

PBX Call Assist 3



Unified communications solution with CTI*, presence management and instant messaging to improve collaboration for up to 40 workstations.

- SIP softphone for maximum flexibility and mobility in your day-to-day work routine
- Screen sharing for smooth cooperation
- Platform-independent – multi-device support with free choice of device
- VideoChat from client to client
- Presence management – availability of your employees at a glance
- Easier administration by central user management

*Computer Telephony Integration

With PBX Call Assist 3, organizations are able to improve their communications and collaboration internally and across company boundaries with partners, suppliers, and customers.

In addition to proven CTI, instant messaging, presence management, screen sharing and federation, PBX Call Assist 3 also provides audio/video (WebRTC-based) capabilities. Softphone functionalities (SIP) and a smartphone integration via Bluetooth with the Windows clients are also included.

Get there quicker: downloads and user licences directly from Auerswald

The PBX Call Assist 3 software and user licences can be obtained from the Auerswald Online Shop directly. You do not need to purchase separate LAN TAPI licences to operate PBX Call Assist 3. Without user licences the software can be used in demo mode for 45 days.

Features Overview

Softphone functionalities*

- Call accept
- Call reject
- Call end
- On hold
- Call query
- Reject in call status
- Forwarding in call status¹
- Forwarding during a call¹
- Establish inquiry¹
- Call brokering¹
- Connect inquiry¹
- Conference¹

* not for macOS

¹ just for the Windows client

Presence management

- Automatic presence state detection
 - online and available
 - online and busy
 - online but absent
 - online but inactive
 - offline
- Manual presence state setting
 - busy
 - available
 - do not disturb
 - absent

Instant Messaging

- Sending text messages between two or more PBX Call Assist 3 clients

VideoChat*

- VideoChat accept
- VideoChat reject
- VideoChat initiate

* Windows, iOS, Android and only between Calls Assist 3 User

Computer Smartphone Integration (CSPI)

- Bluetooth pairing with the Windows PC
- Search in smartphone contacts via the Windows PC
- Hotkey support
- Control of smartphone telephony via PC client
- Journal support

Databases

- ODBC (Access, SQL Server, MySQL)
- LDAP (OpenLDAP)
- Active Directory
- Public Exchange directory
- Microsoft Office 365
- IBM Notes databases

- Google Apps for Work / G Suite
- DATEV pro
- Microsoft Dynamics AX, CRM and Navision
- Microsoft Dynamics CRM Online
- Salesforce
- Das Telefonbuch
- Herold
- KlickTel
- TwixTel

CTI functionalities

- Outgoing call dialling with
 - Direct phone number input
 - Context menu (right click on the contact)
 - Selecting a phone number and executing via hotkey
 - Display of incoming calls in the application window
- Supported TAPI functions
 - Call accept
 - Call reject
 - Call end
 - On Hold
 - Query call
 - Call forwarding
 - Conference (3PTY)
- Call forwarding set/delete
- Call protection set/delete
- List of missed calls
- Notes set/delete

System requirements

Client PC hardware

- CPU: 2 Core @ 2 GHz
- RAM: 2 GByte
- Hard drive capacity: 1 GByte
- Network: 100 Mbit

Server PC hardware

- CPU: 4 Core @ 3 GHz
- RAM: 4 GByte
- Hard drive capacity: 1 GByte
- Network: 1 Gbit

Software

- Terminalserver
- Windows Server 2008 R2
- Windows Server 2012
- Windows Server 2012 R2
- Windows Server 2016
- Windows 7 SP1
- Windows 8.1
- Windows 10
- macOS Sierra / High Sierra
- iOS from 10.3
- Android from 7.1

Auerswald ICT Systems*

- COMpact 4000
- COMpact 5x00(R)
- COMmander 6000 series

*from Firmware 7.0A

Ordering Information

- Without user licenses the software is available for 45 days as a free trial version with full functionality

COMpact 5x00(R) and COMmander 6000 series Maximum 40 User

- **Name:** PBX Call Assist 3* / 5 Clients
- **Item number:** 94636
- **Name:** PBX Call Assist 3 Upgrade / 5 Clients
- **Item number:** 94631

- **Name:** PBX Call Assist 3* / 15 Clients
- **Item number:** 94637
- **Name:** PBX Call Assist 3 Upgrade / 15 Clients
- **Item number:** 94632

- **Name:** PBX Call Assist 3* / 40 Clients
- **Item number:** 94638
- **Name:** PBX Call Assist 3 Upgrade / 40 Clients
- **Item number:** 94633

COMpact 4000 Maximum 20 User

- **Name:** PBX Call Assist 3* / 5 Clients
- **Item number:** 94639
- **Name:** PBX Call Assist 3 Upgrade / 5 Clients
- **Item number:** 94634

- **Name:** PBX Call Assist 3* / 15 Clients
- **Item number:** 94640
- **Name:** PBX Call Assist 3 Upgrade / 15 Clients
- **Item number:** 94635

*incl. LAN-TAPI-Lines

PBX Call Assist 3 is designed for Auerswald LAN TAPI and can not manage any other TSP's.