

FonComfort™ Lite 2.6.1

Telephony expansion for Skype® for Business as client solution

Upgrade your standard Microsoft® Skype® for Business with FonComfort™ Lite to enhance your usability and efficiency with a pure client solution (no server).

- *Easy and efficient call handling*
- *Pure client solution (no server installation)*
- *Jump-start for increased efficiency*
- *Busylight support extended for new models*



Quick call handling

- Easy and quick one-click **consultative and blind transfer**
- Call control window contains **popular phone buttons**
- Replaces Skype® for Business call monitor



Second call treatment

- Forward second calls **automatically**
- **Avoids interruptions** during a call
- Optimized workflow due to less popup windows



Hot keys

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



Busylight support

- Integrated **Busylight control**
- **Less interruptions and missed calls or chats** with visual-audible presence indicator



Easy and comfortable call handling

Call control window

- Call control window replaces and extends Skype® for Business Call Monitor
- Only a single click for most frequently used phone functions
- Blind and consultative call transfer
- Popup window for incoming and pickup group calls
- Expand call to a three-person conference
- Skype® for Business or classical color scheme selectable
- Automatic suppression of Skype® conversation window
- Display of subject (e.g. for calls initiated from an Outlook-Email)

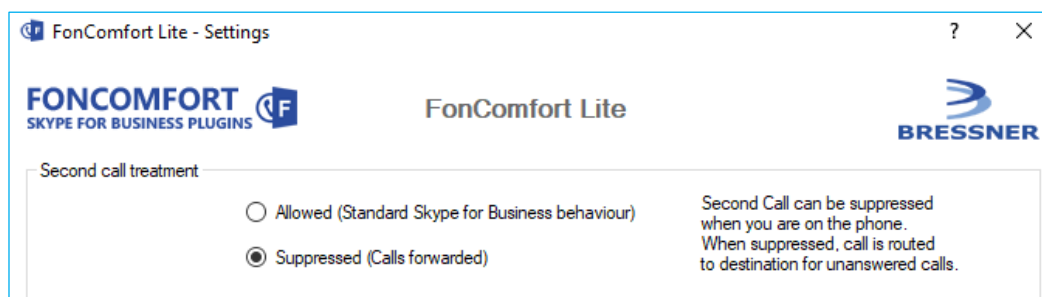


1. Accept, pickup or drop call
2. Initiate consultative calls before call transfer
3. Complete call transfer without consultance
4. Expand current call to three-person-conference
5. Hold/resume call
6. Mute / Unmute microphone
7. Hide/Show Skype for Business conversation window

Foncomfort™ Lite: Call control window

Second call suppression with call forwarding

- Forward second calls immediately
- No distracting noises or popups while you are in a call



Enabled

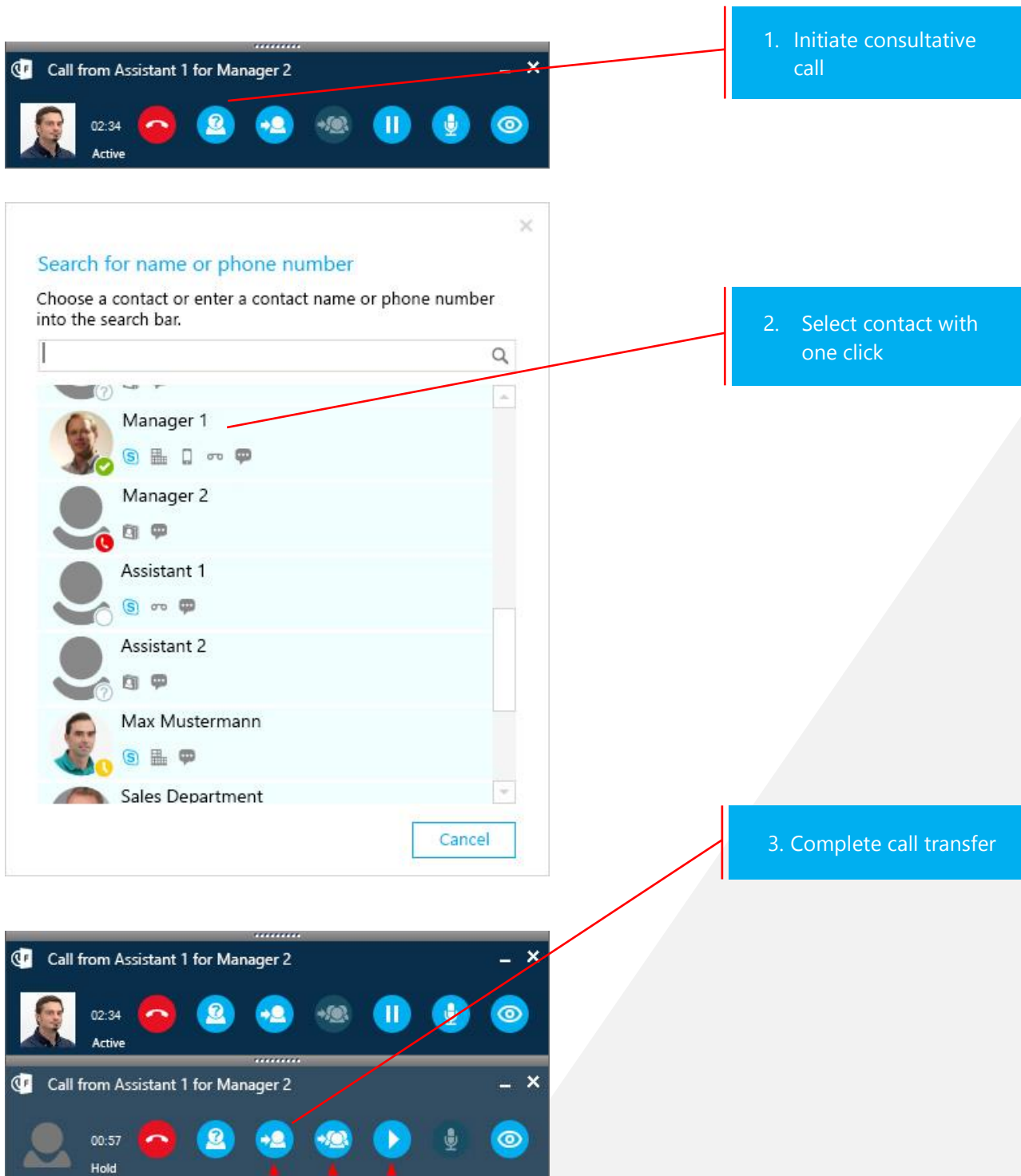
Standard Skype® for Business behavior: multiple calls

Suppressed

Call is treated like unanswered calls (typically forwarded to voicemail)

Quick call transfer

- Call transfer with contact search (choose from list of most used contacts)
- Blind or consultative transfer with single key
- Convenient call completion while in consultative call with just a single click
- During transfer, the call window of the called person shows the forwarding person

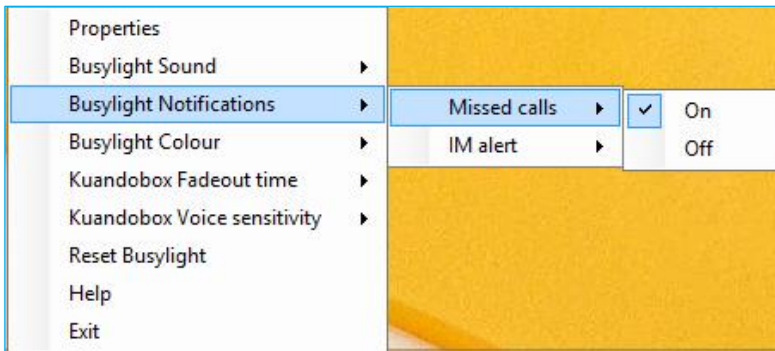


The diagram illustrates the process of a quick call transfer in three steps:

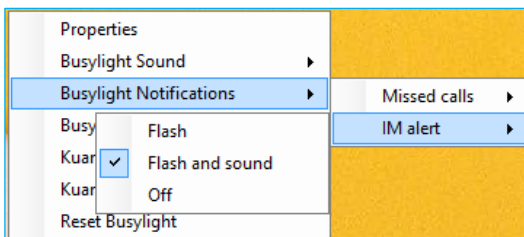
- 1. Initiate consultative call**: A call window titled "Call from Assistant 1 for Manager 2" is shown in an "Active" state with a duration of 02:34. A red arrow points from this window to the first step label.
- 2. Select contact with one click**: A search window titled "Search for name or phone number" is shown. It contains a search bar and a list of contacts: Manager 1, Manager 2, Assistant 1, Assistant 2, Max Mustermann, and Sales Department. A red arrow points from the "Manager 1" contact to the second step label.
- 3. Complete call transfer**: Two call windows are shown. The top window is "Call from Assistant 1 for Manager 2" (Active, 02:34). The bottom window is "Call from Assistant 1 for Manager 2" (Hold, 00:57). A red arrow points from the "Hold" window to the third step label.

Busylight alerts

- Visual signal for missed calls or chat conversations with Busylight



- Visual and/or audible alert for incoming new chat conversations



Hot keys for call handling

Fast dial out

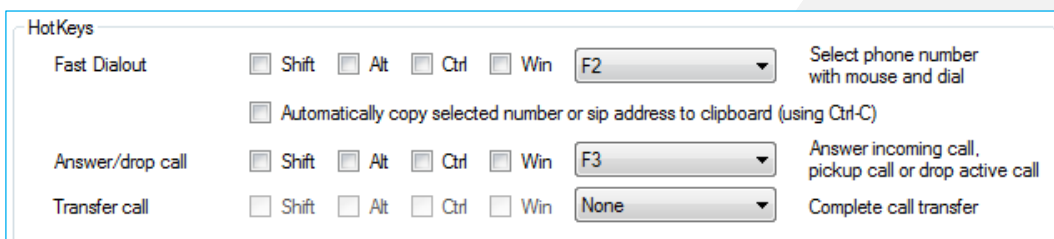
Select a phone number in any application and press hot key to dial

Answer call

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

Transfer call



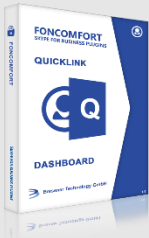

Fast call completion when transferring calls



More information

FonComfort™ telephony suite

FonComfort™ Lite is part of the FonComfort™ telephony suite, which represents a branch of our Skype® for Business add-ons. Choose your fitting solution from the table or contact us: +49 (0)8142 47284 – 71 or salestelecom@bressner.de

Product	Client/Server	Main features
<p><i>FonComfort™ Server</i></p> 	Server only	<ul style="list-style-type: none"> Central configuration of FonComfort™ functions Busy on busy Call pickup
<p><i>FonComfort™ Professional</i></p> 	Client/Server plugin for Skype® for Business client	<ul style="list-style-type: none"> Call monitor for efficient call handling Improved call handling via hot keys Expansion of Skype® for Business client (call pickup, call forwarding, etc.)
<p><i>FonComfort™ QuickLink</i></p> 	Client/Server (Separate) Windows client	<ul style="list-style-type: none"> Manager/assistant- and team management application, 1-click call handling Change settings for others Show available contact channels per contact (Skype® for Business, Phone, Mobile, Chat, Voicebox...)
<p><i>FonComfort™ Lite</i></p> 	Client only	<ul style="list-style-type: none"> Easy call transfer via call monitor Call handling via hot keys (pickup, Drop calls, etc.) Quick-dial selected number via hot key

Compatibility

Compatible with certified Skype® for Business/Lync™ standalone and USB connected hardphones and headsets

Skype® for Business

Lync 2010

Lync 2013

Windows 7, 8, 8.1 and 10

Busylight



Additional information

For more information, test licenses and other addon products for Microsoft® Skype® for Business visit our BRESSNER website: [Skype for Business addons](#)



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If you have special requests or requirements for Skype® for Business applications, don't hesitate to call us!



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