



Product Catalogue 2015/16

English

Product overview 2015

Edition 03/2015

innovaphone AG
Böblinger Straße 76
D-71065 Sindelfingen
Germany

We have made every endeavour to specify all of our product information in an up-to-date, complete and correct manner. However, we must point out the following:

1. innovaphone assumes absolutely no liability for the information in the catalogue, particularly with regard to such information being up to date, correct or complete. The product descriptions contained therein constitute only information about the specifications and expressly do not constitute promises or guarantees of properties or features. We expressly reserve the right to make product changes at any time – if necessary without prior notice – to colour and design as well as technical changes. All offers in this catalogue are non-binding and subject to change without notice. Delivery times stated in the catalogue and availability of products are non-binding.
2. All brands and trademarks mentioned within the catalogue are, without limitations, subject to the provisions of the trademark law as amended and the ownership rights of the respective owners. Graphics, texts or illustrations of our products are subject to our copyright. Any use thereof by third parties requires our explicit consent.
3. Liability claims against innovaphone from the use of incorrect or incomplete information and product descriptions are excluded, insofar as there is no proven wilful or grossly negligent conduct on the part of innovaphone.
4. This catalogue is addressed only to buyers who use the goods exclusively in their independent professional, commercial, administrative, or business function.



innovaphone AG has been playing a decisive role in the development of IP telephony ever since the company was founded in 1997. The company’s entrepreneurial spirit and development work are characterised by the emphasis placed on the guiding concepts of achieving long-term value, producing durable products, reliability and sustainability.

Continuous product development in close dialogue with our customers and partners allows us to offer a complete Unified Communications solution under the name “innovaphone PBX”. Our product is suitable for businesses of any size and perfect for any requirement profile: from small companies over medium size companies with several branch offices to large enterprises. No matter whether telephony alone is needed or telephony with Unified Communications – with the innovaphone PBX it is always possible to equip further workplaces individually with Unified Communications components or other additional applications.

All innovaphone products come from the innovaphone development department in Germany. The operating system developed in-house specifically for the requirements of the real time communication is used in all innovaphone products and is an important factor contributing to the security, stability and flexibility of innovaphone solutions. Benefiting from this technology, innovaphone solutions are characterized by their slim, robust product architecture, and also do not require a server for the Unified Communications solution.

The innovaphone product range is available exclusively through authorised distributors and resellers.

We are pleased to present the innovaphone product catalogue 2015/2016 and are looking forward to your feedback. For further information, please also use our website under www.innovaphone.com

Contents

innovaphone PBX components	4
innovaphone PBX highlights.....	6
innovaphone PBX platform.....	9
VoIP gateways.....	10
IP phones	12
Analogue adapters	14
Security – made in Germany	16
Mobile integration and wireless	17
Unified Communications.....	20
Applications & tools	24

innovaphone PBX components

The innovaphone PBX is a powerful and sophisticated VoIP telephone system for use in professional business environments. In addition to a wide range of IP telephone functionalities, the innovaphone PBX is also equipped with a perfectly integrated Unified Communications solution that can be enabled as needed at any time and at any workspace.



An external PC server is unnecessary. The innovaphone PBX works on diverse innovaphone VoIP gateways, which are available in different dimensions. Alternatively, it is also possible to move away from hardware entirely and to install the innovaphone PBX virtually as an innovaphone Virtual Appliance (IPVA) in a VMware environment. The entire hardware and software are developed by innovaphone in Germany and manufactured mostly in Europe.

The very special box – VoIP gateways

The innovaphone VoIP gateway forms the basis of the innovaphone IP telephone and Unified Communications solution. There are different versions available. The PBX and Unified Communications software is already pre-installed on the

innovaphone VoIP gateway and only has to be activated with the appropriate licenses. Regardless of this, the devices can also assume the functionality of a pure gateway, serving as an interface to other networks and converting existing ISDN or analogue connections to IP connections. All innovaphone VoIP gateways are very robustly built – their hardware has absolutely no hard disks or fans. The components are sized generously and lean software structures mean the VoIP gateways are extremely powerful, even when they fulfill the PBX task in parallel.



Maximum telephone convenience – IP phones

A wide range of IP phones is available for users – from designer, business or robust building site phones to computer-based software phones. All models come from the Development department at innovaphone and meet the high requirements of professional business environments while ensuring the availability of a wide range of telephone functionalities. The innovaphone IP phones are also the perfect choice for particularly demanding applications such as switchboards, call centres or for heavy users.



Integrating the analogue world – analogue adapters

Analogue adapters are used to integrate analogue devices into the VoIP innovaphone PBX. This integration means analogue devices can still be used even in an innovaphone IP environment. Meaningful analogue facilities such as door intercom systems, franking machines, telephones, fax machines and others can continue to serve their purpose even in new VoIP installations. Especially important, all

innovaphone gateways and analogue adapters support Fax-over-IP according to T.38. This allows the mandatory exchange of existing analogue equipment to be bypassed cutting costs for new acquisitions.

Constant availability – IP DECT and WLAN

Some employees move around constantly within a company, such as moving amongst different departments. They benefit by using IP DECT or WLAN technologies as well as the innovaphone PBX functionalities for optimum integration in the VoIP infrastructure. They continue to be available under their usual extension number even if they are not at their desk. The available IP DECT and WLAN devices ensure convenience is maintained and the accustomed range of services is available – no matter which network is used.

Pure mobility – the smartphone as an extension



The UC client, myPBX, can turn a smartphone into a fully-fledged extension. Combining the smartphone and myPBX ensures the user keeps the environment he is familiar with no matter whether he is using a smartphone, a desk phone or the UC client on the computer. It is always possible to change dynamically from using IP to GSM. myPBX enables easy access to the personal contacts stored on the smartphone as well as to the company contacts in the company database.

WebRTC offers another type of mobility. It turns the web browser into an extension of the innovaphone PBX regardless of the browser type and operating system, and does not require any installation.

Smart and flexible communication – Unified Communications

The VoIP innovaphone PBX can be extended to include Unified Communications functionalities at any time. These

functionalities can be selected as needed per employee. Video telephony, Presence, Chat, Application Sharing, Conferencing, and many other applications provide for unified and improved communication. Depending on the Presence information provided by colleagues and contacts, the user can flexibly decide which means of communication is best suited to share information promptly in each situation. Thus, the means of communication can be controlled centrally by using the myPBX Unified Communications client – no matter whether a phone call, Video call, Chat, Collaboration session or Conference is selected.



Endless possibilities – applications

Various innovaphone applications round off the innovaphone PBX range and can easily be integrated into the infrastructure. Installation and maintenance effort is low since all applications are optimally matched to the innovaphone PBX. The innovaphone Queue Monitor helps to measure the load on a telephone service system. The innovaphone Operator is a modern software-based telephone switchboard and can be operated intuitively by mouse or keyboard. Using the Linux Application platform, applications based on Linux can also be integrated seamlessly into the innovaphone PBX. The analysis software, innovaphone Reporting, is the best example of such an application. It can be used to analyse the daily volume of telephone calls. innovaphone Fax is also based on Linux and allows faxes to be sent and received flexibly via one's own PC (mail-to-fax, fax-to-mail). With innovaphone Voice Recording it is possible to record any call, whether inbound or outbound.



innovaphone PBX highlights

The innovaphone PBX is an appealing system with its wide range of functionalities, hardware platforms, end devices and software solutions, which can be customised on a modular basis. Thus, it is extremely versatile and blends elegantly into any individual communication solution. The highlights of the innovaphone PBX are rated differently for each situation. The main highlights are briefly presented here.

Everything in one box

The VoIP gateways provide the basis for the entire innovaphone PBX and fulfill several functions. As pure gateways, they provide the existing ISDN or analogue ports for the entire network. They also contain the PBX software and the Unified Communications solution that can be enabled at any time by appropriate licenses. Even additional applications, such as Reporting or Fax can be operated if necessary on the gateway – a server becomes unnecessary even in state-of-the-art installations. This saves costs and administration expenditure and renders the innovaphone PBX perfect and simple for companies in the SMB sector as well as for large installations.

Unified Communications on board

Every workstation on the innovaphone PBX can be transformed into a flexible, fully-equipped Unified Communications workstation as needed and without a server. With the innovaphone Unified Communications solution, it is possible to license and install the various features as necessary for each individual subscriber. This makes it possible for all desired features and functionalities to be available even in small installations. The myPBX Unified Communications web client already brings together the majority of the UC functionalities under its well-organised interface, such as e.g. Video calls, Video conferences, Chat, Application Sharing and a flexible Presence management. In addition, the Office integration by innovaphone allows for seamless integration of UC and Presence in all Office applications. Unified Communications by innovaphone enables improved and unified communication yet remains affordable in smaller installations and enables effective working in growing teams.

One PBX – multiple locations

The innovaphone PBX has a unique location concept, which ensures maximum availability and security while distributing costs and load optimally. It can be divided over any number of sites. To this end, if necessary, each gateway has its own PBX installed at no extra cost in the branches in addition to the Master PBX. Licensed subscribers are replicated once by the Master PBX and are then managed independently by the local PBX. If the central system should fail or be unavailable, the branch office can continue to work without any disadvantage. Furthermore, performance is higher and the load on the WAN link to the central system is lower.

The connection to the trunk line at the various sites can be addressed specifically. This makes it possible to cut costs especially in international networks. Even in cases where individual connections to the trunk line are temporarily overloaded, the lines at other locations can be used.

Teamwork made easy

Employees who are separated geographically grow closer thanks to the Unified Communications solution by innovaphone. Depending on the situation, a colleague's current Presence status makes it possible to decide whether it is best to contact him via phone, chat or email. Presence is always up-to-date and is shown on the phone, in the UC client myPBX, as well as in the Outlook contact data. Gestures and facial expressions, which are usually just as important as the content itself, can be transmitted thanks to Video telephony. One click is all it takes to share content with the person on the other end of the line during a



call. By transferring the control to the other person, tasks can be edited together – of course in real time. This even works in telephone conferences at no extra cost.

Redundancy: Maximum reliability

The innovaphone PBX is characterised by a high degree of stability and reliability. In order to additionally increase reliability, a second, redundant PBX system can be set up in parallel to the innovaphone PBX, which can automatically take over the function of the PBX without delay in case of failure. One special advantage: The redundant system can be installed anywhere. Thus different branches can replace each other or even the central system in case of failure. The different locations of the innovaphone PBX work completely independently.

Scalability: innovaphone solutions adapt continuously

Any amount of basic innovaphone PBX equipment can be combined – thus a VoIP PBX from innovaphone never comes close to capacity limits. Even if you start with the smallest hardware version, the innovaphone PBX can still grow flexibly with the company. Due to the fact that the same software also runs on the smallest hardware components, the innovaphone PBX is infinitely scalable and can be extended at will.

Intuitive user interface

The innovaphone IP phones support all important functions from transfer, over three-party conference calls to call parking

and unparking. Of course, these and other more complex processes have to be intuitive to use without a manual. The new operating concept provides apps to deal with this. These apps work in a similar way to the apps on a smartphone. Splitting the functions into individual apps considerably reduces the complexity and the user is supported by the right app as and when needed. Therefore, the Phone app helps with call forwarding or conferencing, the Favourites app makes it easy to manage favourite contacts, and all incoming and outgoing calls are shown clearly in the Call list app.

Furthermore, the new user interface is the same across all innovaphone PBX platforms – on phone displays, on computers and on smartphones. The innovaphone PBX Version 11 is intuitive and does not require any new learning; the system is extremely flexible and highly convenient.

Perfectly integrated devices for every need

A wide range of phones covers almost all user scenarios. The functionality is always perfectly aligned to the telephone system with integrated UC features such as Presence, Fax and Voicemail. The high end devices offer a variety of functions and are very user-friendly. A USB headset and up to two extension modules for managing contacts can be connected. The entry-level IP111 offers an excellent price performance ratio with its high-quality colour display, the intuitive, standard user interface and the possibility of wall mounting. There are also suitable devices for special cases such as installations in harsh environments or cordless DECT and WLAN installations. Maximum flexibility is achieved by using smartphones. The apps for Android and iOS provide the innovaphone features on the usual interface. IP adapters enable traditional devices such as fax, analogue phones or special devices to be incorporated in the environment of the innovaphone PBX.

WebRTC – the browser becomes a telephone

WebRTC opens up completely new opportunities and stands for „real time communications“ in the web browser. All browsers that support the WebRTC standard, can be used to make



calls. This takes place completely independently of the computer's operating system and requires no installation. To avoid any danger from such connections to unknown subscribers, the security measures in innovaphone products using WebRTC have been increased. The protocol DTLS-SRTP, in particular, meets the highest requirements. As is always the case with innovaphone, there is also no need for a separate server or special gateway, the protocol has been integrated into the existing innovaphone products.

The innovaphone UC client, myPBX, transforms any web browser into a convenient extension of the innovaphone PBX at any time and anywhere – requiring no installation and no plug-in and regardless of the operating system. Simply click on a link to the PBX to set up your own extension. For convenient calling, we recommend choosing a headset that best suits your personal needs.

A public subscriber is created via the so-called CallMe button. This also runs with the highest safety standards of WebRTC. The innovaphone PBX has declared a subscriber as a public receiver. The webmaster can create the CallMe button on the website with a short script. Every visitor to the website can use a predefined number via this CallMe button, for example, to the switchboard or the hotline. The visitor only needs to click once and no additional costs are incurred for the connection.

For social networking, it is possible to add information from the PBX to a profile. This allows certain friends to see if and how you can be reached and to make a call or send a message at the click of a button. This click initiates a change from asynchronous communication to real time communication in order to increase the speed of exchanging the required information.

All IP: Of course, with smooth migration

All IP is a worldwide trend and will become standard in the next few years. SIP connections will gradually replace analogue lines and ISDN lines. Currently, the innovaphone gateways support both of these technologies. ISDN remains in operation for some time yet while experience with the SIP trunk line increases. No additional installation is required for this smooth migration. The customer determines the speed of migration and is thus ideally equipped for the future.

Flexible and simple licensing model

Licenses are used to activate the various functionalities in the innovaphone PBX and UC solution in line with requirements. Combining various licenses makes it possible to find the perfect solution for projects of any size. In installations with multiple locations, the licenses of the innovaphone PBX can be installed centrally. Central installation means the licenses are installed on the master PBX and then distributed to all PBXs as required. All products and licenses be managed easily via the web portal my.innovaphone.

innovaphone PBX platform

The traditional innovaphone PBX: VoIP gateways with Unified Communications on board

Those opting for an innovaphone VoIP gateway always have a choice: One option is to use it as a pure gateway that serves as an interface to other networks and converts existing ISDN or analogue connections into IP connections. The other option is to use this VoIP gateway as the basis for IP telephone and Unified Communications and to unlock these functionalities quite flexibly by using the relevant licenses. The complete software is pre-installed on the innovaphone VoIP gateways and can be activated at any time. The customer benefits from the full functionality of a perfectly equipped IP telephone system, without having to buy new hardware.



Various innovaphone VoIP gateways are available and can always be extended flexibly. Due to its scalability, other VoIP gateways can be added at any time. This means there is no limit to capacity, and investment in the IP PBX is optimally protected.

The virtualised innovaphone PBX – innovaphone Virtual Appliance (IPVA)

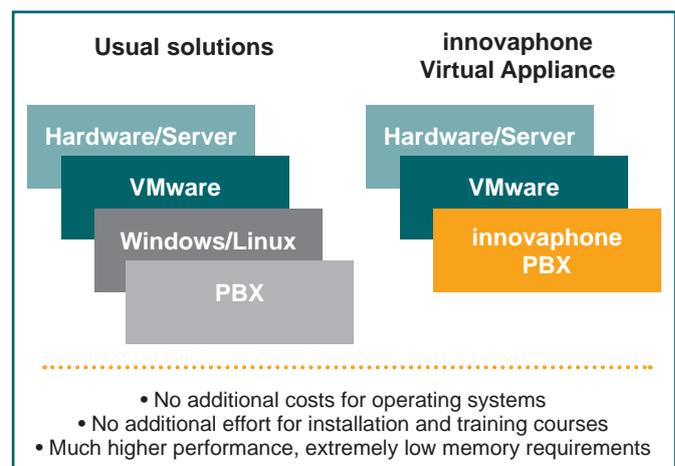
Alternatively to operating the innovaphone PBX on the platform of the gateway, it is also possible to set up the PBX virtually as a software application. The innovaphone Virtual Appliance (IPVA) is installed in a VMware environment and contains the complete scope of services of the innovaphone PBX and Unified Communications solution without any restrictions.

The innovaphone PBX does not need an external operating system such as Linux or Windows and the installation of these

components is eliminated completely. This not only saves time, effort and expense, but has a positive effect on the performance of the entire system. It allows the IPVA to be an extremely lean solution which is based directly on the VMware entity and is highly reliable and powerful in comparison to traditional solutions.

The innovaphone Virtual Appliance is especially suitable for PBX hosting, providers or other service providers who want to manage and operate many separate telephone systems and Unified Communications solutions easily. The installation of new customer solutions is reduced to setting up a PBX in a new VMware entity. Individual customer PBXs are securely separated from each other and can be managed and billed easily. The innovaphone IPVA represents a particularly attractive solution especially for first-time users in the hosting segment. Solutions of any installation size can be implemented with relatively simple means and cost with hardly any need for hardware.

However, the innovaphone Virtual Appliance also represents a good alternative to operating the PBX on a gateway for end users who already have a VMware environment in their company. In such a case, the innovaphone PBX is just set up in a new VMware entity thus substantial hardware investment can be avoided completely. The IP1060 media gateway or any other innovaphone gateway can be used if the innovaphone PBX, as an IPVA, still needs to manage ISDN or analogue connections.



VoIP gateways

The innovaphone gateways serve as an interface to other networks and provide at the same time the hardware platform for the innovaphone PBX VoIP telephone system. All gateways are constructed robustly. The hardware manages completely without hard disks or fans. The components are sized generously and lean software structures mean the gateways are extremely powerful, even when they fulfill the PBX and Unified Communications solution tasks in parallel. The stability of the gateway is reflected in the design of the housing made of brushed stainless steel. innovaphone differentiates between the type and number of interfaces that can be enabled as required via licenses. Multiple gateways can work together as one system within larger installations.

Guaranteed smooth migration – All IP included

Loop-through is a special feature of the IP6010, IP810 and IP800 gateways. They can be embedded in up to two ISDN lines, without disrupting current operations. After configuration, specific connections are picked specifically and added to the innovaphone PBX. Thus, smooth migration to VoIP technology is possible without changing the existing traditional telephone system. While changing over to pure IP trunk lines (All IP), the innovaphone gateways now already offer parallel installation of ISDN and SIP trunks. This means that no further investments are necessary with the innovaphone PBX for the upcoming migration to All IP.

Extra power for additional applications

The innovaphone VoIP gateway range consists of two product lines. The range with the 10 at the end of the model designation differs from the other gateways as it has increased

storage capacity and more powerful processor performance.

The greater efficiency of these gateways means they are in a position to support the innovaphone Linux Application platform. Additional applications that run on Linux can be installed on the gateway. This allows, for example, Reporting software to be operated directly on such a gateway in this series. No server is required for the fax service. Convert, buffer, send and receive documents – this can all be done directly on the VoIP gateway.

Large conference calls

The innovaphone PBX also enables larger conference calls to take place without much technical effort or additional hardware. The high-performance VoIP gateways are equipped with the capability of providing several conferences in different virtual rooms. The total number of subscribers depends on the DSP channels reserved for the conference call. Depending on the hardware resources, they can have up to 60 channels. DSP channels are used either for official trunk channels or for conference participants. Some gateways have more DSP channels than are necessary for trunk channels, which are then available for larger phone conferences.

Energy efficient with PoE

The power consumption of the innovaphone gateways is so low that all of the gateways can be operated via Power over Ethernet (PoE) even in their maximum configuration. For some gateways, it is possible to have an external mains adapter as an alternative or in parallel, which can be ordered separately.

Accessories



19" installation frame for up to 2 devices
Order No.: 01-00999-001

Product	Order number	Technical data	Specifics	Usage
 IP6010	01-06010-002	<ul style="list-style-type: none"> • 4 x PRI • 1 x BRI • 60 trunk channels • 2 x Ethernet 100 MBit • Slot for Compact Flash card 	<ul style="list-style-type: none"> • 2 x PRI, Power off Loop • PBX support for up to 3200 registrations • Conference calls with up to 60 subscribers 	<ul style="list-style-type: none"> • Large telephone systems • Central system in branch enterprises • Loop-through operation over 2 PRI lines, local redundancy • Linux Application platform for additional applications
 IP3010	01-03010-001	<ul style="list-style-type: none"> • 1 x PRI • 1 x BRI • 30 trunk channels • 2 x Ethernet 100 MBit • Slot for Compact Flash card 	<ul style="list-style-type: none"> • PBX support for up to 3200 registrations • Conference calls with up to 42 subscribers 	<ul style="list-style-type: none"> • Medium-sized and large telephone systems • Central system in branch enterprises • Linux Application platform for additional applications (e.g. Fax, Reporting)
 IP1060	01-01060-001	<ul style="list-style-type: none"> • 2 x PRI • 1 x BRI • 60 trunk channels • 2 x Ethernet 100 MBit 	<ul style="list-style-type: none"> • No PBX support (pure Media gateway) • Conference calls with up to 60 subscribers 	<ul style="list-style-type: none"> • Media gateway for providers and PBX hosters or IPVA environments • Additional gateway to extend the gateway channels or the number of conference participants
 IP0010	01-00010-003	<ul style="list-style-type: none"> • 2 x Ethernet 100 MBit • Slot for Compact Flash card 	<ul style="list-style-type: none"> • PBX support for up to 3200 registrations • Conference calls with up to 60 subscribers • No ISDN and analogue interfaces 	<ul style="list-style-type: none"> • Medium-sized and large telephone systems (only SIP) • Platform for conference calls • Linux Application platform for additional applications (e.g. Fax, Reporting)
 IP810	01-00810-001	<ul style="list-style-type: none"> • 5 x BRI • 10 trunk channels • 2 x Ethernet 100 MBit • Slot for Compact Flash card 	<ul style="list-style-type: none"> • 2 x BRI, Power off Loop • PBX support for up to 500 registrations • Conference calls with up to 20 subscribers 	<ul style="list-style-type: none"> • Medium-sized telephone systems • Loop-through operation over 2 BRI lines, local redundancy • Platform for conference calls • Linux Application platform for additional applications
 IP800	01-00800-016	<ul style="list-style-type: none"> • 5 x BRI • 10 trunk channels • 2 x Ethernet 100 MBit • Slot for Compact Flash card 	<ul style="list-style-type: none"> • 2 x BRI, Power off Loop • PBX support for up to 200 registrations 	<ul style="list-style-type: none"> • Medium-sized telephone systems • Loop-through operation over 2 BRI lines • Local redundancy
 IP305	01-00305-001	<ul style="list-style-type: none"> • 2 x BRI • 4 trunk channels • 2 x Ethernet 100 MBit • Slot for Compact Flash card 	<ul style="list-style-type: none"> • PBX support for up to 50 registrations 	<ul style="list-style-type: none"> • Small telephone systems • Branch offices with own connection to the trunk line
 IP302	01-00302-001	<ul style="list-style-type: none"> • 1 x BRI • 2 x analogue FXS • 2 trunk channels • 2 x Ethernet 100 MBit • Slot for Compact Flash card 	<ul style="list-style-type: none"> • PBX support for up to 50 registrations 	<ul style="list-style-type: none"> • Small telephone systems with analogue interfaces • Branch offices with own connection to the trunk line
 IP38	01-00038-001	<ul style="list-style-type: none"> • 8 x analogue FXO (8 analogue trunk line channels) • 1 x Ethernet 100 MBit 	<ul style="list-style-type: none"> • PBX support for up to 50 registrations 	<ul style="list-style-type: none"> • PBX with analogue trunk lines • Sub-system for traditional telephone system

IP phones

The innovaphone IP telephone range offers many different types for various purposes and in line with personal taste. They come from the in-house development department and are perfectly matched to the innovaphone PBX in terms of a simple, intuitive operation and roll-out mechanism. All phones use the SIP and H.323 standards-based protocols and can be supplied with electricity via Power-over-Ethernet.

The right phone for any purpose

The high-quality entry-level IP111 provides the latest features for telephony and unified communication on fast and reliable hardware. The graphical colour display and the dynamic function keys implement the intuitive operating concept of the V11 perfectly. The solid plastic base can also be used for wall mounting.

The IP222 and IP232 design phones are not only visual highlights, they also set technical standards. While the IP222 phone is controlled via a graphical display and traditional function keys, the IP232 has a large touch screen with the same features. The three USB connectors are suitable for connecting modern headsets as well as for extending up to two IP2X2-X telephone extension modules. The installation of the extension module is automatic and favourites are automatically transferred. All favourites can be accessed directly even if the phone is being used for other telephone functions.

The other phones differ primarily in the type and size of the display, the number of function keys as well as being equipped with an alphanumeric keyboard. The IP150 telephone is suitable for use outdoors or in workshops as its housing is weather-proof and protected against vandalism.

Furthermore, it is prepared for wall mounting and has an extra loud bell.

The software solutions, Software Phone and WebRTC client, are an alternative to the desk phone. The innovaphone Software Phone runs on Windows computers. The WebRTC client is based entirely on the Web browser and is completely platform-independent. Both solutions use the myPBX interface and turn the computer, preferably with a headset into an own extension of the innovaphone PBX.

Immediately ready for use

There is no need for time-consuming installations with all innovaphone IP phones, as they configure themselves by means of provisioning. The devices only have to be connected to the network and on deployment they establish a connection to the innovaphone configuration server themselves. The phones are then immediately ready to be used.



Accessories



1 Extension module for IP222 and IP232
black
Order No.: 01-002X2-001
white
Order No.: 01-002X2-002



2 Extension module for IP240 and IP241
(30 additional function keys)
Order No.: 01-00230-001

Product	Order number	Display, Keypad	Interfaces	Specifics
 <p>IP111</p>	<ul style="list-style-type: none"> • black 01-00111-001 	<ul style="list-style-type: none"> • Colour display 320 x 240 px • 3,5 inch • Telephone keypad • 2 x 6 freely programmable function keys 	<ul style="list-style-type: none"> • 2 x fast Ethernet • Mains adapter or PoE 	<ul style="list-style-type: none"> • Modern design • Function keys • Large colour display • High sound quality (HD audio) • Suitable for wall mounting
 <p>IP222</p>	<ul style="list-style-type: none"> • black 01-00222-001 • white 01-00222-002 	<ul style="list-style-type: none"> • Colour display 320 x 240 px • 3,5 inch • Telephone keypad • 2 x 6 freely programmable function keys 	<ul style="list-style-type: none"> • 2 x Gigabit Ethernet • 3 x USB • Mains adapter or PoE 	<ul style="list-style-type: none"> • Modern design • Function keys • Large colour display • High sound quality (HD audio)
 <p>IP232</p>	<ul style="list-style-type: none"> • black 01-00232-001 • white 01-00232-002 	<ul style="list-style-type: none"> • Colour display 480 x 272 px • 4,3 inch • Touchscreen • Telephone keypad 	<ul style="list-style-type: none"> • 2 x Gigabit Ethernet • 3 x USB • Mains adapter or PoE 	<ul style="list-style-type: none"> • Modern design • Touchscreen • Large colour display • High sound quality (HD audio)
 <p>IP241</p>	01-00241-001	<ul style="list-style-type: none"> • Colour display 320 x 240 px • 3,5 inch • Telephone keypad • 7 freely programmable function keys • 8 Partner keys • Alphanumeric keyboard 	<ul style="list-style-type: none"> • 2 x Gigabit Ethernet • DHSG • Mains adapter or PoE 	<ul style="list-style-type: none"> • Large colour display • Connection of up to 3 extension modules (à 30 partner keys) • High sound quality (HD audio)
 <p>IP240</p>	01-00240-003	<ul style="list-style-type: none"> • Display 128 x 64 px • Telephone keypad • 7 freely programmable function keys • 8 Partner keys • Alphanumeric keyboard 	<ul style="list-style-type: none"> • 2 x fast Ethernet • DHSG • Mains adapter or PoE 	<ul style="list-style-type: none"> • Connection of up to 3 extension modules (à 30 partner keys)
 <p>IP150</p>	01-00150-001	<ul style="list-style-type: none"> • Display 128 x 64 px • Telephone keypad 	<ul style="list-style-type: none"> • Fast Ethernet • PoE 	<ul style="list-style-type: none"> • Weather and shock-resistant housing • Extra loud ringer • Prepared wall mounting
 <p>Software Phone</p>	02-00043-001	User interface: myPBX UC Client	PC interface, accordingly	<ul style="list-style-type: none"> • No desk phone needed • Only for Windows computers
 <p>myPBX (WebRTC)</p>	Included in the innovaphone PBX	User interface: myPBX UC Client	Network, micro- phone and headset connection according to the platform (Mac, PC, tablet, etc.)	<ul style="list-style-type: none"> • No desk phone needed • Platform-independent • No installation

Analogue adapters

Various analogue adapters are available for integrating non-VoIP enabled devices in the innovaphone PBX. They are used to integrate analogue telephones and fax machines in the telephone system. Door intercoms can be integrated via the adapter. Especially for fax communication, all innovaphone gateways and adapters support the Fax-over-IP protocol according to T.38. This is the only way to produce stable fax connections over IP routes.

Highest port density: 16 Ports on one Unit

The IP28 combi-pack with its 16 analogue ports on one rack unit offers the highest port density in the smallest space. Also here, any number of units can be incorporated into the project. Thus, an almost unlimited number of analogue lines and devices can be operated from a central location. The mounting frame enables combinations of gateway and analogue adapter to be installed in the switch cabinet.

Phone control via DTMF

Analogue phones connected over analogue adapters can use the features of the innovaphone PBX by using DTMF control sequences. Setting call forwarding, call transfer (Pick-Up), parking and privacy are features that can be used by all phones.

Energy efficient with PoE

The power consumption of the innovaphone analogue adapters is so low that all adapters can also be operated via Power over Ethernet (PoE) even in their maximum configuration. For some adapters, it is possible to have an external mains adapter as an alternative or in parallel, which can be ordered separately.

All analogue adapters are fully equipped with the possible interface licenses which are pre-installed.



Accessories



1 19" installation frame for up to 2 devices
Order No.: 01-00999-001
(already included in the combi-pack)

Product	Order number	Interfaces	Power supply	Protocols	Specifics
 <p>IP28 Combi-pack</p>	88-00010-024	<ul style="list-style-type: none"> • 16 x analogue FXS (RJ-11) • 2 x Ethernet 100 MBit 	<ul style="list-style-type: none"> • 2 x Power over Ethernet (PoE) or • 2 x mains adapters 	<ul style="list-style-type: none"> • SIP • H.323 • Fax over IP (T.38) 	<ul style="list-style-type: none"> • Integrated mounting frame • Highest port density • Unlimited number of combi-packs can be combined
 <p>IP28</p>	01-00028-001	<ul style="list-style-type: none"> • 8 x analogue FXS (RJ-11) • 1 x Ethernet 100 MBit 	<ul style="list-style-type: none"> • Power over Ethernet (PoE) or • Mains adapter 	<ul style="list-style-type: none"> • SIP • H.323 • Fax over IP (T.38) 	<ul style="list-style-type: none"> • Standalone unit • Mounting frame available separately
 <p>IP24</p>	01-00024-001	<ul style="list-style-type: none"> • 4 x analogue FXS (RJ-11) • 1 x Ethernet 100 MBit 	<ul style="list-style-type: none"> • Power over Ethernet (PoE) or • Mains adapter 	<ul style="list-style-type: none"> • SIP • H.323 • Fax over IP (T.38) 	<ul style="list-style-type: none"> • Standalone unit • Mounting frame available separately
 <p>IP22</p>	01-00022-001	<ul style="list-style-type: none"> • 2 x analogue FXS (RJ-11) • 1 x Ethernet 100 MBit 	<ul style="list-style-type: none"> • Power over Ethernet (PoE) or • Mains adapter 	<ul style="list-style-type: none"> • SIP • H.323 • Fax over IP (T.38) 	<ul style="list-style-type: none"> • Standalone unit • Mounting frame available separately

Security – made in Germany

Systematic spying of data by the NSA and numerous hacker attacks on corporate networks have given rise for uncertainty in many companies. Therefore, innovaphone has always placed and continues to place great emphasis on the issue of security. The innovaphone PBX has a lot of different security mechanisms providing the best possible protection against a wide variety of attacks. In this context, innovaphone is permitted, for example, to carry the quality seal „IT security made in Germany“ from TeleTrust, the German IT security association (Bundesverband ITSicherheit e.V.). It is awarded exclusively to German IT companies, which develop their products in Germany and meet strict criteria on IT security and data protection.

The innovaphone PBX runs on a very lean and fast operating system that has been developed especially. Viruses, worms and Trojans are not known for this operating system. The different ways of communicating from establishing connections,

over voice and data connections to administration and address data access can be controlled via a variety of standardized security protocols.



One special challenge for security is caused by the additional demands of borderless communication and mobility such as exists in unified communications solutions that can also use WebRTC. Due to these new developments, innovaphone has added some additional security protocols to the innovaphone PBX such as, for example, the DTLS-SRTP protocol, which enables device-to-device encryption. This high degree of security is available for all connections of the innovaphone PBX, if necessary.

innovaphone PBX security protocols

TLS	Encryption and certificate-based authentication for various applications
HTTPS	HTTP over TLS, encrypted Web access to administration
H.235	Authentication with encrypted password
SIPS	SIP over TLS, SIP security
H.460.17	H. 323 over TLS, registration and signaling via TLS encrypted
SRTP	SDES-encryption of media data (voice, video,...)
DTLS-SRTP	TLS encryption of media data
LDAP via TLS	Data encryption for contact data via LDAP
IEEE 802.1X	Access control to the network, also with EAP-TLS
Kerberos	Authentication via central server
X.509 Certificates	Certificate-based authentication for TLS

Mobile integration and wireless

Dynamic business processes are becoming increasingly important for modern companies. In order to meet the requirements, they need mobile employees who are equipped with state-of-the-art means of communication. Also in this case, the high level of IP telephone and Unified Communications integration in the innovaphone PBX ensures smooth operation.

Always available with Mobility

The innovaphone Mobility feature provides maximum accessibility especially for mobile employees in sales or service. The mobile phone number is simply stored in the innovaphone PBX. The business partner thus only needs one phone number for this subscriber. From now on, incoming calls on this extension are also signalled to the mobile phone.

Mobile extension for field staff

Mobile field staff can also use the features of the innovaphone PBX on mobile phones or smartphones. They have access to the complete company phone directory. The innovaphone One Number concept enables the central phone number to be displayed on mobile out-going calls instead of the mobile phone number. Hold calls, setup connections, toggle between calls or forward calls – not a problem. The Smartphone becomes a mobile extension of the innovaphone PBX.

Unified communications without borders – myPBX for Android

myPBX offers a high degree of integration as an app for smartphones with an Android operating system. This allows other services to be available on mobile devices. Set your own Presence whilst on the road to create more transparency in the team. The visibility of colleagues also facilitates the task of finding available contacts. In addition, all contact information, as well as the detailed call journals for incoming and outgoing calls are at your disposal.

The app includes a Software phone which can be used for phone calls over IP. Call lists from myPBX and the smart-

phone are synchronized. Telephony via the mobile network continues to be available as a fallback if WLAN is not available. The smartphone's private contact list can be used to make calls with myPBX.

Hot-desking

Thanks to multiple registration and comprehensive numbering plans, employees are available under the same number anywhere – no matter where and on what device. Each employee can register his number at any site and on any device – no matter whether at a colleague's desk, in the conference room or in the home office.

In-house mobility: IP DECT & WLAN

Depending on the specific workplace requirements, the use of DECT or WLAN systems also increases the mobility of employees and thus the effectiveness of the company.

The IP1202 is a DECT base station and a gateway that extends the innovaphone PBX to cover DECT compatible subscribers. On the IP side, the system is entirely SIP and H.323 compliant. The multi-cell capability of the base station means it should be possible to install several devices guaranteeing roaming and automatic handover between these devices. The DECT base station is supplemented by the IP61 and IP63 DECT handsets. The voice over WiFi phone IP62 is available as an alternative to DECT in the in-house area and can be used in WLAN networks. Through the support of the SIP and H.323 protocols, the phone is always compatible with the innovaphone PBX and supports the standardised features.

Pure Mobility via WebRTC

There is a new buzzword in the IT industry: WebRTC. Web browsers are currently being extended by adding the „real time communication“ function. This allows real time connections to be transmitted for voice and video. All devices on the innovaphone PBX are compatible with the browsers that already support WebRTC. Voice connections to WebRTC

always comply with the highest security requirements thanks to the security protocol DTLS-SRTP.

Integrating WebRTC means the mobility concept by innovaphone is complemented by another important aspect. No matter where the employee is located or whether he uses his own devices, a public Internet connection and any kind of PC with a browser that supports the WebRTC standard are the only things needed to immediately create a workplace on a company's innovaphone PBX. The myPBX client requires no installation: one click is all it takes to start the usual myPBX client and the employee can start working immediately, can access his favourites or data via myPBX as usual, and initiate and receive calls. The WebRTC protocol uses the computer's media to replay voice; therefore, the use of a comfortable headset is recommended, but not essential.

From a technical view point, this protocol is simply connected as another phone in myPBX when WebRTC is integrated and can be used as an end device. The advantage: innovaphone supports WebRTC consistently on all units. A WebRTC gateway is not needed for implementation, in contrast to most of the other initial solutions currently available on the market. Thus, the innovaphone solution is again a particularly slim and smart implementation and does not require a server.

Anywhere Workplace

The innovaphone Anywhere Workplace concept in Version 11 promises a secure access to the telephone system and the possibility to make phone calls from any Internet access point. The H.460.17 and ICE (Interactive Connection Establishment) protocols allow the connection across different networks even without VPN (tunnelling).

What advantage does this bring for the deployment of innovaphone in everyday life? For example, an employee in the field can immediately access the central PBX and make calls with myPBX for Android at any Internet access point. It needs no extra configuration, does not require a tunnel to be set up and provides the necessary security. Also in the home office, each innovaphone device registers easily to the central PBX without VPN.

Accessories



1 DECT charger for
IP61, IP62 and IP63
Order No.: 50-00060-001



2 DECT headset mono for
IP61, IP62 and IP63
Order No.: 50-00060-015

Product	Order number	Technology/ platform	Interfaces	Specifics
 myPBX for Android	Available for free via Google play	Android 4.1 or higher	WLAN	<ul style="list-style-type: none"> • Call list synchronized with the smartphone • Fallback to GSM (if WLAN is not available)
 myPBX for iOS	In preparation	iOS X	WLAN	<ul style="list-style-type: none"> • Call list synchronized with the smartphone • Fallback to GSM (if WLAN is not available)
 IP1202 IP1202e IP1202/4	<ul style="list-style-type: none"> • IP1202 50-01202-001 • IP1202e 50-01202-003 • IP1202/4 50-01202-002 	IP DECT base station	<ul style="list-style-type: none"> • Ethernet 100 MBit PoE • Mains adapter • 2 x MCX connectors (IP1202e) 	<ul style="list-style-type: none"> • 8 channels (IP1202, IP1202e) • 4 channels (IP1202/4) • Multicell capability for roaming and automatic handover • Targeted radio illumination and greater coverage (IP1202e)
 IP63	50-00063-001	DECT handset	<ul style="list-style-type: none"> • DECT • Charger cradle with mains adapter 	<ul style="list-style-type: none"> • Large colour display • High talk time and standby time
 IP61	50-00061-001	DECT handset	<ul style="list-style-type: none"> • DECT • Charger cradle with mains adapter 	<ul style="list-style-type: none"> • Large display • High talk time and standby time
 IP62	50-00062-001	WiFi Phone	<ul style="list-style-type: none"> • WLAN • Charger cradle with mains adapter 	<ul style="list-style-type: none"> • IEEE-802.11n standard support • SIP and H.323 protocol support
 myPBX (WebRTC)	Included in the innovaphone PBX	Web browser	Network, micro- phone and headset connection according to the platform (Mac, PC, tablet, etc.)	<ul style="list-style-type: none"> • No desk phone required • Platform-independent • No installation

Unified Communications



Video telephony, Application Sharing, Conferencing & co.

Nowadays, the topic of Unified Communications is indispensable in the business world in a similar way to IP telephony: Employees and business partners network and exchange information in a very short time. Through various means of communication, they improve their reachability, increase their efficiency, and thus accelerate their business processes. All this is possible only through a unified and integrated communication structure. Unified Communications by innovaphone provides just this. Various Unified Communications modules turn the innovaphone PBX VoIP telephone system into a mature yet still lean communication solution without any server. The Web client myPBX is the central focus. It unifies the various Unified Communications elements.

In the „Unified Communications“ category, innovaphone presents the following products: innovaphone myPBX, innovaphone Video, innovaphone Application Sharing, innovaphone Chat, innovaphone Office Integration and Presence, innovaphone Conferencing, innovaphone Fax and innovaphone Voicemail.

innovaphone myPBX

The Unified Communications client myPBX is simple and clear. Using it allows all conceivable telephone devices to be controlled directly using the mouse – regardless of whether it is a desk phone, mobile phone or Software phone. Handling is easy and intuitive. myPBX unifies different Unified Communications elements under its clear user interface: Traditional telephony, audio conferences, company directories, connection protocols, Presence information, Chat, Application Sharing, Video telephony or conferences – everything is possible regardless of where you are – in the office, in your home office or on the road.



innovaphone Video

Business trips usually take a long time, cost a lot of money, but of course also have the advantage that important topics and issues can be discussed face-to-face. Employees in companies with multiple sites, in large corporations, or in home offices are looking for an efficient and yet personal way to communicate across sites or over great distances.



The solution is: innovaphone Video. The simple and lean innovaphone Video telephone solution is the right choice for those who don't want to invest in expensive equipment for video telephony, who don't want to be bothered with complex configurations or hard-to-

use video telephone systems. It allows uncomplicated ad-hoc Video telephony for all employees, as well as 3-party Video conferences with low implementation costs and low bandwidth requirements. The number of business trips can thus be cut significantly – this pleases Controlling and is also environmentally friendly – keyword Green IT. In addition, it improves communication: Relationships amongst colleagues are more personal and interactive, because Video allows non-verbal signals and fine nuances to be perceived even during standard phone calls. If a user is tired of Video – no problem. He can always choose between pure audio or Video calls.

innovaphone Application Sharing

Working together has never been more efficient, easier or faster than it is now when using innovaphone Application Sharing. No annoying installation of plugins, no need to send emails with URLs back and forth, no administrative overhead needed before starting.

During calls, one would often like to show the other person on the call what is on the screen. A single click in the myPBX

interface starts the innovaphone Application Sharing. Individual applications, multiple applications, or the whole screen can be shared. This all works with no need for any installation, configuration, dial-in or authentication as this was already done via the telephone connection. Data encryption takes place according to the principle of voice data encryption. It is possible to pass the control of the shared application to the other party. Application Sharing also works for three-party conferences in the usual innovaphone way: without any need for an additional server.

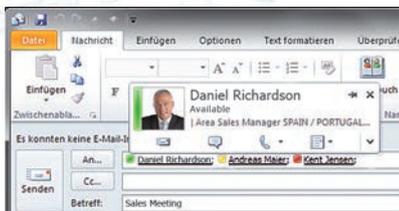
Internal webinars are set up in the same simple way. innovaphone Conferencing supports Application Sharing on one innovaphone gateway for all participants. When you dial into the conference, you automatically see the presentation on the computer. It couldn't be easier to set up webinars.

innovaphone Chat

Instant Messaging is indispensable in modern communication. Often, there are situations in which a short chat is more practical than, for example, a phone call. Especially across sites, this is often the easiest way to discuss something. The chat partner can respond when he has time, or is back at his desk yet does not have to react immediately as would be the case with a phone call.

innovaphone Office integration and Presence

Keep an eye on the availability of colleagues or business partners at all times – no matter what device or application is being used. Office integration by innovaphone improves and speeds up communication because the various Presence information, which can have very different origins, is gathered and compiled into just one overall Presence information which is in turn displayed clearly and understandably for the Unified Communications user. Both Presence, which has been provided by the Unified Communications client myPBX or the IP telephone and then set in the innovaphone PBX, as well as all pending appointments from the Outlook calendar are relevant.



What is special about the innovaphone Office integration: Presence is updated fully automatically and in real time – without any further interven-

tion by the Unified Communications user. As soon as just one piece of information changes, it is adjusted everywhere – on the VoIP phone, in the myPBX Unified Communications client and in all Microsoft Office applications.

Response times can be optimised with the innovaphone Office integration as the Unified Communications user can choose the most appropriate means of communication depending on the Presence status that has been set by colleagues or business partners: If colleague Mr A is available – call. If colleague Mr B is absent or on vacation – email. If colleague Mr C is on the phone – brief chat request. Thus, communication does not hold you up, but is fun and saves valuable time.

innovaphone Conferencing

innovaphone Conferencing enables communication with several people across different countries or locations without expensive and time-intensive meetings and business trips. A simple three-party conference is standard with the innovaphone PBX VoIP system and can be undertaken with any IP phone. With myPBX, the Unified Communications client, video conferences are even possible from your own desktop – without a server or other expensive equipment.

The innovaphone PBX enables planned or ad-hoc conferences without much technical effort or additional hardware. Conference rooms for up to 60 people are possible with innovaphone Conferencing depending on which gateway is in use. Professional conference menu prompts guide all involved in the conference easily through the menu giving information about all events, such as the comings and goings of conference participants. The conference menu prompts are available in numerous languages, but can be created individually at any time.

Setting up the telephone conference is quick with innovaphone Conferencing. It can also be protected by a password so that only authorised people can dial in. innovaphone Conferencing is a well-rounded Unified Communications solution that provides quick solutions to problems and enables flexible collaboration amongst companies, project groups or departments.

innovaphone Fax

Some situations really call for a fax and there is no way around it - whether in legal matters, orders or new orders etc. The innovaphone solution allows you to easily send and receive faxes via your own computer – by the way also mobile – all this without needing a fax server, additional software or interfaces.

The normal Mail client (e.g. Outlook) acts as a fax machine making both mail-to-fax and fax-to-mail possible. Thus, the fax documents are digital. Discretion is also respected, because sensitive data can be sent or received via an individual fax number. innovaphone fax is integrated on the existing hardware of the innovaphone PBX – on board and without any additional hardware or external server. Fax over the Internet: it does not get any easier.

innovaphone Voicemail

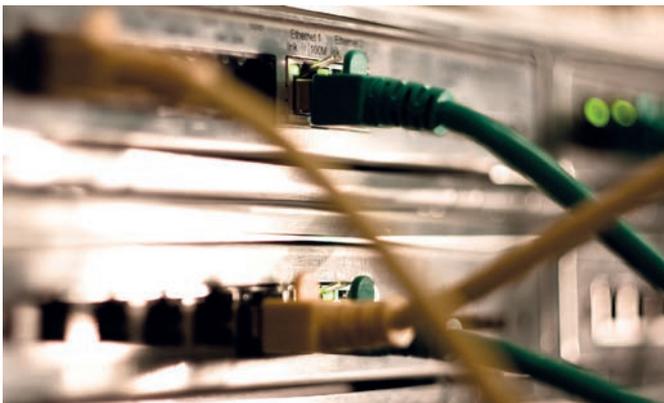
It does not matter whether someone is away from his desk or engrossed in another phone call: With Voicemail you will always be available. It is a professional, integrated, server independent voicemail solution available for every innovaphone PBX subscriber across the network.

innovaphone Voicemail is easy and intuitive to use and can be accessed from anywhere with the password. Voice-to-email is also possible. Voicemail users are sent the wav file attached to an email. These voicemail messages can be processed and stored conveniently.

Product	Order number	Platform	Specifics
innovaphone myPBX	02-00031-001	Web browser	<ul style="list-style-type: none"> • The innovaphone PBX Unified Communications client • CTI application • It brings together different UC elements under one user interface
innovaphone Video	02-00032-001	<ul style="list-style-type: none"> • myPBX • Windows 	<ul style="list-style-type: none"> • Ad-hoc Video telephony • 3-party Video conferencing • H. 264 compliant • Low bandwidth requirements • No extra installation
innovaphone Application Sharing	02-00045-001	<ul style="list-style-type: none"> • myPBX • Windows 	<ul style="list-style-type: none"> • Requires no additional software • No subscriber configuration needed • Accelerates business processes • Improves collaboration within distributed work groups and sites
innovaphone Chat	Included in the myPBX software	myPBX	<ul style="list-style-type: none"> • Chat Conference possible (no limitation in the number of subscribers) • Setting of discussion topic
innovaphone Office Integration & Presence	Included in the innovaphone PBX software	<ul style="list-style-type: none"> • Microsoft Office • Windows 	<ul style="list-style-type: none"> • Presence information, which appears on different devices and applications • Update automatically and in real time
innovaphone Conferencing	Included in the innovaphone PBX software	innovaphone PBX	<ul style="list-style-type: none"> • Scheduled and ad-hoc conferences possible • Conference rooms for up to 60 people • Professional Conference menu prompts • Password-protected phone conference • No additional hardware required • Application Sharing for internal subscribers
innovaphone Fax	02-00030-001	innovaphone gateway Linux Application platform or VMware Infrastructure	<ul style="list-style-type: none"> • Mail client as a fax machine • Mail-to-Fax and Fax-to-Mail • No server needed • No acquisition and maintenance costs for fax machines
innovaphone Voicemail	02-00041-004	<ul style="list-style-type: none"> • innovaphone PBX • CF card in the innovaphone gateway or web server 	<ul style="list-style-type: none"> • Available everywhere password-protected • Voice-to-email • Server-independent - easy to install and convenient operation

Applications & tools

In addition to the innovaphone PBX and Unified Communications solution, innovaphone provides several additional software and tools, which round off the overall solution as needed.



innovaphone Reporting

How busy does the daily volume of telephone calls make a company or a department? Can they cope with peaks or are additional resources needed? The innovaphone Reporting tool can provide the perfect answer to such questions related to telephony. It is the perfect way to evaluate, it provides valuable information about calling patterns within a company – and all this in real time.

innovaphone Reporting is based on the Linux Application platform that either runs on the innovaphone VoIP gateways with the 10 at the end of the model name or in a VMware environment. It works on the basis of a database, in which call detail records (CDR) are processed. innovaphone Reporting also provides:

- Call queries for individual subscribers or groups on the innovaphone PBX
- A list of all calls over the innovaphone PBX; the results list can be grouped in any way by date or object
- Generating individual filters, especially for frequent queries
- Query by call status (no answer, connected, busy, no connection)

- Question by call direction (incoming, out-going, switched or forwarded calls)
- Evaluations can be stored at any time via a PDF or XML file
- Both scheduled and manual backup of the Reporting database and web server configuration files is possible via the general Web Server administration

innovaphone Operator

The innovaphone Operator is a modern computer-based switchboard. It can access queues on the innovaphone PBX and transfer calls as needed – with or without consultation – and across multiple sites. The intuitively designed user interface of the innovaphone Operator enables convenient call management and provides a quick overview of incoming, out-going, parked and forwarded calls as well as calls waiting in the queue. It is operated via keyboard or mouse click.

Destination extensions are displayed graphically with the convenient busy lamp field – either in the main window of the innovaphone operator or separately. The operator or switchboard staff is thus perfectly informed about the availability (Presence) of each contact. He is able to see who is free or busy, which Presence has been activated and whether calls are being forwarded. Drag & Drop allows incoming calls to be placed and thus forwarded easily to the respective extension. For a better overview, individual contacts can be organised in sub-busy lamp fields as necessary allowing smooth forwarding. In particularly large installations, it is possible to move the busy lamp field to a second monitor. If a contact is unavailable, the operator can send emails with callback notification within its own organization.

innovaphone Queue Monitor

The innovaphone PBX VoIP phone system allows switchboards, service hot lines or simple call centres to be operated. Of course, those who offer such service systems, would also like to have clearly structured analyses concerning the respective load: How many incoming calls are there? How

many calls have been in the wait queue and for how long? How many callers hang up prematurely – even before they are put through? The innovaphone Queue Monitor (iQM) collects this information from the innovaphone PBX VoIP telephone system in real time and displays it graphically in a clear way. Thus, it serves better to assess how well a telephone service system works and shows whether, when and where there may be bottlenecks. As a result the innovaphone Queue Monitor helps to significantly increase customer satisfaction through better quality in the telephone service.

Various early-warning and alarm functions can be set in the innovaphone Queue Monitor with different limits making it possible to counteract potential bottlenecks in time and ensuring that no call goes unanswered. Individual post processing times can be defined in the innovaphone Queue Monitor to ensure that high call volume does not overwhelm employees. No calls are assigned to them during this time.

The innovaphone Queue Monitor is perfectly integrated in the innovaphone PBX VoIP telephone system and does not require a server. The implementation and operating costs are low and are worthwhile for any company that operates a switchboard, telephone hotlines or a call centre and that wants to improve its performance and quality.

innovaphone Voice Recording

Recording calls is necessary for critical applications in emergency call centres, like the police or fire department, or for banks and service providers, whose telephone calls are binding. With appropriate authorisation and the corresponding license the innovaphone PBX accepts all external calls. Every call is recorded from the beginning, what is particularly important for emergency call centres.

The recordings are safely stored and managed using the integrated player. The recordings are filed with information about date, time, and callers, and can be found quickly through a filter. In addition to playback, the player also serves for joining, archiving and deleting the recordings.



Management of the recordings is also logged to ensure the audit trail.

innovaphone Directory Services

All contact data is merged and provided in the innovaphone PBX. As a result, the private contacts are available on all devices of a subscriber: on the phones, on the myPBX client, as well as on his smartphone. In addition, centrally managed databases are included in the contact searches. The search result contains entries from the personal and the central directories on a central query. Sophisticated search algorithms provide the best results in the shortest time.

ESTOS MetaDirectory 3.5

By using MetaDirectory, distributed contact data resources in various formats are merged to an enterprise-wide information service. This means, contact data from popular CRM – and ERP systems (such as Lotus Notes, Tobit David, or even DATEV pro) can be integrated into Unified Communications solutions with minimal effort. The web-based, secure service allows all subscribers direct access to this data file. The data file merged from MetaDirectory is linked to the innovaphone PBX via the standardised LDAP protocol.



innovaphone Automatic Call Distribution (ACD) & Interactive Voice Response (IVR)

The innovaphone PBX offers the possibility of setting up multiple queues. They require no registration and hence do not use up a port license. The queue can be limited to a certain number of waiting callers and a time-out dismisses the subscribers who have not been picked from the queue. A selection of DTMF tones tailored to the announcement is used to forward the waiting caller according to his wishes. Thus an effective ACD can be set up already with the queue.

IVR is a tool for automatic call and phone navigation. Own calls can thus be assigned to different answerers according to certain criteria. For example, callers from a particular country can be allocated automatically to someone, who speaks their native language.

innovaphone Update Manager & deployment service (provisioning)

Any device with an innovaphone firmware can be configured so that it asks a central place for new information on a regular basis. For example, new firmware versions can be put there. The devices pick them up independently and carry out, where appropriate, the necessary reboot.

New innovaphone devices can automatically configure themselves. After the initial deployment, they connect to the innovaphone configuration server. The reseller or the operator himself can store a link there that goes to the corresponding Update server that is responsible for the configuration of this device. The Update server is either at the operator's or the reseller's premises who is responsible for maintaining the configuration of the innovaphone devices. Both phones and gateways with the complete innovaphone PBX can configure themselves. The operator only has to connect the devices to the network and uses them immediately. This functionality greatly facilitates the roll-out in both very large installations, as well as many small installations (for example, in a hosting environment) thus saving time and costs.

myPBX CRM and ERP integration

The Unified Communications client, myPBX, is able to link all telephone activities with the CRM and ERP systems employed in the company or the department. For incoming calls, the caller ID is used to establish a connection in real time to the customer file even before the call is accepted. This enables the person being called to immediately see all of the current information stored for this caller. This can be started automatically for every call or alternatively by clicking on the incoming call message. If the contact is not found, a new contact is created automatically with the correct parameters. Seamless connection of telephony and CRM or ERP processes ensures efficient customer service and saves valuable time.

Product	Order number	Platform	Specifics
innovaphone Reporting	02-00042-002	<ul style="list-style-type: none"> • innovaphone PBX • innovaphone gateway • Linux Application platform or VMware Infrastructure 	<ul style="list-style-type: none"> • Analysis tool on utilization of the innovaphone PBX • Generating individual filters • Export to various file formats (xml, csv, and pdf)
innovaphone Operator	02-00027-006	Windows	<ul style="list-style-type: none"> • Telephone switchboard • Computer as control center • Overview of complete call volume • Busy lamp field signals availability • Flexibility due to licensing model
innovaphone Queue Monitor	02-00027-007	Windows	<ul style="list-style-type: none"> • Overview of utilization of the innovaphone PBX in real time • Monitoring and management of queues • Configurable warning and alarm system • Post processing time adjustable
innovaphone Voice Recording	<ul style="list-style-type: none"> • 02-00027-008 (Basic license) • 02-00027-009 (User license) 	<ul style="list-style-type: none"> • Windows 2008 • innovaphone PBX 	<ul style="list-style-type: none"> • Secure storage of all recordings on the gateway • Easy management of recordings with integrated player • Merge recordings to a playlist
innovaphone Directory Services	In preparation	<ul style="list-style-type: none"> • innovaphone PBX • innovaphone gateway • Linux Application platform or VMware Infrastructure 	<ul style="list-style-type: none"> • Central access to personal and global directories • Access to all devices of a subscriber on the same data
ESTOS MetaDirectory 3.5	<ul style="list-style-type: none"> • 51-00030-082 (Standard) • 51-00030-083 (Professional) 	Windows (from XP)	<ul style="list-style-type: none"> • Merge contact data of different CRM and ERP systems • Standardised data access through LDAP
innovaphone ACD & IVR	Included in the innovaphone PBX software	innovaphone PBX	<ul style="list-style-type: none"> • Setting up multiple queues • Specific forwarding of calls • Interaction with caller by keyboard or language
innovaphone Update Manager & Provisioning	Included in the innovaphone PBX software	<ul style="list-style-type: none"> • innovaphone PBX • DHCP server 	<ul style="list-style-type: none"> • Automatic configuration during the initial deployment via configuration server • Immediately ready for use • Regular queries for information from a central place • Automatic update and reboot
myPBX CRM and ERP integration	Included in the myPBX UC client	Only for Windows	<ul style="list-style-type: none"> • For all applications • Simple integration of CRM and ERP systems • Optional and automatic start



innovaphone AG | Böblinger Straße 76
D-71065 Sindelfingen | Germany
Phone +49 7031 7 30 09-0
Fax +49 7031 7 30 09-9
www.innovaphone.com
E-mail: info@innovaphone.com