

VoIP System Telephone and Answering Machine

COMfortel® VoIP 2500 AB

COMfortel® Voicemail



Table of Contents

Important Information	4
Safety Information	4
Symbols and signal words used.....	5
Intended Use.....	6
Technical Data	7
Possible Number of System Telephones on Auerswald PBXs	8
Data for Connecting a Headset.....	9
Environmental Notice	9
Information about the Accompanying Instructions	10
Definition of Terms/Glossary.....	10
Preparation	11
Connecting Key Extension Modules and Power Plug.....	11
Connecting the Receiver.....	13
Connecting the Headset.....	14
Situating the Telephone	15
Commissioning	16
Commissioning the Telephone.....	16
Configuring the Network Settings Manually	19
Commissioning the Answering Machine	19
Creating an Announcement for the Answering Machine.....	21
Connecting the Telephone to a PC	22
Configuring Telephone and Answering Machine via PC.....	23
Appendix	25
Querying the IP Address of the Telephone	25
Performing a Firmware Update	25
Inserting the Lettering Label.....	26
Cleaning the Telephone	27
Index	28
Lettering Labels	29

Important Information

This section includes necessary information for operating the devices safely. Before you put the telephone into operation, it is absolutely necessary for you to read the safety information described here and to make yourself familiar with the intended use of the device as well as the technical information.

Safety Information



Warning: *Inappropriate use or incorrect replacement of the power plug can result in a life-threatening electric shock or can damage or destroy the device:*

- *Therefore, use only a power plug of type no. HW 824 or FW7577/EU/40.*
- *Make sure it is inserted firmly and securely into the power socket. Wobbly connectors or cable sockets pose a fire risk.*
- *Do not remove the power plug by pulling on the cable. If you would like to disconnect the power supply, pull the power plug itself.*
- *If the power plug is damaged, first unscrew the fuse for the power supply before pulling out the power plug.*
- *When handling 230 V system voltage and devices attached to mains, be sure to adhere to the applicable regulations.*



Warning: *Liquid penetrating the casing may cause a life-threatening electric shock and can damage or destroy the device.*

- *Only operate the device in closed, dry rooms.*
- *Only clean the device with a soft moist cloth or anti-static cloth.*



Warning: *Touching defective connection lines can result in a life-threatening electric shock. In addition, any damage to the casing or to the device itself can be life-threatening.*

- *Only connect the device connection cable with sockets that are designed for that purpose.*
- *Let replace damaged connection lines immediately.*
- *Use original components and original spare parts only.*
- *Always have a professional carry out repairs immediately. Please contact your skilled electrician or the manufacturer directly.*
- *Do not touch the contact points with pointed, metallic or moist objects.*
- *Do not carry the device by the connection cables.*
- *Use the cable channels at the bottom of the telephone to carry the load.*



Warning: Power surges, which can occur during electrical storms, can cause life-threatening electric shocks and can damage or destroy the devices.

- Avoid disconnecting and connecting lines during an electrical storm.
- Let a skilled electrician lay all the cables inside the building.
- Protect the devices by installing overvoltage protection.



Warning: When using Power-over-Ethernet (PoE) electrical circuits, there may be a hazard of electric shocks when setting up connections with non-insulated, openly assembled metal contacts, conductors, or terminal clamps.

- Avoid setting up such connections, except if the openly assembled metal contacts are installed in areas with restricted access. A restricted access area can be accessed only through the use of a special tool, lock and key or other means of security. Moreover, persons who have been granted access to these areas have been explicitly informed on these hazards.



Warning: Headsets, external speakers, or receivers which are not admitted may cause hearing damage or interfere with the voice connection.

- Only used admitted accessories with the CE icon in combination with this system telephone.



Warning: The telephone receiver creates a weak magnetic field, which may attract small magnetic objects, such as needles and paper clips.

- Do not put down the receiver close to such objects in order to avoid injuries.

Symbols and signal words used



Warning:

Warns of personal injury, for example, caused by hazardous electrical voltage.



Caution:

Warns of damage to property.

Important:

Indicates possible application errors and conditions that, for example, could cause function limitations or malfunctions during operation.

Note:

Indicates supplementary information.

Important Information

Intended Use

Important: Auerswald products are not designed, manufactured, or intended for use or resale in environments requiring fail-safe performance, such as in the operation of life-support systems and/or nuclear facilities. Use or sale of our products for these purposes is only allowed with prior written permission by Auerswald for each individual incident.

Improper use may cause, for example, functional restrictions or interference, the destruction of the device or, in a worst case scenario, personal injury.

→ *If you are still not sure of the intended use of the product after reading the following section, please contact your vendor.*

The COMfortel VoIP 2500 AB is a VoIP system telephone. The device is designed to be integrated in a local network (LAN) as a VoIP end device on one of the following Auerswald PBXs:

- COMmander 6000/6000R/6000RX
- COMmander Basic.2 (19")
- COMmander Business (19")
- COMpact 3000 analog/ISDN/VoIP
- COMpact 5010 VoIP
- COMpact 5020 VoIP

Important: *To support internal IP telephony, the PBXs COMpact 5010 VoIP, COMpact 5020 VoIP, COMmander Basic.2 or COMmander Business need firmware version 3.0 or higher. The PBX COMpact 3000 needs firmware version 3.6A or higher. When using a COMpact 3000 analog or COMpact 3000 ISDN, VoIP channels must be obtained at the Upgrade Center and enabled by it.*

Note: *This device is not designed to be connected to a PBX from another manufacturer.*

The system telephone is not cordless and is intended for use in closed, dry rooms.

The system telephone is different from “normal telephones” connected to PBXs in that it is especially easy to use, among other things. Most of the functions available on the PBXs such as internal and external calls, call protection and call forwarding can be operated over the display or by simply pressing previously programmed buttons. In addition, the PBX system telephone supports offered functions for telephone switch boards (for example, the Waiting Field) and various telephone number lists (for example, the telephone book or call list).

The system telephone can be configured either using the menu on the telephone display or via the configuration manager that is accessible via the web

server integrated in the telephone. The required PC is connected either directly to an Ethernet port on the telephone (see [Fig. 6 on page 23](#)) or must be in the same network.

The system telephone allows you to make calls by using both the connected receiver and the integrated loud speakers (hands-free calling). Another option is to connect a headset (not included in the package).

The system telephone supports the operation of cable-connected headsets as well as wireless headsets (headsets with a DHSG interface, for example, from Auerswald, Jabra, or Plantronics).

Up to three COMfortel Xtension30 key extension modules (not included in the delivery) can be attached to the system telephone in order to add freely programmable function keys. The modules can be attached on either the left or the right side of the telephone. A completely extended system provides 105 freely programmable function keys.

The integrated answering machine can be put into operation by inserting the USB memory stick included in the package.

Note: *Accessories and service parts can be bought at specialised stores or in the Internet shop distriCOM at <http://www.districtom.de>. (Delivery is provided only in Germany and to Austria.)*

Technical Data

Power supply	Power supply provided via power plug at 230 V \sim ; $\pm 10\%$; 50 Hz or via the Ethernet port using PoE in compliance with IEEE 802.3AF
Power plug	Type no. HW 824 or FW7577/EU/40
Power network	Min. 2.2 W, max. 2.7 W (without COMfortel Xtension30 key extension modules)
Power PoE	Min. 2 W, max. 2.5 W (without COMfortel Xtension30 key extension modules)
System connection	10/100Base Tx Ethernet
PC/data interface	10/100Base Tx Ethernet
Display	18 LEDs, 15 of these polychromatic LCD, 128 x 64 pixels, illuminated in white COMfortel Xtension30: 30 LEDs, polychromatic
User elements	Keypad, 11 permanent function keys, 8 softkeys, 15 programmable function keys COMfortel Xtension30: 30 programmable function keys

Important Information

Receiver	Electret microphone, dynamic receiver, hearing aid-compatible
Loud speakers	8 Ohm, Ø 66 mm
Hook switch	Magnetic switch contact
Cabinet	Plastic material
Colours	White (light grey), navy, black
Dimensions (W x H x D)	261 mm x 109 mm x 216 mm COMfortel Xtension30: 146 mm x 55 mm x 216 mm
Weight	Approx. 1010 g COMfortel Xtension30: Approx. 410 g
Ambient temperature	0° to 40°C
Safety	CE
VoIP codecs	G.711, G.722, iLBC

Possible Number of System Telephones on Auerswald PBXs

PBX	Max. num. COMfortel VoIP 2500 ABs with fully extended PBX
COMpact 3000 analog	2
COMpact 3000 ISDN	2
COMpact 3000 VoIP	4
COMpact 5010 VoIP	4
COMpact 5020 VoIP	8
COMmander Basic.2 (19")	24
COMmander Business (19")	64
COMmander 6000/6000R/6000RX	112

Data for Connecting a Headset

Microphone power consumption	Max. 0.5 mA
Microphone sensitivity	45 dB
Loud speaker impedance	150 Ohm
Loud speaker sensitivity at 1 kHz	19.5 ±3 dBPa/V
Sound pressure limit	24 dBPa

Headset jack pin-out

1	DHSG BUS_IN
2	DHSG GND
3	Microphone -
4	Loud speaker -
5	Loud speaker +
6	Microphone +
7	DHSG + 3.3 V
8	DHSG BUS_OUT

Environmental Notice



For the sake of environmental protection, please make sure that packaging materials are also properly disposed of.



Please consult your municipal administration authorities for options of proper and environmentally safe disposal of the device.

 If you want us to take over the disposal, please send the device to us.

Shipment which is not prepaid cannot be accepted.

Information about the Accompanying Instructions

Additional Instructions

Operation and configuration of the telephone and the answering machine are thoroughly described in the Operation and Configuration Instructions. They are located on the Auerswald Mega Disk included in the package under Manuals. Also note the information about the guarantee, service, CE symbol and declaration of conformity in the insert "Conditions of Guarantee, Information Service".

The Latest Information

After functional extensions have been installed during a firmware update, you have access to the current instructions on the support pages on the Auerswald web site (Internet address: www.auerswald.de)

Copyright and Trademarks

Disseminating and reproducing these instructions, as well as using and disclosing the contents, even in part, is permitted only with our express permission. Offenders will be subject to claims for damages. All rights reserved. f Auerswald GmbH & Co. KG, 38162 Cremlingen, 2012

Microsoft, Windows, Windows Vista, and Internet Explorer are registered trademarks of the Microsoft Corporation in the U.S.A. and/or other countries.

All other trademarks mentioned are the property of the corresponding manufacturer.

Definition of Terms/Glossary

Firmware

Operating software on the telephone or PBX that is stored in the device itself. The device cannot function without firmware.

Firmware update

The process of updating the firmware to resolve problems and integrate new features. To do this, the device establishes a connection to a server in order to download the most current firmware (the device settings remain intact). Except for the charges for the required telephone connection, the update is free of charge.

Softkey

The keys next to the display (see also chapter Functions of Keys and LEDs in the Operation and Configuration Instructions).

Preparation

This section describes the preparations required before commissioning the device. This includes connecting the key extension modules (not included in the package) as well as the receiver and/or headset (not included in the package). Furthermore, this includes installing the telephone in a suitable location.

Connecting Key Extension Modules and Power Plug

Requirements

- Up to three COMfortel Xtension30 key extension modules
- The mounting hardware accompanying the key extension modules (special fasteners, screws and connection cable)
- Telephone, switched off (disconnected from the 230 V power source – if present – and disconnected from the network)

Steps to Take



Key Extension Modules

1. Place the telephone and the key extension modules to be connected on the table in the position in which they are to be assembled.



Note: *The key extension modules (up to three are possible) can either be attached on the right or on the left side of the telephone. They cannot be distributed between both sides.*

2. Rotate the telephone and key extension modules so that the underside is in front of you.
3. Use the special connector included in the package to put the components together as shown in [Fig. 1 on page 12](#) at the bottom.

Note: *In the [Fig. 1 on page 12](#), the modules have been attached on the left next to the receiver.*

4. Attach each of the special fasteners using the four accompanying screws.
5. Insert the narrower RJ-10 connector on the accompanying module connection cable in the jack labelled with  on the underside of the telephone.
6. Insert the wider RJ-11 connector end of the module connection cable included in the package in the jack labelled  on the bottom of the first key extension module.

Preparation

7. Additional modules: Insert the narrower RJ-10 connector on the accompanying module connection cable in the jack labelled  on the underside of the key extension module connected previously.
8. Insert the wider RJ-11 connector end of the module connection cable included in the package in the jack labelled  on the bottom of the next key extension module.

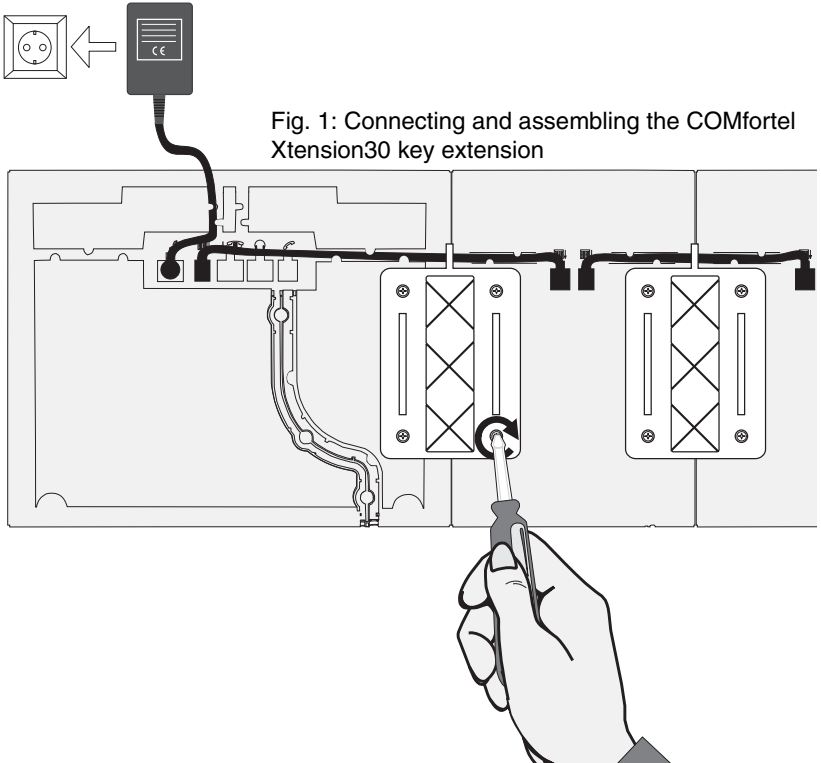


Fig. 1: Connecting and assembling the COMfortel Xtension30 key extension


Power Plug

Note: Using the power plug is only necessary if your active network component (switch or router) does not support Power over Ethernet (PoE). This also applies when you have connected one or more key extension module(s).



Warning: Using the wrong power plug can result in a life-threatening electric shock or can damage or destroy the device:

→ Only use the power plug included in the package (type no. HW 824 or FW7577/EU/40).

9. Insert the round DC connector on the power plug (type no. HW 824 or FW7577/EU/40) in the jack labelled with  on the underside of the telephone.


Wait to connect the 230 V power source – in as much as it is necessary – and to connect to the network until final commissioning.

Finishing

10. Place the cable in the available cable channels and hollow areas in such a way that the cord does not hang through and cause the telephone to sit in an unstable position.

Connecting the Receiver

Steps to Take

1. Insert the plug, as shown below in [Fig. 2](#), the longer straight end of the spiral cord into the jack labelled with  on the bottom of the telephone.
2. Guide the cable to the outside using the corresponding cable channel (see [Fig. 2](#)).
3. Insert the other end of the spiral cord into the jack on the receiver.

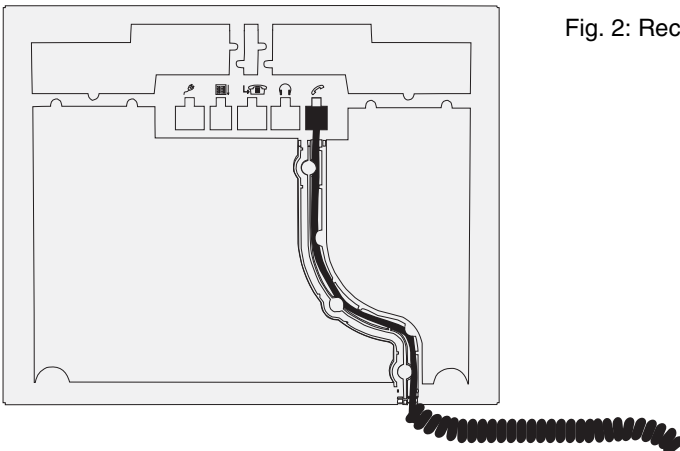


Fig. 2: Receiver connection

Connecting the Headset

Requirements


- A headset corresponding to technical data listed on [page 7](#).

Note: The system telephone supports the operation of cable-connected headsets as well as wireless headsets (headsets with a DHSG interface, for example, from Auerswald, Jabra, or Plantronics).

- To connect a COMfortel headset from Auerswald or another cable-connected headset, you need the following: An adapter

Note: The adapter is available at specialized stores as an Auerswald accessory.

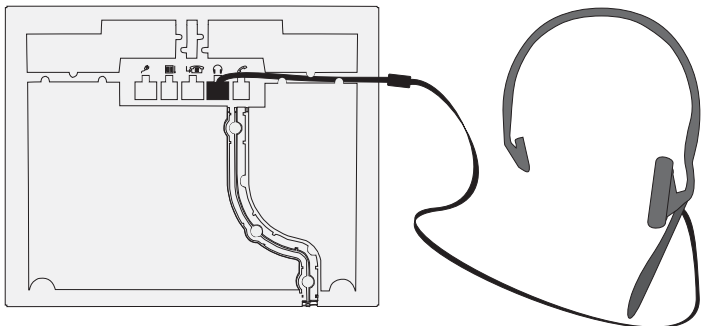
Steps to Take

1. Insert the headset plug in the jack labelled with  on the underside of the telephone (see [Fig. 3](#) below).
2. Guide the cable to the outside through one of the cable channels.

Further Steps

- ▷ The headset type used must be configured in the telephone at the end of commissioning (in the telephone menu under **settings ▶ headset ▶ headset type**).
- ▷ In order to use the headset for calls, headset operation must be enabled at the end of commissioning (in the telephone menu under **functions ▶ headset**).

Fig. 3: COMfortel headset connection



Situating the Telephone

Requirements

- Existing connections in the immediate vicinity of where the telephone is placed:
 - For power supply via power plug: a 230-V power socket
 - Output socket on the DSL router or an existing network outlet



Warning: Any liquid that penetrates the casing can result in a life-threatening electric shock or can damage or destroy the device.

→ Only operate the system telephone in closed, dry rooms.



Attention: Mechanical stress and electro-magnetic fields can result in the damage or destruction of the device or interfere in its function.

→ Avoid mechanical stress (for example, vibrations) and the proximity of equipment that radiates electro-magnetic fields (for example, amateur radio sets, mobile phones, DECT systems, WLAN routers, etc.).

→ Protect the system telephone from direct sunlight, condensation, dirt, dust, caustic liquids and steam.

→ Note the values for ambient temperature and humidity indicated in the technical specifications.

Steps to Take

1. Place the telephone on a clean, flat surface.



Attention: Some plastics and paint used on furniture may react chemically with the plastic feet on the device and cause them to soften. Plastic chemically changed in this way on the feet of the device may cause damage to the surface of your furniture.

→ Place the system telephone on a non-slip pad.

Commissioning

This section describes the commissioning of the system telephone as well as the commissioning of the answering machine on the system telephone using a commercially-available USB memory stick. Once you have finished commissioning the equipment, you will be able to use the telephone immediately. You can easily customize your telephone and the answering machine using the computer configuration described at the end of this section.

Commissioning the Telephone

Note: *If you would like to integrate the system telephone into an existing network, please contact the system administrator responsible for this. Making changes to an existing network may cause considerable malfunctions.*

Requirements

- PBX, switched on (connected to 230 V mains)
- For the operation with PBX COMpact 3000: Telephone with firmware version 4.0B or higher
- For the operation with PBX COMmander 6000: Telephone with firmware version 4.4E or higher
- The PBX with at least the following firmware version:
 - COMpact 5010 VoIP, COMpact 5020 VoIP, COMmander Basic.2 and COMmander Business: 3.0 or higher
 - COMpact 3000: 3.6A or higher

Note: *If you have devices with older versions, carry out the corresponding device updates (see PBX manual).*

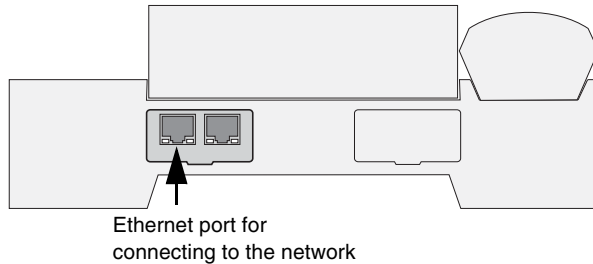
- COMpact 3000 analog, COMpact 3000 ISDN: VoIP channels obtained in the Upgrade Center and enabled by it
- The internal telephone number for the system telephone configured on the PBX
- COMpact 3000, COMpact 5010/5020 VoIP, COMmander Basic.2, COMmander Business (recommended): The user PIN of the internal telephone number entered in the PBX configuration

Steps to Take

1. Open the plastic flap above the Ethernet port which is located on the back of the system telephone (see [Fig. 4 on page 17](#)).



2. Insert one end of the RJ-45 cable included in the package into the left Ethernet port on the system telephone (see Fig. 4 on page 17).

Fig. 4: Connection to the network



3. Insert the other end of the RJ-45 cable included in the package into an output socket on the DSL router or into an existing network outlet.
4. If you need a power plug (type no. HW 824 or FW7577/EU/40), insert it into a freely accessible 230 V power socket.


The display will show the menu for language selection.

5. Press the  **softkey** in front of the desired language.
Use the  **softkeys** to scroll through any list to the selection you want.

If a DHCP server is configured in the local network, the telephone automatically receives its IP address, subnet mask as well as the gateway during a DHCP request from this DHCP server. During the first five seconds, the selection **manual config.** is shown on the display. After the DHCP request the menu for entering the MSN appears on the display (continue with step 6 on page 17).

Note: If the DHCP server is activated and you want to enter the IP address, the subnet mask and the gateway manually, press the **softkey** next to the selection **manual config.** during the first five seconds.

If no DHCP server is configured in the local network or you selected **manual config.**, the menu for entering the IP address of the telephone appears. Continue as described in [Configuring the Network Settings Manually on page 19](#).


6. Use the keypad to enter the internal telephone number previously configured in the PBX.
7. Press the  **softkey** to finish the entry.

The system telephone searches for PBXs.

Commissioning

Note: If no PBX is found, you will be prompted to enter the IP address of the desired PBX via the keypad.

The display will show the PBX names of the PBXs found. If no PBX names have been entered, the display will show the IP addresses of the corresponding PBXs.

8. Press the  **softkey** next to the PBX name/IP address of the desired PBX.
9. Use the keypad to enter the registr.PIN:

COMpact 3000, COMpact 5010/5020 VoIP, COMmander Basic.2, COMmander Business: user PIN of the telephone entered in the PBX configuration or no entry if no user PIN for the system telephone has been entered in the PBX.

COMmander 6000: user password of the telephone entered in the PBX configuration

10. Press the  **softkey** to finish the entry.

The system telephone registers itself on the PBX. If the registration is successful, the date and time as well as the name and MSN of the subscriber are displayed. The telephone is now ready for use.

Note: If the PBX does not detect the date and time yet, only the name and version of the telephone are displayed.

Further Steps

- ▷ Configure the telephone according to your individual needs. You can carry out the configuration either via the menu on the display (see the Operation and Configuration Instructions on the accompanying CD) or via the integrated configuration manager (recommended; see [page 23](#)).
- ▷ If necessary, carry out a firmware update in order to extend the telephone with the newly available functions (see [page 23](#)). Information about new features is available on the support pages at the Auerswald web site (Internet address: www.auerswald.de).

Configuring the Network Settings Manually

Requirements

- No automatic configuration by a DHCP server during commissioning:
 - No DHCP server configured in the local network or
 - Selection **manual config.** selected
- Opened menu for entering the IP address

Steps to Take

1. Use the keypad to enter the IP address of the telephone.
Use the **⊣ softkey** to delete the numbers one at a time from the right.
Press the **Dot softkey** to enter a point when entering an IP address.
Press the **exit key** to go back to the idle state at any time. The configuration is cancelled.
2. Press the **✓ softkey** to finish the entry.
The display will show the menu for entering the subnet mask.
3. Use the keypad to enter the IP address of the subnet mask.
4. Press the **✓ softkey** to finish the entry.
The display will show the menu for entering the gateway.
5. Use the keypad to enter the IP address of the gateway.
6. Press the **✓ softkey** to finish the entry.
The display will show the IP address of the DNS server. It is similar to the IP address of the gateway.
7. If necessary, use the keypad to change the IP address of the DNS server.
8. Press the **✓ softkey**.
The display will show the menu for entering the MSN.
9. Continue with [step 6. on page 17.](#)

Commissioning the Answering Machine

Important: *The answering machine is disabled as soon as a voice mailbox is selected for the subscriber in the PBX (see manual for the PBX).*

Commissioning

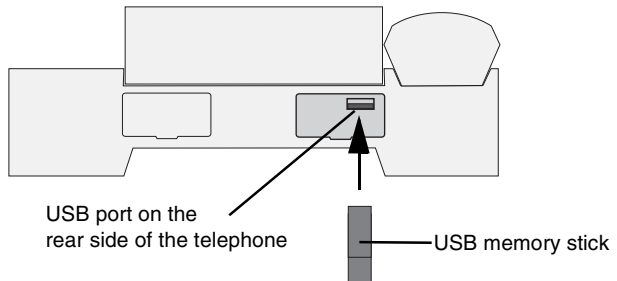
Requirements

- USB memory stick included in the package


Steps to Take


1. Open the plastic flap that is located to the right on the rear side of system telephone (see Fig. 5).
2. Insert the USB memory stick included in the package into the USB port on the system telephone (see Fig. 5). Make sure that contacts and Auerswald logo are pointing downwards.



Fig. 5: Inserting the USB memory stick



Note: The initialization of the answering machine after inserting the USB memory stick can take up to 30 seconds.

Note: If a USB memory stick without enough memory is inserted, the answering machine cannot be put into operation.  is shown on the display to the lower right.

As soon as the  icon appears on the display at the bottom right, the answering machine is ready for operation.

Note: You can switch off readiness (call acceptance) by pressing the  softkey, and switch it back on by pressing the  softkey. The icon indicates the current state.

Further Steps

- ▷ Several professional announcements are already present as a part of the factory settings. If you don't want to use these standard announcements, create one or more separate announcements (see [page 21](#)).
- ▷ Configure the answering machine according to your individual needs. You can carry out the configuration either via the menu on the display (see the

Operation and Configuration Instructions on the accompanying CD) or via the integrated configuration manager (recommended; see [page 23](#)).

Creating an Announcement for the Answering Machine

Steps to Take

1. Press the **menu key** (to the left under the display).

The menu for operating and configuring the telephone opens.
2. Press the **▶ softkeys** in sequence in front of the selection **answer.machine, settings, edit announcem.** and **new announcement**.

Use the **▲ ▼ softkeys** to scroll through any list to the selection you want.

The display will show the menu for entering the name of the announcement.
3. Enter a name for the announcement.

Use the **⊞ softkey** to delete the characters one at a time from the right.
4. Press the **✓ softkey** to finish the entry.
5. To start recording, press the **✓ softkey**.
6. Record the announcement.
7. To end recording, press the **✓ softkey**.
8. Press the **▶ softkey** in front of the selection **playback**.

You will hear the announcement you just recorded.
9. Press the **▶ softkey** in front of the selection **store**.

Note: If you are not satisfied with the results, click the **▶ softkey** in front of the selection **new announcement**. After doing this, you can make a new recording.

Further Steps

- ▷ Assign the announcements different call types (in the menu of the telephone under **answer.machine ▶ functions ▶ TAM announcem. ▶ ...**). However, this can be more easily done via the integrated configuration manager (recommended; see [page 23](#)).

Connecting the Telephone to a PC

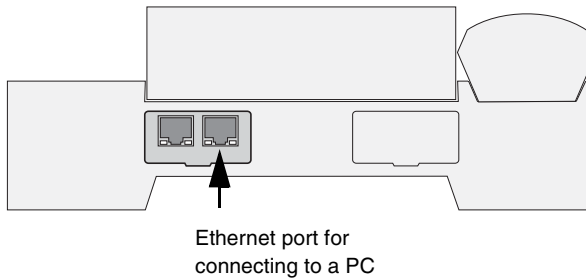
Requirements

- A PC with the following features:
 - Intel Pentium 1 GHz or compatible processor
 - Windows XP (as of Service Pack 3), Windows Vista 32/64-bit (as of Service Pack 2), Windows 7 32/64-bit, Mac OS X (as of 10.4), Linux (as of Kernel 2.6)
 - Memory (RAM: 256 MB, recommended 512 MB; for Windows Vista/7: 1024 MB, for 64-Bit 2048 MB)
 - Browser for the configuration: Recommended Microsoft Internet Explorer as of version 7.0, Mozilla Firefox as of version 3.0, Safari as of version 5.0
 - Network card (the computer must be equipped with a network card and the required driver installed)
 - Internet protocol TCP/IP (Transmission Control Protocol/Internet Protocol)
 - Mouse or compatible pointing device
 - SVGA graphics card with a resolution of 1024 x 768; recommended 1280 x 1024 and 65536 colours (16 bit)
- PC and telephone on the same network
- Telephone, put into operation
- Patch cable

Steps to Take

1. Switch on the PC.
2. Insert one end of the RJ-45 patch cable into the right Ethernet port on the system telephone (see [Fig. 6 on page 23](#)).
3. Insert the other end of the RJ-45 patch cable into the network connection of your PC.

Fig. 6: Connecting to a PC



Configuring Telephone and Answering Machine via PC

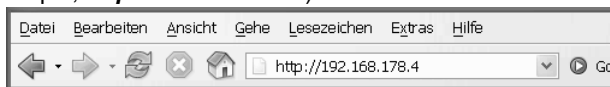
Note: If you would like to carry out the configuration using the telephone menu, refer to the *Operation and Configuration Instructions*. They are located on the *Auerswald Mega Disk* included in the package under *Manu-als*.

Requirements

- Existing Ethernet connection between the PC and the system telephone

Steps to Take

1. Query the IP address of your telephone (see [page 25](#)).
2. Start a browser (for example, Mozilla Firefox or Microsoft Internet Explorer).
3. Enter the IP address of the telephone in the address field of the browser (for example, ***http://192.168.178.4***).



Note: You can also open the configuration manager of the telephone via the configuration manager of the PBX.

COMcompact 5010/5020 VoIP: Open page ***Internal numbers > Subscriber (scr.) > Telephone numbers***, click the ***VOIP subscribers*** tab, and then click on ***Configure*** under ***Features of the system telephone***.

Commissioning

COMmander Basic.2, COMmander Business: Open page **Internal numbers > Subscriber (scr.) > Telephone numbers > Slot xx VoIP** and click on **Configure** under **Features of the system telephone**.

COMmander 6000-Serie: Open page **Subscriber (scr.) > Telephone numbers** and click on **Configure** under **Features of the system telephone**.

4. Log on the configuration manager:


log on as	User name	PIN
Administrator	admin user name configured in the PBX	admin PIN configured in the PBX
Sub-administrator	sub-admin	sub-admin PIN configured in the PBX
User	internal telephone number (MSN) of the end device in the PBX	user PIN configured in the PBX Note: If no user PIN has been entered in the PBX, leave this field empty.

5. Click **Log-in**

The configuration manager opens.

6. Now configure the desired settings.

Note: In the **Help topics** window different help links are offered which depend on the page of the configuration manager currently open. Click one of these links to open the corresponding help page from which you can access the entire operation and configuration instructions of the telephone.

Note: Click the question mark  icon to open the entire operation and configuration instructions of the telephone on the first page.

Further Steps

- ▷ Once you have configured all the settings to your satisfaction, first save the configuration as a file on the hard drive (page **Administration ▶ Data backup ▶ Read configuration data from the telephone**).

Appendix

Once you have put your telephone into operation and configured it, check this section on operation and configuration for more useful information.

Querying the IP Address of the Telephone

Steps to Take

1. Press the **menu key** (to the left under the display).
2. Press the **▶ softkey** in front of the selection **information**.
Use the **▲ ▼ softkeys** to scroll through any list to the selection you want.
3. Use the **▲ ▼ softkeys** to scroll to the selection **IP address**.

The IP address of the telephone is shown on the display.

Performing a Firmware Update

***Note:** A regular firmware update can also be configured using the menu on the display or the integrated configuration manager on the telephone (see the operation and configuration instructions for the telephone).*

Requirements


- Successful registration of the telephone on the PBX
- Existing network connection to the PBX

Steps to Take

1. Press the **menu key** (to the left under the display).
The menu for operating and configuring the telephone opens.
2. Press the **▶ softkeys** in sequence in front of the selection **settings, synchronisation** and **firmware update**.
Use the **▲ ▼ softkeys** to scroll through any list to the selection you want.

The address of the update server "www.auerswald-update.de" is displayed.

***Note:** If no address is displayed or if you are operating the telephone outside of Germany, you can now enter/change the address using the keypad. Use the **✚ softkey** to delete the numbers one at a time from the right.*

3. If the address is correctly displayed, press the  **softkey**.

The firmware update is performed. After this, a message appears in the display indicating whether the update was successful.

4. Press the  **softkey** to confirm the action.

Further Steps

- ▷ Information about new features after a firmware update is usually available in a new version of the operation manual. This is available per download from the support pages at the Auerswald web site (Internet address: www.auerswald.de).
- ▷ In order to use the new features after a firmware update of the telephone, an update of the PBX firmware is often necessary (see PBX manual).

Inserting the Lettering Label

Requirements

- Lettering label. On [page 29](#) of these instructions, you will find lettering labels that can be cut out and labelled by hand. Using the configuration manager on the system telephone, you can easily create and print your own lettering labels on the page **Function keys ► Key printout**.

Steps to Take

1. Squeeze the flexible cover between your thumb and index finger together and lift the cover off upwards (see [Fig. 7 on page 26](#)).
2. Insert the lettering label.
3. Reinsert the cover with the mat surface upwards.

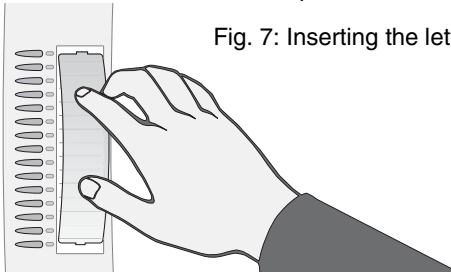


Fig. 7: Inserting the lettering label

Cleaning the Telephone

Steps to Take

1. Clean the casing with a slightly moist cloth or anti-static cloth.



Warning: Any liquid that penetrates the casing can result in a life-threatening electric shock or can damage or destroy the device.

→ Make sure that when cleaning the casing that no liquid can penetrate the casing.



Attention: Cleaning agents may damage the surface.

→ Do **not use caustic** or **solvent-containing cleaning agents**.

Index

A	
answering machine	
announcement, create/record	21
commissioning	19
configuration, via computer	23
C	
CE symbol <i>see the insert "Warranty Conditions, Information Service"</i>	
commissioning	
answering machine	19
telephone	16
configuration	
per telephone menu	<i>see the Operation Instructions on the Auerswald Mega Disk</i>
via PC	23
configuration, via computer	23
connection	
headset	14
key extension modules	11
PC	22
receiver	13
Copyright	10
D	
declaration of conformity	<i>see the insert "WarrantyConditions, Information Service"</i>
device	
description	6
use	6
E	
Environmental Notice	9
F	
firmware	
definition of terms	10
firmware update	
definition of terms	10
execute	25
firmware, update	25
H	
headset	
connection	14
socket assignment	9
technical data	9
I	
intended use	6
IP address, telephone, query	25
K	
key extension modules	11
L	
lettering labels	29
lettering labels, insert	26
N	
Notice symbols	5
O	
operation <i>see the Operation Instructions on the Auerswald Mega Disk</i>	
P	
PC, connecting	22
power plug	11
proper use	6
R	
receiver	13
S	
safety information	4
service	<i>see insert "WarrantyConditions, Information Service"</i>
T	
technical data	7
telephone, clean	27
telephone, placement	15
Trademarks	10
W	
warranty	<i>see insert "WarrantyConditions, Information Service"</i>



Lettering Labels

Blank label with 15 horizontal lines for lettering.

Blank label with 15 horizontal lines for lettering.

Blank label with 15 horizontal lines for lettering.

Blank label with 15 horizontal lines for lettering.





884308 05 09/12
For the sake of the environment – 100% recycled paper

