COMtrexx Control Center

Operation Instructions

Inhaltsverzeichnis

About ...

The current Version 2.2
These Instructions

The current Version 2.2

New or revised features published with this release are listed here.

Remote configuration via (Auerswald) Remote Access (ARA) Server

A remote configuration can be initiated via the (Auerswald) Remote Access (ARA) Server.

System filter

Systems can be filtered and actions can be selected directly in the menu on the left.

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.

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After update

After a server update, you usually require a new version of the instructions. The help function in the web interface always provides you with the latest help for the product.

Setting up the COMtrexx

Requirements:

- Single Sign-On (SSO) access from Auerswald

- Access data and serial number of the COMtrexx

- COMtrexx has at least version 2.2.1

Proceed as follows:

1. Activate the proxy service in the COMtrexx.

    − **COMtrexx web interface** > **Administration** > **VoIP**

    − **Proxy server for Online services** > **Use proxy**

    − **Proxy server for Online services** > **SIP proxy**:
       proxy.auerproxy.de

2. Copy the serial number of the COMtrexx.

    − **COMtrexx web interface** > **Dashboard**

    − **Status information** > **Serial number** > copy

3. Log in with your Single Sign-On (SSO) access at COMtrexx Control
   Center.

    − https://ccc.auerswald.de

4. Add the COMtrexx as a system and copy the associated confirmation
   code (token).

    − **COMtrexx Control Center web interface** > **Systems**

    −

- − **Name** > assign freely
- − **Serial number** > insert from the COMtrexx
- − **Save**
- − **Authorisation status - Token** > copy

    Note: The confirmation code is valid for 24 hours and can be renewed if necessary: ••• > ⇄

5. Confirm the access in the COMtrexx.

    - − **COMtrexx web interface** > **Administration** > **Service** > **External access**
    - − **Access for COMtrexx Control Center** > **Confirm access**
    - − **Confirmation code** > insert from the COMtrexx Control Center
    - − **OK**

        Note: The access for the COMtrexx Control Center can be deleted at any time on the COMtrexx side.

6. Optional: Activate the monitoring in the COMtrexx.

    - − **COMtrexx web interface** > **Administration** > **Service** > **External access**
    - − **Access for COMtrexx Control Center** > **Monitoring**
    - − **Recording of system data** > **OK** > **OK**
    - − **Save**

7. Optional: Allow remote configuration via (Auerswald) Remote Access (ARA) Server.

- **COMtrexx web interface** > **Administration** > **Service** > **External access**

- **Access for COMtrexx Control Center** > **Remote configuration via remote access server in the Internet**

- **Save**

8. Optional: Assign authorisations to other users in your company for access to the set-up COMtrexx.

- **COMtrexx Control Center web interface** > **Authorisations**

- ⊕

- **Users** > select from the list of users in your company

- **Roles** > select and thus set the authorisation level

- **System** > select the set-up COMtrexx

- **Save**

Functions/options

Possibilities in COMtrexx Control Center for you and users with corresponding roles:

- Create/restore remote backup and start firmware update of the COMtrexx (**Administrator**, **Backup**).

    - **COMtrexx Control Center web interface** > **Systems** > ••• > 🖫

        ⓘ **Important:** To create remote backups, this function must first be set up in the PBX.

        ⓘ **Important:** To use the remote backup function, the COMtrexx requires feature level 2 or higher.

        ⓘ **Important:** To use the remote backup server offered by Auerswald, the COMtrexx requires active maintenance.

- Querying the system information of the COMtrexx (without authorisation).

    - **COMtrexx Control Center web interface** > **Systems** > **Name**/**Serial number** > Click on entry

- Create users of the COMtrexx and assign to the telephones (**Administrator**).

    - **COMtrexx Control Center web interface** > **Systems** > **Phones**/**Users** > ••• > ☎/👤

- Using the monitoring functions and querying messages of the COMtrexx (**Administrator**, **Monitoring**).

    - **COMtrexx Control Center web interface** > **Systems** > ••• > 🗟/❗

- Retrieve call data (**Administrator**, **Call data**).

  - **COMtrexx Control Center web interface** > **Systems** > ••• > ⧢

- Initiate remote configuration via Auerswald Remote Access (ARA) Server (**Administrator**).

  - **COMtrexx Control Center web interface** > **Systems** > ••• > ☁

- Check licences of the COMtrexx in the Voucher Center (**Administrator**).

  - **COMtrexx Control Center web interface** > **Systems** > **Licences** > ✎

Using the web interface

Dashboard
News
Authorisations
Systems

Dashboard

Status information
Language

Status information

COMtrexx® Control Center server version

Displays the server version currently in use.

📋 Clipboard

Copies status information to the clipboard, so you can access it easily, for example, to make a request for support.

Online Help

Displays the online help in your browser.

Legal

Refers to the documents **Data Protection**, **End User License Agreement for Software (EULA)** and **Open source licenses**.

Data protection

Displays a multi-lingual PDF that contains information about the way Auerswald processes data, and how data is sent to Auerswald.

End User License Agreement for Software (EULA)

Displays a multi-lingual PDF that contains Auerswald's EULA.

Open source licenses

Displays a multi-lingual PDF that contains information about the open source licenses that are in use.

Language

Language web interface

Changes the language of the web interface.

News

On this page you will find current information about new features concerning the COMtrexx Control Center.

Authorisations

Overview of the authorisations that the logged-in user has assigned to other users in the company.

Users

Selection of the user to whom a permission is to be assigned. All users belonging to one's own company who were already registered in COMtrexx Control Center are offered.

Roles

Assigns the user one or more roles and thus corresponding authorisations.

Administrator

Allows the use of all functions including the firmware update and the assignment of further authorisations.

Note: Only the owner (person setting up) can delete the system.

Monitoring

Allows the use of the monitoring functions.

Backup

Allows the use of the backup functions.

Call data

Allows retrieving of the call data.

System

Select one of the availbale systems.

+

Creates a new entry for the authorisations list.

/

Opens/Closes the editing mode.

Activates all entries in the list.

Activated entries can be deleted or edited by clicking in the line.

🗑 Delete

Deletes all entries activated in the list.

Systems

All
Selected system

All

Overview

Users > Phone numbers

Phones > Assignment

Telephone status

Backup

Call data (CDR)

Overview

Overview of the systems to which the logged-in user has access.

This includes

- systems set up by the user
- systems set up by other users of the company for which authorisations have been assigned

Filter

The list is filtered by the entered value.

Name

Freely selectable name. This name is used to identify the system within the COMtrexx Control Center.

ℹ️ **Note:** Clicking on the entry opens detailed system information.

Serial number

Serial number of the system. This is the decisive criterion for registration at the COMtrexx Control Center.

ℹ️ **Note:** Clicking on the entry opens detailed system information.

Initial registration

Shows the date of the first registration of the system at the COMtrexx Control Center.

State of device

Indicates errors that occur.

✔️ The system is in an error-free state.

❗ Error (e.g. proxy server not available, confirmation code expired)

❓ Device status unknown

Authorisation status – Token

Displays the authorisation status of the system and the associated token during setup.

⏳ The generated token must be copied for entry into the system. A token has a validity of 24 hours.

✔️ Pairing was successful. The system is set up.

ℹ️ **Note:** If access for COMtrexx Control Center is disabled in the system, the connection between the COMtrexx Control Center and the system is completely deleted.

Licences

✎ Opens the page **Device information** in the Auerswald Voucher Center. In addition to the device information, the page also shows the current expansion of the system.

Phones/Users

• • •

Displays more options.

☎

Opens the overview of the telephones.

↗ Details about settings under [Phones > Assignment](#)

👤

Opens the overview of the users.

↗ Details about settings under [Users > Phone numbers](#)

Registration status

👁

Displays the registration status of the phones.

↗ Details about displays under [Telephone status](#)

\+

Creates a new entry for the systems list.

✏

Opens/Closes the editing mode.

Activates all entries in the list.

Activated entries can be deleted or edited by clicking in the line.

🗑 **Delete**

Deletes all entries activated in the list.

•••

Displays more options.

Monitoring

Opens a page with various overviews of the CPU load and memory usage of the system.

Backup

Provides operation of the remote backup and firmware update function.

Important: To create remote backups, this function must first be set up in the PBX.

Important: The set password for the remote backup is stored in encrypted form. It cannot be restored on the part of Auerswald.

Important: To use the remote backup function, the COMtrexx requires feature level 2 or higher.

Important: To use the remote backup server offered by Auerswald, the COMtrexx requires active maintenance.

⬀ Details about settings under [Backup](#)

⬓ **Call data (CDR)**

Displays the list of call data.

⬀ Details about displays under [Call data (CDR)](#)

❶ **Warnings**

Displays messages generated by the system for events such as firmware updates or exceeding limits.

◯ **ARA**

Initiates remote configuration via Auerswald Remote Access (ARA) Server.

The configuration of the COMtrexx is then opened in a new browser tab.

⇄ **Token**

✓ Updates the confirmation code.

✕ Cancels the operation.

Users > Phone numbers

Filter

The list is filtered by the entered value.

Phone number

Internal number, freely selectable from the numbers in the internal supply of phone numbers. This number is then used for distributing calls and can be called directly by another internal user.

Note: The internal number entered here needs to be entered in the telephone as the (first) MSN.

Name

Freely selectable name. This name is used to identify the user within the PBX and from connected phones. The name can also be transferred to the VoIP end devices via the LDAP server.

+ New

Adds a new user. You must then make the settings for this new user (not possible via COMtrexx Control Center).

✏

Opens/Closes the editing mode.

Activates all entries in the list.

Activated entries can be deleted.

🗑 **Delete**

Deletes all entries activated in the list.

For more information on COMtrexx, take a look at the help of the COMtrexx. You will find it here: Help COMtrexx.

Phones > Assignment

Filter

The list is filtered by the entered value.

Telephone type

Select the telephone type or DECT base you want to display/configure.

Name

Freely selectable name. This name is used to identify the device within the PBX.

MAC address

The MAC address of the device is used for identification. For all transactions between device and PBX, the PBX must be able to identify the MAC address of the device so that the device can be matched to provisioning data.

The MAC address of a device can be found as follows:

- Retrieving from a client certificate sent by the device
- Reading with a bar code scanner enabled and connected to the computer (e.g. via a USB interface)
- Reading e.g. on the menu of the phone or on a label

Note: If the MAC address was determined via automatic provisioning or entered by yourselves, the device will be provided with provisioning data during its first boot process.

Manufacturer

The manufacturer name of the device. If automatic provisioning is enabled, the name is entered by the PBX as long as the device provides this information.

Model

The model name of the device. If automatic provisioning is enabled, the name is entered by the PBX as long as the device provides this information.

Version

The currently used firmware version for this device. If automatic provisioning is enabled, the name is entered by the PBX as long as the device provides this information.

Users

The user assigned to this telephone or the user currently logged onto this telephone.

No user is assigned or no user is logged on.

The telephone is freely available for users with roaming user authorisation.

[Phone number] | [name]

A user is assigned or a user is logged on.

Currently not available for other users who have roaming user authorisation.

The current user can log out with roaming user authorisation or free up the telephone.

🔓 [Phone number] | [name]

A user is permanently assigned. Therefore, he is the owner. The owner is logged on.

Not available for other users who have roaming user authorisation.

The owner can log out without any other authorisation, but remains the owner.

🔓 --- [(Phone number] | [name)]

A user is permanently assigned. Therefore, he is the owner. The owner is logged out.

Not available for other users who have roaming user authorisation.

The owner can log on without any other authorisation.

👤 [Phone number] | [name]

Mobile telephone A user is permanently assigned. Therefore, he is the owner. Incoming calls to the owner are signalled on the mobile telephone.

The owner can switch off calls to their mobile telephone without any other authorisation.

👤 --- [(Phone number] | [name)]

Mobile telephone A user is permanently assigned. Therefore, he is the owner. Incoming calls to the owner are not signalled on the mobile telephone.

The owner can switch on calls to their mobile telephone without any other authorisation.

👤 ---

Mobile telephone No user assigned.

⚇ **[Phone number] | [name]**

Mobile telephone A user is assigned. Incoming calls to the user are signalled on the mobile telephone.

ℹ️ **Note:** If no assignment is possible, the maximum number of enabled users has been exceeded. Another user licence is necessary. The number of used/available user licences is displayed here: **Phones** > **Assignment**.

🖊️

Opens/Closes the editing mode.

☰

Activates all entries in the list.

✅

Activated entries can be deleted.

🗑️ **Delete**

Deletes all entries activated in the list.

↗️ For more information on COMtrexx, take a look at the help of the COMtrexx. You will find it here: Help COMtrexx.

Telephone status

Filter

The list is filtered by the entered value.

Name

Freely selectable name. This name is used to identify the device within the PBX.

MAC address

The MAC address of the device is used for identification. For all transactions between device and PBX, the PBX must be able to identify the MAC address of the device so that the device can be matched to provisioning data.

The MAC address of a device can be found as follows:

- Retrieving from a client certificate sent by the device
- Reading with a bar code scanner enabled and connected to the computer (e.g. via a USB interface)
- Reading e.g. on the menu of the phone or on a label

Note: If the MAC address was determined via automatic provisioning or entered by yourselves, the device will be provided with provisioning data during its first boot process.

Status

Display of the status of the telephones with regard to provisioning (telephones, DECT bases), registration (IP telephones) and connection (analogue telephones).

🚫 No Provisioning file

☁ Provisioning not yet carried out

⬇ Provisioning is done

✅ Registration done – encrypted

⚠ Registration done – unencrypted

⚠ Registration not yet completed

📞 unknown

📞 Telephone connected

↗ For more information on COMtrexx, take a look at the help of the COMtrexx. You will find it here: Help COMtrexx.

Backup

Provides operation of the remote backup function.

Important: To create remote backups, this function must first be set up in the PBX.

Important: The set password for the remote backup is stored in encrypted form. It cannot be restored on the part of Auerswald.

Important: To use the remote backup function, the COMtrexx requires feature level 2 or higher.

Important: To use the remote backup server offered by Auerswald, the COMtrexx requires active maintenance.

Create Backup ⬆️

If a backup is created, the current configuration data is saved in a configuration file on an external server. The configuration files are archived with information about the time and date they were created.

Available Backups

Displays the available Backups with information about the time and date they were created.

⬇️

Restores the configuration data of the selected backup. The PBX restarts.

Important: Restoring an old configuration overwrites the current configuration data.

Note: A configuration file that was created with an older firmware version, may possibly not contain all of the configuration data (for

example, data for new functions that were added by a firmware update).

$\times$

Deletes the selected backup from the server.

Interval for automatic backups

off

Backups are not created automatically.

[Interval]

Automatic backups are created regularly after the set interval.

Note: The time at which automatic backups are created depends on when the function is switched on. A subsequent change of the interval does not change the set time.

Last periodic backup

Display of the time at which the last backup was automatically created.

Next periodic backup

Display of the time period at which the next backup is automatically created.

Update including restart

Instant firmware update ⬇

Starts installation of a new firmware version from the update server.

Update Status

Displays information about the running and completed updates.

↗ For more information on COMtrexx, take a look at the help of the COMtrexx. You will find it here: Help COMtrexx.

Call data (CDR)

Displays the list of call data.

Filter

The list is filtered by the entered value.

Date / time

Display of beginning of the call.

Duration

Display of the call duration.

External partner

Displays the phone number of the external call partner.

- **Dialled calls**: Displays the dialled phone number.
- **Incoming Calls**: Displays the phone number transmitted by the caller (CLIP information; not for unknown phone numbers).

External name

Displays the name of the external call partner if transmitted via CLIP or stored in the PBX as contact.

As long as there is no entry for the VoIP phone number in the contacts, the name of the provider given in the PBX is entered.

No. invoice

Displays the internal user or group number for:

- **Outgoing call**: user phone number of the end device. If the internal user is logged in to a group, the group number is displayed.

- **Incoming call**: Internal user or group number dialled by the caller

- **Call Through call**: External number of the Call Through user

- **Door-to-external calls**: Phone number of the door terminal

Name invoice

Displays the user or group name for:

- **Internal user numbers**
- **Internal group numbers**
- **Call Through user**
- **Door-to-external calls**

Name real

Displays the user or group name for:

- **Internal user numbers**
- **Internal group numbers**
- **Call Through users or external numbers**
- **Door-to-external calls**

Connection

Displays the own phone number.

- **Outgoing call**: phone number that has been transmitted by the PBX
- **Incoming call**: Phone number dialled by the caller
- **Call made via analogue connection**: Analogue number
- **Call via VoIP**: VoIP number

Type of billing

successful	Successful call
unsuccessful	Unsuccessful call

Call type

The text entered under **Print options** for the **Call type** is displayed.

⬆ Export

The current data in the table can be exported (gespr_dat.csv) for further processing.

ℹ **Important:** Note the following legal notes before saving the call data.

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

- The time of a call
- The phone numbers of the internal and external participants.

- The duration of a call

  Before the call data are being saved, all users of the PBX must be informed that these contents will be forwarded and about who will use the data received.

  It is essential to store the data securely and in accordance with the legal requirements.

  If you want to make the call data available to your specialised dealer or to the manufacturer for error analysis, you must make sure that the legal requirements are fulfilled.

↗ For more information on COMtrexx, take a look at the help of the COMtrexx. You will find it here: Help COMtrexx.

Selected system

Backup
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Warnings

Backup

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Display of the time period at which the next backup is automatically created.

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Update Status

Displays information about the running and completed updates.

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Monitoring

Opens a page with various overviews of the CPU load and memory usage of the system.

Call data (CDR)

Displays the list of call data.

Filter

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Date / time

Display of beginning of the call.

Duration

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External partner

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- **Outgoing call**: user phone number of the end device. If the internal user is logged in to a group, the group number is displayed.

- **Incoming call**: Internal user or group number dialled by the caller

- **Call Through call**: External number of the Call Through user

- **Door-to-external calls**: Phone number of the door terminal

Name invoice

Displays the user or group name for:

- **Internal user numbers**

- **Internal group numbers**

- **Call Through user**

- **Door-to-external calls**

Name real

Displays the user or group name for:

- **Internal user numbers**

- **Internal group numbers**

- **Call Through users or external numbers**

- **Door-to-external calls**

Connection

Displays the own phone number.

- **Outgoing call**: phone number that has been transmitted by the PBX
- **Incoming call**: Phone number dialled by the caller
- **Call made via analogue connection**: Analogue number
- **Call via VoIP**: VoIP number

Type of billing

successful	Successful call
unsuccessful	Unsuccessful call

Call type

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Warnings

Displays messages generated by the system for events such as firmware updates or exceeding limits.