

COMpact 4000

Partly modular and compact ICT system (VoIP, ISDN, POTS) with a maximum of 10 trunk lines and 16 subscribers, with 2 module slots, in a wall-mountable cabinet.

- Up to 16 VoIP subscribers
- Up to 12 ISDN subscribers
- 8 analogue subscribers
- Up to 12 VoIP channels simultaneously, can be configured for external (internet telephony), internal or flexible use
- System telephony with digital VoIP and ISDN telephones from the COMfortel series
- Internal ISDN ports for 2-wire and 4-wire technology (U_{P0} and S₀)
- Remote extensions with COMfortel 1400 IP, 2600 IP and 3600 IP, as well with mobile VoIP clients/softphones
- Unified Messaging – central voicemail and fax system with a max. of 4 voicemail channels and 1 fax channel for max. 20 subscribers or groups
- CTI with Auerswald PBX Call Assist / PBX Call Assist
- Increased productivity due to supplementary smartphone apps
- Interfaces (APIs) for the connection of 3rd party software, e.g. ESTOS ProCall and proprietary software
- Automatic attendant, 10 destination numbers in parallel or sequential
- Integration in home and facility automation like KNX/EIB and IP switching relays
- Full system integration of analogue and IP door intercom systems
- Address books for departments and multi-company operation



The new 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's 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. If you are looking for a modern, small communications center for all traditional and IP-based connections, you are perfectly served with the COMpact 4000.

Features

System features

- Trunk line authorisations for the reduction of costs and for multi-company operation
- System profiles (10 configurations max.) switchable automatically using the internal clock, manually by phone
- Door terminal calls internal / external (pharmacy function)
- Automatic system-wide exchange line request
- Busy-on-busy for internal and external calls, dynamically depending on logged-in call agents
- Call through for ISDN and VoIP trunk lines
- Boss/secretary function^{1,2}
- Direct line access
- Speaker announcement (intercom) to corded COMfortel system telephones, to single users or groups
- Bank holiday table for automatic switching of system profiles and wake-up calls
- Call data management with 18,000 records
- Call take-over (e.g. from integrated answering machine)
- Group caller lists³
- Group functions with intelligent ringing schemes (ACD functionality for call centres)
- ISDN features like CLIP, CW, AOC, CF, CCBS
- Least Cost Routing Soft-LCR for VoIP, ISDN and POTS
- Call brokering, three-party conference internal / via exchange line / via 2nd call channel
- 10 emergency numbers with special rights and prioritisation
- Open query
- Parallel call to any second target
- Pick-up, specific (with pre-check¹) / global pick-up
- Project assignment of calls
- Call diversion, follow me internal, cascadable
- Protection against attacks with blocking, black lists, monitoring
- Software interface
- Call barring / exception lists, 10 each for incoming and outgoing calls
- Announcement before answering unconditional or on busy, 10 announcements can be stored
- Flexible rework time for call centres
- Voicemail and fax functions
- Waiting field^{1,2} for max. 10 simultaneous incoming calls
- Music on Hold with insertable announcement, loadable WAV file

SIP comfort functions for standard SIP phones⁴

- SIP-BLF, Busy Lamp Field acc. to RFC 4235
- Pick-up pre-check
- SIP-MWI (Message Waiting Indication), monitoring of the central voicemail/fax boxes acc. to RFC 3842
- SIP text messages acc. to RFC 3428
- Auto provisioning and status LEDs⁶

Central address books

- 2,000 contacts incl. photo, address and phone numbers
- Separate address books for departments and multi-company operation
- Convenient operation using the COMfortel system telephones
- Security levels for administrators and users
- Address book provisioning via LDAP
- Usage of Google Contacts
- Import possibilities of VCF and CSV files

Facility 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, air-condition, lighting or blinds^{1,2}
- Full integration of VoIP and analogue door intercom systems
- Support for IP video intercom systems¹

VoIP (internet telephony / internal IP telephony)

- 4 VoIP channels (external / internal) included, expansion to 12 VoIP channels possible^{4,5}
- Dynamic internal/external VoIP channels
- Fax over IP (T.38 acc. to ITU-T) external
- Excellent speech quality due to optimised echo cancellation and wide-band audio with G.722
- Integration of remote extensions and mobile clients
- Call forwarding on busy (CFB), no reply (CFNR), unconditional (CFU) at carrier trunk, configuration dependent
- MSNs in SIP-Trunk simultaneously
- Encrypted signalling (SIPS) and data transmission (SRTP)
- Transfer of customer-specific numbers for 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 each⁴
- Fax sending⁴ via the network (Windows 7,8,10 / Mac OS X)
- Storage of the voice and fax messages on USB memory (not included)
- Recording capacity (at 4 GByte of memory):
 - approx. 120 hours of 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 telephones
- Substitute function
- Voicemail and fax forwarding via e-mail
- Remote access to the voicemail boxes incl. voice guidance
- Active and passive fax switch at analogue trunk lines

UCC functions with PBX Call Assist⁴

- Softphone functionality for Windows, Android and iOS
- Call setup and ending via PC, incl. Outlook plug-in
- Presence management with automatic status detection
- Instant messaging for fast information exchange
- Contact data for local user and out of external databases
- Screen sharing for convenient cooperation
- „Federation“ as networking concept between external sites and companies
- Platform independent (Windows, Mac, iOS, Android)

Supplementary smartphone apps

- COMfortel Mobile Business⁵
 - Seamless integration in iOS and Android
 - Signalizing of the business number
 - Full flexibility, always reachable
- PBX Manager with
 - Switching of call forwardings
 - Log-in/-out in groups
 - Retrieving of messages

Software interfaces (APIs)

- Retrieving the call data lists using SFTP
- LAN-TAPI⁴ (4 clients included)
- Online name search (backward searching), customisable
- API for 3rd party software e.g. retrieving 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 certificates¹)
- Auto provisioning for phones of other brands^{5,6}
- Simple configuration with COMfortel IP Editor

- Selectable authorisation levels with password protection
- Support for IPv6

Activation options⁴

- 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
- Automatic Attendant
- LAN-TAPI (for all subscribers), 4 included
- PBX Call Assist
- SIP comfort package brand plus incl. auto-provisioning⁶ for standard SIP phones

¹ With COMfortel 1400 IP / 2600 IP / 3200 / 3600 IP

² With COMfortel 1400 / 1600 / 2600

³ With corded COMfortel system telephones

⁴ Can be activated, with costs or expansion module necessary

⁵ With system firmware 7.4 (Q2/19)

⁶ Auto-provisioning currently for phones made by Yealink and Snom

Technical data

- **Operation voltage:** 230 V ± 10 %, 50 Hz
- **Power consumption*:** 3.2 W min., 55 W max.
- **Trunk lines*:** max. 3 S₀ ports, point-to-multipoint/point-to-point connection (PTMP/PTP, Euro-ISDN, DSS-1); max. 4 analogue trunk lines (DTMF, CLIP support); max. 10 VoIP channels (SIP acc. to RFC 3261), point-to-multipoint/point-to-point connection (SIP trunking)
- **VoIP codecs external:** G.711, G.722⁵, G.726, G.729, iLBC
- **Analogue subscribers:** 8 analogue terminals, symmetrical, pulse/DTMF, CLIP/CNIP support
- **Range analogue ports:** 2 x 50 Ω, approx. 800 m at Ø 0.6 mm
- **Internal S₀ ports*:** max. 6 S₀ ports, point-to-multipoint connection (PTMP, Euro-ISDN, DSS-1)
- **Range internal S₀ ports:** approx. 150 m
- **U_{P0} ports*:** max. 6 U_{P0} ports, point-to-multipoint connection (PTMP, Euro-ISDN, DSS-1)
- **Range U_{P0} ports:** 1,000 m at Ø 0.6 mm
- **VoIP subscribers:** up to 16 subscribers
- **VoIP channels internal:** up to 12 VoIP channels (SIP acc. to RFC 3261)
- **VoIP codecs internal:** G.711, G.722, G.726, G.729, iLBC
- **Voicemail channels*:** up to 4 channels and 20 voicemail boxes
- **Fax channels*:** 1 channel and 20 fax boxes
- **Fax standard*:** T.30/T.38 acc. to ITU-T
- **Door intercom ports*:** connected to up to 8 analogue subscriber ports or as VoIP subscribers
- **Audio output ports*:** up to 4 connections for announcement systems via analogue ports (e.g. using the a/b Audiobox)
- **Switching relays:** up to 24 Auerswald a/b Switching Modules or IP switching relays
- **PC connection:** 1 Ethernet port 10/100Base-T (10/100 MBit/s, Twisted Pair), full/half duplex, auto negotiation
- **Charge printer/memory connection:** USB host V2.0
- **Module slots:** 2 slots for COMpact 2BRI and 2FXO modules
- **Housing:** plastic, chassis with cover
- **Dimensions (w x h x d):** 334 mm x 331 mm x 94.5 mm
- **Weight: approx.** 1,600 g (without expansion modules)
- **Safety:** CE
- **Operating systems:** Windows 7/8/10, Apple Mac OS X and Linux

* depending on the setup level of the system

Scope of delivery

- Base unit COMpact 4000
- Ethernet cable
- ISDN cable
- Installation and setup guide
- Fastening material (screws and dowels)

Ordering information

- **Product designation:** COMpact 4000
- **Article number:** 90118

Matching modules

COMpact 2BRI module

- **Operation voltage:** from the base unit
- **Installation:** slot in the base unit
- **Trunk lines:** 0 – 2 S₀ ports, Euro-ISDN (DSS-1), point-to-multipoint (PTMP) or point-to-point (PTP) connection
- **Internal ISDN ports:** 0 – 2 S₀/U_{P0} ports, Euro-ISDN (DSS-1), point-to-multipoint (PTMP) connection
- **Dimensions (w x h x d):** 160 mm x 70 mm x 25 mm
- **Weight:** approx. 80 g

- **Product designation:** COMpact 2BRI module
- **Article number:** 90131

COMpact 2FXO module

- **Operation voltage:** from the base unit
- **Installation:** slot in the base unit
- **Trunk lines:** 2 analogue trunk lines, MFV, CLIP enabled (FSK/DTMF)
- **Dimensions (w x h x d):** 160 mm x 70 mm x 25 mm
- **Weight:** approx. 60 g

- **Product designation:** COMpact 2FXO module
- **Article number:** 90132

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