

# PBX Call Assist 5

Unified communications solution with CTI, cross-media presence management and individual/group chat



- 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

## Your advantages in detail

With PBX Call Assist 5, companies are able to improve their communication and collaboration internally and across company boundaries with partners, suppliers and customers.

In addition to CTI, instant messaging and a Microsoft Teams app for Windows including synchronized presence management, PBX Call Assist 5 also offers options for audio/video communication (WebRTC-based). Extensive softphone functions (SIP) and smartphone integration via Bluetooth on the Windows

clients are also included. Users also communicate with the AI assistant ChatGPT directly in the PBX Call Assist client.

You can obtain the PBX Call Assist 5 software, the user basic licenses and software care directly from the online shop. With software care, you always stay up to date: you benefit from the full range of functions and automatically receive upgrades to the next higher versions, including bug fixes and security updates. Without user licenses, the software can be used as a demo version for 45 days.

# Features at a glance

## SOFTPHONE FUNCTIONALITIES<sup>1</sup>

- dial number
- Call reject
- Call accept
- On hold
- Call query
- Reject in call status
- Forwarding in call status<sup>2</sup>
- Forwarding during a call<sup>2</sup>
- Establish inquiry<sup>2</sup>
- Call brokering<sup>2</sup>
- Connect inquiry<sup>2</sup>
- Conference<sup>2</sup>

## 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 clients
- Easy sharing of files, photos and videos via Windows and mobile apps via a central storage location

## VIDEO CHAT<sup>3</sup>

- VideoChat accept
- VideoChat reject
- VideoChat initiate

## COMPUTER SMARTPHONE INTEGRATION

- 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

## DATA SOURCES

- Active Directory
- Das Telefonbuch
- DATEV pro
- Google Apps for Work / G Suite
- Herold
- IBM Notes databases
- KlickTel
- TwixTel
- LDAP (OpenLDAP, requires MetaDirectory license)
- Microsoft Dynamics AX, CRM and Navision
- Microsoft Dynamics CRM Online
- Microsoft Office 365
- ODBC (Access, SQL Server, MySQL)
- Public Exchange directory
- Salesforce

## CTI FUNCTIONS

- Outgoing call dialling with:
  - Direct phone number input
  - Context menu (right click on the contact)
  - Selecting a phone number and executing via hotkey
- Displaying incoming calls in the call window
- Supported TAPI functions:
  - Call accept
  - Call reject
  - Call end
  - On Hold
  - Query call
  - Call forwarding
  - Pick-up (not across different sites)
  - Conference (3PTY)
- Call forwarding set/delete
- Call protection set/delete
- List of missed calls
- Notes set/delete

## COMPATIBLE PRODUCTS

- 90118 / COMpact 4000
- 90334 / COMpact 5200
- 90335 / COMpact 5200R
- 90336 / COMpact 5500R
- 90670 / COMmander® 6000
- 90022 / COMtrexx® Business
- 90021 / COMtrexx® VM

- 90023 / COMtrexx® Advanced
- 90027 / COMtrexx® Next
- 90024 / COMtrexx® Flex

## TECHNICAL SPECIFICATIONS

### System requirements client PC hardware

- CPU: 2 Core @ 2 GHz
- RAM: 8 GByte
- Hard drive capacity: 1 GByte
- Network: 100 Mbit

### System requirements server PC hardware

- CPU: 2 Core @ 2 GHz
- RAM: 8 GByte
- Hard drive capacity: 10 GByte

- Network: 1 Gbit/s

### Operating systems<sup>4</sup>

- Terminal server
- Windows Server 2012 R2
- Windows Server 2016
- Windows Server 2019
- Windows 8.1
- Windows 10
- macOS Sierra / High Sierra / Mojave
- iOS from 10.3
- Android from 11

## AVAILABILITY

- Auerswald Shop

<sup>1</sup> not for macOS

<sup>2</sup> just for the Windows client

<sup>3</sup> Windows, iOS, Android and only among PBX Call Assist Users

<sup>4</sup> ICT systems from firmware 8.0A-004

## INFORMATION

Designation: [PBX Call Assist 5](#)

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