

# FonComfort Server

## Skype® for Business telephony plugin

Expanded telephony features for Skype® for Business without client

### Features

- Increases convenience, functionality and productivity
- Telephony add-ons for Skype® for Business (without client)
- Installer & AD synchronization simplifies deployment
- Central administration via FonComfort™ Powershell



#### Call pickup

- **Pickup calls** for managers or colleagues per DTMF code or destination key on phone or pickup contact in Skype® for Business client
- Pickup **longest ringing call**
- **Central configuration** via Active Directory
- Users can be deployed in **multiple pickup groups**



#### Second call treatment

- Avoids interruptions
- True **Busy-on-Busy** – prevents a connect charge
- **Redirect** second call
- Second call is handled when first call is dialing/ringing



#### Call forwarding

- Forward calls independent on Microsoft® Skype® for Business settings, can be used parallel
- **Forward forwarded calls** also for response group calls
- **Central or decentral configuration** via FonComfort™ Team Admin Dashboard **individually** for each Skype® for Business user



#### External SimulRing

- **Parallel Ringing** on external phones, e.g. on PBX-, DECT.- or mobile phones
- Replaces Microsoft®'s „Dual-Forking“
- Parallel calls on **several phones** possible, e.g. PBX- and mobile phone



#### Central administration

- Administration of all FonComfort™ settings with **Team Admin Dashboard GUI application**
- FonComfort™ Powershell enables **script-based administration**
- Delegates and teams **centrally configurable**



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## Administration with Team Admin Dashboard

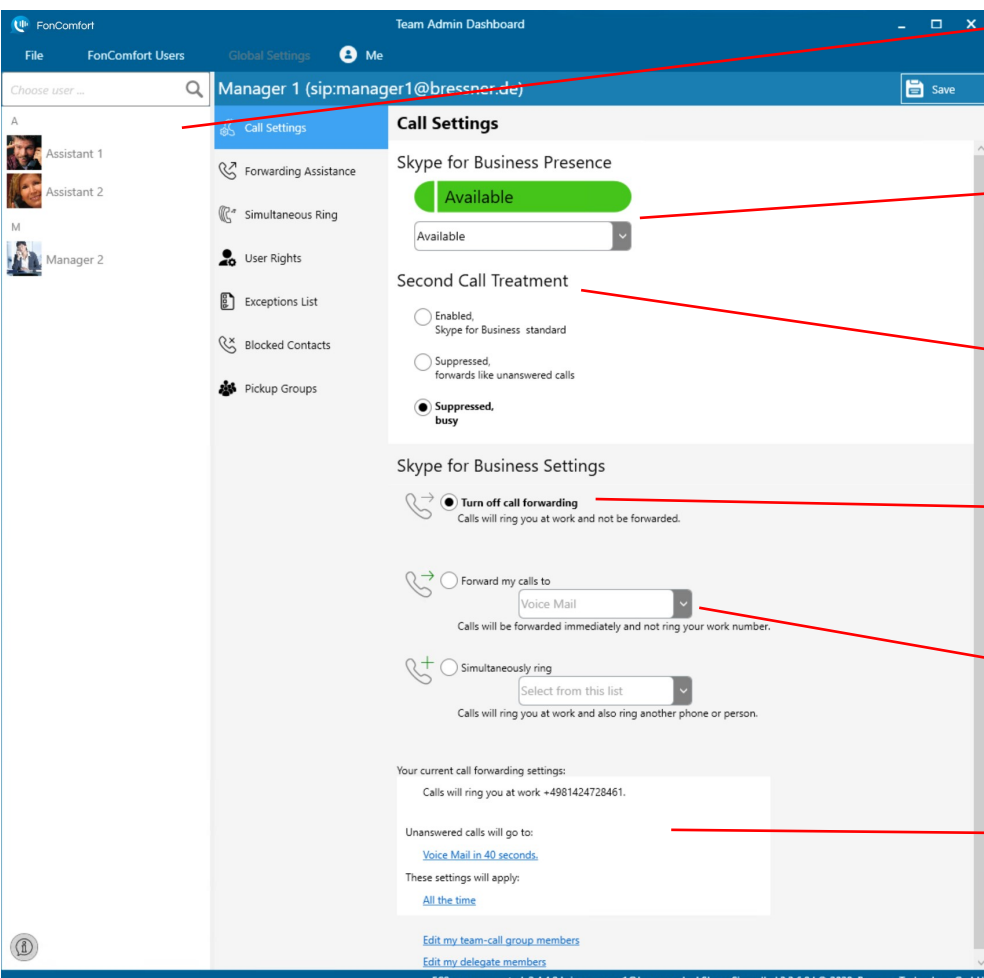
### Central administration

For configuration of user settings on the FonComfort™ server, two mechanisms can be used:

1. Via administration tool FonComfort™ Team Admin Dashboard
2. Via FonComfort PowerShell™

## FonComfort™ Team Admin Dashboard

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



The screenshot displays the 'Team Admin Dashboard' for 'FonComfort'. The interface is divided into several sections:

- Left Sidebar:** A list of users including 'Assistant 1', 'Assistant 2', and 'Manager 2'. A search bar is at the top.
- Top Bar:** Shows the user being managed: 'Manager 1 (sip:manager1@bressner.de)'. There are 'File', 'FonComfort Users', 'Global Settings', and 'Me' menus.
- Main Content Area:**
  - Call Settings:** Includes 'Skype for Business Presence' (set to 'Available'), 'Second Call Treatment' (set to 'Suppressed, busy'), and 'Skype for Business Settings' (with options for 'Turn off call forwarding', 'Forward my calls to', and 'Simultaneously ring').
  - Summary:** 'Your current call forwarding settings: Calls will ring you at work +4981424728461. Unanswered calls will go to: Voice Mail in 40 seconds. These settings will apply: All the time.'

Red lines connect the following UI elements to callouts on the right:

- The user list in the sidebar to 'List of FonComfort™ users'.
- The 'Available' presence state dropdown to 'Change presence state'.
- The 'Suppressed, busy' radio button under 'Second Call Treatment' to 'Second call treatment'.
- The 'Turn off call forwarding' radio button to 'Skype® for Business forwarding'.
- The 'Forward my calls to' dropdown menu to 'Administration of teams and delegates'.
- The summary box at the bottom to 'Current call forwarding settings at-a-glance'.


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## Administration with Powershell

### Mass deployment

- Powershell administration enables script based administration
- Valuable tool for automated user setup
- Available for all FonComfort™ configuration
- Skype® for Business configurations such as delegates and teams can be configured centrally!
- Replaces Microsoft tool SEFAUTIL



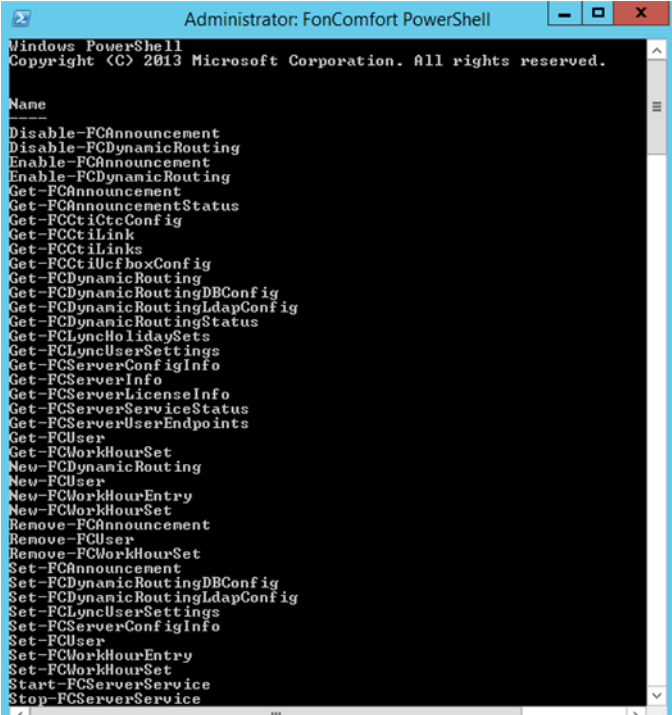
```

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
SendEmailOnRejectedCall : 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
  
```

## Available features

- Create, Change, Delete FonComfort users
- Display status of user endpoints, dynamic routing and announcements
- Change all Skype® for Business user settings including delegates and team
- Test function for Dynamic Routing
- Create, change or delete office hours (Skype® for Business configuration)
- Display of license data
- Display of FonComfort™ server settings
- Change FonComfort™ server settings online and many more



```

Administrator: FonComfort PowerShell
Windows PowerShell
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Name
----
Disable-FCAnnouncement
Disable-FCDynamicRouting
Enable-FCAnnouncement
Enable-FCDynamicRouting
Get-FCAnnouncement
Get-FCAnnouncementStatus
Get-FCCTiCtcConfig
Get-FCCTiLink
Get-FCCTiLinks
Get-FCCTiUcFboxConfig
Get-FCDynamicRouting
Get-FCDynamicRoutingDBConfig
Get-FCDynamicRoutingLdapConfig
Get-FCDynamicRoutingStatus
Get-FCYncholidaySets
Get-FCYnchUserSettings
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-FCYnchUserSettings
Set-FCServerConfigInfo
Set-FCUser
Set-FCWorkHourEntry
Set-FCWorkHourSet
Start-FCServerService
Stop-FCServerService
  
```





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## More information

### *FonComfort™ telephony suite*

FonComfort™ Server is part of the FonComfort™ telephony suite, which represents a branche of our Skype® for Business addons. Choose your fitting solution from the table or contact us: +49 (0)8142 47284 – 71 or [salestelecom@bressner.de](mailto:salestelecom@bressner.de)

Software package	Client / Server	Main features
<b>FonComfort™ Server</b> 	Server-only	<ul style="list-style-type: none"> <li>Central configuration of FonComfort™ telephony functions</li> <li>Busy-on-busy</li> </ul>
<b>FonComfort™ Professional</b> 	Client plugin for Microsoft® Skype® for Business client (requires FonComfort™ Server)	<ul style="list-style-type: none"> <li>Call monitor for efficient call handling</li> <li>Improved call handling via hot keys</li> <li>Expansion of Microsoft® Skype® for Business client (call pickup, call forwarding, etc.)</li> </ul>
<b>FonComfort™ Ultimate</b> 	Client (requires FonComfort™ Server) Separate Windows client	<ul style="list-style-type: none"> <li>Manager/assistant and team management application, 1-click call handling</li> <li>Change settings for others</li> <li>Show available contact channels per contact (Microsoft® Skype® for Business, Phone, Mobile, Chat, Voicebox...)</li> </ul>
<b>FonComfort™ Smart Routing</b> 	Team Admin Dashboard (requires FonComfort™ Server)	<ul style="list-style-type: none"> <li>Call forwarding dashboard for Microsoft® Skype® for Business on-prem</li> <li>Manage call forwarding via presence state, calendar date, time or caller numbers</li> <li>Global configuration or per user</li> </ul>

# FonComfort Server

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## System requirements

- Microsoft® Skype® for Business Client
- Microsoft® Skype® for Business Server 2015 or 2019

## Compatibility

Compatible with certified USB and standalone Microsoft® Skype® for Business phones and headsets. In addition, the FonComfort telephony suite is compatible with the following clients and operating systems:

- Skype® for Business
- Windows® 10



## Additional information

For more information, trial licenses, and other add-on products for Microsoft® Skype® for Business, please visit our BRESSNER website at: [Unified Communications](#)



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