

Data sheet

# 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

## Your advantages in detail

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.

The PBX Call Assist 3 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 3. Without user licences the software can be used in demo mode for 45 days.

do you speak  
**FONtevo**<sup>®</sup>

# Features at a glance

## INSTANT MESSAGING

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

## VIDEO CHAT<sup>1</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)
- 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
  - Display of incoming calls in the application window
- Displaying incoming calls in the call 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

## COMPATIBLE PRODUCTS

- 16118 / COMpact 4000
- 16334 / COMpact 5200
- 16335 / COMpact 5200R
- 16336 / COMpact 5500R
- 16670 / COMmander® 6000

## 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

### Software<sup>2</sup>

- Terminalserver
- Windows Server 2008 R2
- Windows Server 2012
- Windows Server 2012 R2
- Windows Server 2016
- Windows Server 2019
- Windows 7 SP1
- Windows 8.1
- Windows 10
- macOS Sierra / High Sierra / Mojave
- iOS ab 10.3

- Android from 7.1

#### AVAILABILITY

- FONtevo Shop

<sup>1</sup> Windows, iOS, Android and only between Calls Assist 3 User

<sup>2</sup> ICT Systems from firmware 7.0A

**INFORMATION** Designation: PBX Call Assist 3