Datasheet

COMpact 4000

Semi-modular, wall-mounted compact VoIP ICT system; 10 channels to the service provider and 16 subscribers max., 2 expansion slots

- Up to 12 VoIP channels simultaneously, can be configured for external, internal or flexible use
- Suggested for up to 16 subscribers
- Up to 12 system telephony subscribers (with digital telephones out of the COMfortel® series)
- 8 analogue subscribers
- Softphone (optional) for Windows, iOS and Android

Your advantages in detail

The COMpact 4000 seamlessly adapts to any operating environment and takes care of full network integration in next to no time at all. Its setup assistant helps you enter all basic settings and get the system ready for operation within minutes.

Based on a basic setup which already meets most of the connection and equipment requirements the system can be expanded with two plug-in modules for universal ISDN and analogue trunk lines. And there is a host of convenient functions, such as integrated voicemail and fax, CTI and UC capabilities, full VoIP integration and interfaces for house automation systems – everything that makes up modern telecommunications is on board.

Mobile working is easily and securely supported by optional soft clients for computers, tablets and smartphones. The cost-effective COMfortel SoftPhone for voice and chat is available at the entry level. Those who need more extensive functions and more intensive integration into business processes will find the optimal UCC solution with PBX Call Assist.

If you are looking for a modern, small communication centre for all traditional and IP-based connections, you are perfectly served with the COMpact 4000.

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COMpact 4000

Features at a glance

SYSTEM FUNCTIONS

- System profiles (10 configurations max.) switchable by internal clock or manually by phone (internal and external)
- Bank holiday table for automatic switching of system profiles or wake-up calls
- Trunk line authorisations for reduction of costs and for multi-company operation
- Automatic system-wide exchange line request
- Direct line access
- Call through for ISDN and VoIP trunk lines
- Waiting field for up to 10 simultaneous incoming calls[1,2]
- Announcement before answering unconditional / on busy, 10 announcements can be stored
- Music on Hold with insertable announcement, loadable WAV file
- ISDN features such as CLIP, CW, AOC, CF, CCBS
- Least Cost Routing Soft-LCR for VoIP, ISDN and POTS
- Emergency calls, 10 numbers with special rights and priority
- Call barring / exception lists, 10 each for incoming and outgoing calls
- Protection against attacks with blocking, black lists, monitoring
- Call data management with max. 18,000 records
- Project assignment of calls
- Group caller lists[1,2]
- Group functions with intelligent ringing schemes (ACD feature for Call Centres)
- Flexible rework time for Call Centres
- Parallel call, simultaneous calling of a 2nd target and priority
- Busy-on-busy for internal and external calls, dynamical applicable for logged-in Call Agents
- Call brokering, three-party conference internal / via exchange line / via 2nd call channel
- Open query / up to 10 on-hold positions
- Pickup specific/global
- Pickup with pre-check[1]
- Boss-secretary function[1,2]
- Call diversion, follow me internal, cascadable
- Door terminal to exchange line calls (pharmacy function)
- Voicemail and fax functions
- Call take-over (e.g. from integrated answering machine)

- Speaker announcement (Intercom) to system telephones (single user and groups)
- Software interfaces
- Supporting CTI basic functions (the most important phone functions like initiating a call, accepting a call, ending a call, holding a call, toggling calls, call transfer, starting a three party conference, pickup)[3]

SIP CONVENIENCE FEATURES FOR STANDARD SIP PHONES[4]

- SIP-BLF, Busy Lamp Field acc. to RFC 4235
- Pickup pre-check[5]
- SIP-MWI (Message Waiting Indication), monitoring of the central voicemail and fax boxes acc. to RFC 3842
- SIP text messages acc. to RFC 3428
- Auto provisioning and status LEDs[6]

CENTRAL ADDRESS BOOKS

- 2,000 contacts
- Separate address books for departments and multi-company operation
- Comfortable operation via COMfortel system phones
- Security access levels for administrator and user
- Address book provisioning via LDAP
- Usage of Google Contacts
- Import of VCF and CSV files

BUILDING AND HOME AUTOMATION

- Max. 24 actuators, e.g. a/b Switching Modules or via http with IP switching relays
- KNX/EIB integration via IP, e.g. with GIRA HomeServer
- Time or key controlled operation of heating systems, aircondition lighting or blinds[1,2]
- Full integration of VoIP and analogue door intercom systems
- Support for IP video intercom systems[1]

VOIP TELEPHONY

- 4 VoIP channels (external/internal) included, expansion to 12 VoIP channels possible[4]
- Dynamic internal/external VoIP channels
- Fax over IP external (T.38 acc. ITU-T)
- Excellent sound quality due to optimised echo cancellation and wideband audio with G.722[7]

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- Integration of external extensions (information on the location of the telephone is taken into account in an emergency call) and mobile clients
- MSNs in SIP-Trunk simultaneously
- Call forwarding on busy (CFB), no reply (CFNR), unconditional (CFU) at carrier trunk, configuration dependent
- Encrypted signalling (SIPS) and data transmission (SRTP)
- Transfer of customer-specific calling number information with outgoing calls (CLIP no screening)
- Individual gateways for each provider

VOICEMAIL AND FAX

- 1 voicemail channel and 1 voicemail box included
- Expansion possible to a maximum of 4/0 or 3/1 channels for voicemail/fax with 20 boxes each [4]
- Fax sending via the network (Windows 7/8/10)
- Storage of the voice and fax messages on USB memory (not included)
- Recording capacity (per 1 GByte storage): approx. 8.5 hours voice messages incl. announcements or approx. 3,500 fax pages
- Call acceptance and individual announcements depending on calling number, time and call type
- Comfortable operation via corded COMfortel system phones
- Substitute function
- Message and fax forwarding via e-mail
- Remote access of the voicemail boxes incl. voice guidance
- Active and passive fax switch at analogue trunk lines

COMFORTEL SOFTPHONE [8]

- Softclient for the base functionality SIP telefony and messaging
- Secure and simple PBX connection from anywhere via Auerswald cloud service
- Softphone for Windows, iOS and Android

UCC FUNCTIONS [4]

- Softphone-functions for Windows, Android und iOS
- Call setup and ending via the PC, incl. Outlook plug-in
- Presence management with automatic status detection
- Alignment with MS Teams
- Instant messaging for a better sharing of information
- Contact data for local users and out of external data bases
- Screen sharing for convinient cooperation
- „Federation" as networking concept between external sites and companies
- Platform independent (Windows, Mac, iOS, Android)

SUPPLEMENTARY SMARTPHONE APPS

- PBX Manager with switching of call forwardings log-in/-out in groups, retrieving of messages
- COMfortel Mobile Business – seamless integration in iOS and Android, signalling of the business number, full flexibility, always reachable [7]

SOFTWARE INTERFACES

- Recalling call data via SFTP
- LAN TAPI (4 clients in scope of delivery) [4]
- Online name search (reverse search), adaptable
- PBX Control API, e.g. retrieve caller lists, call forwarding ON/OFF, configuration switching, sending of fax/voicemail, switching relays, alarm status (start, acknowledgment, timeout), hotel (room status, call list, wake-up call)

INSTALLATION AND MAINTENANCE

- Administration via web interface, secure access via https
- System access local via Ethernet and remote via Internet
- System software update via local or remote PC upload
- Central configuration of IP telephones (security by using certificates) [1, 9]
- Auto provisioning for telephones of other brands [6, 7]
- Easy configuration with COMfortel IP Editor
- Selectable authorisation levels, password protected
- IPv6 support

UNLOCKABLE OPTIONS [4]

- Expansion from 4 to 8 VoIP channels, thereof up to 4/0 or 3/1 channels for voicemail/fax, incl. 20 voicemail and fax boxes
- Expansion from 8 to 12 VoIP channels
- Auto Attendant
- LAN-TAPI (for all subscribers)
- PBX Call Assist
- COMfortel SoftPhone
- SIP comfort package brand plus included auto provisioning for standard SIP phones [6]
- Expansion of the on-hold positions from 10 to 30 [10]
- Comfort package D series (call flow display and intercom call) [10]

COMPATIBLE PRODUCTS

- 90131 / COMpact 2BRI Module
- 90132 / COMpact 2FXO Module
- 90698 / a/b-Audiobox
- 94653 / COMfortel® SoftPhone (1 user)

- 94654 / COMfortel® SoftPhone (5 user)
- 94655 / COMfortel® SoftPhone (15 user)
- 94xxx / PBX Call Assist 5

TECHNICAL SPECIFICATIONS

Exchange lines [11]

- VoIP channels (SIP acc. RFC 3261), point-to-multipoint/point-to-point connection (SIP trunking): 0 - 4 min. | 10 max. [12]
- S_0 ports, point-to-multipoint/point-to-point connection (PTMP/PTP, Euro-ISDN, DSS-1), switchable to internal S_0/U_{P0}: 0 - 2 min. | 3 max.
- Analogue trunk line (tone dialling, CLIP capable): 0 min. | 4 max.
- VoIP codecs trunk line: G.711, G.722, G.726, G.729, iLBC

Subscriber ports [11]

- VoIP subscribers: 0 min. | 16 max.
- VoIP channels (SIP acc. RFC 3261): 0 - 4 min. | 12 max. [11]
- VoIP codecs internal: G.711, G.722, G.726, G.729, iLBC
- Switchable S_0/U_{P0} ports , point-to-multipoint connection (PTMP, Euro-ISDN, DSS-1): 0 - 2 min. | 6 max. [11]
- Range of the internal S_0/U_{P0} ports: approx. 150 m / 1,000 m at Ø 0.6 mm
- Analogue ports, symmetrical, pulse/tone dialling, CLIP/CNIP capable: 8
- Range of the analogue ports: 2 x 50 Ω, approx. 790 m at Ø 0.6 mm

Voicemail and fax system [11]

- Voicemail channels: 1 min. | 4 max. [12]
- Fax channels: 0 min. | 1 max.
- Voicemail boxes / fax boxes: 1 / 0 min. | 20 / 20 max.

- Fax standard: T.30/T.38 acc. ITU-T
- Active and passive fax switch for analogue trunk: yes

Door and relay connections

- Door intercom systems analogue (a/b) or VoIP (SIP): 8
- Door bell inputs: depending on the analogue/VoIP door intercom system
- Door opener relay: depending on the analogue/VoIP door intercom system
- Switching relays (door opener, staircase lighting, IP switch relay, a/b Switching Modul): 24

Additional connections [11]

- Ethernet port 10/100 Base-T (10/100 MBit/s, twisted pair): 1
- USB host V2.0 for printer and memory connection: 1
- Analogue audio output for announcements (e.g. a/b Audiobox): 4
- Module slots: 2

Technical data

- Operating voltage: 230 V ±10 %, 50 Hz
- Power consumption: 3.2 W min. | 55 W max.
- Housing: plastic, chassis with cover
- Dimensions (w x h x d): 334 mm x 331 mm x 94.5 mm
- Weight (w/o modules): approx. 1,600 g
- Compliance: CE
- Supported operating systems: Windows 7/8/10, macOS, Linux

DELIVERY

- Basic unit
- Ethernet cable
- ISDN cable
- Installation Instructions and Setup Guide

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[1] With COMfortel 1400 IP / 2600 IP / 3600 IP
[2] With COMfortel 1400 / 1600 / 2600
[3] Firmware version 7.6B or higher
[4] Paid activation required
[5] Is only supported for the telephone models D-400/D-600 and D-210/D-200 in operation with an extension.
[6] Auto-provisioning currently for phones made by Yealink and Snom

[7] With system firmware 7.4
[8] Firmware version 8.4A or higher
[9] With COMfortel D-100 / D-200
[10] With system firmware 8.2B or higher
[11] Possibly depending on the configuration of the ICT system
[12] VoIP channels can be configured individually internally/externally or as voicemail/fax channels

ORDERING INFORMATION Designation: COMpact 4000 | Article number: 90118 | EAN Code: 4019377901182

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