

# COMfortel® D-400



Office or home office – the COMfortel D-400 SIP phone is the professional choice



- Intuitive user interface
- High-resolution 4.3" TFT display with capacitive touch function
- 20 self-labelling function keys on the display incl. status signalling
- HD audio quality thanks to wideband
- Headset connection with EHS support

## Your advantages in detail

The COMfortel D-400 is the premium product of our standard SIP telephony offering. It has a clear design that is dominated by a large touchscreen and blends in well with any modern office environment. Its high-resolution 4.3" colour display with capacitive touch function is designed for intuitive operation and is context-specific. An all-round visible casing LED ensures that everyone can see you are on the telephone, even if you make calls by using a hidden headset. In-

coming calls and missed calls are also displayed conspicuously.

The expansion options of the COMfortel D-400 prove its professional versatility: whether you use the COMfortel D-400 with its 20 digitally labelled and freely programmable function keys, displayed on the screen, or upgrade to 80 keys with the COMfortel D-XT20i key extension module – it's all done via the two USB connections. It's the ideal companion for your office or home office.

# Features at a glance

## COMFORT FEATURES

- 6 SIP identities/accounts
- 4 simultaneous connections
- Reliability and constant availability thanks to fallback identities
- Caller ID – display phone numbers and names from the local and central telephone book from the communication server / cloud PBX<sup>1</sup>
- Call waiting
- Reject calls
- Do-not-disturb (DND) locally via the telephone or centrally via the communication server / cloud PBX<sup>1</sup>
- Pickup – fetch a call with pre-check
- Call parking / open inquiry<sup>1</sup>
- Call forwarding/transfer of calls with and without announcement
- Call forwarding via telephone or centrally via the communication server / cloud PBX<sup>1</sup>
- Call on hold
- Local splitting via telephone or centrally via the communication server / cloud PBX<sup>1</sup>
- Local 3-party conference calls via telephone or centrally via the communication server / cloud PBX<sup>1</sup>
- Differentiation of call types through distinctive ringtones
- Upload and administration of custom ringtones via the web interface
- Call back on busy – intuitive setup of an automatic call back<sup>1</sup>
- Convenient management of the most important phone functions via Action URL such as
- Support of IP cameras
- Display of messages send by e.g. alarm servers (SIP messages)<sup>2</sup>
- Dial plan for complex dialling rules
- Telephone book, 2,000 entries locally in the telephone
- Synchronisation of contact and calendar data via CardDAV and CalDAV (e.g. Apple® iCloud)
- LDAP – access via SSL to central telephone books, such as OpenLDAP or Microsoft Active Directory
- Call lists for 100 missed, selected and accepted calls
- XML browser for displaying central function menus and lists (such as call lists, telephone books)<sup>1</sup>
- 5-way navigation keys
- Function keys for call forwarding/transfer and volume setting

- Function keys including LED signalling for access to the call list, voice mailbox, call on hold, headset operation, hands-free calling / listen-in function and microphone muting<sup>1</sup>
- 20 self-labelling and freely programmable function keys with multi-coloured status signalling, displayed on the screen
- Configuration of custom images as icons for function keys via the web interface or via provisioning
- Busy Lamp Field (BLF) function for displaying the call and busy status of extensions<sup>1</sup>
- Native OpenVPN support for telephony across all your sites
- Setting your own picture as background on the phone's home screen via provisioning
- Integration of function keys in own applications and processes via Lua templates
- Casing LED for signalling active calls and incoming calls
- Automatic backlight with adjustable brightness and switch-off time
- Microphone muting
- Wall mountable<sup>3</sup>
- Telephone tilt angle: 30° or 45°

## SYSTEM FEATURES ON PROPRIETARY COMMUNICATION SERVERS

- Group login/logout
- Caller ID – display phone numbers and names from a central telephone book
- Do-not-disturb (DND)
- Pickup – fetch a call
- Call forwarding centrally via the communication server
- Access to the central telephone book incl. display of the provided contact pictures
- Online name search (reverse search)
- Busy Lamp Field (BLF) for displaying the call and busy status of extensions
- Switch central configuration profiles such as day/night switching
- Simplified loading of the system's comfort functions
- Display of the call flow, ideal for multi-company operation<sup>2,4</sup>
- Professional intercom functions<sup>2,4</sup>

## AUDIO FEATURES

- High voice quality through echo cancellation

- Codecs: G.722 (wideband), G.711 A-law/ $\mu$ -Law, G.726, G.729, iLBC, Opus, Speex
- Comfort noise generation (CNG)
- Voice activity detection (VAD)
- Full duplex hands-free calling
- 22 ring tones
- Ringer, receiver, headset and hands-free volume can be set separately
- Headset connection via RJ-45 for cordless headsets with EHS support and wired headsets

## SECURITY

- Password-protected web interface
- HTTPS server/client
- SIPS (RFC 3261) – encrypted signalling
- SRTP (RFC 3711/RFC 4568) – encrypted transfer of voice data
- Transport Layer Security (TLS)
- VLAN (IEEE 802.1q)
- VPN client integrated (IPsec, OpenVPN)

## ADMINISTRATION

- Configuration via web browser (HTTPS)
- Mass installation via provisioning server: redirect server | DHCP options 66/67 | configuration update via SIP notify without restarting the telephone | transmission of settings via HTTP/HTTPS/TFTP
- Extended functions for admins (e.g. tracing, user levels, status display)<sup>2</sup>
- Localisation including language, time, date and sound
- Languages: German, English, French, Greek, Polish, Spanish, Dutch, Italian

## SUPPORTED PROTOCOLS

- DHCPv4 (RFC 2131)
- DHCPv4 Option 60 (Vendor class identifier)
- DHCPv4 Option 66/67 (Hostname/Filename)
- DHCPv4 Option 132/133 (VLAN-ID/VLAN-QoS)
- DNS SRV-RR (RFC 2782)
- STUN (RFC 3489, RFC 5389, RFC 7350)
- HTTP/HTTPS (RFC 2616)
- HTTPS (RFC 2818)
- IPv4 (RFC 0791)
- IPv6 (RFC 2460, RFC 8200)
- IPv6 Dual Stack (RFC 4241)
- IPv6 Dual Stack Lite (RFC 6333)
- IPv6 SLAAC (RFC 4862)
- BLF (RFC 4235)
- LDAP (RFC 4511)
- LDAP over SSL/TLS (RFC 2830)

- NTP (RFC 958)
- RTCP (RFC 3550, RFC 3605)
- RTP (RFC 3550)
- DTMF: in-band, RTP Payload (RFC 2833, 4733), SIP-INFO
- SIP/SIPS (RFC 3261, RFC 2543)
- SRTP (RFC 3711, RFC 4568)
- TFTP (RFC 1350)
- TLS (RFC 2246)
- VLAN (IEEE 802.1q)

## COMPATIBLE PRODUCTS

- 90027 / COMtrexx® Next
- 90024 / COMtrexx® Flex
- 90022 / COMtrexx® Business
- 90023 / COMtrexx® Advanced
- 90021 / COMtrexx® VM
- 95501 / COMuniq ONE
- 90118 / COMpact 4000
- 90334 / COMpact 5200
- 90335 / COMpact 5200R
- 90336 / COMpact 5500R
- 90670 / COMmander® 6000
- 90671 / COMmander® 6000R
- 90672 / COMmander® 6000RX
- 90264 / COMfortel® D-XT20
- 90271 / COMfortel® D-XT20i
- 90267 / COMfortel® D-Mount
- 90269 / COMfortel® D-Stick EZC-5200BS
- 90668 / COMfortel® DECT Headset
- 90347 / COMfortel® H-200
- 90348 / COMfortel H-500
- 90349 / COMfortel® H-600
- 90079 / COMfortel® PoE-1000

## TECHNICAL SPECIFICATIONS

- Power supply: Power over Ethernet (PoE according to IEEE 802.3af, Class 0)
- Ethernet ports: 2 port Ethernet switch 10/100/1000 Base-T
- USB ports: 2
- System connection: Ethernet 10/100/1000 Base-T
- Headset: separate interface for corded and cordless speaker/microphone sets, also with EHS support
- Operating elements: keypad with vanity code, 17 dedicated function keys, 4 soft keys, 20 freely programmable function keys on the screen
- Display: TFT colour display (4.3" / 10.9 cm, 480 x 272 pixels) with capacitive touch

- LEDs: 6, some multi-coloured
- Handset: wideband audio, electret-microphone, dynamical loudspeaker, hearing aid compatible
- Hook switch: magnetically switching contact
- Loudspeaker: 8 Ohm, Ø 52 mm
- Case: plastic
- Colour: black
- Dimensions (w x h x d): 238 mm x 160/125 mm x 145/195 mm

- Weight: approx. 750 g
- Compliance: CE, EN 55032, EN 55024, EN 62368-1

#### DELIVERY

- Basic unit
- Handset (receiver) with connection cable
- Device stand
- Ethernet connection cable RJ-45/RJ-45
- Quick start guide

<sup>1</sup> Depending on the central communication server / cloud PBX  
<sup>2</sup> Version 2.0A or higher

<sup>3</sup> Optional  
<sup>4</sup> with COMmander/COMpact with version 8.2A (with license)

#### ORDERING INFORMATION

Designation: **COMfortel® D-400**

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EAN Code: **4019377902622**