





Enhancing Lync™ Productivity

Complete Call Handling Suite for Microsoft® Lync™ without Client

-  More telephony functions without **Client rollout**
-  **Installer** and **AD-Synchronization** simplifies deployment
-  **Certified** for Lync 2013
-  **New:** Administration via **Powershell**



Call Pickup

- **Pickup calls** for managers or colleagues
- Pickup **longest ringing** call
- **Centrally configurable** via Active Directory
- Users can be in **multiple pickup groups**



Second Call Treatment

- **Avoids interruptions**
- True **Busy on Busy** - prevents a connect charge
- **Redirect** 2nd call (i.e. Directly to voicemail)
- 2nd call is handled when 1st call is dialing/ringing



Call Forwarding

- Forward calls independent of Lync settings, can be used in parallel with Lync forwarding
- **Forward forwarded calls** including response group calls
- **Configurable centrally** or **individually** via FonComfort Settings tool for each Lync-User



External SimulRing

- **Simultaneously** ring external phones (PBX, DECT, or mobile phones)
- Replaces "Dual-Forking" feature from Microsoft OCS
- **Multi-Forking** is possible on several phones. For example, ring a PBX and mobile phone simultaneously



Central Administration

- Administration of all FonComfort settings with „Settings“ GUI application
- New: FonComfort Powershell enables script-based administration
- Delegates, teams, office hours are also configurable



FonComfort Server Administration



Central Administration

Configuration of user settings on the FonComfort server can be done with two mechanisms:

1. The administration tool FonComfort-Settings configures all settings centrally (using a specified RBOC administrator role)
2. AD security groups (e.g. Multiple pickup groups can be created by using the security groups naming convention by simply adding "Pickup" as part of the group name). Other synchronizations with AD entries can be customer specific and will be synchronised with a regular automatic update process.



FonComfort Settings

- FonComfort Settings application allows users to set presence and call forwarding options of manager or colleagues
- Full authorization rights must be granted for access

Change 2nd call behavior

FonComfort redirects calls

Presence status change

Lync call forwarding

List of FonComfort Users

Administration of teams and delegates



FonComfort Server Administration with Powershell



Mass Deployment

- Powershell administration enables script based administration
- Powerful tool for automated user setup
- Available for all FonComfort configurations
- Lync configurations such as delegates, teams, office hours, holidays can be configured centrally!
- Replaces Microsoft tool SEFAUTIL

```
Administrator: FonComfort PowerShell
PS C:\Users\Administrator.BRESSNER\ Desktop> Get-FCUser -Identity manager2@bressner.de

UserUrl           : sip:manager2@bressner.de
TelUri            : (<tel:+4981424728462, tel:4981424728462>)
Forwarding        : ForwardDisabled
ForwardTarget     : sip:balligator@bressner.de
ForwardExceptions : (<>)
SimringDestinations : (<>)
SecondCallTreatment : Suppressed
SendEmailRejectedCall : False
AccessRightsTable : (<FonComfortPowerShell.FCPluginServer.AccessRightsInfo, FonComfortPowerShell.FCPluginServer.AccessRightsInfo, FonComfortPowerShell.FCPluginServer.AccessRightsInfo, FonComfortPowerShell.FCPluginServer.AccessRightsInfo...>)
CtiDevice         :
BusyOnSimRing     : False
EnableBusyExceptions : False
FCProfessionalUser : False
QuickLinkUser     : True
RemoveRgsHeader   : False
```

FonComfort Powershell: Administration of all FonComfort functions



Available Functions

- Create, Change, Delete FonComfort users
- Display status of user endpoints, dynamic routing and announcements
- Change all Lync user settings incl. delegate and team
- Test function for Dynamic Routing
- Create, change or delete office hours (Lync configuration)
- Display of license data
- Display of FonComfort server settings
- Change FonComfort server settings online

```
Administrator: FonComfort PowerShell
Windows PowerShell
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Name
----
Disable-FCAnnouncement
Disable-FCDynamicRouting
Enable-FCAnnouncement
Enable-FCDynamicRouting
Get-FCAnnouncement
Get-FCAnnouncementStatus
Get-FCCTILinkConfig
Get-FCCTILink
Get-FCCTILinks
Get-FCCTILinkConfig
Get-FCDynamicRouting
Get-FCDynamicRoutingDBConfig
Get-FCDynamicRoutingLdapConfig
Get-FCDynamicRoutingStatus
Get-FCLyncHolidaySets
Get-FCLyncUserSettings
Get-FCServerConfigInfo
Get-FCServerInfo
Get-FCServerLicenseInfo
Get-FCServerServiceStatus
Get-FCServerUserEndpoints
Get-FCUser
Get-FCWorkHourSet
New-FCDynamicRouting
New-FCUser
New-FCWorkHourEntry
New-FCWorkHourSet
Remove-FCAnnouncement
Remove-FCUser
Remove-FCWorkHourSet
Set-FCAnnouncement
Set-FCDynamicRoutingDBConfig
Set-FCDynamicRoutingLdapConfig
Set-FCLyncUserSettings
Set-FCServerConfigInfo
Set-FCUser
Set-FCWorkHourEntry
Set-FCWorkHourSet
Start-FCServerService
Stop-FCServerService
```

FonComfort Powershell: List of available functions



More Information



FonComfort Suite

The family of FonComfort Plugins for Lync is available in several versions to meet your specific needs. Select a suitable solution or ask us.

Product	Client / Server	Main Features
FonComfort Server	Server only	Central configuration of FonComfort functions
FonComfort Professional	Plugin for Lync client	Pickup calls – Power Toast Busy on Busy Easy call transfer Hotkeys
FonComfort QuickLink	Windows client	1-Click call handling Manager/assistant app Change settings for others
FonComfort PBX Presence	Server module	Phone status synchronization with Lync via CTI link to PBX

FonComfort server is a prerequisite for all other products

Compatibility



Lync 2010



Lync 2013



Windows Server 2008 R2



Windows Server 2012 R2

Special Requests

If you have other special requests for Lync applications, presence integration, Fax integration or Unified Communications, give us a call!

If you do not yet have a Lync solution:

We also provide special solutions and gateways for a smooth migration to Lync which connects your existing PBX and protects your investment!

More Information

For more information, test licenses, and other addon products for Microsoft® Lync™ please visit us on the Web <http://www.bressner.com>



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Specifications subject to change