

PBX Call Assist 2



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

- Call journal to view the chat and call history
- Microsoft Outlook plug-in
- Connection to ESTOS MetaDirectory
- Presence management with convenient activity status display
- “Federation“ as a networking concept between locations and companies
- Central user administration with groups and authority levels

* Computer Telephony Integration

Computer Telephony Integration (CTI) is the key to conveniently using key functions to simplify work processes within the company. It starts with mouse-based control of all telephone functions – from call acceptance to setting up a 3-way conference call – and continues even beyond the integration of CRM and ERP programs.

Federation – how companies network with one another

In addition to the obvious methods of communication, such as telephone and e-mail, chat functions are also becoming increasingly popular in day-to-day work. Access to social networks like Facebook is not necessary for this. “Federation” is a networking concept tailored specifically for companies.

Integration of the latest communication solution

The PBX Call Assist 2 is also ideally suited to internal company communication! Employees have access to the call journal for a better overview of any calls. Use your Outlook contacts, dial phone numbers, e.g. on web pages or in documents, directly via hotkey and take advantage of the benefits of presence management. Explore a world of convenience!

Get there quicker: downloads and user licences direct from Auerswald

The PBX Call Assist 2 software and user licences can be obtained from the Auerswald Upgrade Center directly. You do not need to purchase separate LAN TAPI licences to operate PBX Call Assist 2. Without user licences the software can be used in demo mode for 45 days.

PBX Call Assist users: upgrade easily – it's worth it!

All users of the first generation of PBX Call Assist can of course upgrade. Take full advantage of all the useful additional features and enjoy the overhauled user interface.



Clever Communications

Overview characteristics

Presence management

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

Call journal + Note

- Incoming/missed external calls
- Incoming/missed internal calls
- Outgoing external/internal calls
- Text Chat

Instant Messaging

- Sending text messages between two or more users

CTI functions

- Outgoing call dialing 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 forwarding
 - Call reject
 - Special call forwarding
 - Call end
 - Call pick up (within own facility)
 - On Hold
 - Conference (3PTY)
 - Query call
- Call forwarding set/delete
- Call protection set/delete
- List of missed calls
- Notes set/delete

Contact data bases

- Local PBX Call Assist 2 user
- Federation contact
- Local favorites
- Outlook contact
- Internal subscriber
- MetaDirectory

Context menu functions

- Calling all phone numbers of the recent contact
- Write e-mail
- Send message
- Open contact details
- Set up new contact
- Authorization level
- Add contact
- Delete contact

¹ The UC Server is designed for Auerswald LAN TAPI and can not manage any other TSP's.

Server functions¹

- Internal MS-Access database for user data and configuration
- User management with group function and permissions
- User login with local UC password or Windows domain login
- Support of Federation feature (secure exchange of presence information with external organizations)
- Support of ESTOS MetaDirectory
- Event log
- Status monitor
- Maximum of 40 PBX Call Assist 2 clients

System requirements

Server PC - Hardware

- 2 x 2.2 GHz CPU
- 2 GB RAM
- 1 GB Hard drive capacity
- Network > 100 Mbit/s

Client PC - Hardware

- 2 x 2.2 GHz CPU
- 2 GB RAM
- 1 GB Hard drive capacity
- Network > 100 Mbit/s

Server PC - Software

- Microsoft Windows 7, 8/8.1, 10 (32/64 Bit)
- Microsoft Windows Server 2008, 2008 R2, 2012, 2012 R2 (32/64 Bit)
- Microsoft Windows Small Business Server 2008, 2011

Client PC - Software

- Microsoft Windows 7, 8/8.1, 10 (32/64 Bit)

Federation (optional)

- Internet connection
- Static IP address
- Port forwarding (optional)
- Open Service Location Record for SIP and/or XMPP (optional)
- NGN21.com Account (optional)

Optional Software

- MetaDirectory Version 2.0 or higher
- Microsoft Outlook 2007, 2010, 2013, 2016 (32/64 Bit)

Ordering Information

- Download the Software and purchase licenses via the Auerswald Upgrade-Center (www.auerswald.de/upgradecenter)
- Without user licenses the software is available for 45 days as a free trial version with full functionality

COMpact 5000 und COMmander 6000

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*incl. LAN TAPI lines

