# Supported Telephony Functions

## ProCall 6.3 Enterprise Windows Client V 6.3.0

PBX:	Alcatel OnmiPCX Enterprise
PBX Version:	R 11.2.2
ECSTA for Alcatel OmniPCX 5	5.0.6.116

DialImageImageHang upImageImageAnswer CallImageHold CallImageCall BackImageReject CallImageForward Call (without answering)ImageForward Call (after answering)ImageForward Call (after answering)ImageForward Call (after answering)ImageForward Call (after answering)ImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageImageIma	Action	ΤΑΡΙ	SIP
Answer Call       ✓       ✓         Hold Call       ✓       ✓         Call Back       ✓       ✓         Reject Call       ○       ✓         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)       ✓       ✓         F	Dial	☑	$\checkmark$
Hold Call       ✓       ✓         Call Back       ✓       ✓         Reject Call       ○       ✓         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 (without answering)       ✓       ✓       ✓         Forward Second Call (after answering)       ○       ○       ○         Create Conference Call (after answering)       ○       ○       ○         Create Conference Call (after answering)       ○       ○       ○         Create Conference Call (after answering)       ○       ○       ○         Remove Participant from Conference Call       ✓       □       □         Pickup Call:       ✓       □       □       <	Hangup	✓	$\checkmark$
Call BackImage: Call Graph of the second call (without answering)Image: Call Graph of the second call (without answering)Forward Call (after answering)Image: Call Graph of the second call (after answering)Image: Call Graph of the second call of the second call (e.g. from Hold)Image: Call Graph of the second call (e.g. from Hold)Connect Consultation CallImage: Call Graph of the second call (e.g. from Hold)Image: Call Graph of the second call (e.g. from Hold)Image: Call Graph of the second call (e.g. from Hold)Accept Second CallImage: Call Graph of the second call (e.g. from Hold)Image: Call Graph of the second call (e.g. from Hold)Image: Call Graph of the second call (e.g. from Hold)Forward Second Call (e.g. from Hold)Image: Call Graph of the second call (e.g. from Hold)Image: Call Graph of the second call (e.g. from Hold)Forward Second Call (e.g. from Hold)Image: Call Graph of the second call (e.g. from Hold)Image: Call Graph of the second call (e.g. from Hold)Forward Second Call (e.g. from Hold)Image: Call Graph of the second call (e.g. from Hold)Image: Call Graph of the second call (e.g. from Hold)Forward Second Call (e.g. from Hold)Image: Call Graph of the second call (e.g. from Hold)Image: Call Graph of the second call (e.g. from Hold)Forward Second Call (e.g. from Hold)Image: Call Graph of the second call (e.g. from Hold)Image: Call Graph of the second call (e.g. from Hold)Forward Second Call (e.g. from Hold)Image: Call Graph of the second call (e.g. from Hold)Image: Call Graph of the second call (e.g. from Hold)Forward Second Call (e.g. from Hold)Image: Call Graph of the second call (e.g. from Hold)<	Answer Call	$\checkmark$	$\checkmark$
Reject Call       ○       ✓         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       ✓       ✓       ✓         Forward Second Call (without answering)       ✓       ✓       ✓         Forward Second Call (after answering)       ✓       ✓       ✓         Create Conference Call (3 Participants) *       ✓       ✓       ✓         Add further Participant to Conference Call       ✓       ✓       ✓         Pickup Call:       ✓       ✓       ✓       ✓         • TAPI - TAPI       ✓       ✓       ✓       ✓         • TAPI - SIP via Feature Code       ✓       ✓       ✓       ✓	Hold Call	$\checkmark$	$\checkmark$
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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       ✓       □         Pickup Call:       ✓       □       □         • TAPI - TAPI       ✓       □       □         • TAPI - SIP via Feature Code       ○       □       □         • SIP - TAPI       ✓       ✓       ✓       □	Reject Call	0	$\checkmark$
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Connect Consultation CallImage: Connect Consultation CallInitiate Second Call (e.g. from Hold)Image: Connect Consultation CallAccept Second CallImage: Connect Consultation CallReject Second CallImage: Connect CallForward Second Call (without answering)Image: Connect Call CallForward Second Call (after answering)Image: Connect Call CallAdd further Participant to Conference CallImage: Connect Call CallPickup Call:Image: Connect Call CallImage: Connect Call CallImage: Connect Call Call Call CallImage: Connect Call Call Call CallImage: Connect Call Call Call Call Call Call Call Cal	Setup Consultation Call	$\checkmark$	$\checkmark$
Initiate Second Call (e.g. from Hold)       ✓       ✓         Accept Second Call       ✓       ✓         Reject Second Call (without answering)       ✓       ✓         Forward Second Call (without answering)       ✓       ✓         Forward Second Call (after answering)       ✓       ✓         Forward Second Call (after answering)       ✓       ✓         Create Conference Call (3 Participants) *       ✓       ✓         Add further Participant to Conference Call       ✓       ✓         Remove Participant from Conference Call       ✓       □         Pickup Call:       ✓       □         • TAPI - TAPI       ✓       −         • TAPI - SIP via Feature Code       ✓       ✓         • SIP - TAPI       ✓       ✓         • SIP - SIP via Feature Code       ✓       ✓         DTMF       ✓       ✓       ✓         Dial Ringing Tone       ◇       ✓       ✓	Toggle	$\checkmark$	$\checkmark$
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Add further Participant to Conference Call       ✓       □         Remove Participant from Conference Call       ◇       □         Pickup Call:       ✓       □         • TAPI - TAPI       ✓       −         • TAPI - SIP via Feature Code       ○       −         • SIP - TAPI       ─       ✓         • SIP - TAPI       ✓       ✓         • SIP - SIP via Feature Code       ✓       ✓         DTMF       ✓       ✓       ✓         Dial Ringing Tone       ◇       ─       ✓	Forward Second Call (after answering)	0	0
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• TAPI - SIP via Feature Code       ○          • SIP - TAPI        ✓         • SIP - SIP via Feature Code       ✓       ✓         DTMF       ✓       ✓         Dial Ringing Tone       ◇	Pickup Call:		
• SIP - TAPI       —       ✓         • SIP - SIP via Feature Code       ✓       ✓         DTMF       ✓       ✓         Dial Ringing Tone       ◇       —	• TAPI - TAPI	$\checkmark$	—
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DTMF     ☑       Dial Ringing Tone     ◊	• SIP - TAPI	—	V
Dial Ringing Tone	SIP - SIP via Feature Code	$\checkmark$	$\checkmark$
	DTMF	$\checkmark$	$\checkmark$
	Dial Ringing Tone	$\diamond$	_
Call Forwarding	Call Forwarding		
• provided by PBX via TAPI 🗹 $\circ$	provided by PBX via TAPI	$\overline{\checkmark}$	0
• via Feature Code 🗹 🗹	via Feature Code	$\overline{\checkmark}$	$\checkmark$
• provided by UCServer* — 🗹	<ul> <li>provided by UCServer*</li> </ul>	_	$\checkmark$
Do Not Disturb (via Presence) 🗹 🗹	Do Not Disturb (via Presence)	☑	$\checkmark$
Do Not Disturb (via Line) 🗹 🗹	Do Not Disturb (via Line)	✓	$\checkmark$

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

$\checkmark$	Function available
	Available/Function planned/Realization
_	Not relevant
0	Not applicable due to technical limitations
$\diamond$	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	$\checkmark$	$\checkmark$
Hangup	$\overline{\checkmark}$	$\checkmark$
Answer Call	$\overline{\checkmark}$	$\checkmark$
Reject (without answering)	$\checkmark$	$\checkmark$
Second Call on SIP Line	Busy Line for Caller	Busy Line for Caller
Incoming Call on SIP Line while active mobile phone Call		
Answer call		☑ Mobile Call on hold
Reject		$\checkmark$
Incoming mobile phone Call while active SIP Line Call:		
Answer call	☑ SIP Line Call is terminated	☑ SIP Line Call on hold
Reject	$\checkmark$	$\checkmark$
DTMF	$\checkmark$	$\checkmark$
Do Not Disturb (via Line)	$\checkmark$	$\checkmark$

\* Depending on the functions of the network provider

#### Legal Information / Imprint

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Not all functions are available in every system environment and may depend e.g. on PBX configuration.

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