COMtrexx Control Center

Operation Instructions

Inhaltsverzeichnis

Inhaltsverzeichnis

About ...

The current Version 2.6
These Instructions

The current Version 2.6

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

COMtrexx Maintenance

The management, control and monitoring of a COMtrexx is now only possible with active maintenance.

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 2.4.4

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** > **Administration** > **Systems**

- +

    - **Name** > assign freely

    - **Serial number** > insert from the COMtrexx

    - **Save**

    - **Authorisation status - Token** > copy

        ℹ **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**

        ℹ **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 Remote Access 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**

  > **Note:** Alternatively, e.g. if there are many systems and several users within the company, rights can also be assigned via user groups.
  >
  >   • **COMtrexx Control Center web interface** > **User Groups**

Functions/options

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

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

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

- Check licences of the COMtrexx in the Voucher Center (without authorisation).

    − **COMtrexx Control Center web interface** > **Administration** > **Systems** > **Licences** > ✎

ℹ **Important:** For the use of all other functions described, the COMtrexx requires active maintenance.

⬈ Further information is provided here: [Website COMtrexx Maintenance](#).

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

    − **COMtrexx Control Center web interface** > **Administration** > **Systems** > ••• > ☁

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

    − **COMtrexx Control Center web interface** > **Administration** > **Systems** > ••• > ⊟

- Set up outgoing mail server for sending certain status information by e-mail and assign them to the individual systems (**Administrator**).

  - **COMtrexx Control Center web interface** > **Administration** > **SMTP**

  - **COMtrexx Control Center web interface** > **Administration** > **Systems** > ••• > ✉

- Check the registration status of the telephones, providers and accounts set up for the COMtrexx (without authorisation).

  - **COMtrexx Control Center web interface** > **Administration** > **Systems** > **Registration status**

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

  - **COMtrexx Control Center web interface** > **Administration** > **Systems** > ••• > 💾

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

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

  - **COMtrexx Control Center web interface** > **Administration** > **Systems** > ••• > 📊/⚠

Using the web interface

Dashboard
News
User Groups
Authorisations
Administration

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 the latest information from Auerswald.

User Groups

Groups
Own groups
Configure

Groups

Overview of all groups set up for the company.

This includes

- own groups
- groups set up by other users of the company and these in turn include
    - privat groups
    - public groups that the logged-in user can join

The list is filtered by the entered value.

↑↓

The list is sorted according to the selected direction.

Name

Shows the name of the group.

Description

Shows the description of the group.

Role

Shows the role assigned to the group, which is assigned to new users by default.

Administrator

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

ℹ **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.

Owner

Shows the owner of the group.

Members

Shows the number of group members.

Systems

Shows the number of systems assigned to the group.

Type

🔒

Privat group. Additional members can only be added by the owner.

🔓

Public group. The registered user can join the group independently: 👤⁺

created Date

Shows the creation date of the group.

👤⁺

The logged-in user joins the group.

👤⁻

The logged-in user leaves the group.

Own groups

Overview of all own groups.

The list is filtered by the entered value.

↑↓

The list is sorted according to the selected direction.

Name

Shows the name of the group.

Description

Shows the description of the group.

Role

Shows the role assigned to the group, which is assigned to new users by default.

Administrator

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

ℹ️ **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.

Owner

Shows the owner of the group.

Members

Shows the number of group members.

Systems

Shows the number of systems assigned to the group.

Type

Shows the type of the group.

🔒

Privat group. Additional members can only be added by the owner.

🔓

Public group. The registered user can join the group independently: 👤⁺

---

created Date

Shows the creation date of the group.

+

Creates a new entry for the groups list.

↗ Details about settings under *Configure*

✏

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.

Configure

Name

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

Description

Freely definable description.

Default role

Role that is assigned to new users by default.

Administrator

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

ℹ️ **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.

Public group

Every registered user can join the group independently.

Users

List of group members.

E-mail

E-mail address of the user.

Roles

Role of the user within the group. The role can be assigned here differently from the default role.

✛

Adds another user.

Systems

List of systems that can be managed by the group members.

Serial number

Serial number of the system.

Name

Name of the system within the COMtrexx Control Center.

✛

Adds another system.

> ℹ️ **Note:** Only owners or administrators (role) of a system can add a system to a group.

✏️

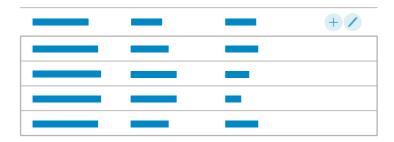Opens/Closes the editing mode.

⊟

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.

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.

Administration

SMTP
Systems

SMTP

Overview
Configure

Overview

Overview of the configured outgoing mail servers.

The list is filtered by the entered value.

↑↓

The list is sorted according to the selected direction.

Name

Freely selectable name. This name is used to identify the outgoing mail server within the COMtrexx Control Center.

Address

Address of the outgoing mail server as IP address or URL (e.g. smtp.web.de). You can find the SMTP server address of your e-mail provider on the Internet, for example.

Port (1..65535)

You can find the SMTP port of your e-mail provider on the Internet, for example.

Username

User name that was assigned when the e-mail account was set up. In the most cases, this is your e-mail address.

Default outgoing mail server

Unless otherwise specified for the system in question, this server is used for sending e-mails for all configured systems.

This outgoing mail server is not used for sending e-mails for all systems, but can be assigned to individual systems:

- **Administration** > **Systems** > ••• > ✉

Systems

Number of systems for which the server is used to send e-mails.

+

Creates a new entry for the outgoing mail servers list.

↗ Details about settings under Configure

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.

Configure

Name

Freely selectable name. This name is used to identify the outgoing mail server within the COMtrexx Control Center.

Address

Address of the outgoing mail server as IP address or URL (e.g. smtp.web.de). You can find the SMTP server address of your e-mail provider on the Internet, for example.

Port (1..65535)

You can find the SMTP port of your e-mail provider on the Internet, for example.

Username

User name that was assigned when the e-mail account was set up. In the most cases, this is your e-mail address.

Password

Passwort that was assigned when the e-mail account was set up. It is used to verify the user name.

Sender

Email address that is used as the sender of the emails.

Recipient

E-mail address to which e-mails are sent.

Do not use TLS

Prevents the use of TLS if the email provider requires this.

Default outgoing mail server

Unless otherwise specified for the system in question, this server is used for sending e-mails for all configured systems.

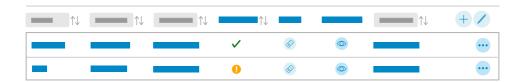**Check**

Send a test e-mail to the specified recipient.

Systems

All
Selected system

All

Overview

Telephone status

Providers and Accounts

Backup

Call data

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

---

The list is filtered by the entered value.

↑↓

The list is sorted according to the selected direction.

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

Displays errors that occur, 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. The system is in an error-free state.

✔️ Pairing was successful. The system is set up. Before the system can be operated/managed, maintenance must be activated for the system and/or the firmware must be updated.

↗️ Further information is provided here: [Website COMtrexx Maintenance](#).

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

❓ Device status unknown

ℹ **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.

Registration status

👁

Displays the registration status of the phones and the status of set up providers and accounts.

❗ **Important:** To use the function, the COMtrexx requires active maintenance.

↗ Further information is provided here: [Website COMtrexx Maintenance](#).

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

↗ Details about displays under [Providers and Accounts](#)

Roles

Displays the role assigned to the user and thus the authorisations for the relevant system.

Owner

Allows the use without restrictions.

Administrator

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

ℹ **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.

+

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.

⏎

Optional: Display for active connection of the COMtrexx to the Remote Access Server.

•••

Displays more options.

🔛 Monitoring

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

ℹ **Important:** To use the function, the COMtrexx requires active maintenance.

↗ Further information is provided here: [Website COMtrexx Maintenance](#).

💾 Backup

Provides operation of the remote backup and firmware update function.

⓵ **Important:** To use the function, the COMtrexx requires active maintenance.

> ↗ Further information is provided here: [Website COMtrexx Maintenance](#).

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

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

↗ Details about settings under [Backup](#)

⛁ Call data

Displays the list of call data.

⓵ **Important:** To use the function, the COMtrexx requires active maintenance.

> ↗ Further information is provided here: [Website COMtrexx Maintenance](#).

↗ Details about displays under [Call data](#)

⓵ Alerts

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

⓵ **Important:** To use the function, the COMtrexx requires active maintenance.

⬈ Further information is provided here: [Website COMtrexx Maintenance](#).

✉ **SMTP**

Assigns one of the configured outgoing mail servers to the system in order to send warnings by e-mail.

🛈 **Important:** To use the function, the COMtrexx requires active maintenance.

⬈ Further information is provided here: [Website COMtrexx Maintenance](#).

☁ **Remote configuration**

Initiates remote configuration via Remote Access Server.

- The web interface of the COMtrexx is then opened in a new browser window.
- The following symbol for the active connection of the COMtrexx to the Remote Access Server is displayed in the web interface of the COMtrexx Control Centre: ⇥

🛈 **Important:** To use the function, the COMtrexx requires active maintenance.

⬈ Further information is provided here: [Website COMtrexx Maintenance](#).
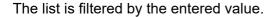
🚫 **Remote configuration not feasible**

Possible reasons:

- Remote configuration via remote access server is not supported with this firmware version.

    − Perform a firmware update for the COMtrexx.

        ℹ️ **Note:** This is only possible via the web interface of the COMtrexx on site.

- Remote configuration via remote access server is not permitted in the COMtrexx.

    − Allow remote configuration via Remote Access Server.

        ℹ️ **Note:** This is only possible via the web interface of the COMtrexx on site.

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

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

    − **Save**

⇄ **Token**

✓ Updates the confirmation code.

✕ Cancels the operation.

Telephone status

────

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.

Providers and Accounts

The list is filtered by the entered value.

Account name

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

Provider name

Provider with whom the account was set up.

Status

View the status of providers and accounts in terms of connection, access, registration and configuration.

No STUN server entered or the connection has not been established yet

The connection to the STUN server was successfully established

The STUN server is offline, faulty configured or the access is blocked by a firewall.

The STUN query has been faulty or no outgoing call via this VoIP account yet.

The provider has answered the INVITE-Request somehow in any form.

📞 Faulty provider or account configuration, incorrect access data or the outbound proxy is offline.

🛡 not registered

🛡 Account registered – decoded

🛡 Account registered – encoded

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

Backup

Provides operation of the remote backup function.

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

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

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.

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

ℹ️ **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).

✕

Backup

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.

ℹ **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

Displays the list of call data.

⎯⎯

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.

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

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

Monitoring
Alerts
Backup
Call data
SMTP

Monitoring

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

Alerts

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

The list is filtered by the entered value.

↑↓

The list is sorted according to the selected direction.

Backup

Provides operation of the remote backup function.

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

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

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.

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

ℹ **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).

✕

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.

ℹ **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

Displays the list of call data.

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.

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

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.

SMTP

Select default SMTP configuration

Assigns one of the configured servers to the system in order to send warnings by e-mail.

🗑 Delete

Deletes the selection of the server. The standard server is then used again.