innovaphone

innovaphone PBX

The Unified Communications solution for medium-sized businesses

Unified Communications for everyone!
innovaphone PBX solutions for medium-sized businesses

Nowadays no medium-sized or small business has to live without the telephony comfort which is the norm for "the big ones". innovaphone AG provides a well-engineered VoIP telephone system, the innovaphone PBX, which can be tailored to perfectly fit any company size with practically unlimited expandability. Software and hardware are perfectly coordinated, forming an extensive Unified Communications solution. As part of the innovaphone PBX, there are terminals suitable for any usage – from simple to extensive equipment, from stationary to mobile. The innovaphone PBX is rounded off with suitable software, and non VoIP capable terminals can of course also be integrated.

Unified Communications solutions from innovaphone enable a totally new and diverse way to work which would hardly be imaginable with traditional telephony. An individual tailor-made innovaphone PBX package can be put together to fit into any company's environment. Never over-sized, always perfectly sized to match the requirements. No matter whether it is a small, medium or large scale solution – the same features are always available.

■ Just connect
Standard compliant

VoIP solutions from innovaphone are open in all directions as all solution modules within the innovaphone PBX support the H.323 and SIP protocols and the innovaphone PBX can be extended to become an extensive **Unified Communications solution**. Any SIP and H.323 telephones can be connected: not only all of the telephones in the innovaphone product portfolio but also telephones from other manufacturers. Buying innovaphone means you keep your options open and you are by no means tied to any single manufacturer, thus ensuring your company has maximum sustainability in the future.

Furthermore, the standard compliance of the innovaphone PBX enables the use of telephone services from a service provider, **connecting to various network providers thus poses no problems**.

Integration of applications in the innovaphone PBX

► XML SOAP-API interface
  e.g. for tailored solutions (broker work stations, messaging server, a system for blind people etc.)

► Microsoft TAPI (Telephony API) interface
  e.g. for CTI or Call Centre Integration

► CAPI interface for VoIP (Common-ISDN-API)
  e.g. for Connecting Unified Messaging solutions

► LDAP interface
  e.g. for Access to telephone directories, user administration

► CDR (Call Detail Records)
  e.g. for billing solutions

► Linux Application Platform
  e.g. for innovaphone Reporting or 3rd party applications

■ Maximum telephone convenience
Diverse telephone functions

Of course, **all conventional telephone functions** are supported by the innovaphone PBX. This ranges from **conference** calling over the **manager-assistant function** to **team and group functions across locations**, which enable efficient working. These functions are supplemented by a wide range of possibilities in the field of **Automatic Call Distribution** (ACD), which allow an extensive and customer friendly call distribution system to be set up.

Modern corporate communication often requires more than just these basic features – the Unified Communications solution from innovaphone provides the perfect answer to this. With its **wide range of applications**, which are of course available across locations, the innovaphone PBX will satisfy your company's particular requirements.

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PURE IP-COMMUNICATIONS

Unified Communications and the innovaphone PBX
– perfect partners

■ Fine tuning for the innovaphone PBX
Unified Communications

The Unified Communications solution from innovaphone means **communication at the workplace has never been easier and customer service has never been so effective**. The innovaphone PBX will certainly satisfy the requirements you have on a **Unified Communications solution**: for conference calls, collaboration, voicemail, switchboard, chats, e-mailing, sending text messages, presence function or billing software.

The majority of these functions can be used over the **web client, myPBX** – easily, intuitively and basically from any computer. Users can access myPBX over a link and are then able to operate all of their telephones that have been stored in the innovaphone PBX.

■ No call can go astray
Integrated Voicemail

The **integrated innovaphone voicemail** ensures no call remains unheard. The solution is available across the network and can be used by every subscriber within the innovaphone PBX. Listen to messages, delete them and save them directly from the telephone device. New messages are shown on the telephone. The absolute highlight of the whole situation is the fact that a **computer server is not necessary** as the voicemail data within the innovaphone PBX is managed on a **Compact Flash card**.

■ For all those who need more
Applications

There are diverse possibilities to connect other applications beyond the Unified Communications solution – in line with your **individual requirements**. This also applies to special applications such as company specific software.

Integrating additional software solutions takes place using **standardised protocols and interfaces**. The hardware and software interfaces on the innovaphone PBX enable for example ERP and CRM systems to be implemented as well as the integration of call centre solutions. Other Unified Communications solutions (e.g. ESTOS ProCall) can also be connected easily.
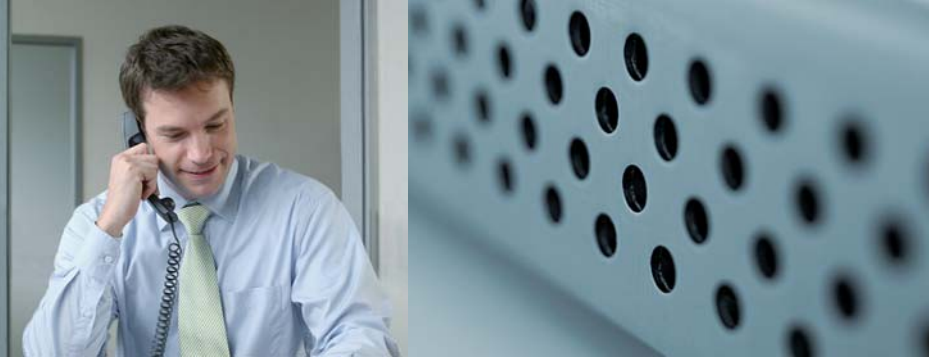
■ Saves costs
Administration made easy

The innovaphone PBX is **easy to manage** which ultimately leads to **considerable cost savings**.The system can also be managed **centrally** – even across several locations. Administration is access protected and takes place comfortably via a **web browser**. All subscriber and device settings can be done there.

The wizard turns software **installation** into **child´s play**, a **rollout tool** supports the installation of terminals and the integrated update server centrally provides all updates for device groups in the network.

All devices run under the same software enabling the **learning curve** for technicians to be kept as **short** as possible. It is irrelevant whether the installation is small or large. In addition there are extensive **diagnosis tools** to support **monitoring** and **error search**. It is possible to install **multi level password access**, separated into different authorisation levels.

reddot design award
winner 2011

IP232 – mature technology with an excellent design

■ Keeping an eye on the telephone situation
innovaphone Reporting

innovaphone Reporting collects all the data concerning activities within the PBX and provides extensive possibilities to analyse and file this information clearly and conveniently at the touch of a button. A quick and easy way to gain an **overview of a company's calling situation**.

■ Maximum mobility
Cordless telephony

The innovaphone PBX offers the possibility to integrate **DECT, WLAN and/or GSM technology**. Therefore your employees can be reached at anytime even if they happen to be absent from their desks. **Cordless terminals** based on the innovapho-

WiFi telephone innovaphone IP62

ne PBX are of course on offer enabling maximum employee mobility.

■ Simple location integration
Integrating branch offices

Connecting **branch offices and home offices** to the company telephone system is also easy with innovaphone. Your employees are able to work effectively from any location; it does not matter whether they are in head office, in a branch office or in their home office. If necessary, the innovaphone **redundancy concept** also ensures additional availability: branch offices can replace each other in case of failure or overload.

■ Analogue meets VoIP
Integrating the "old world"

Non VoIP capable **analogue terminals** such as fax machines or door intercom devices and alarm systems can of course be connected to your innovaphone VoIP infrastructure without a problem.

■ innovaphone solutions grow with your company
Continuous scalability

Even if you have started with the smallest hardware version: the innovaphone PBX will grow with your company, it is **continuously scalable** and **can be extended at will**. It allows an almost **unlimited number** of subscribers and locations to be connected.

About innovaphone AG

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 and intrinsic values and respectability. The technology company with approximately 60 employees is still financed entirely with private funds.