

# estos Phone Tools

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# 1 Welcome to estos Phone Tools

For quick, successful installation, please read Installation Notes .

The innovative 'helpers' were developed by estos specifically for Microsoft® Skype for Business®. They complement the Microsoft® Skype for Business® client to useful features about CTI and CEBP.

estos Phone Tools features:

- Skype for Business® Toast extension  
The Skype for Business® Expansion Toast shows important contact information such as company name, customer number and many are already docked at incoming communication indicating more to Skype for Business® Toast. The expansion window can be freely adapted to the customer's needs.
- Skype for Business® conversation window extension  
The Skype for business conversation window extension allows the user to display all relevant interlocutors data from connected systems both inbound as well as outbound communications and means of buttons / links to initiate further process steps in the application of your leading.
- Hotkey dial  
Microsoft® Skype for Business® users can now mark a call number in Windows® applications, e.g. in Internet Explorer®, and dial by pressing a key (hotkey) as with estos CTI solutions. This saves the user from tedious copying and typing. The hotkey can be defined specifically for the user to ensure perfect function even if keys have been pre-assigned by other applications.
- TAPI Service Provider for outgoing call  
The so-called Skype for Business® TAPI Service Provider, a special driver, enables dialing from all Microsoft® TAPI-compatible applications via Skype for Business® Client. In this way, applications that already exist can also use Skype for Business® telephone functions.

estos Phone Tools is TerminalServer compatible. This means it can be used on Microsoft® Terminal Server.

For using the application at least the following software is required:

- Microsoft® Lync® or Skype for Business® Client
- estos MetaDirectory Enterprise

## 2 Installation

The software is delivered as Microsoft® Installer Packet (msi).

The package can be distributed using the group policy. A per-computer assignment is recommended.

If the package is installed by a user, 'elevated privileges' are required.

To be able to use the Skype for Business®-Toast and Skype for Business® call window extension, they must select a MetaDirectory server.

An administrative template for the group policy is available. The file PhoneTools.adm can be used to configure global settings using the group policy.

### 3 General settings

Here you can adapt the general settings for estos Phone Tools:

Start this program when logging in

If this setting is active, estos Phone Tools is automatically started when starting the computer.

Display general information

The program uses bubbles (speech bubbles) to display general information to the user. Each of these bubbles can cause the program to no longer display any general information with the aid of the "No longer display this information" checkbox. The desired behavior can also be changed via this configuration setting.

Maximum length of internal call number

To detect internal call numbers when dialing, the program must know the maximum length of the internal call numbers. This length can be defined in this configuration setting.

If a setter is grayed out and has (administratively set) added, these settings have been set by the administrator via the group guidelines and cannot be changed.

## 4 HotKey settings

You can define key combinations, so-called hotkeys, with which functions are executed. Please note that the hotkey combinations are deactivated as long as the configuration of the program is displayed.

### Start communication

Enter the desired key combination that you want to start communication with (e.g. a call).

### Dial call numbers immediately

If this setting is active, immediately after the hotkey combination is pressed, an attempt is made to dial the call number. Otherwise the Skype for Business® dialog to dial a call number is displayed.

### Display hotkey messages

When pressing the hotkey combination, messages may be displayed if there is a problem (e.g. if no text is marked). Each of these windows can cause the program to no longer display any hotkey information with the aid of the "No longer display this information" checkbox.

If a setting is grayed out and has (administratively set) added, these settings have been set by the administrator via the group guidelines and cannot be changed.

## 5 Select hotkey

A hotkey is a key combination, that can be pressed on the keyboard to invoke an action. This function is available in all Windows® applications.

Using this program you may define Hotkeys to control the Skype for Business® Client.

Start communication

- Mark a piece of text that contains a phone number or a Sip address.
- Press the key combination.
- The selected text is copied to the clipboard and sent to the Skype for Business® Client. If the text contains a phone number, a phone conversation is started. If the text contains a Sip address (an @ in the text), an instant message conversation is started.

Call telephone numbers without the country code outside of Germany

When choosing a telephone number a Fully Qualified Telephone Number (FQTN) is automatically passed to the Skype for Business® client (eg +49815136856177). If you have selected no telephone number in this format (e.g.B. 0815136856177), this is automatically supplemented with the country code. The default setting for this is +49 for Germany. If your location is outside of Germany, you must select the correct country in the Windows® Control Panel under Telephone and Modem in Location.



## 6 TAPI connection

estos Phone Tools installs a TAPI driver, that offers one TAPI line device.

|                   |  |
|-------------------|--|
| Name of the line  | Skype for Business®                    |
| PermanentLineID   | 0x99999990                             |
| PermanentLineGUID | {3C45E9ED-09AE-411d-BF5B-AA504BF17BAA} |
| Funktionen        | lineMakeCall                           |

## 7 Conversation Windows® / Toast extension for Skype for Business®

The Skype for Business® Conversation Windows® Extension is an embedded browser that allows display of a contextual application with a Skype for Business® conversation. This feature requires Microsoft® Silverlight.

To use this function, the Activate conversation window extension must be active.

The extension can be accessed via the Menuitem Phone Tools in the conversation window. It is also possible the extension will always appear immediately, if the checkbox "Show extension immediately" is activated.

For incoming communication, the Skype for Business® Client displays a so-called Toast that provides information about the caller. Unfortunately the information content is very limited. For this reason, estos PhoneTools allows you the option to display additional information as well as this Toast. This Toast extension can only be used in conjunction with a Skype for Business® Client 2013 and higher. To be able to use this extension, activate the Show Toast extension checkbox. Another requirement for using this function is the installation of .Net Framework Version 3.5 (standard for Windows® 7) or .Net Framework Version 4 (standard Windows® 8).

The extension (Conversation Window / Toast) displays a special website of the MetaDirectory. The server name and port of the MetaDirectory Webserver must be configured for this. An encrypted connection can also be selected via https. Click the "Search .." button to select the relevant Metadirectory Server from a list.

MetaDirectory servers in the same domain as this client will be displayed without domain suffix.

If you specify a server name with domain suffix or IP address, the authentication when viewing the conversation window extension no longer works automatically. It is asked in a pop-up window for credentials (Windows® domain login).

The Skype for Business® Client client differentiates whether it is connected internally or externally with the Skype for Business® Server. So it is also possible to configure different Metadirectory servers for internal and external use by the conversation window extension.

**Internal server name** Enter the name of the MetaDirectory here that should be used within the company network or select a MetaDirectory via the "Search..." button. You also have the option to adapt the Port of the MetaDirectory in the input field below it. If a SSL connection should be used, also activate the Encrypted connection checkbox.

**External server name** Enter the name of the MetaDirectory here that should be used outside of the company network or select a MetaDirectory via the "Search..." button. You also have the option to adapt the Port of the MetaDirectory in the input field below it. If a SSL connection should be used, also activate the Encrypted connection checkbox.

## 8 Info about estos Phone Tools

estos Phone Tools is a product of estos GmbH.

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Product updates, please visit <http://www.estos.de/>

Frequently asked questions and answers as well as support are available at <http://support.estos.de>

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## 9 License

estos Phone Tools required for the operation license key when the trial period of 45 days has expired.

Licensed for:

Please enter the name that you have received with your license key.

License:

This field is for the license key.

The licenses have 35 digits and correspond to the following pattern:

XXXXXXXX-XXXXXXXX-XXXXXXXX-XXXXXXXX.

License details:

|                               |   |
|-------------------------------|---|
| Try it for free (for 45 days) | You can test for 45 days estos Phone Tools with all available features. After the trial period, you must purchase licenses. |
| Trial License Expired         | You must enter licenses.  |