



COMfortel SoftPhone 2

With COMfortel SoftPhone 2, Auerswald provides a platform-independent telephony application that connects to an Auerswald PBX via an IP network.

This user manual describes how to use the mobile app on iOS.

- Details on initial setup can be found at [Initial Commissioning](#)
- Details on how to use the app while making a phone call can be found at [Telephoning](#)
- Details on the general operation of the app can be found at [User Interface](#)
- For further help on functions and applications, see [Functions and Applications](#)



Information about ...


The current version 1.4

The product COMfortel SoftPhone 2 for iOS

These Instructions



The current version 1.4

The new or revised functions below have been published with this Release.

-  Further information on new firmware features and the associated documentation can be found on the Internet at [Auerswald Support](#) / [FONtevo Support](#).

Call list and voicemails

The lists are now clearer and more uniform and offer new functions such as saving phone numbers.

-  Description of the operation and display under [Call list](#)
-  Description of the operation and display under [Voicemails](#)


Call Completed Elsewhere

Calls that have already been answered by another device are now displayed accordingly in the call list, and no notification is sent.

-  Description of the operation and display under [Call list](#)


Configuring Exchange

Setting up Exchange accounts is now also possible in the user interface.

-  Further help under [Contacts](#)

IP camera support

A contact can now be assigned an IP camera (video feed), the camera image of which is displayed when a call is made.

 Further help under [Contacts](#)

Configuration switchover

The app now supports direct switching of PBX configurations as well as enabling/disabling automatic configuration switchover.

 Further help under [PBX functions](#)

Messages

For incoming messages, the sender's name is now always displayed in the notification instead of the phone number.

Switch relay

The app now supports switching on PBX relays (door/light and PC relays).

 Further help under [PBX functions](#)

Number dialling


Visible cursor. The phone number can now be changed freely during dial preparation.

 Description of the operation and display under [Dialling](#)

Saving phone numbers


Dialled numbers or callers from call lists and voicemails can now be copied to the clipboard or directly to local contacts.

 Description of the operation and display under [Call list](#)

 Description of the operation and display under [Voicemails](#)

Subscriptions

The softphone now retries failed subscriptions.

 Further help under [Contacts](#)

The product COMfortel SoftPhone 2 for iOS

Compatible Products

Operating systems

Initial Commissioning

Legal

Compatible Products

COMtrexx-Series PBXs (from firmware version 2.4.4 and higher)

- COMtrexx Advanced
- COMtrexx Business
- COMtrexx Flex
- COMtrexx Next
- COMtrexx VM

COMpact-Series PBXs (from firmware version 8.6C and higher)


- COMpact 4000
- COMpact 5200
- COMpact 5200R
- COMpact 5500R


Operating systems

- iOS 15.6 or higher

Initial Commissioning

Use of the COMfortel SoftPhone 2 must first be set up in the PBX.

 Please consult the PBX manual for this.

 **Important:** For flawless dialling (outgoing calls), operation with automatic exchange line request in the PBX is recommended.

The PBX sends an e-mail with the registration data.

1. Install the app under https://jump.auerswald.de/comfortel-softphone-2_ios
2. Confirm the access to your device requested by the app (app authorisations):
 - Contacts (optional)
 - Send notifications to receive calls when the app is in the background or the device is locked
 - Camera to scan the QR code for setup
 - Search for devices in local networks (optional)
 - Microphone to make audio recordings
3. Enter the registration data or scan the QR code.

The COMfortel SoftPhone 2 is provisioned by the PBX and is then ready for operation.

Legal

[Contact data](#)

[Licenses](#)

Contact data

Manufacturer: Auerswald GmbH, Hordorfer Str. 36, 38162 Cremlingen,
Germany

D | A | CH | L: www.auerswald.de

E | F | GR | I | UK: www.fontevo.com

Licenses

Please read the End User Software License Agreement (EULA) before using your Auerswald product or downloading the software update.

The software included in this product contains portions of copyrighted software that is subject to various licenses.

The licenses can be found in the user interface under **Settings > Info > Display licenses** or on our website.

These Instructions

Gender note

For the sake of better readability, the simultaneous use of the language forms masculine, female and diverse (m/f/d) is waived.

All personal designations apply equally to all genders.

Copyright

Disseminating and reproducing these instructions, or using and disclosing the contents, even in part, is permitted only with our express permission. Compensation will be demanded for any violations. All rights reserved.

Auerswald GmbH, Hordorfer Straße 36, 38162 Cremlingen, Germany, 2025

Trademarks

Google is a trademark of Google LLC.

Microsoft Exchange Server is a trademark of Microsoft Corporation in the USA and/or other countries.


iOS is a registered trademark of Cisco in the USA and is used by Apple under licence.

Apple, iPhone and App Store are trademarks of Apple Inc. in the USA and other countries.

All other trademarks mentioned are the property of the relevant manufacturer or owner.

After the updates

After a software update, you may need updated instructions. You can always get the latest help for the product by clicking on the help button in the user interface.

 Current instructions as PDF can be found on the Internet at [Auerswald Support](#) / [FONtevo Support](#).

Functions and Applications

Backup

Call and transfer

Contacts

Identity

Incoming calls

Messages

Outgoing calls

PBX functions


Provisioning

Service functions, problem solving

Backup

The backup function is used to back up the softphone's data.

It is also possible to change data directly by editing and importing the backup file (*.xml). This also includes configuration data that is not offered via the user interface, such as showing/hiding pages in the navigation. In addition, elements from the backup file can be delivered to the softphone via provisioning.

 Further help under [Provisioning](#)

Create backup

A backup creates a backup file (*.xml) that contains the configuration and other data of the softphone.

A backup can be created as follows: **Settings** > **Backup** > **Export XML**

 Description of the operation and display under [Backup](#)

Restore backup

The backup file can be saved back to the softphone if necessary.

A backup can be restored as follows: **Settings** > **Backup** > **Import XML**

 Description of the operation and display under [Backup](#)

Legal notes

 **Important:** Note the following legal notes before saving the backup.

The backup includes, amongst others, the following legally especially protected components:


- The configuration of the softphone including passwords used
- The names of the internal participants/users
- The softphone contacts
- Connection data sets with destination, source, and time information of a telecommunication connection
- LDAP information
- If necessary, information/access data for Google and Exchange accounts

Before saving the backup, all users of the softphone must be informed that this content is being transferred and who will process the data obtained. It is absolutely necessary to store the data safely and in accordance with the legal requirements. You must ensure that all legal requirements are met if you want to supply the data backup to your specialised dealer or the manufacturer for error analysis.

Accept the legal notes by entering "ok" in the entry field.

Edit configuration via xml

As an alternative to configuration via the user interface, the configuration can be edited directly via xml.

-  **Important:** Errors during processing can lead to malfunctions. First, create a backup and save the backup outside the configuration.

The configuration can be edited as follows:

1. **Settings > Backup > Export XML >  > OK > Accept > Copy**

2. **Settings > Backup > Import XML >  > Edit data > Confirm**

 Description of the operation and display under [Backup](#)

 Details about the XML settings are in the [Auerswald DokuWiki](#)

Call and transfer


When the app is open, the call is displayed.

 Description of the operation and display under [Call](#)


During a call, the following options are available.

- **Start transfer:** If you want to transfer the caller without announcement, you can start a transfer. As soon as the transfer destination is called, your own call connection is severed. If the transfer target does not answer, the call is returned (rings).
- **Start a new call:** To transfer the caller or to initiate a query/conference, you can make another call.
- **Accept/reject a waiting call:** To transfer the caller or initiate a query/conference, you can accept a waiting call. Otherwise, reject the call.
- **Mute/Hold:** If you want to interrupt a call for a short time, you can mute the microphone (the other party remains connected and can continue speaking) or put the call on hold (the other party hears the hold music).
- **Send DTMF digits:** To transfer certain information to the PBX, provider or remote station, you can send DTMF digits to the active call partner.

The following symbol ends the call: 

 **Note:** After the call/conversation has ended, the app switches back to the page previously opened via the navigation.

Query call


 Description of the operation and display under [Query call](#)

During a query call, you speak to one caller while the other caller is held in the background by the PBX and listens to the hold music.

A query call is initiated by starting a new call or by answering a call announced by the call waiting tone.

During a query call, the following options are available.

- **Splitting a call:** You can use the transfer function to alternate between the call partners.
- **End one of the two calls:** When you end a query call and would like to continue talking with one of the call partners, you can end the call with the other call partner separately. Alternatively, one of the call partners can simply hang up so that you can continue talking with the other call partner.
- **Connect both call partners:** If you would like to let your call partners speak with each other, you can connect them.


 **Note:** In order to connect two external callers to each other, the authorisation "Transferring external calls to external" must be granted in the PBX.

 Please consult the PBX manual for this.


- **Start transfer:** If you want to end a query call and transfer one of the two call partners, you can start a transfer for the active conversation partner. The previously held call remains intact. As soon as the transfer destination is called, your own call connection is severed. If the transfer target does not answer, the call is returned (rings).


- **Mute/Hold:** If you want to interrupt a call for a short time, you can mute the microphone (the other party remains connected and can continue speaking) or put the call on hold (the other party hears the hold music).
- **Send DTMF digits:** To transfer certain information to the PBX, provider or remote station, you can send DTMF digits to the active call partner.

Transferring calls


 Description of the operation and display under [Transferring calls](#)

During an existing call, the following options are available for transfer.

- **Transfer with announcement:** You can connect both conversation partners from an existing query call.
 - **Transfer without announcement:** You can start a transfer from an existing call or query call. As soon as the transfer destination is called, your own call connection is severed. If the transfer target does not answer, the call is returned (rings).
-  **Note:** In order to connect two external callers to each other, the authorisation "Transferring external calls to external" must be granted in the PBX.

 Please consult the PBX manual for this.

Conference

 Description of the operation and display under [Conference](#)

During a conference you speak to two call partners at the same time.

All the options listed above are for a conference call that you have initiated yourself.

- **Dissolve conference:** One caller is on hold and there is an active connection with the other caller. You can change between holding a call and an active call.
- **Holding a conference call and initiating an additional call:** The entire conference call is held. The conference call partner hears music on hold. When the call ends, the conference call can be continued.
- **Ending a conference call completely:** If you initiated the conference call, you can end the conference call completely.
- **Mute/Hold:** If you want to interrupt a call for a short time, you can mute the microphone (the other party remains connected and can continue speaking) or put the call on hold (the other party hears the hold music).
- **Send DTMF digits:** To transmit certain information to the PBX, provider or remote station, you can send DTMF digits.

Contacts

These settings include:

- Locally stored contacts
- Contact details received via Exchange
- Contact details received via LDAP
- Contact details received from Google accounts
- Contacts of the device

i Note: To access the device's contacts, the app needs authorisation. This authorisation was granted during the initial commissioning of the softphone or can be added later. You can usually find the authorisation settings in your device's privacy or app settings.

i Note: Changes in Exchange, LDAP and Google contact data are not automatically updated in the softphone. The update is done manually in the softphone or by restarting the app.

Stored names are retrieved and displayed in

- Calls/conversations
- Softphone lists for contacts, calls, messages, voicemails

All contacts are displayed in alphabetical order in the contact list.

Contacts with whom you communicate frequently can be marked as favourites and thus displayed first.

Exchange

The softphone allows the retrieval of contact data of one or more Exchange accounts. Only the user's contacts are imported. Alternatively, the public contacts can be retrieved from the Exchange server via LDAP.

The information about an Exchange contact is not stored in the softphone configuration. When accessed (e.g. when starting the app), all contacts are downloaded, saved and are available locally until the app is restarted or the contacts are next manually updated.

Various local extensions/changes can be made in the softphone, which then become part of the softphone's configuration.

i Note: Querying Exchange contact data is only possible if the softphone has access to the Exchange server via the network. If this is not the case, the Exchange access data should not be set up.

LDAP


The softphone can be provided with the PBX's contacts/address books via LDAP (Lightweight Directory Access Protocol). Depending on the support of the PBX, the LDAP contact data also includes internal numbers for subscribers, groups and emergency calls.

The information about an LDAP contact is not stored in the softphone configuration. When accessed (e.g. when starting the app), all contacts are downloaded, saved and are available locally until the app is restarted or the contacts are next manually updated.

Various local extensions/changes can be made in the softphone, which then become part of the softphone's configuration.

If the PBX's LDAP server is enabled, the LDAP access data is provisioned when the softphone is set up. No further settings are necessary.

i Note: Querying LDAP contact data is only possible if the softphone has access to the PBX via the network. If this is not the case, the LDAP access data should not be provisioned (PBX). Access data that has already been provisioned can only be deleted using the backup function.

 Further help under [Provisioning](#)

 Further help under [Backup](#)

Google

The softphone allows the retrieval of contact data of one or more Google accounts.

The information about a Google contact is not stored in the softphone configuration. When accessed (e.g. when starting the app), all contacts are downloaded, saved and are available locally until the app is restarted or the contacts are next manually updated.

Various local extensions/changes can be made in the softphone, which then become part of the softphone's configuration.

Occupied status/presence status when Subscription function is enabled (COMtrexx)

When operated on a COMtrexx, the softphone supports the SIP functions BLF and Presence. If the Subscription function is activated (possible separately for each contact), the COMtrexx sends the busy and presence status of the internal phone numbers to the softphone. The following information is transmitted:

- Call or conversation status
- Do not disturb enabled


- Call forwarding immediately enabled

This information is displayed on the following pages of the app:

- **Dialling**

 Description of the operation and display under [Dialling](#)

- **Contacts**

 Description of the operation and display under [Contacts Overview](#)


Video feed

A contact can be assigned an IP camera that is publicly accessible or set up on the local network. This will be displayed instead of the profile picture during calls and conversations. This means e.g. that calls from the door can be linked to a camera on the door.

Setup


- Add local contacts.











- **Contacts** > **+**


 Description of the operation and display under [Contacts Overview](#)

- Mark contact as favourite.

- **Contacts** > **★** / **☆**

 Description of the operation and display under [Contacts Overview](#)

- Switch subscription for contact on/off (only when operated on a COMtrexx).
 - **Contacts** >  / 
 -  Description of the operation and display under [Contacts Overview](#)
 -  **Note:** It may be a good idea to deactivate subscriptions that are not required in situations when it is necessary to prevent the PBX from being overloaded by high volumes of transmitted data.
- Edit contact details including name, phone number, profile picture and video feed.
 - **Contacts** > Select contact > 
 -  Details about the settings are in [Edit Contact](#)
- Delete local contact or delete local extensions.
 - **Contacts** > Select contact > 
- Set up Google and Exchange accounts.
 - **Sync accounts** > 
 -  Details about the settings are in [Sync accounts](#)
- Retrieve Exchange, Google and LDAP contacts.
 - **Contacts** > 

 Description of the operation and display under [Contacts Overview](#)

Locally stored contacts and local extensions can be backed up.

 Further help under [Backup](#)

Identity


Setting up the identity is mandatory for operating the softphone and is therefore part of the initial setup. The identity contains all configuration data needed to register with a PBX and make phone calls using it.

Security

Connections can be encrypted to prevent eavesdropping.

The encryption of the connection setup and termination as well as the signaling is carried out by SIPS. The encryption of the call data is carried out by SRTP (Secure Real-Time Transport Protocol).


A certificate must be provided to use SIPS. The certificate must be known to the PBX.


 **Important:** The encryption is specified by the PBX. The settings in the softphone must be adjusted accordingly.

Support for voice mailboxes of the PBX

The phone number of a voice mailbox set up in the PBX and assigned to the user/subscriber is part of the identity. Messages and announcements are not stored on the phone, but on the PBX.

Voice mail messages can be loaded and played via:


- **Voice mails**
- Alternative way to access the page is via the icon in the status bar:



 Description of the operation and display under [Voice mails](#)


Setup

- Set up identity.


- **Identity**

-  Details about the settings are in [Identity](#)

-  **Note:** Various identity settings are automatically set via provisioning by the PBX and should not be changed.


-  **Note:** Some of the identity settings can only be viewed via the backup file (*.xml) and can only be changed via backup or provisioning: display name, domain, port, DNS and STUN server, DTMF method, country, area code and handling for subscription and registration


-  Further help under [Backup](#)


-  Further help under [Provisioning](#)


Incoming calls

When the app is open, incoming calls are displayed immediately.

 Description of the operation and display under [Incoming calls](#)

The following symbol answers the call: 

 **Note:** After the call/conversation has ended, the app switches back to the page previously opened via the navigation.

 **Note:** If the app is in the background, incoming calls will only be displayed when the app is selected.

Incoming calls – answered and missed – are saved in the call list.

 Description of the operation and display under [Call list](#)

Acoustic signalling

The acoustic signaling of incoming calls depends on the device settings.


Notifications

Depending on the device's notification settings, incoming calls are also signalled as notifications (tone/banner). The calls can be accepted or rejected via the notification. Accepting a call brings the app to the foreground. If the device is locked, incoming calls are signalled when a notification is permitted and can be accepted like normal calls. Then tap on the app logo to switch to the app. Unanswered calls are then displayed in the message centre and on the lock screen.

i Note: If incoming calls are also to be signalled when the focus is switched on, notifications for the app must be permitted in the focus configuration.

Call waiting

The call waiting function can be used to signal incoming calls during an ongoing call.

 Description of the operation and display under [Call-Waiting Calls](#)

The signal is given by a sound or a message on the display.

You can do one of the following:

- Reject the call waiting call.

The call waiting caller hears the busy signal.

- You take the call waiting call.

You are then connected with the call waiting call. The previous call partner is held.

- You start a conference.

You are now connected with the call waiting call and the first call partner in a conference.

- You disconnect the current conversation.

You can accept the call as usual.

- You forward the call waiting call.

The call waiting caller also hears the ringing tone until the called person lifts their handset. You are now connected to the first call partner.

Call waiting and call waiting tone can be switched on/off via: **Settings > Telephony > Reachability > Call waiting / Audible indication**

 Details about the settings are in [Reachability](#)


Do not disturb

Use the Do-not-disturb function to switch off incoming calls if necessary.

Do-not-disturb can be switched on/off via: **Settings > Telephony > Reachability > Do not disturb**

 Details about the settings are in [Reachability](#)

Alternatively via symbol in the status bar: 

 Description of the operation and display under [Overview User Interface](#)


Call forwarding

Use the Call forwarding function to forward calls independently of the current situation (immediately, on busy or on no reply).

Call forwarding can be switched on/off via: **Settings > Telephony > Call forwarding**

 Details about the settings are in [Call forwarding](#)

Alternatively via symbol in the status bar: 


 Description of the operation and display under [Overview User Interface](#)

Messages


The softphone can send and receive SIP messages. Messages can only be written to internal contacts who can receive SIP messages.

These settings include:

- COMfortel SoftPhone 2
- COMfortel SoftPhone (mixed operation not recommended)
- Telephones of the COMfortel D-series

 **Important:** Messages can only reach the recipient if the app is operational at the time of sending. Messages are not centrally secured and managed.


Reading and writing messages is done via: **Messages**

 Description of the operation and display under [Messages Overview](#)


Outgoing calls


Outgoing calls can be initiated from the following pages of the app:

- **Dialling**
- **Contacts**
- **Call list**
- **Voicemails**

The following symbol starts an outgoing call to the corresponding phone number: 

The call is displayed immediately.


 Description of the operation and display under [Outgoing calls](#)


 **Note:** After the call/conversation has ended, the app switches back to the page previously opened via the navigation.


Outgoing calls are saved in the call list.

 Description of the operation and display under [Call list](#)

Phone numbers are dialled by the softphone in a uniform format regardless of their source.

 **Important:** For a flawless dialling, operation with automatic exchange line request in the PBX is recommended.

 Please consult the PBX manual for this.

 **Note:** If it is not possible to activate automatic exchange line request, enable the following option in the softphone: **Settings > Telephony > Outgoing calls > Dial as entered**

 Details about the settings are in [Outgoing calls](#)


Anonymous call

The anonymous call function makes it possible to prevent the phone number from being displayed to the called party on a case-by-case basis. A prerequisite may be the CLIR service feature activated by the network operator (case-by-case suppression of the display of the phone number).

You can switch the anonymous call on/off via: **Settings > Telephony > Outgoing calls > Anonymous call**


 Details about the settings are in [Outgoing calls](#)


Alternatively via symbol in the status bar: 

 Description of the operation and display under [Overview User Interface](#)


PBX functions


A number of settings and functions of the PBX can be conveniently operated via the app.

 **Note:** Some functions must have been set up in the PBX in advance.

 Please consult the PBX manual for this.

Voicemails for your own user can be easily accessed and managed via the menu and the icon in the status bar.


Voicemail messages can be loaded and played via: **Voicemails** and alternatively 

 Description of the operation and display under [Voicemails](#)


Telephony settings for your own user can be conveniently operated via the menu and icons in the status bar.

- Call waiting can be turned on/off via: **Settings > Telephony > Reachability > Call waiting**

 Details about the settings are in [Reachability](#)


- Do-not-disturb can be switched on/off via: **Settings > Telephony > Reachability > Do not disturb** and alternatively 

 Details about the settings are in [Reachability](#)

- Call forwarding can be switched on/off via: **Settings > Telephony > Call forwarding** and alternatively 


 Details about the settings are in [Call forwarding](#)


- Logging in and out of groups is done via: **Settings > Telephony > Groups** and alternatively  / 

 Details about the settings are in [Groups](#)

The busy and presence status can be displayed for internal numbers of the PBX (status display with BLF and presence).


The status is displayed via: **Contacts**

 Further help under [Contacts](#)

 Description of the operation and display under [Contacts Overview](#)

The app supports direct switching of PBX configurations, switching automatic configuration switching on/off, and switching PBX relays (only relays with a fixed switching duration: door opener/light and PC relays).


Configurations and relays are controlled via: **Settings > PBX**

 Details about the settings are in [PBX](#)

Provisioning

Provisioning is the automated configuration of IP devices via a provisioning server.


After entering the access data, the softphone receives its basic configuration from the provisioning server of the PBX. For this purpose, the supported Auerswald PBXs have provisioning templates for the softphone. Based on these provisioning templates, individual provisioning files can be created and assigned to the softphones.


 Please consult the PBX manual for this.

Elements can be taken from a backup file (*.xml) and integrated into an individual provisioning file. This also includes configuration data that is not offered via the user interface, such as showing/hiding pages in the navigation.

 Further help under [Backup](#)

 Details about the XML settings are in the [Auerswald DokuWiki](#)

 **Note:** If the LDAP server is enabled in the PBX, the LDAP access data is provisioned as part of the basic configuration. However, querying LDAP contact data is only possible if the softphone is in the same network as the PBX. If this is not the case, the LDAP credentials should be removed from an individual provisioning file.

 Further help under [Contacts](#)

Provisioning example navigation

In the following example, provisioning is used to hide the following pages in the navigation:

- **Identity**
- **Backup**

i Note: All pages are shown in the delivery state (true). The provisioning file must only contain the elements for pages to be hidden (false).

```
<userInterface>
```

```
...
```

```
<visibleMenus>
```

```
<identitySettings>>false</identitySettings>
```

```
<importExportSettings>>false</importExportSettings>
```

```
</visibleMenus>
```

```
</userInterface>
```

Provisioning example DNS server

In the following example, the system's own DNS servers are activated instead of the Auerswald DNS servers (optional in case of connection problems):

```
<identity>
```

...

```
<useSystemDns>true</useSystemDns>
```

```
</identity>
```

Provisioning example Exchange account data

```
<contactsAccounts>
```

...

```
<contactsAccount>
```

```
<uuid>cf4d4f780-a28c-1e79-9cba-09974a3f234a</  
uuid>
```

```
<type>ews</type>
```

```
<name>ews_test</name>
```

```
<properties>
```

```
<uri>https://mail.domain.de/EWS/  
Exchange.asmx</uri>
```

```
<user>[user]@domain.de</user>
```

```
<password>[password]</password>
```

```
</properties>
```


```
</contactsAccount>
```

...

```
</contactsAccounts>
```

Service functions, problem solving

In the event of a softphone malfunction, various service-relevant data can be retrieved and saved. These can then be sent to the technical departments (Service, Development) so that the cause of the fault can be investigated.


 Please refer for evaluation to [Auerswald Support](#).

Logging

Logging records all important events, errors and warnings.

In the event of a softphone malfunction, log files can be saved and then be forwarded to the specialised departments (Service, Development) for troubleshooting: **Logging**


 Description of the operation and display under [Logging](#)


 For information on data protection, please consult the softphone's privacy policy. You can find these on the Internet at: [Auerswald Privacy policy](#) or here: **Info > Data protection**


 Description of the operation and display under [Info](#)

Anonymised error reports

In the event of a softphone malfunction, anonymised error reports can be sent automatically: **App > Sending error messages**


 Details about the settings are in [App](#)

 For information on data protection, please consult the softphone's privacy policy. You can find these on the Internet at: [Auerswald Privacy policy](#) or here: **Info > Data protection**

 Description of the operation and display under [Info](#)


Reset to default

In individual cases, it may be useful or necessary to reset the app to the factory settings.

 **Note:** When the app is reset to the factory settings, all personal data is deleted. You cannot undo this action. To secure personal data and settings, a data backup can be made in advance.

 Further help under [Backup](#)

The app can be reset to the factory settings as follows: **App > Reset app to factory settings**

 Details about the settings are in [App](#)

Telephoning

Incoming calls

Call-Waiting Calls

Outgoing calls

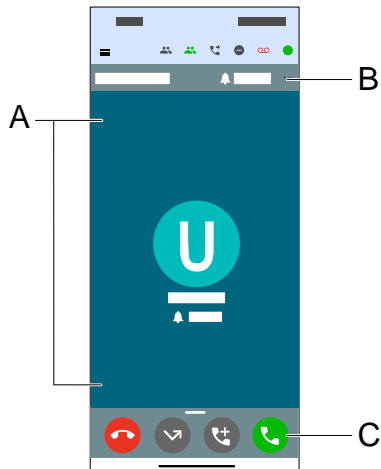
Call

Query call

Conference

Transferring calls

Incoming calls



A Call

Shows information about the call such as phone number/contact with profile picture.

B Detail bar

Shows additional information about the call such as call time, call paths and groups involved.


✓ Opens details.

∧ Closes details.


C Action bar

📞 Rejects the call.

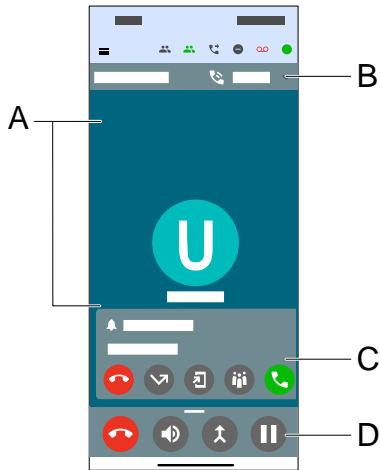
📞 Initiates transfer of the call.

 Starts a new call.

 Answers the call.

 Further help under [Incoming calls](#)

Call-Waiting Calls



A Conversation in the Center

Shows information about the call such as phone number/contact with profile picture.

i Note: Here in the center, the first conversation partner is initially displayed. If required, the waiting call can be displayed here instead.

B Detail bar


Displays additional information about the call such as call time, call paths and groups involved.






✓ Opens details.

^ Closes details.

C Call waiting call









Displays information about the waiting call such as phone number/contact and call time.




 Opens/closes information and hidden symbols.

-  Ends the call (rejects call waiting).
-  Initiates transfer of the waiting caller (transfer without announcement).
-  Displays the waiting call in the center, e.g. to get more information about the call.
-  Starts a conference with both call partners.
-  Answers the call and initiates a query call.

D Action bar

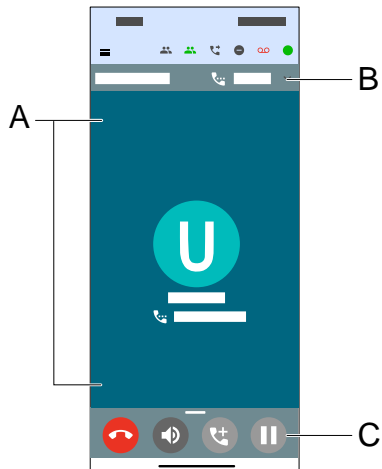
 **Note:** Swiping up within the action bar reveals hidden symbols.

-  Ends the conversation.
-  Turns on the speaker.
 -  Turns the speaker off again.
-  Connects both conversation partners (transfer).
-  Pauses the call (holds).
 -  Resumes the call (reconnects).
-  Mutes the microphone (mute).
 -  Turns the microphone back on (unmutes it).

-  Starts a new call (query call).
 -  Initiates transfer of the call partner (transfer without announcement).
 -  Sends DTMF signals (digits in the ring).
-

 Further help under [Incoming calls](#)

Outgoing calls



A Call

Shows information about the call such as phone number/contact with profile picture.


B Detail bar


Shows additional information about the call such as call time, call paths and groups involved.

✓ Opens details.

∧ Closes details.

C Action bar

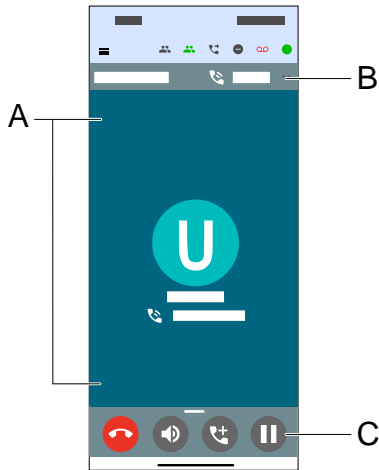
 Press to end the call.

 Turns on the speaker.

 Turns the speaker off again.

 Further help under [Outgoing calls](#)

Call



A Call

Shows information about the call such as phone number/contact with profile picture.

B Detail bar










Displays additional information about the call such as call time, call paths and groups involved.

- ✓ Opens details.
- ^ Closes details.

C Action bar

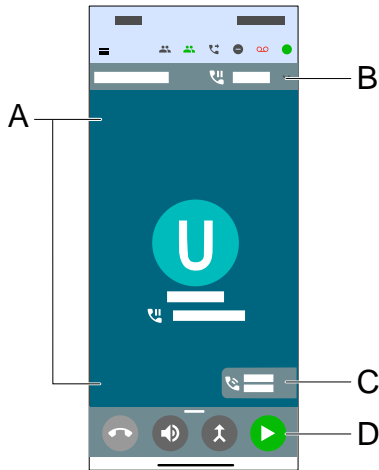
i Note: Swiping up within the action bar reveals hidden symbols.

-  Ends the conversation.

-  Turns on the speaker.
 -  Turns the speaker off again.
 -  Starts a new call (query call).
 -  Pauses the call (holds).
 -  Resumes the call (reconnects).
 -  Mutes the microphone (mute).
 -  Turns the microphone back on (unmutes it).
 -  Initiates transfer of the call partner (transfer without announcement).
 -  Sends DTMF signals (digits in the ring).
-

 Further help under [Call and transfer](#)

Query call



A Conversation in the Center

Shows information about the call such as phone number/contact with profile picture.

i Note: Here in the center, the first conversation partner is initially displayed. If required, the second conversation partner can be displayed here instead.

B Detail bar

Displays additional information about the call such as call time, call paths and groups involved.


∨ Opens details.

∧ Closes details.


C Call


Shows information about the 2nd call such as phone number/contact and call time.

 Opens/closes information and hidden symbols.


 Ends the conversation.


 Connects both conversation partners (transfer).

 Shows the call partner in the center so that they can be connected, for example.


 Starts a conference with both call partners.


 Pauses the call (holds).


 Resumes the call (reconnects).

 **Note:** At the same time, a previously active second call is automatically put on hold (splitting).

D Action bar

 **Note:** Swiping up within the action bar reveals hidden symbols.


 Ends the conversation.


 Turns on the speaker.

 Turns the speaker off again.


 Connects both conversation partners (transfer).

 Pauses the call (holds).

 Resumes the call (reconnects).

 **Note:** At the same time, a previously active second call is automatically put on hold (splitting).

 Mutes the microphone (mute).

 Turns the microphone back on (unmutes it).


 Starts a new call (query call).

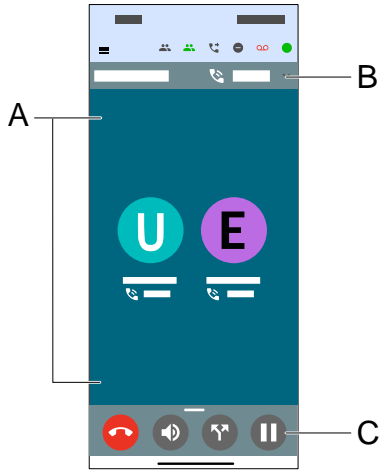
 Initiates transfer of the call partner (transfer without announcement).

 Sends DTMF signals (digits in the ring).

 Further help under [Call and transfer](#)

Conference

 Starts a conference from a query call or a waiting call.



A Conference

Displays information about the conference such as phone numbers/ contacts with profile picture.

B Detail bar











Displays additional information about the conference such as call time, call paths and participating groups.

✓ Opens details.

^ Closes details.



C Action bar

 **Note:** Swiping up within the action bar reveals hidden symbols.

-  Ends the conference.
 -  Turns on the speaker.
 -  Turns the speaker off again.
 -  Dissolves the conference (returns to the query call).
 -  Pauses the conference (holds).
 -  Continues the conference (reconnects).
 -  Mutes the microphone (mute).
 -  Turns the microphone back on (unmutes it).
 -  Starts a new call.
 -  Sends DTMF signals (digits in the ring).
-

 Further help under [Call and transfer](#)

Transferring calls

-  Connects both callers from a query call or a waiting call.
 -  Initiates the transfer of the caller or conversation partner from a call or a conversation (transfer without announcement).
-

 Further help under [Call and transfer](#)

User Interface

Overview User Interface

Dialling

Contacts

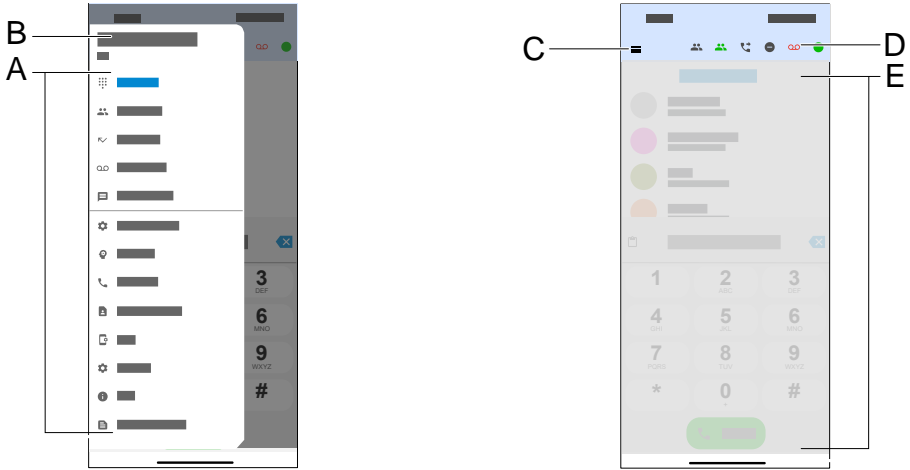
Call list

Voicemails


Messages

Settings


Overview User Interface



A Navigation

 Opens the desired page.


i Note: The availability of the pages may be limited by provisioning or editing and importing the backup file.


 Further help under [Provisioning](#)

 Further help under [Backup](#)

i Note: A red dot in the navigation indicates new missed calls, messages and/or voice messages.

 Description of the operation and display under [Call list](#)

 Description of the operation and display under [Messages Overview](#)

 Description of the operation and display under [Voicemails](#)

B Own name/phone number


Displays the user/subscriber transferred from the PBX.


C Menu

☰ Opens the navigation.

i Note: A red dot in the navigation indicates new missed calls, messages and/or voice messages.

 Description of the operation and display under [Call list](#)

 Description of the operation and display under [Messages Overview](#)


 Description of the operation and display under [Voicemails](#)

D Status bar

Symbols show the status of the softphone and certain functions.

i Note: Some symbols can be shown/hidden via the function settings (symbol in status bar).

i Note: The status bar can be completely shown/hidden via the settings.

 Details about the settings are in [App](#)


● Switches readiness.

● COMfortel SoftPhone 2 ready/registered

● COMfortel SoftPhone 2 off

● Registration in progress


 Registration failed

 Opens the voicemail list

 New voicemail messages

 Switches the do-not-disturb function


 Do not disturb enabled

 Do-not-disturb function disabled

 Opens menu for switching call forwarding


 Call forwarding enabled

 Call forwarding disabled


 Call forwarding type immediately

 Call forwarding type if busy


 Call forwarding type on no reply

 Switches on the caller ID

 Number presentation disabled (call anonymously)

 Number presentation enabled

 /  Opens menu for logging in/out of the respective group

 Group logged out

 Group only logged in

 Group only logged in incoming

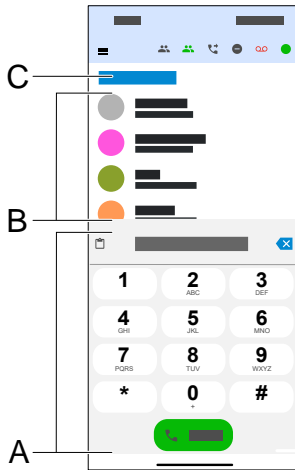


Group incoming and outgoing logged in

E Content area

Displays the page selected via navigation.


Dialling





A Manual dialling


Input via the screen keyboard.

 Dials the phone number displayed in the input field.

 Description of the operation and display under [Outgoing calls](#)

 Pastes the value from the clipboard.

 Deletes the last character before the freely movable cursor (faster deletion by holding the key).

 **Note:** If you would like to save a manually dialled number in your contacts or elsewhere, you can access it via the call list/redial list.

 Description of the operation and display under [Call list](#)

B Dialling suggested contacts/numbers


Existing contacts and previously dialled numbers are displayed in the following order/priority:

1. Contacts marked as favourites
2. Recently dialled contacts/numbers

The following information is displayed for the contact:

- Avatar or profile picture
- Name
- Subscriber number
- Occupied status/presence status when Subscription function is enabled (only for operation on a COMtrexx)
 - Call forwarding immediately or subscription failed
 - Do not disturb, incoming call, outgoing call or active call
 - No active conversations

 Starts the dialling immediately.

 Description of the operation and display under [Outgoing calls](#)

C Call paths

Shows the group involved in the call (if logged in outgoing).

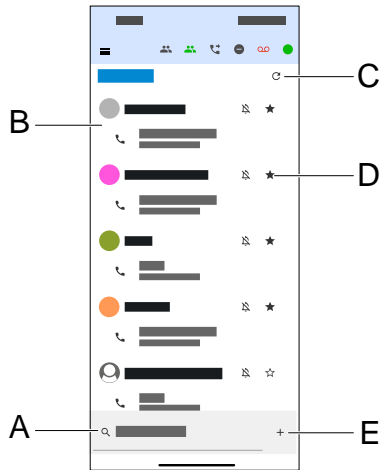
Contacts

[Contacts Overview](#)


[Contact Details](#)

[Edit Contact](#)

Contacts Overview




A Contact filter


 Filters contacts by phone numbers and names.

Existing/filtered contacts are displayed in the following order:

1. Contacts marked as favourites
2. Alphabetical order





B Entry

 Starts call to the displayed number.


 Description of the operation and display under [Outgoing calls](#)

The following information is displayed for the contact:

- Avatar or profile picture
- Name

- Numer type
- Phone number (default number for LDAP/Google contacts)
- Occupied status/presence status when Subscription function is enabled (only for operation on a COMtrexx)
 -  Call forwarding immediately or subscription failed
 -  Do not disturb, outgoing call or active call
 -  No active conversations
 -  Incoming call

 Opens further details about the contact.

 Description of the operation and display under [Contact Details](#)



C Retrieval of contact data

 Retrieves the contact data again (Exchange, Google, LDAP).

D Quick adjustment Subscription/Favourite

Shows the status (quick adjustment by tapping)


★ / ☆ Status favourite/no favourite

 /  Status subscription/no subscription (only for operation on a COMtrexx)

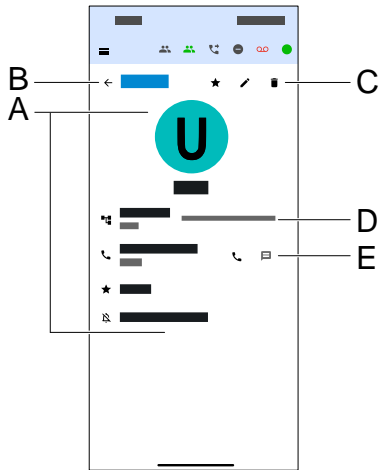
E New contacts

 Adds new local contacts.

 Details about the settings are in [Edit Contact](#)













 Further help under [Contacts](#)

Contact Details



A Entry

The following information is displayed for the contact:

-  Profile picture (optional), name
-  Avatar (if no profile picture), name
-  Contact type (Exchange, Google, LDAP, local)
-  /  /  /  Phone number(s) with number type
-  Video feed (optional)
-  /  Status favourite/no favourite
-  /  Status subscription/no subscription (only for operation on a COMtrexx)

B Back

← Back to the contact overview.

C Processing

★ / ☆ Shows the status: favourite/no favourite (quick adjustment by tapping)

✎ Switches to editing mode.

↗ Details about the settings are in [Edit Contact](#)

i Note: The availability of editing may be limited by provisioning or by editing and importing the backup file.

↗ Further help under [Provisioning](#)

↗ Further help under [Backup](#)

🗑 Deletes local contact or local extensions.

D Local extensions


For Exchange, Google or LDAP contacts: Info that local extensions/changes have been made.


E Actions

☎ Starts call to the displayed number.


↗ Description of the operation and display under [Outgoing calls](#)

📧 Opens the message history and allows you to write messages.

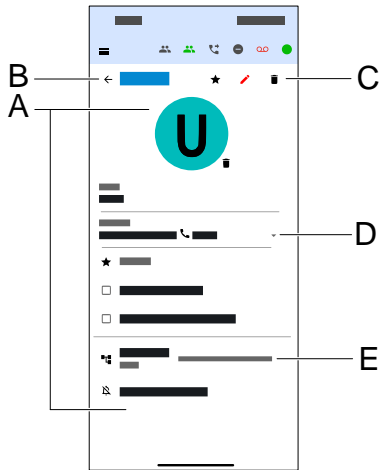
 **Note:** Messages can only be written to internal contacts who can receive SIP messages.

 Further help under [Messages](#)

 Messages not feasible

 Further help under [Contacts](#)

Edit Contact



A Entry

The following properties can be edited for the contact:

U Profile picture: The image section of the selected image cannot be edited.


Name

Phone number(s) with number type



i **Note:** For Exchange/LDAP/Google contacts, only the default number can be edited.

Video feed: Address from which the camera images are obtained, with username and password if necessary.

Example: `http://<username>:<password>@<ip address>/<path to the video stream>`

 **Note:** If you experience display problems, you may need to enable the following option: **Video is in MJPEG format**



 /  Status favourite/no favourite


 /  Status subscription/no subscription (only for operation on a COMtrexx)

B Back

 Back to contact details.





C Processing

 /  Shows the status: favourite/no favourite (quick adjustment by tapping)

 Saves the settings.


 Function not feasible

D Number type

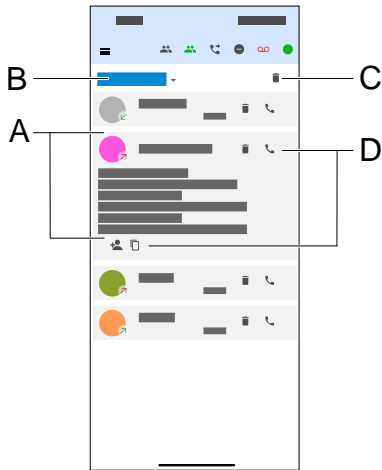
 /  /  /  Switching number type

E Local extensions

For Exchange, Google or LDAP contacts: Info that local extensions/changes have been made.









 Further help under [Contacts](#)

Call list



A Entry

Displays information about the call or call partner such as phone number/contact with profile picture, call time and date, call duration, call paths and participating groups and the call type:

-  Accepted call
-  Missed call
-  Outgoing call
-  Unsuccessful outgoing call
-  Successfully forwarded call
-  Rerouted call
-  Incoming call was answered elsewhere
-  Opens/closes call details.

B Call filter

All calls: Lists all calls sorted chronologically.


Missed calls: Lists all missed calls sorted chronologically.


Outgoing calls: Lists all outgoing calls sorted chronologically (redial list).

C Deleting the call list


 Deletes all entries from the call list.

D Actions


 Starts call to the displayed number.

 Description of the operation and display under [Outgoing calls](#)

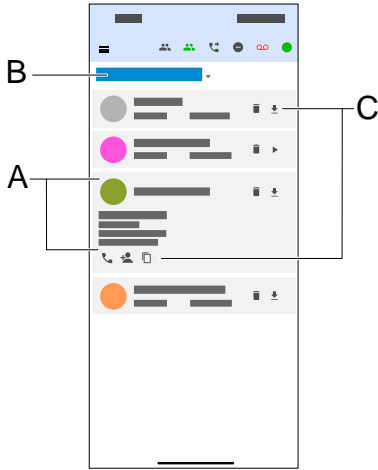
 Deletes the entry from the call list.

 Copies the phone number to the clipboard.

 Creates a new contact with the phone number.

 Opens the details of the existing contact.

Voicemails



A Entry

Displays information about the call such as phone number/contact with profile picture, call time and date, and message length.

 Opens/closes call details.

B Voicemail filter

New voicemails: Lists all newly received Voicemail messages sorted chronologically.

Voicemails heard: Lists all Voicemail messages you have already heard, sorted chronologically.

C Actions

 Loads the Voicemail message.

- ▶ Plays the Voicemail message.
 - 🗑️ Deletes the selected entry from the voicemail list.
 - 📄 Copies the phone number to the clipboard.
 - +👤 Creates a new contact with the phone number.
 - 👤 Opens the details of the existing contact.
 - 📞 Starts call to the displayed number.
 - ➡️ Description of the operation and display under [Outgoing calls](#)
-

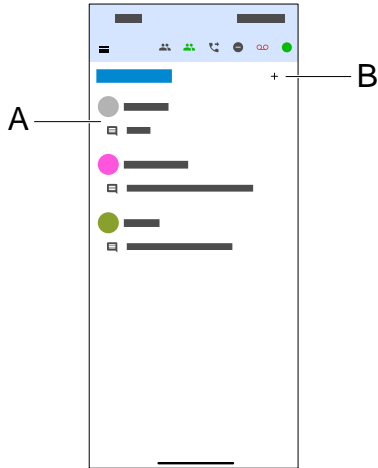
➡️ Further help under [Identity](#)

Messages

[Messages Overview](#)

[Edit Message](#)


Messages Overview




A Entry


The following information is displayed for the contact:


- Avatar or profile picture
- Name
- Last message


 Opens the message history and allows you to write messages.

 Description of the operation and display under [Edit Message](#)

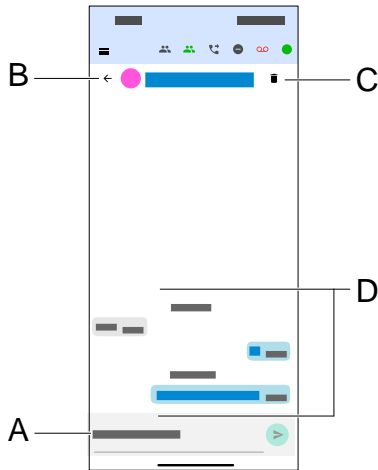
B New message contact

 Adds additional message contacts.

 Description of the operation and display under [Edit Message](#)

 Further help under [Messages](#)


Edit Message



A Write and send a message

Input via the screen keyboard.

i Note: Depending on the device, the usual input options such as emojis and clipboard can also be used.

 Sends the message.

B Back


 Back to the news overview.

C Delete

Deletes the entire message history

D Message history

Displays the messages with the contact in chronological order.

 Further help under [Messages](#)

Settings

[Identity](#)

[Telephony](#)

[PBX](#)

[Sync accounts](#)


[App](#)


[Backup](#)

[Info](#)


[Logging](#)

Identity

 **Note:** Various identity settings are automatically set via provisioning by the PBX and should not be changed.

 **Note:** Some of the identity settings can only be viewed via the backup file (*.xml) and can only be changed via backup or provisioning: display name, domain, port, DNS and STUN server, DTMF method, country, area code and handling for subscription and registration

 Further help under [Backup](#)


 Further help under [Provisioning](#)

Active

Enables the identity.

Encryption

The calls are encrypted to prevent eavesdropping. The connection setup and termination, and also call signalling, are encrypted with SIPS. The call data is encrypted with SRTP.

 **Note:** The setting must match the setting in the PBX.


 Further help under [Identity](#)

Own SIPS/SRTP certificate

If encryption is enabled, it is checked whether the certificate belongs to the domain/IP. The certificate must be known to the PBX.

Serial number


The serial number of the PBX.

 **Note:** Is set automatically via provisioning.

SIP user name

COMtrexx: SIP username of the softphone configured in the PBX (display without serial number).

COMpact: Phone number of the softphone configured in the PBX.

 **Note:** Is set during initial commissioning/registration.

Extension


COMtrexx: Phone number of the softphone configured in the PBX.

COMpact: blank.

 **Note:** Is set automatically via provisioning.

Voicemail number

Phone number of the voicemail box that was assigned to the softphone in the PBX.

 **Note:** Is set automatically via provisioning.

 Further help under [Identity](#)

Password

Password of the softphone configured in the PBX.

i Note: Is set during initial commissioning/registration.

IP version

Specifies which IP version (IPv4 or IPv6) the softphone uses.

Use of ICE

Enable the best possible transmission route to be found between the softphone and PBX.

Use of TURN

Enables the use of the Auerswald TURN server to make RTP data available outside your own network. Only enable this option if the softphone establishes connections in which no audio is transmitted.





Additional DNS server

Optional in case of connection problems: Address of a DNS server in addition to the Auerswald DNS servers.

i Note: Setting not available after activation of the system's own DNS servers (only via backup or provisioning).



Shows or changes the registration status of the softphone.

-  COMfortel SoftPhone 2 ready/registered
-  COMfortel SoftPhone 2 off
-  Registration in progress
-  Registration failed

Telephony

Reachability

Outgoing calls

Call forwarding

Groups

Reachability


Do not disturb


Rejects incoming calls.

- **Symbol in status bar**

Shows the following symbol for display and operation in the status bar:




 Description of the operation and display under [Overview User Interface](#)

 **Note:** Automatically synchronised with the PBX. Conversely, changes the setting/function of the PBX.

Call waiting

Indicates an incoming call during a call.

 **Note:** Automatically synchronised with the PBX. Conversely, changes the setting/function of the PBX.

Audible indication

This acoustic signal indicates that there is an incoming call during a call.

If the option is disabled, incoming calls during a call are only signalled by a change in the display.

Outgoing calls

Dial as entered

Prevents the softphone from corrupting the telephone number entered with the exchange line access number when automatic exchange line request is disabled.


Anonymous call

Stops your phone number from being displayed to the person you are calling

- **Symbol in status bar**

Shows the following symbol for display and operation in the status bar:




 Description of the operation and display under [Overview User Interface](#)

Call forwarding

Symbol in status bar


Shows the following symbol for display and operation in the status bar:



 Description of the operation and display under [Overview User Interface](#)


Immediately

Forwards incoming calls to the set destination number immediately.

- **Destination:** Allows you to enter the destination number.
-  **Note:** Automatically synchronised with the PBX. Conversely, changes the setting/function of the PBX.

On busy


Forwards incoming calls to the set destination number immediately.

- **Destination:** Allows you to enter the destination number.
-  **Note:** Automatically synchronised with the PBX. Conversely, changes the setting/function of the PBX.


On no reply

Forwards incoming calls to the set destination number if these calls have not been taken within a set time.

- **Destination:** Allows you to enter the destination number.

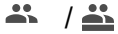
 **Note:** Automatically synchronised with the PBX. Conversely, changes the setting/function of the PBX. The waiting time can only be set in the PBX.


Groups

 **Note:** The settings are displayed for each group of which the softphone is a member.

Symbol in status bar


Shows the following symbol for display and operation in the status bar:



 Description of the operation and display under [Overview User Interface](#)


Incoming

Logs the phone incoming into the group.

 **Note:** Automatically synchronised with the PBX. Conversely, changes the setting/function of the PBX.

Outgoing


Logs the phone outgoing into the group.


 **Note:** Automatically synchronised with the PBX. Conversely, changes the setting/function of the PBX.

PBX

Configurations

Status display of the PBX configurations. Allows direct switching of configurations as well as switching automatic configuration switching on/off.

 **Note:** To switch configurations, authorisations must be granted in the PBX.


 Please consult the PBX manual for this.


 Retrieves the data.

 Further help under [PBX functions](#)

Relays

Display of the controllable relays of the PBX (only relays with a fixed switching time: door opener/light and PC relays). Allows the relays to be enabled.

 **Note:** Authorisations must be granted in the PBX to switch relays and open doors.

 Please consult the PBX manual for this.


 Retrieves the data.

 Further help under [PBX functions](#)

Sync accounts



Extends the list to include an existing sync account for the retrieval of contact data.

 Further help under [Contacts](#)



Deletes the account from the list or deletes the connection with the sync account.



Shows/hides the settings for a sync account.

Account type

Google

Enables you to set up a connection to an existing Google account.

Exchange Web Services

Enables you to set up a connection to an existing Exchange account.

Account name

Freely selectable name. This is used for identification within the softphone configuration.

Google group

Specifies which Google Account contact details (individual group or all) are retrieved.

Authenticate

Release code

Copies the release code provided by Google to the clipboard for further use during authentication.

Authenticate

You are transferred directly to Google, so you can authenticate your Google account. Input the required data in the authentication dialogue.

Server URL

The Exchange server's URL.

User name

User name assigned when the Exchange server was being configured. Used for identification to the Exchange server.

Password

This is the password assigned when the Exchange server was being configured. It is used for identification to the Exchange server.

App

Show status bar

Symbols show the status of the softphone and certain functions.

- Description of the operation and display under [Overview User Interface](#)

Sending error messages

The app automatically transmits anonymised error reports to the manufacturer.

- For information on data protection, please consult the softphone's privacy policy. You can find these on the Internet at: [Auerswald Privacy policy](#) or here: **Info > Data protection**
- Further help under [Service functions, problem solving](#)

Reset app to factory settings


Resets the app to the factory settings. Any saved data and settings are deleted. The app is then restarted.


- Further help under [Service functions, problem solving](#)

Backup

Export XML

Exports all softphone settings as a backup file (*.xml).


 Displays the contents of the backup file. **Copy:** Copies the contents to the clipboard.


 Shares a copy of the backup file.

 Further help under [Backup](#)

Import XML

Imports a backup file (*.xml) with settings for the softphone.

 Copies the contents of the backup file from the clipboard. The content can then be edited. **Confirm:** Imports the backup file into the softphone.

 A backup file (*.xml) stored on a disk is selected and imported.

 Further help under [Backup](#)

Info

Version

Displays the software version currently used by the softphone.

Online help

Displays the online help in your browser.

Privacy Policy

Opens the privacy policy that contains information about the way Auerswald processes data, and how data is sent to Auerswald.

Display licenses


Opens an overview with information about the open source licenses used.

EULA

Opens the EULA from Auerswald.

Logging

App log

 Clears the log.

 Updates the log.

 Further help under [Service functions, problem solving](#)

Telephony log

 Updates the log.

 Further help under [Service functions, problem solving](#)

Background log

 Clears the log.


 Updates the log.

 Further help under [Service functions, problem solving](#)



Shares the log files for all logs (flutter_log.log, pj_log.log, flutter_bg_log.log).

 Further help under [Service functions, problem solving](#)

 For information on data protection, please consult the softphone's privacy policy. You can find these on the Internet at: [Auerswald Privacy policy](#) or here: **Info > Data protection**