

COMunIQ ONE

All-in-one telephone system from the cloud.

Upgradeable at any time, freely scalable and expandable with various add-ons



- ONE number concept - reachability under one phone number
- Browser, desktop (Windows, macOS) or mobile (Android, iOS) app available
- COMfortel® D-series and COMfortel® M-series are provisioned by COMunIQ ONE at start-up

Your advantages in detail

COMunIQ ONE is an all-in-one telephone system based on a public cloud model. The number of users is freely scalable and can be canceled at the end of the month. Numerous functions and add-ons complete the future-oriented cloud platform and meet the demands of a modern and flexible communication system. Low investment costs with monthly billing make it easier to switch to the PBX cloud. The provi-

sioning of the Auerswald system telephones D-series and M-series has already been implemented. The range of functions and the integration of our phones is constantly being expanded and improved as the new platform is developed. Thanks to the clients for all common operating systems, users receive a consistent user experience. Whether in the office, home office or when traveling - you can connect to the telephone system with your mobile phone, notebook and PC.

Features at a glance

SYSTEM FUNCTIONS

- Based on a public cloud - multi-tenant system
- The number of users is freely scalable and combinable
- Users and services can be upgraded at any time and, if necessary, cancelled by the end of the month.
- High reliability - availability 99.9% annual average
- Exclusively hosted on servers in Europe (DSGVO compliant)
- User-friendly WEB application for configuring users, telephones and system functions
- Order a new number or port your existing number
- Length of internal extensions definable from 2 to 6¹
- Call barring can be set up globally or per user
- Group several extensions
- Automatic switchboard (IVR) already included
- Music files can be uploaded and used for various purposes - Music on Hold (MoH)
- Conferences (voice only) with up to 12 participants
- Voice recordings (voicemail and call recording) are sent by e-mail
- Sending incoming faxes as a PDF to an e-mail address²
- Send documents by email to a server and send them automatically by fax^{2,3}
- Create or import phone book entries
- Additional information (department, position) definable for each user

ACD FUNCTIONS

- Create different calendars
- Action for incoming calls outside opening hours (announcement, forwarding)
- Welcome message with own audio file
- Definable call distribution, ring duration and follow-up time
- Number of callers, announcement texts and music configurable
- Announcement of the seat and expected waiting time
- Action for unanswered calls selectable

E-FAX FUNCTIONS

- Sending incoming faxes as a PDF to an e-mail address²
- Upload documents via the WEB portal and send them by fax²
- Send documents by email to a server and send them automatically by fax^{2,3}

COMUNIQ ONE LIGHT

- Simultaneous ringing on up to 5 terminals
- Make or transfer calls with colleagues via speed dialling
- Hold calls or brokering between two connections
- Picking up calls for other extensions
- Transferring a call to another subscriber with or without prior query
- Forwarding to another phone number⁴
- Setting up a voicemail box optional

COMUNIQ ONE BUSINESS

- Supports the same functions as a COMuniq Light User and additionally:
- Contact Desktop app for Windows, macOS and browser version included⁵
- Contact Mobile app for Android and iOS included^{5,4}
- Option to select the line path (GSM fallback) for Contact Mobile (VoIP or GSM)⁴
- Different statuses can be selected and actions can be programmed depending on them
- AllnetFlat for calls to the German landline and mobile network as well as calls to the landline network of the EU country group can be booked additionally²
- Boss secretary function
- Start recording a call by feature code²
- Logging in and out of a queue as an agent²
- Create report for queues²
- Video Meeting-Room included for one additional person
- Video Meeting-Room can be booked for up to 24 additional participants²

COMUNIQ ONE MOBILE

- Expected to be available from Q4/2022
- Supports the same functions as a COMuniq Business User and additionally:
- SIM card incl. mobile phone number
- SIM card can be registered as an additional extension in COMuniq ONE
- AllnetFlat and various data options bookable²

MEETING FUNCTIONS

- Online video conference via browser
- Dial-in by telephone possible⁴

- Screen sharing and file transfer are supported
- Chat function
- Recording of the video conference available⁶

TELEPHONE INTEGRATION

- IP telephones can be set up via provisioning⁷
- Speed dial buttons show status and incoming calls of the programmed extensions
- Free Seating: Logging on and off at telephones by entering a PIN.⁸
- Different configurations can be selected for the individual telephones
- Profile 1: all outgoing calls are blocked. Phone can only be called
- Profile 2: all outgoing calls are blocked. Lock can be bypassed with PIN

- Profile 3: a customer or project number must be entered before each telephone call.

COMPATIBLE PRODUCTS

- 90277 / COMfortel® D-110
- 90278 / COMfortel® D-210
- 90262 / COMfortel® D-400
- 90263 / COMfortel® D-600
- 90686 / COMfortel® WS-500S
- 90687 / COMfortel® WS-500M
- 90241 / COMfortel® M-710
- 90242 / COMfortel® M-720
- 90243 / COMfortel® M-730
- 90076 / COMfortel® C-400

¹ Guidelines for the call number length according to E.164 must be observed

² Chargeable add-on option

³ E-mail server with fixed IP address required

⁴ May cause additional costs

⁵ Current operating systems required

⁶ Only for Meeting 25

⁷ May be different for devices from other manufacturers

⁸ Depending on the phone used, not for M series

INFORMATION

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