

COMpact 5500R

A fully modular VoIP appliance with a maximum of 20 exchange lines and 50 subscribers, with expansion possibilities for ISDN and FXO trunk lines as well as with gateways for analogue (FXS) and ISDN subscribers, in a 19" housing for rack mounting.

- Up to 80 VoIP channels simultaneously, of which 20 can be configured for external use (internet telephony)
- Up to 112 VoIP subscribers
- Up to 20 ISDN or 20 analogue subscribers
- Second Ethernet interface for the separation of data and VoIP
- System telephony with digital telephones from the COMfortel range
- Remote extensions with COMfortel 1400 IP, 2600 IP and 3600 IP, and with mobile VoIP clients/softphones
- Unified Messaging – central voicemail and fax system with up to 8 channels for a max. of 60 subscribers or groups
- CTI with Auerswald PBX Call Assist
- Increased productivity due to supplementary smartphone apps
- Interfaces (APIs) for connecting 3rd party software, e.g. ESTOS ProCall or proprietary software
- Automatic attendant, 10 destination numbers in parallel and sequentially
- Integration in home and facility automation, e.g. KNX/EIB and IP switching relays
- Full system integration of analogue and IP door intercom systems
- Address books for departments and multi-company operation
- Hotel function (check-in/check-out)



No matter whether you're a promising new start-up or an established company that's planning to expand - this VoIP appliance can help keep all your options open. The brand new COMpact 5500R has the ability to cope with increasing demands built into its DNA. Thanks to its fully modular architecture, even its base configuration, designed for up to 12 VoIP subscribers, can also handle up to 50 subscribers (including remote extensions) and also provide all the functions of a "large" IP server.

When it comes to "traditional telecommunication" this system makes life really easy: Analogue and ISDN subscriber ports can be retrofitted as integrated gateways, for example, for existing telephones. The specially designed templates make setting up the VoIP trunks for all the major providers as easy as child's play. Even the "traditional" FXO and BRI connection types can be retrofitted using modules if required.

This compact system has excellent credentials when it comes to climate protection: Auerswald is the world's first manufacturer to have its ICT systems Blue Angel certified. This also covers the COMpact 5500R.

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 data printout (hotel) via network (PCL3)
- 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 analogue
- 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 interfaces
- 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. 20 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 of IP video intercom systems¹

VoIP (internet telephony / internal IP telephony)

- 8 VoIP channels (external/internal) included, expansion to 80 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 to up to 8 voicemail and fax channels with up to 60 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
 - Signaling 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. for 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

- **Note:** System activation by a trained Auerswald dealer necessary (costs possible)
- 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 brands⁶
- Simple configuration with COMfortel IP Editor
- Selectable authorisation levels with password protection
- Support for IPv6
- Second Ethernet interface for a separate network with an own IP address range (with optional COMpact NET-Modul)

Activation options⁴

- Expansion with 8 VoIP channels for up to 80 channels (a maximum of 80 VoIP channels in the system possible)
- Expansion to 20, 40 or 60 voicemail and fax boxes
- Automatic Attendant
- Hotel function²
- LAN-TAPI (for all subscribers), 4 included
- PBX Call Assist
- SIP comfort package brand plus incl. auto-provisioning⁶ for standard SIP phones
- System activation (necessary for the operation of the system)

¹ With COMfortel 1400 IP / 2600 IP / 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*:** min. 5 W, max. 65 W
- **Trunk lines*:** max. 3 S₀ ports, point-to-multipoint/point-to-point connection (PTMP/PTP, Euro-ISDN, DSS-1); max. 6 analogue trunk lines (DTMF, CLIP support); max. 20 VoIP channels (SIP acc. to RFC 3261), point-to-multipoint/point-to-point connection (SIP trunking), in total up to 20 external channels are possible (mixed VoIP, S₀, analogue)
- **VoIP codecs external:** G.711, G.722, G.726, G.729, iLBC
- **Analogue subscribers*:** max. 20 analogue terminals, symmetrical, pulse/DTMF, CLIP/CNIP support
- **Range analogue ports:** 2 x 50 Ω, ca. 800 m at Ø 0,6 mm
- **Internal S₀ ports*:** max. 10 S₀ ports, point-to-multipoint connection (PTMP, Euro-ISDN, DSS-1)
- **Range internal S₀ ports:** approx. 150 m
- **U_{P0} ports*:** max. 10 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 112 subscribers (with over commitment)
- **VoIP channels internal*:** up to 80 VoIP channels (SIP acc. to RFC 3261)
- **VoIP codecs internal:** G.711, G.722, G.726, G.729, iLBC
- **Voicemail and fax channels*:** up to 8 channels, up to 60 voicemail and fax boxes each
- **Fax standard*:** T.30/T.38 acc. to ITU-T
- **Door intercom ports*:** up to 8 on 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(-2) Ethernet port(s) 10/100Base-T (10/100 MBit/s, Twisted Pair), full/half duplex, auto negotiation
- **Memory connection:** USB host V2.0
 - **Module slots:** 5 slots for COMpact 2BRI module(s), 4FXS module(s) and 2FXO module(s), 1 slot for COMpact NET module
- **Housing:** plastic, metal angles
- **Dimensions (w x h x d):** 325 mm x 88 mm x 240 mm
- **Weight:** approx. 1.700 g (without expansion modules)
- **Safety:** CE

* depending on the setup level of the system

Scope of delivery

- Base unit COMpact 5500R
- Ethernet cable
- Installation and setup guide

Ordering information

- **Product designation:** COMpact 5500R
- **Part number:** 90336

Matching modules

COMpact NET module

- **Operation voltage:** from the base unit
- **Installation:** slot in the base unit
- **Connections:** 1 x RJ-45 for Ethernet patch cable
- **Dimensions (w x h x d):** 171 mm x 70 mm x 15 mm
- **Weight:** approx. 50 g
- **Security:** CE

- **Product designation:** COMpact NET module
- **Part number:** 90333

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
- **Part 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
- **Part number:** 90132

COMpact 4FXS module

- **Operation voltage:** from the base unit
- **Installation:** slot in the base unit
- **Analogue subscriber ports:** for 4 analogue terminals, symmetrical, pulse/tone dialling, CLIP/CNIP enabled
- **Range:** 2 x 50 Ohm, approx. 800 m at Ø 0,6 mm
- **Dimensions (w x h x d):** 160 mm x 70 mm x 25 mm
- **Weight:** approx. 65 g

- **Product designation:** COMpact 4FXS module
- **Part number:** 90133