

FonComfort Frequently asked Questions

- Does FonComfort work with hard phones?

FonComfort works perfectly with hard phones that have an additional USB connection, like Tanjay, Polycom CX600, Aastra etc. FonComfort does not work with standalone desk phones since there is no possibility to run an additional software. Therefore, desk phones do not support IM messages, which are required to transfer some information to the picking agent. But, there are approaches to solve the problem:

- We offer a very small, compact PC with Windows, the Lync client and the FonComfort tools already installed. This small, compact PC does not need to have a Screen or Mouse/Keyboard. It is connected to the network and to the USB port of a Lync-based phone, like Tanjay, Polycom CX600, Aastra etc. Then, all FonComfort features can be used, including pickup. Since it is very compact (Dimension 130w x 40h x 110d mm) it can be installed out of sight in a hidden place (e.g. below the table).
 - For some of the features, including pickup and forwarding, you can use a terminal server session to run Lync and the FonComfort tools.
- Does FonComfort run on Smartphone?

FonComfort tools require a Windows PC with a Lync Client on it. This can be a Terminal Server or a little box without Screen/Keyboard/Mouse. If you have Lync on a Smartphone, you can run it in parallel to your PC. Then, the features are provided by the parallel PC based Lync, and it works for the mobile phone. Please note, that Microsoft Lync for iOS and Android do not support voice over IP, currently.

- Can I enter telephone numbers for forwarding calls and exceptions for forwarding?

Yes, you can. Press the Add or search button to open the search window and enter the telephone number in the search text box of the search window. The telephone number will be normalized as is would be in Lync itself and you can select it for usage. The list of users, who are allowed to pick up calls, cannot contain telephone numbers.

- Is there a central configuration for FonComfort?

You can use group policies to set the properties of FonComfort in the Windows registry. Please note: user-entries (in HKCU) override machine entries (in HKLM). In a future version, there will be a central configuration management system.

- I need an additional feature. What should I do?

You can ask us if a specific feature is already on the feature roadmap. If it is not, we will certainly take it under consideration and if feasible add it to the roadmap. And if it is really good, we'll reprioritize the roadmap.