

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

estos ProCall 7 Enterprise Mobile Apps

V 7.0.0

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

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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