



innovaphone

PURE IP-TELEPHONY

V8

innovaphone PBX Version 8 highlights





2 | Overview of the V8 highlights

Version 8 brings you an even more powerful innovaphone PBX. The new innovaphone PBX Version is equipped with lots of new features and provides increased flexibility, even more fields of application and valuable functions for users and administrators. E.g. easy integration of mobile phones into the telephone system. Furthermore the PBX V8 is multi-tenant capable and thus perfect for use as a Hosted PBX. The new Presence functionality enables subscriber availability to be seen at a glance. Find out more about the innovaphone PBX Version 8 highlights below.



What can be expected in Version 8...

- :: Hosted PBX: New V8 Feature 'Multi-tenant capability'
- :: Mobile Integration – integrating mobile phones into the innovaphone PBX
- :: Extended OCS Integration through Dual Forking
- :: Presence functionality – see the current status of the remote subscriber
- :: SIP Federation
- :: Storing telephone configurations on the PBX – Simplified rollout and improved Hot Desking
- :: Central administration management for more comfort and security
- :: innovaphone Operator (V8) – modern switchboard
- :: Licenses no longer tied to one certain device
- :: Improved innovaphone PBX licensing model in Version 8
- :: New Web portal: 'my.innovaphone'
- :: *Experimental* Application Platform

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Hosted PBX:

New V8 Feature 'multi-tenant capability'

Of course it was already possible to use the innovaphone PBX as a Hosted PBX before Version 8. However, another Hosted PBX feature has been added as well as many other small components: Multi-tenant capability is the feature which in particular makes the PBX Version 8 predestined for Hosted PBX solutions. It enables several virtual totally independent PBXs to be operated on one and the same device for different clients (tenants). The virtual PBXs can be added or deleted dynamically without the necessity of restarting hardware. Individual virtual PBXs can be managed completely independently despite being on one hardware unit. Each customer can use his own applications or own music-on-hold and/or announcements due to the fact that the various systems on one box are entirely independent of each other.

In line with Green VoIP, multi-tenant capability is energy efficient. In the past each telephone system needed its own device, now several virtual systems work on just one innovaphone box.

Mobile Integration – Integrating mobile phones in the innovaphone PBX

The innovaphone PBX (from Version 8) can be extended with a mobility module which enables mobile phones to be integrated into the telephone system. This enables easy integration of mobile telephones as a subscriber to the PBX thus allowing features on the telephone system to be used. The mobile phone is also recognized as an internal subscriber by CTI software.

Thanks to Mobile Integration, it is possible to dial in and out of the telephone system using the mobile phone (2 stage dialling). Should the subscriber be called on his company telephone number then both his fixed line telephone and his mobile telephone will ring. When calling external numbers, the fixed line office number will be displayed to the person called (one number solution).

The DTMF features on the PBX can also be used by the mobile phone: for example call forward, call hold, ending active calls and picking up calls on hold, holding active calls and picking up another call or even switching.

A further pleasant effect of Mobile Integration is increased cost control as the call on the mobile phone is connected over the fixed line network. A separate server is not necessary as the V8 Mobility solution is fully integrated into the telephone system.

The innovaphone GSM client enables easy dialling from the mobile phone address book and ensures that all of these calls are directed over the innovaphone PBX.

Deeper OCS integration through 'Dual Forking'

More freedom and flexibility: The PBX will support Dual Forking as from Version 8. Numerous telephone numbers can be stored for one and the same user in addition to his extension number – no matter whether within or outside of the innovaphone PBX. Dual Forking is also needed for deeper OCS Integration, due to the fact that in addition to the telephone, the OCS client also signals a call. For example other telephone numbers besides the OCS number could be integrated e.g. a mobile number, or external telephone numbers such as an analogue telephone in the home office. If an extension number is called, then all devices/clients stored under this user will ring simultaneously.

'Dual Forking' thus enables full integration of the OC Softclient in the innovaphone PBX to be guaranteed. When OCS is used with the innovaphone PBX this also means:

- :: PBX status information is displayed in the OCS client
- :: OCS presented as CTI user interface for innovaphone IP phones
- :: Connection of UCC and UM functions
- :: Entire call handling available from innovaphone



Highend IP-telephone IP240

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Presence Functionality – enables you to see the current status of the party you are calling

In line with Unified Communications, the innovaphone PBX Version 8 has a Presence function which enables the status of PBX subscribers to be displayed on the telephone (and on the innovaphone PBX administration user interface). The function is available under both SIP and H.323. Presence works on all terminals – including the softphone. No additional server is needed as the PBX takes care of managing the Presence information.

It is possible for subscribers within a PBX to set their current Presence status by selecting the applicable availability information, a so-called “activity” from the drop-down list, and then if necessary by inputting an additional text (e.g. am on holiday until 1.4.2010). Examples for preset activities include away, busy, holiday, lunch, meeting, on the phone, travel etc. Other participants can thus receive information beyond the simple “busy signal” or “no pick up”.

The Presence display is an extremely useful feature for branch office companies especially as it works across company locations meaning it can considerably increase communication efficiency.

SIP Federation

Enjoy even more freedom with SIP Federation – even outside of the company network. SIP Federation enables Messaging and Presence to take place between external PBXs. Thus for example your business partner could always know your current status or you could exchange text messages over SIP.

Telephone configurations stored on the PBX - simplified Rollout and improved Hot Desking

Starting with Version 8, user telephone configuration is stored centrally in the PBX - e.g. assigning function keys, ringing tones etc. This makes Hot Desking more comfortable: when a user registers to somebody else’s telephone, he automatically has his own telephone settings available. A further aspect is a significant improvement in the scale of administration needed for a rollout – e.g. in ex-

changing telephones or setting up common function keys.

All user-related telephone settings are stored in the PBX if the feature (“Store Phone Config”) is activated in a user’s PBX settings. This includes settings such as language, ringing tones, pre-settings for call diversion, function keys, settings for call lists, directories and recording. The settings can still be carried out using the telephone’s web interface, but also in the same way through an identical interface on the PBX.

Administrators have the possibility to set up configuration templates for various telephone scenarios which have to be installed and also to allocate a specific template to each user during rollout. This reduces the effort needed for example in setting up common function keys. When a telephone (user) registers to a PBX it uses the configuration stored in the PBX. If a telephone is registered to a PBX which was previously used as a stand-alone telephone, then the configuration stored on the telephone is sent to the PBX. The PBX then sends the configuration linked with the templates back to the telephone. The templates can then be found under the telephone’s original configuration.

Centralised administration for more comfort and security

Another important security feature comes with the innovaphone PBX Version 8. Starting with V8, passwords will be managed centrally using the authentication service KERBEROS, and can even be linked with the login data from Active Directory. Login data is thus linked to the person and no longer to the device. Should an employee leave the company, then only one login needs to be deleted, and at just one specific place thanks to the connection to Active Directory.



VoIP Gateway IP6000

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One additional comfort, especially for large companies with many terminals, is the fact that not every device needs its own password, there is now a central password for all devices. The complexity of the password can potentially be increased as the user only needs to remember one password in the future, instead of numerous passwords. The quantity of passwords usually leads to simple, rather insecure passwords being chosen. Thus there is nothing to stop passwords being changed at regular intervals – another positive security aspect.

innovaphone Operator (V8) – modern switchboard

The innovaphone Operator is a computer based switchboard for the innovaphone PBX. PBX Version 8 brings a new face to the switchboard along with a multitude of new functions. The newly revised user interface has a modern and intuitive design; operation is simple and comfortable using either the mouse or the keyboard. Furthermore, innovaphone Operator (V8) has a multitude of new features, such as:

- :: Multiple location capability: Supporting the location concept (also by PBXs managed independently in open call numbering plans)
- :: New LDAP functionalities: Reverse search enables incoming numbers to be matched up to names in an LDAP directory, forward search enables a number search for the next out-going call (business, mobile, home, fax numbers)
- :: Park call and pick up call
- :: Monitors blind call transfers: A call can be retrieved if a mistake has been made in transferring a call
- :: Sends instant messages to PBX subscribers
- :: Improved keyboard usability
- :: Live search results: Busy status is displayed live after search
- :: Supports innovaphone SOAP programming interface / API in version 8
- :: Displays presence status
- :: Displays presence note
- :: Displays active calls for any PBX subscriber
- :: Switch for recording calls (also for 3rd Party products)

The innovaphone Operator is a Windows .NET application and works on Windows XP, Windows Vista and Windows 7 operating systems. The switchboard is available in German and English. Other languages are available on request.

Improved SOAP/TAPI: PBX Devices can be accessed individually

Under V8 it is possible for any number of devices (e.g. various terminals such as fixed VoIP telephones, analogue telephones or mobile phones) to be registered on one object, and each of these devices can be accessed individually via SOAP or TAPI. For example, it would be possible to select the telephone you would like to use out of an application such as a CTI application. Prior to V8 this was only possible for the primary registration on an object.

Licenses no longer tied to one certain device

PBX V8 enables a license to be separated from a device and to be transferred to another device within a company. These licenses thus only work on the new device and no longer on the old device. This is all realized using a security certificate. It is especially useful for customer projects when restructuring takes place – e.g. if one branch office expands whilst another becomes smaller. Please note this does NOT work with V7 licenses and also not with interface licenses! Interface licenses continue to be tied to the device.

Improved licensing model for the innovaphone PBX in Version 8

The licensing model for the innovaphone PBX has been revised radically in Version 8. There are two major changes as well as several smaller changes: The Basic license and PBX license have both been replaced by the Port license. Licenses can be ordered and installed individually to match current needs. This means the new licensing model will be much clearer and easier to manage. Fewer licenses are needed as not everything that was previously licensed now needs to be licensed (e.g. multiple registrations). Furthermore licenses are more

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exact and fairer because the exact number of single licenses can be bought.

The new Port license is based on the number of ports on the installed PBX. A port is a PBX object, which serves to register a device: either internal devices for PBX subscribers (users, executive) or trunk and gateway connections to the public network. The Port license already incorporates a good discounting system. Licenses reduce in price as the number of subscribers increases. There is one special feature for the first 20 licenses: special pricing for the first twenty licenses to facilitate entry to small systems.

The Mobility license is a new addition: it enables a mobile telephone to be operated in parallel as a subscriber on the PBX. Application of gateway, standby and switchboard licenses has not been changed.

V8 also brings a new kind of license: the so-called Software service credits (SSC) which can be bought and tied to a project for software service management. Administration is very much simplified and thus managed in a similar way as for other licenses. All licenses are managed under the new internet portal 'My.innovaphone'. Other project relevant tasks can be undertaken in this portal.

New web portal: 'my.innovaphone'

A portal for all things innovaphone has been set up to mark the beginning of PBX Version 8, 'my.innovaphone'. Registered users have a central login for access to all project oriented areas.

'my.innovaphone' includes a new, more concise license manager to replace the previous license manager. Integrated project management for improved project overviews is also new. All the devices within a project including non-innovaphone devices and those not needing a license can be listed under 'my.innovaphone', which was not possible in the previous license manager. The Import function provides a comfortable possibility to add devices. Managing guarantee extensions and Software Service Agreements is also much simpler thanks to 'my.innovaphone'. There is also a link to the RMA Manager. RMA cases can be dealt with quickly and precisely using the simple efficient web form.

A web-based configurator for the innovaphone PBX has also been included in 'my.innovaphone' enabling all components to be arranged precisely and concisely. Bring order into your configuration! Central components, terminals, accessories and licenses for every innovaphone PBX location are put together and listed in the Version 8configurator. If you log in with your innovaphone customer number, then the components are displayed with current list prices. Your configuration can be saved to a local storage media at any point of time to be re-opened at a later date. Once the configuration has been completed it is possible to export the files in EXCEL and HTML format for further use.

Administration in 'my.innovaphone' is divided by company. Several accounts per company with various rights are all gathered under one 'roof'. The portal will be extended in the future as functions are added step-by-step e.g. the possibility to generate sales requests through 'my.innovaphone'. 'my.innovaphone' is a helpful tool for partners or end customers who manage their own projects. Interested parties can register now under <https://my.innovaphone.com/>.

Experimental Application Platform

For the time being a preliminary version of the new Application Platform for the innovaphone PBX is available under V8. It enables the Open Source operation system Linux to be operated on the IP6000 in parallel to the innovaphone PBX firmware. The innovaphone PBX runs as usual under innovaphone's own operating system, however it enables a second system to be operated which can be used to implement external applications. The great news here is that you do not need a separate server for your Linux applications; instead the application is operated directly on the innovaphone Box.



IP Telephone IP230



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This opens up totally new possibilities for those who would like to experiment with own Linux applications. No wish remains unheard - from own billing applications to conference applications. We are excited to hear your ideas! We look forward to your feedback if you are interested in or have suggestions for Linux applications under development@innovaphone.com.



V8 and the innovaphone „Oldies“

The VoIP Gateways IP3000 and IP3000D are no longer supported by the innovaphone PBX Version 8. As already notified for V7 the products IP200 (not 200A), IP202 (both versions (2 & 4 MB Flash), IP400, IP600 and IP21 no longer work under V7 and therefore also not under V8.



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