PBX Call Assist 4

Unified communications solution with CTI, presence management and instant messaging

- 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 4, organisations 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 4 also provides audio/video (WebRTC-based) capabilities. Softphone functionalities (SIP) and a smartphone integration via Bluetooth with the Windows clients are also included.

The PBX Call Assist 4 software and user licences can be obtained from the Online Shop directly. You do not need to purchase separate LAN TAPI licences to operate PBX Call Assist 4. Without user licences the software can be used in demo mode for 45 days.
Please note: The update of COMpact and COMmander systems to firmware V. 8.0A-004 Beta (or higher) is a mandatory requirement for using PBX Call Assist 4 - both for an upgrade and for a new installation.

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PBX Call Assist 4

Features at a glance

SOFTPHONE FUNCTIONALITIES [1]

- dial number
- Call reject
- Call accept
- On hold
- Call query
- Reject in call status
- Forwarding in call status [2]
- Forwarding during a call [2]
- Establish inquiry [2]
- Call brokering [2]
- Connect inquiry [2]
- Conference [2]

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 [3]

- 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)
- Microsoft Dynamics AX, CRM and Navision
- Microsoft Dynamics CRM Online
- Microsoft Office 365
- OBDC (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

- 16118 / COMpact 4000
- 16334 / COMpact 5200
- 16335 / COMpact 5200R
- 16336 / COMpact 5500R
- 16670 / COMmander® 6000
- 16022 / COMtrexx® Business
- 16021 / COMtrexx® VM

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TECHNICAL SPECIFICATIONS

System requirements client PC hardware

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

System requirements server PC hardware

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

Operating systems [4]

- 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 7.1

AVAILABILITY

- FONtevo Shop

[1] not for macOS
[2] just for the Windows client
[3] Windows, iOS, Android and only among PBX Call Assist Users
[4] ICT systems from firmware 8.0A-004

IINFORMATION	Designation: PBX Call Assist 4

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