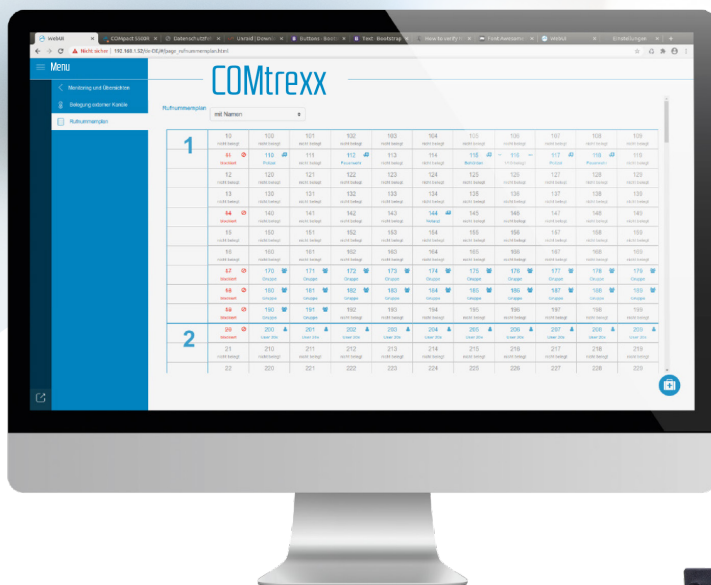


# Our outstanding PBX solution provides business continuity and performance increase

COMtrexx<sup>®</sup>

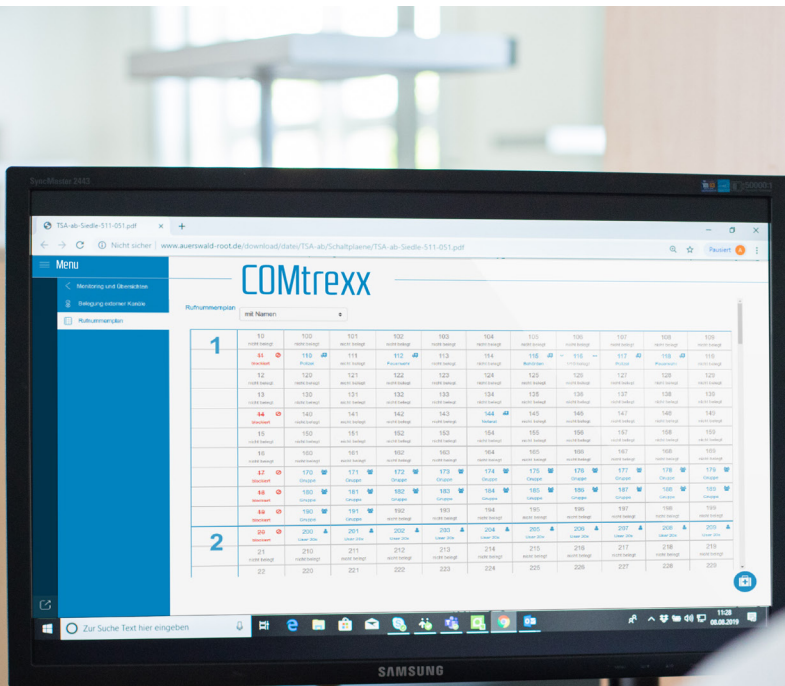


FLEXIBLE 360°  
COMMUNICATIONS



# Flexible. Scalable. Future-proof.

SIMPLE  
ADMINISTRATION



## COMtrexx: the future of work becomes reality

Did you know that two thirds of employees in research carried out by Slack and Statista are planning to work entirely remotely, or using hybrid working models, in the future? One thing is certain: new working concepts and mobile working models are now the trend and are presenting considerable challenges to the flexibility and scalability of ICT systems. So don't wait: take an active part in the digital transformation now. Switch over to a modern communications solution such as the COMtrexx soft PBX. Its one-number and multi-device concept enables mobile devices to be integrated seamlessly in your telephone system, making it so much easier to meet the demands of work, today and in the future.

According to a study by IDC called "Work Transformation in Deutschland 2021", 80% of German companies are planning to implement new working models.

## Getting close to people, even at a distance

No matter whether you need audio or video calls, chats or conference calls: Auerswald's ICT systems ensure work can be performed without interruptions and availability is maximised, no matter where, or what end device is being used. We support you with cutting-edge communications solutions that boost your company's productivity.

The key to achieving that success is the easy and intuitive use of communications tools. That enables people to get close to each other, even at a distance. Auerswald's COMtrexx soft PBX is an ICT solution that can be integrated easily in existing infrastructure, at a reasonable cost for all the benefits it brings. Even if the company grows in size: the COMtrexx is highly scalable, so it can expand to suit your company. Another criterion for success: our reliable support, there when you need it!



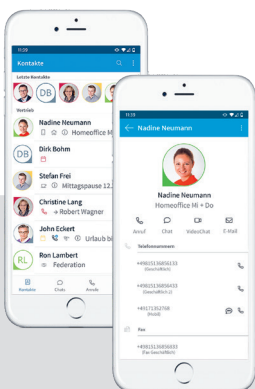
“Auerswald has always been known for technical innovations and traditional values such as quality, sustainability and social responsibility. We achieve this through our product design, development and production, and our excellent support service, which are all based in Germany. We intend to continue developing so that we can always offer our customers and sales partners the latest solutions. For this reason, we put our trust in intensive cooperation with our partners.”

- Christian Auerswald,  
Managing Director, Auerswald GmbH & Co. KG

### COMtrexx – Auerswald's future-proof soft PBX



	COMtrexx VM	COMtrexx Advanced	COMtrexx Business
	The versatile soft PBX solution is a non-hardware-dependent virtual machine that redefines communication. Starting point for the new era of ICT systems.	This appliance combines the benefits of the future-proof COMtrexx soft PBX with a compact enterprise-class rack server.	Creates a bridge between existing IT infrastructures and pioneering soft PBX technology. The link between the analogue/ISDN world and modern IP technology.
Maximum no. of users	250	250	150
Maximum no. of simultaneous calls	250	250	80
Installation	Software (VM)	Hardware (appliance)	Hardware (appliance)
Multi-device per user	5	5	5



## PBX Call Assist: The UC client for mobile working

PBX Call Assist offers maximum flexibility: you can be contacted on different end devices within the company, via a single phone number. And when you are in your home office, you can simply make calls using your PC, thanks to the integrated soft client. PBX Call Assist extends your Auerswald PBX systems, acting as a reliable component for all principal communications paths within your company.



**AUTOPROVISIONING**

Reduces the time for which end devices are connected to the system by up to

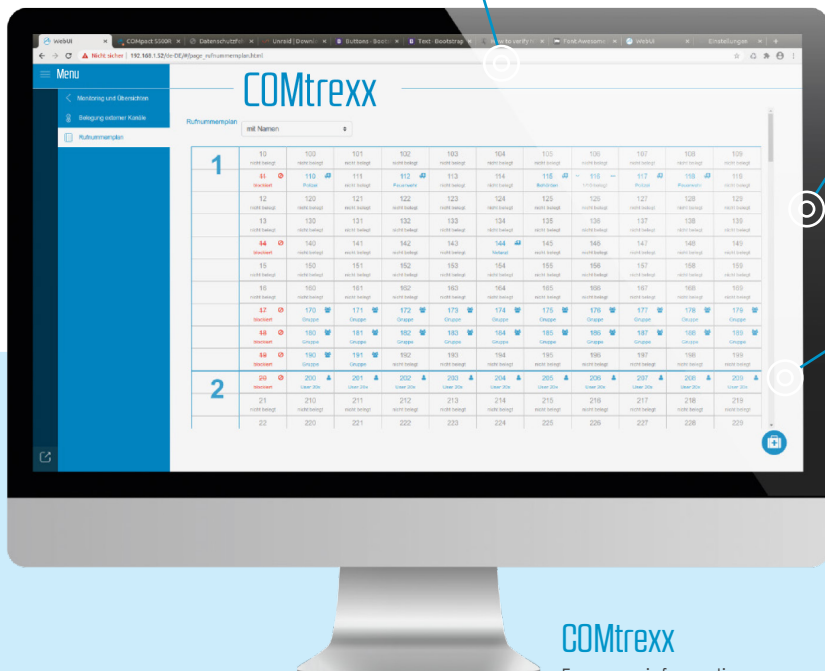
**40%**

**HIGHLY SCALABLE****RAPID ROLLOUT**

thanks to automated plug-and-play provisioning

**BUSINESS CONTINUITY**

sustainably secured thanks to maximum flexibility and scalability



**COMtrexx**

For more information, see [auerswald.de/COMtrexx](http://auerswald.de/COMtrexx)



**COMfortel D-600**

For more information, see [auerswald.de/D Series](http://auerswald.de/D Series)

## Spedition Wandt begins its journey into the future with Auerswald

Wandt Spedition Transportberatung GmbH has been managed successfully and with foresight for more than 80 years. An effective IT infrastructure and a powerful communications solution have been an absolute prerequisite for this success. It was planned to replace the existing network link, over multiple ISDN S2M connections, with a more flexible SIP trunk, achieving considerable cost savings. In addition, the company changed over to a purely IP-based communications system with self-hosting. Auerswald's COMtrexx solution now provides Wandt with numerous benefits: The floating user licence model enables different employees to use licences, in turn, achieving maximum flexibility and cost-efficiency. The unified messaging solution with voicemail and fax enables faxes to be sent over the network, reducing operating costs, space and the company's CO<sub>2</sub> footprint. In addition, employees have now been assigned to routing groups according to the kind of work they do, their availability and their skills. The COMtrexx solution has been combined with a one-number concept for integrating smartphones, achieving maximum possible availability and efficiency in processing customer requests.

**THE PERFECT COMBINATION:** COMtrexx with COMfortel D-Series desktop phones. Simple plug-and-play, seamless roaming user operation and optimum user convenience.



"In our view, it was hugely important to optimise the entire communication process so that we could reduce our operating costs and improve efficiency."

- Julian Otte  
IT Manager at Spedition Wandt

# COMtrexx

## The main benefits at a glance

No matter whether the COMtrexx system is used as a non-hardware-dependent soft PBX solution (COMtrexx VM) or as a user-friendly appliance solution (COMtrexx Advanced, COMtrexx Business): we offer a highly flexible system with maximum scalability that can be configured and maintained quickly and easily.

Another highlight: our transparent, cost-efficient licensing model.

### Roaming user function

- Enables desk-sharing, which results in maximum flexibility
- Simple login and logout, in a matter of seconds, at any location
- Combines perfectly with the floating user licensing model to suit many different workstation concepts

### Extremely easy to commission

- Commissioning takes up to **40%** less time, with no need to restart end devices
- Centralised device management
- Supports remote administration

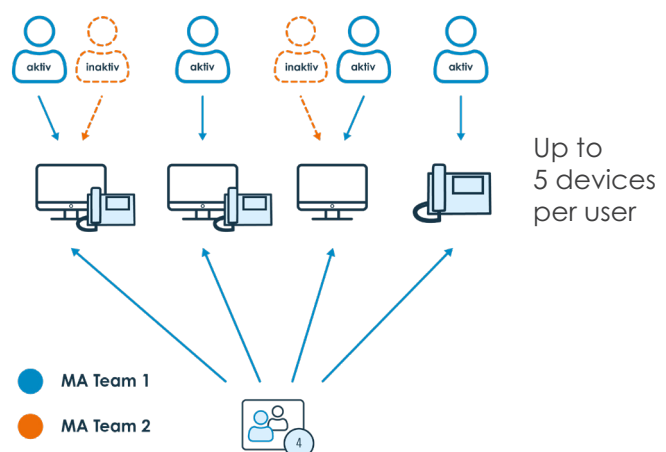
### UC solution for mobile working

- PBX Call Assist can be licensed for all users in the COMtrexx device
- Can be extended flexibly by licensing the application separately

### Goodbye to stand-alone solutions

- The COMtrexx device can be integrated in existing backup scenarios
- Uses existing security policies
- The COMtrexx device operates just like another application in the network, reducing operating costs

### Our efficient licensing model for all kinds of usage scenarios



## Unique licensing model

Auerswald's licensing model offers you maximum flexibility and exceptional security of investment. Every licence holder has unrestricted access to the SIP trunk. There is no impact on system performance, no matter how high the system load is. In addition, optimum support is provided for all virtualisation strategies (home offices, hot-desking scenarios, UC integration, multi-device user profiles, etc.), as multiple employees can work using just one license. A floating user licence also enables up to five different devices, such as a soft phone, IP DECT telephone, mobile device or desktop telephone to be used.

# Overview of common features for the COMtrexx VM, Advanced and Business

## CONVENIENCE FEATURES

- Automatic reception, different configurations possible
- Block & Allow list
- Multi-path call forwarding: Call a second, completely different destination at the same time as the logged on primary device
- Call data management with 18,000 data records
- Call take-over (e.g. from the integrated voicemail system)
- Split and transfer
- Pick-up
- Block lists (blocked IP addresses) can be set, and block times can be activated, to protect against attacks
- Announcement before answering (can be switched on/off for groups and for automatic reception)
- Music on hold with connectible announcement
- Autoprovisioning for standard SIP phones
- Roaming user function
- Enables individual users to log onto or log off from different telephones
- Transfer of personal phone number and call lists to different workstations
- Caller lists are stored centrally
- User- and group-specific phone number and call lists are stored centrally in the system
- When a user logs on, their stored lists are available on the telephone on which they have logged onto
- Access only possible via the user details
- A user logs on/off by dialling in on a telephone, using a PIN

## SIP CONVENIENCE FEATURES FOR STANDARD PHONES

- SIP BLF (busy lamp field) as defined in RFC 4235
- SIP MWI (message waiting indication), monitoring of central voice mail and fax boxes as defined in RFC 3842
- Enquiry prior to pick-up

## COMMUNICATION PLATFORMS

- Meeting rooms with internal participants (audio)
- Different channels can be assigned simultaneously across all meeting rooms

## CENTRAL ADDRESS BOOKS

- 2,000 contacts
- Separate address books for departments and multi-company operation
- Data import from VCF and CSV files
- Publication of address books via LDAP

## VOIP TELEFONY

- Call deflection
- Call forwarding on busy (CFB), in the event of no reply (CFNR), constant (CFU) in the Telekom exchange line, VOIP dependant on configuration
- Transmission of customised phone numbers (CLIP no screening)
- SIP-compliant as defined in RFC 3261
- VoIP point-to-point and multipoint devices and PTP connection (SIP trunking)
- Integration of external extensions (information about the telephone's location is taken into account during an emergency call) and mobile clients
- High voice quality due to optimised echo suppression and wideband audio with G.722
- Encryption of signalling (SIPS) and voice data (SRTP) for internal conversations
- Compatible with standard SIP phones
- Soft phones are supported

## VOICE MAIL AND FAX

- Message and fax forwarding via e-mail
- Remote access to voice mailboxes including spoken user guidance
- Call acceptance and individual announcements depending on phone number, time and call type
- Secretarial function

## UCC FUNCTIONS

- Call journal
- Instant messaging for rapid information exchange
- Non-platform-specific (Windows, Mac, iOS, Android)
- Presence management with automatic status detection
- Call set-up and disconnection via PC, including Outlook plug-in
- Soft phone functions for Windows, Android and iOS

## SOFTWARE INTERFACES

- LAN TAPI
- Address book access via LDAP
- Support for basic CTI function via Action URLs

## ACTIVATABLE OPTIONS

- Floating user license: Enables all soft PBX functionality. Needed for connecting users with up to 5 devices. Just one license needs to be activated per active user. This applies for all end devices linked to that user.
- UC client: PBX Call Assist

TECHNICAL DATA	COMtrexx VM	COMtrexx Advanced	COMtrexx Business
Exchange line connections <sup>1)</sup>			
VoIP channels (SIP as defined in RFC 3261), multi-device/PTP connection (SIP trunking)	Max. 250 (freely configurable)	Max. 250 (freely configurable)	Max. 80 (freely configurable)
VoIP codecs	G.711, G.722 and G.729		
User connection <sup>1)</sup>			
VoIP users	Max. 250	Max. 250	Max. 150
VoIP channels (SIP as defined in RFC 3261)	Max. 250 (freely configurable)	Max. 250 (freely configurable)	Max. 80 (freely configurable)
VoIP codecs	G.711, G.722 and G.729		
Voice mail and fax system <sup>1)</sup>			
Voice mail channels	32	32	8
Fax channels	32	32	8
Voice mail/fax boxes	250/250	250/250	60/60
Fax standard	-	-	T.30/T.38 as defined in ITU-T
Other connections <sup>1)</sup>			
Ethernet ports 10/100 Base-T (10/100 MBit/s, twisted pair)	-	1	Min. 1   max. 2
Audio outputs for announcement systems via analogue ports (e.g. a/b-Audiobox)	-	-	4
Module slots	-	-	5+1
Technical data			
Supported virtualisation platforms	Microsoft, VMware, Oracle	-	-
Operating voltage	-	230 V ±10 %, 50 Hz	230 V ±10 %, 50 Hz
Power consumption	-	-	Min. 5 W, max. 65 W
Casing	-	1 RU 19" rack server	3 RU/plastic, metal bracket for 19" rack mounting
Dimensions (W x H x D)	-	-	325 mm x 88 mm x 240 mm
Weights (excluding expansion modules)	-	-	Approx. 1,700 g
Compliance	-	CE	CE

<sup>1)</sup> Can differ depending on ICT system expansion level



**COMtrexx ADVANCED**  
Enterprise-standard compact ICT server



**250 VOIP USERS**  
and up to 250 parallel conversations



**COMtrexx Advanced**  
For more information, see [auerswald.de/COMtrexx](http://auerswald.de/COMtrexx)



**COMtrexx BUSINESS**  
Problem-free connection of existing infrastructures with future-proof soft PBX technologies



**150 VOIP USERS**  
Up to 80 freely configurable channels



**COMtrexx Business**  
For more information, see [auerswald.de/COMtrexx](http://auerswald.de/COMtrexx)

Please note: The entire scope of the functionality described here can only be used fully if the ICT system has been installed and configured in the existing IT infrastructure by a suitably qualified specialist. We recommend you consult your specialised dealer about

this before beginning. For some functions, the appropriate services need to be activated by the network provider. If the system is combined with terminal devices supplied by other manufacturers, incompatibilities that affect the use of features might occur.

FIND OUT MORE ABOUT  
COMtrexx NOW  
[AUERSWALD.DE/COMTREXX](https://auerswald.de/comtrexx)

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