

COMfortel® SoftPhone 2



New softphone and messaging solution with mobile and secure connection to COMtrex and COMcompact ICT systems

- Cost-effective soft client for SIP telephony and instant messaging
- Secure and easy PBX connection from anywhere via Auerswald Cloud Service – no VPN required
- Apps for PC, Mac and smartphones with the same user interface
- Keyboard shortcut for direct dialling and 1-click log in and log out into call groups

Your advantages in detail

COMfortel SoftPhone 2 optimizes employee accessibility in a simple and secure way. The soft client for telephony and internal company chat is available for Windows, macOS, iOS and Android with a multi platform user license.

The secure and location-independent connection to your COMtrex or COMcompact ICT system is guaranteed by an innovative Auerswald cloud service, which makes the complex and maintenance-intensive connection via VPN superfluous.

COMfortel SoftPhone 2 is the cost-effective alternative to the comprehensive Unified Communication and Collaboration (UCC) solution PBX Call Assist. Whenever the premium functions of PBX Call Assist - integration into business processes, video chat or file and desktop sharing - are not required, COMfortel SoftPhone 2 is the best investment for COMtrex and COMcompact users. Thanks to the easy set-up by scan-

ning a QR code, the COMfortel SoftPhone 2 is up and running straight away.

COMfortel SoftPhone 2 is available to all COMtrex users without restriction after a test period if a maintenance contract has been agreed between the specialised trade partner and the user for the system (the basis for this is [COMtrex maintenance](#)).

For users of a COMcompact 4000, 5200(R) or 5500, the licenses for COMfortel SoftPhone 2 are available in the Auerswald online shop. Free 30-day test licenses for COMcompact are also available in the shop.

Important note for current users of the previous version of COMfortel SoftPhone (1st generation): You can upgrade to COMfortel SoftPhone 2 free of charge until May 31, 2025! This means you benefit instantly from all the new advantages of the SoftPhone 2 at no additional cost. The only prerequisite: all user licenses of a system must be upgraded; a later downgrade is not possible.

Features at a glance

SOFTPHONE FUNCTIONALITIES

- On hold
- Call query
- Forwarding during a call
- Establish inquiry
- Connect inquiry
- Call brokering
- Allow call waiting
- Conference
- Group login/logout
- Call flow display
- Voicemail access

PRESENCE MANAGEMENT

- BLF¹
- Automatic presence state detection¹
- Activate/deactivate "do not disturb"

INSTANT MESSAGING

- Sending text messages between two or more COMfortel SoftPhone clients

CTI FUNCTIONS

- Outgoing call dialling with direct phone number input
- Outgoing call dialling with selecting a phone number and executing via hotkey²

- Displaying incoming calls in the call window
- Call forwarding set/delete
- Call protection set/delete
- List of missed calls

SUPPORTED COMMUNICATION PLATFORMS

- COMpact (from firmware version 8.6C)
- COMtrexx (from firmware version 2.4.4)

COMPATIBLE PRODUCTS

- 16118 / COMpact 4000
- 16334 / COMpact 5200
- 16335 / COMpact 5200R
- 16336 / COMpact 5500R
- 16022 / COMtrexx® Business
- 16023 / COMtrexx® Advanced
- 16021 / COMtrexx® VM
- 90024 / COMtrexx® Flex
- 90027 / COMtrexx® Next

TECHNICAL SPECIFICATIONS

- Windows 10 (64-bit only) or Windows 11
- macOS 14.6 (Sonoma) or higher
- iPhone iOS 15.6 or higher
- Android 11 or higher

¹ for COMtrexx systems

² only for Windows

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