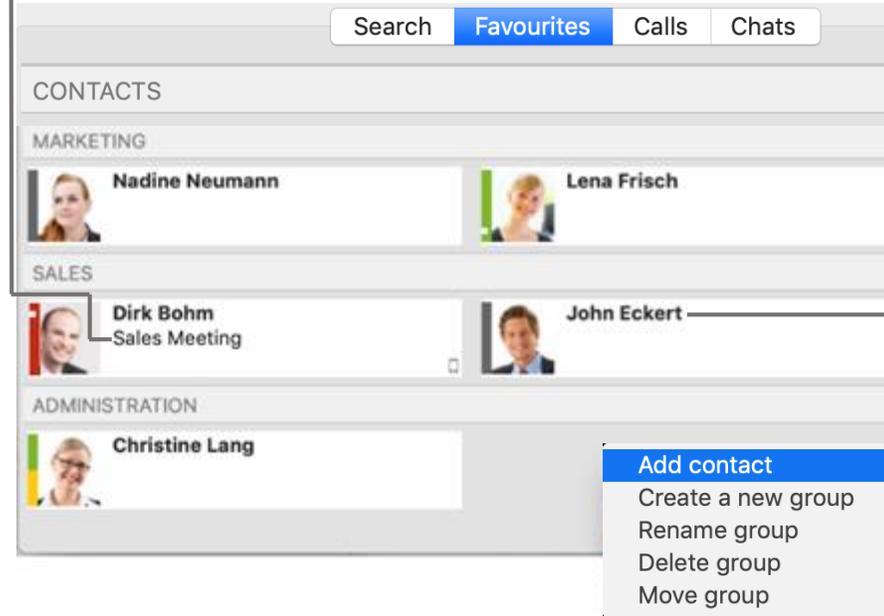
- Blocked: The authorization level defines the level for sharing information like private numbers, upcoming appointments or presence status.
- Public: Some authorization levels may already be administratively pre-set and can not be changed.
- Business: You can also pick up calls from contacts you are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

## Always up to date/Notifications



You can see all news:

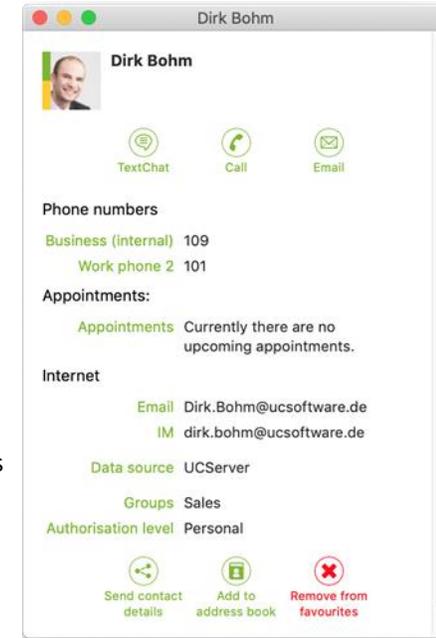
- New chat-messages
- New contact requests
- Missed calls



## 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.

