



Communication Solutions



ESTOS ECSTA Middleware

Better Connections. Integrated Future.
Professional TAPI drivers for companies.



// Drivers & Middleware

ESTOS ECSTA Middleware



Connection to the Future.
ESTOS ECSTA – the better alternative to the system manufacturers' middleware.

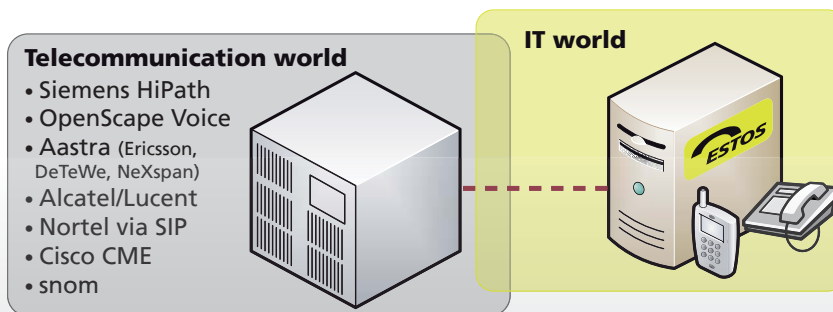
The ESTOS ECSTA middleware family connects proprietary phone systems with Microsoft Windows. It converts the CSTA protocol, which is made available via a phone system interface, into Microsoft TAPI, an industry standard supported by virtually all well-known applications.

Connecting telecommunications and IT

ESTOS ECSTA middleware enables communication between phone systems and IT infrastructure allowing connected phones to be used for computer-aided applications such as contact center, Unified Communications as well as CRM and ERP systems. The middleware lets the application control and monitor the phones via a central server. A Microsoft Telephony Application Programming Interface- (TAPI-) compatible driver provides call control functions like initiate a call, call back, call transfer, conference or call forwarding. The ESTOS ECSTA family offers a future-proof connection for business phone systems with TAPI-compatible applications.

Better customer service

The integration of the phone system into the IT infrastructure leads to improved customer service. Provisioning via the TAPI interface gives many applications direct access to call information and analysis as well as linking to business-relevant information. This includes, for example, resolution of a phone number on the basis of contact data from a database. In addition, the telephony services allow management of incoming and outgoing calls. Regardless of the application, telephony integration gives the user a decisive informational advantage and leads to cost savings and a boost of productivity.



Connecting the telecommunications and the IT world

The telecommunication world

All supported PBX systems including Siemens, Alcatel/Lucent, Aastra (Ericsson, DeTeWe, NeXspan), Cisco and Nortel as well as snom SIP phones, are connected seamlessly via S0, USB or Ethernet through the computer telephony interface- (CTI-) link to a Windows computer where the ESTOS ECSTA driver is installed. The middleware communicates with the PBX via the ECMA-standardized Computer Supported Telecommunications Applications (CSTA) protocol. The driver is compatible with all current CSTA versions (phase I, II or III). For quick installation the phone system extension lines can be entered into the middleware automatically.

The IT world

IT infrastructure is integrated through the Microsoft TAPI standard (MS TAPI 2.1 or higher). The ESTOS middleware is a simple-to-set-up, highly scalable, multi-instantiable driver with a wide variety of configuration options, such as phone number formatting, to adapt to different application scenarios. It makes phone numbers and status information from all extensions available for the IT infrastructure in real time. The transparent implementation of features allows deep and powerful integration into a large number of applications, regardless of whether they are telephony-oriented CTI, call and contact center solutions, or common business applications such as well-known CRM and ERP systems or vertical market solutions.

ESTOS ECSTA drivers are the better alternative to manufacturers' middleware. They stand out for their simple set-up, transparent functionality, outstanding performance and extreme scalability. All ESTOS ECSTA drivers are available with built-in "future-proofing" which is optimized for the power of 64-Bit Windows machines and fulfills the newest security standards.

ESTOS ECSTA highlights

- Simple initial installation and maintenance
- Basic and familiar telephony features
- Supports ECMA standard CSTA phase I, II or III
- Compatible with MS TAPI 2.1 or higher
- Drivers can be multiply instantiated
- MultiSite/MultiVendor compatible
- 32- and 64-bit versions available
- Recommended by leading manufacturers

ESTOS MultiSite Technology

The ESTOS ECSTA family is optimized for the connection of networked and distributed phone systems at various locations, or integration of multiple sites. The ESTOS MultiSite Technology enables centralized line information. This means deployments in Windows Terminal Server and Citrix MetaFrame scenarios are possible without limitations.

ESTOS MultiVendor Technology

With ESTOS ECSTA drivers, TAPI resources for phone systems from different manufacturers can be integrated seamlessly at one central location. Support of PBX systems from multiple vendors is one of ESTOS's core competencies and plays a key role in Unified Communications solutions. ESTOS ECSTA products literally have the future built in.

Compatibility with 64-bit operating systems

In 2006, ESTOS introduced a variant of its Microsoft TAPI-compatible middleware that supports 64-bit operating systems. Today, the compatibility with 64-bit Windows operating systems is a powerful differentiator: more and more Microsoft products are available only in 64-bit versions and a connection via TAPI also requires 64-bit-compatible drivers.

Combination with ESTOS products

The ECSTA family is designed to deliver full phone convenience for all ESTOS Unified Communications products. All connected phone system features can be used in the software, which enhances the productivity of Office applications.

The ESTOS ProCall CTI application permits integration into Microsoft Outlook and connection to Lotus Notes, Tobit David InfoCenter, or ODBC-compatible applications. Important phone system features are also available to the Office Communicator Client in combination with third-party software due to an optional connection to Microsoft Office Communications Server 2007 (OCS) via the ESTOS CallControlGateway.

Combination with third-party software

Many well-known manufacturers and system integrators prefer and recommend ESTOS ECSTA middleware for their TAPI-based solutions. They embrace the simple set-up, the transparent functionality, the outstanding performance and the scalability provided by ESTOS drivers.





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ESTOS GmbH
Petersbrunner Str. 3a
D-82319 Starnberg

Telefon: +49 (8151) 36856177
Fax: +49 (8151) 36856199

info@estos.de
www.estos.de

// Presented by:

ESTOS ECSTA Middleware

Compatible PBX systems and phones

- Siemens Hicom 150 / 300H*
 - Siemens HiPath 2000 / 3000 / 5000 series
 - Siemens HiPath 4000*
 - Siemens OpenScope Voice **
- * Requires additional Siemens HiPath CAP-S 2.0 / 3.0 licences
** Requires CSTA licence

- Alcatel OmniPCX Office*
 - Alcatel OmniPCX Enterprise*
 - Alcatel 4400*
- * Requires additional Alcatel TAPI- or CSTA-licences

- Aastra/Ericsson BusinessPhone*
 - Aastra/Ericsson MD110 / MX One*
 - Aastra/DeTeWe OpenCom X**
 - Aastra/NeXspan 5000**
- * Requires additional Ericsson Business-Link or Application-Link
** Requires CSTA licence

- Nortel CS1000*
- * Requires TR.87 licence

- Cisco CallManager Express (CME or UC 500) *
- * Requires V 8.0 or higher

- snom SIP phones from the 8XX and 3XX series*
- * Requires firmware 7.3.4 or higher



ESTOS ECSTA for snom
the awarded solution

System requirements

Server - Hardware

- PC with 1 GHz
- 512 MB memory
- 1GB MB hard disk
- Serial, USB, Ethernet interface or USBS-ISDN Card

Server - Software

- Compliant with 32- & 64-bit Microsoft Windows OS
- Microsoft Windows 2000, XP, 2003, 2008 & 2008 R2 Server, Vista, 7

