



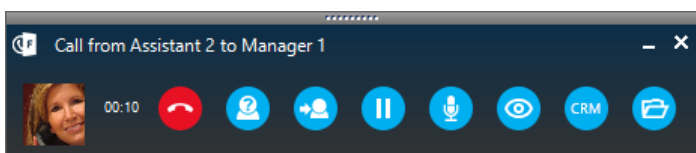



Telephony plugin for Microsoft® Lync™ and Skype for Business


-  **1 Click** for most frequent call functions
-  Integrated support for **Busylight**
-  **Less Windows** on your desktop
-  New. **Configurable pickup ring tone**



Upgrade your standard Microsoft Lync/Skype for Business with FonComfort to enhance your usability and efficiency beyond that of traditional PBX softphones.


Quick call handling

- Quick **consultative and blind call transfer**
- Call control window contains **popular phone buttons**
- Supports **multiple call handling**
- **Optional: popup of 3rd party applicatons**


Call pickup

- Signalling of **pickup group calls via popup and ringtone**
- **Specific call pickup** from manager or colleague
- **Pickup longest ringing** call
- **Central and flexible configuration** via Active Directory


Second call treatment

- **Avoids interruptions**
- True **Busy on Busy** - prevents a connect charge
- **Redirect 2nd call**
- 2nd call is handled **when 1st call is dialing/ringing**


Hot keys

- **Accept, drop and pickup** calls with **1 button**
- **Click-to-Dial** for any selected phone number
- **Call transfer with single button** click
- Function keys can be **freely defined**

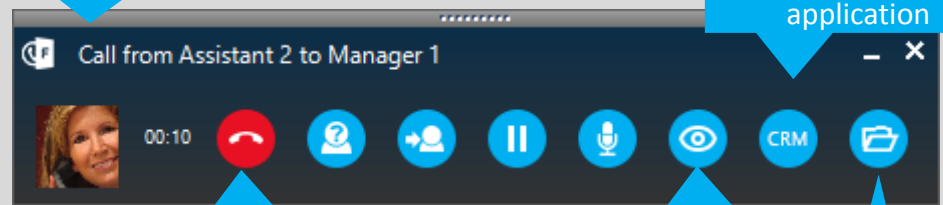
Fast and easy call transfer



New call control window

- Call control window replaces and extends Skype for Business Call Monitor
- Only a single click for most frequently used phone functions
- Popup window for incoming and pickup group calls
- Skype for Business or classical color scheme selectable
- Automatic suppression of Lync/Skype conversation window
- Display of subject (e.g. for calls initiated from an Outlook-Email)

New call control window



Optional popup application

Accept, pickup or drop call

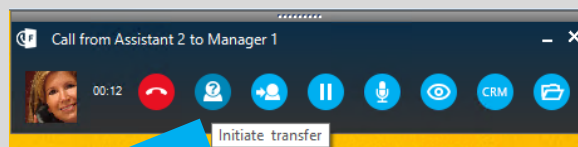
Show/hide Conversation window

Optional caller history

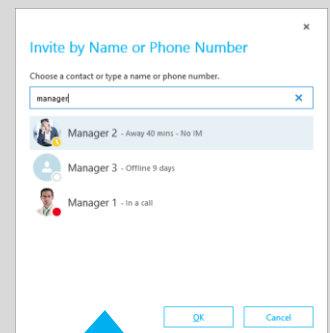


Quick call transfer

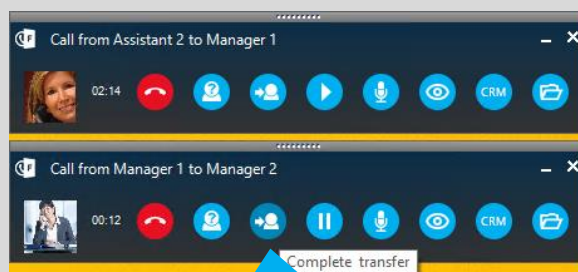
- Call transfer with contact search
- Blind or consultative transfer with single button
- Convenient call completion while in consultative call with just a single click



1. Click to quickly initiate a transfer



2. Click on person

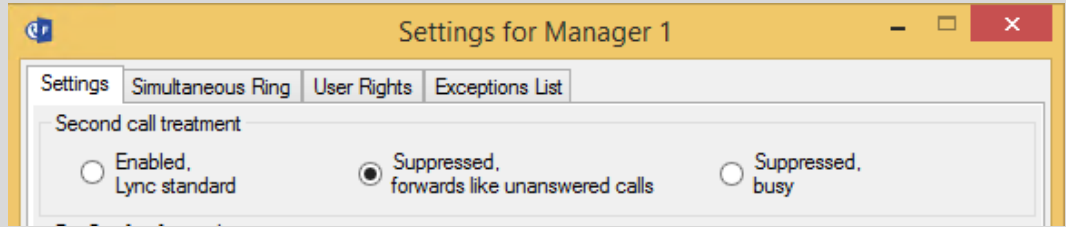


3. Complete transfer

Call handling settings



Second call treatment



Enabled

Standard Lync behavior: multiple calls

Suppressed

Call is treated like unanswered calls

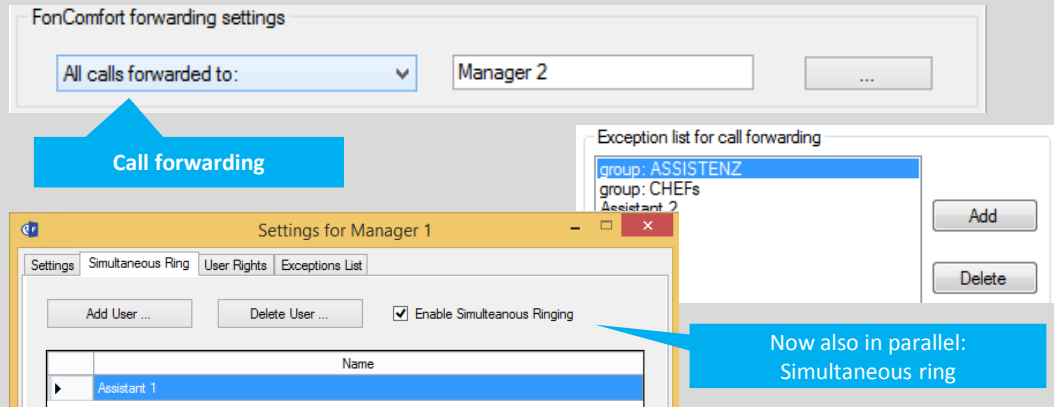
Busy-on-Busy

True disconnect with busy tone (also with manually set „away“)

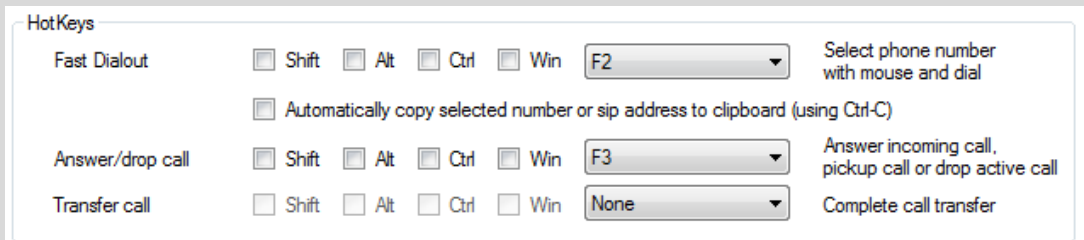


Call forwarding

- Call forwarding with exceptions (typical manager/assistant scenario)
- Forwarding of response group calls
- Forwarding of forwarded calls (chaining of forwarding)
- In parallel to forwarding, you can select multiple simultaneously ringing endpoints



Hot-Keys for call handling



Fast Dialout

Select a phone number in any application, hit hot key to dial

Answer call

Use hot key to quickly answer personal or pickup group calls and hang up calls

Transfer call

Fast call completion when transferring calls

More Information



FonComfort suite

The family of FonComfort Plugins for Lync/SfB 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

Works with certified Lync/SfB standalone and USB connected hardphones (e.g. from Aastra, Polycom, Snom)



Windows 7, 8, 8.1, 10

Special requests

If you have other special requests for Lync/Skype for Business applications, presence integration, Fax integration or Unified Communications, give us a call!
If you do not yet have a Lync/SfB solution:

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

More Information

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



FONCOMFORT PLUGINS FOR LYNC is a registered trademark of BRESSNER Technology, all other trademarks are the sole property of their respective owners.