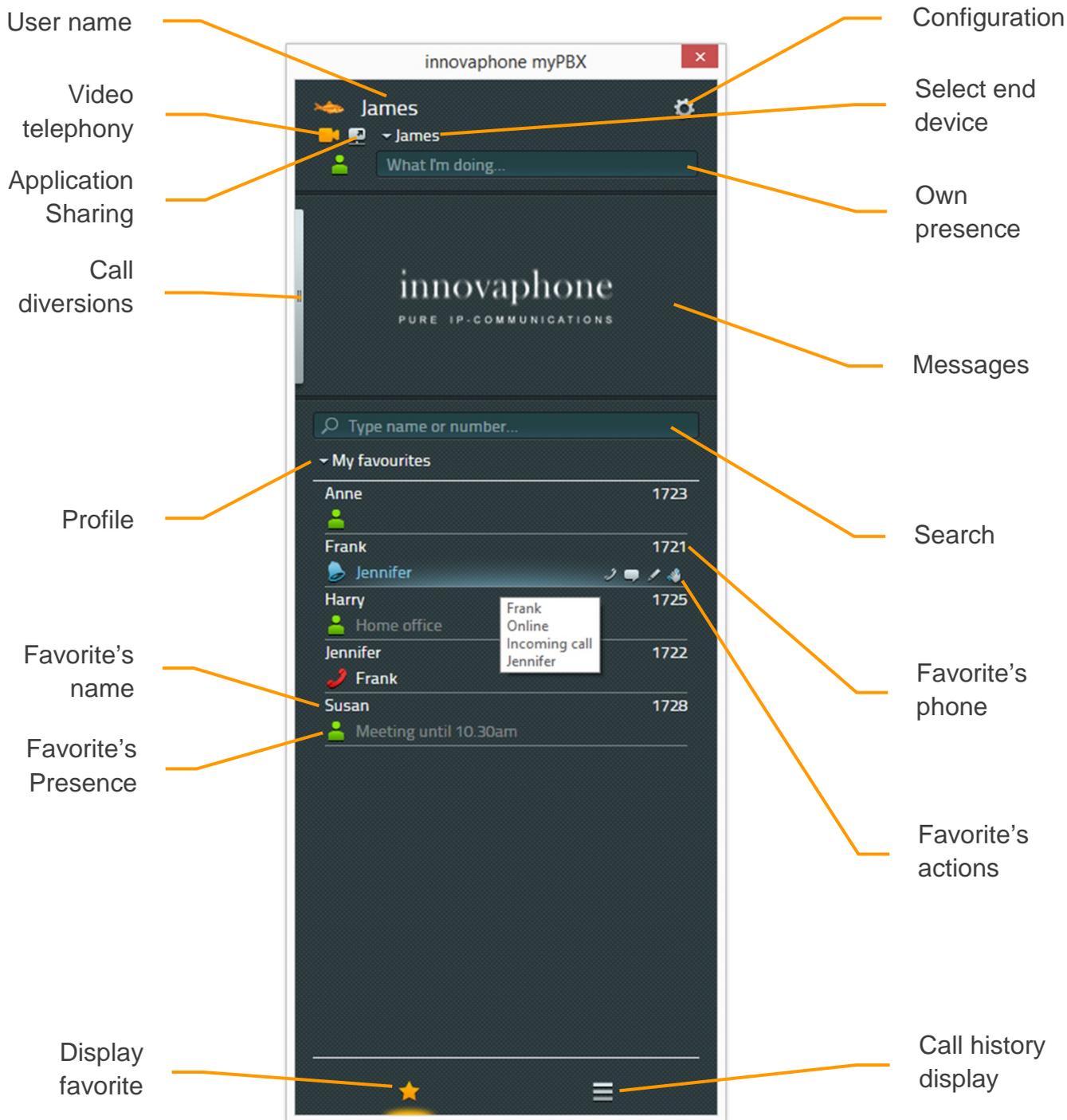


## Operating manual

# innovaphone myPBX

Version 11 R1



## Contents

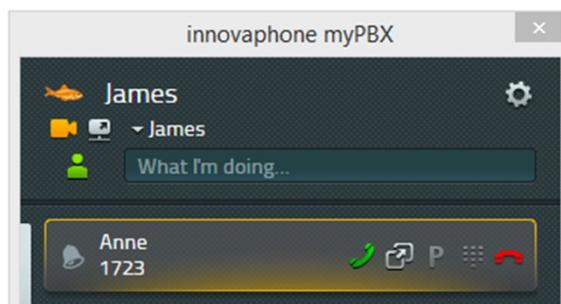
Operation.....	3
Phone .....	3
Inbound call with external application.....	3
Call forwarding.....	4
Parking and unparking a call.....	5
Parking a call .....	6
Unparking a call with myPBX.....	6
Unparking a call without myPBX .....	7
DTMF tones.....	7
Conference .....	8
Call diversions .....	8
Mobility .....	10
Video .....	10
Chat.....	11
Chat conference .....	13
Application Sharing.....	13
Enabling Application Sharing .....	13
E-mail .....	15
Search .....	16
Setting Presence .....	16
Favorites.....	16
Add favorites.....	17
Delete favorites.....	18
Call history.....	18
Installation & configuration .....	20
Installation .....	20
Login.....	20
Setting own visibility.....	21
Select end device .....	22
Configuration .....	22
Tab: myPBX.....	22
Tab: External application.....	23
About this document .....	25

## Operation

If you have not yet set-up your myPBX programme, please read the Configuration chapter at the end of this manual first.

## Phone

Inbound calls are displayed in the message area. If available, additional information such as name and phone number of the caller is also displayed.



You can pick up the inbound call with the telephone. If you use the green handset icon to accept the call, your phone goes into hands-free mode.

Reject the call with the red handset icon. The caller hears a busy signal.

Outbound calls are primarily made using the Favorite list. Slide the mouse over the entries to display the possible services for the subscriber. Click on the handset icon to make a call. Your telephone makes the call in hands-free mode. Pick up the handset to terminate the hands-free mode.

The phone number can be entered directly in the search field. Whilst you enter the number, matching entries in the telephone directories are suggested. Press the Enter button to start dialling.

Any number sequence highlighted on the computer can also be transferred to the search field by pressing the configured hotkey (Function key F2 pre-installed).

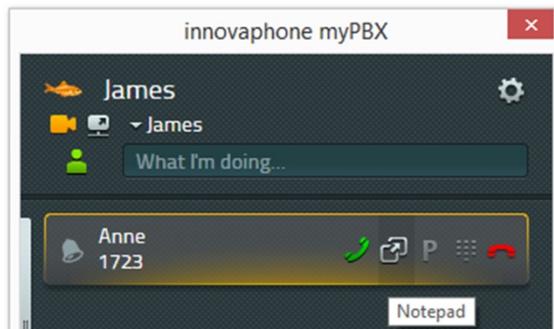
## Inbound call with external application

If you have configured an external application that may be opened during inbound calls, a separate icon can be seen in the desktop message next to the green handset icon.



If you link an application with call memos, you can open the application and prepare for the call even before picking up the call.

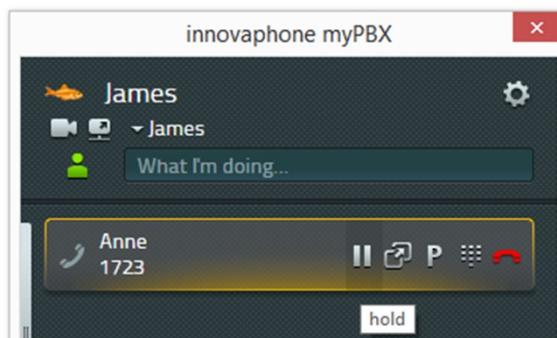
This option is also available in the messaging area on the myPBX interface. The name that was specified in the configuration appears as a tooltip. The example below shows the Windows application Notepad.



This icon can also be found in the Call history. The same application is opened there in order for you to complete the call memo in post-processing.

### Call forwarding

The call can be forwarded as soon as the connection has been setup.



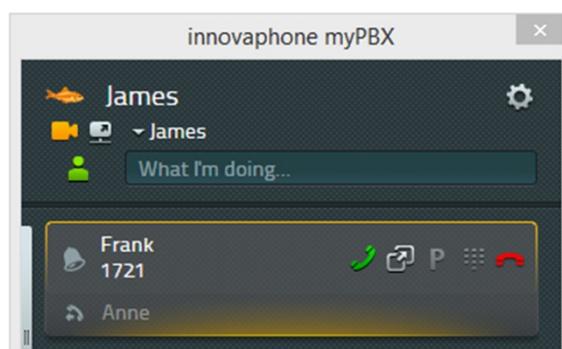
Click on the Pause key to Hold the connection. You can now set up or accept a second call. You can make use of any of the ways described in the chapter Making calls. To connect both subscribers, simply hang up or terminate the connection by pressing the red handset icon.

An additional icon is available in the favorites list for connecting calls directly (blind transfer).



This icon allows the connection for both subscribers to be set up immediately and your call is terminated automatically.

If the call has been forwarded within the respective telephone system, this diversion shows who forwarded this inbound call.



This information is displayed for calls that are forwarded both automatically and manually. For calls that are forwarded several times, a list is displayed showing each step of the call forwards. The call forwards are stored in the Call history and are displayed in the detail view mode.

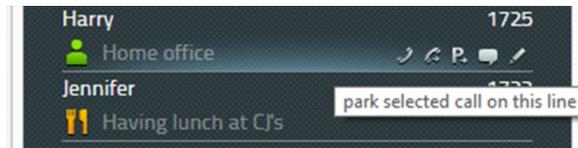
### **Parking and unparking a call**

Parking a call is a convenient and flexible way of transferring a call. The fact that calls can be transferred from any phone on the PBX is a big advantage. Calls can be parked to any phone number (line) and marked with a parking position 0 through n. Any authorised subscriber from the same group can “unpark” (pick up) the call.

The scenario can be described as follows: The switchboard answers a call. If the switchboard does not know where the requested calling party is, the call is parked to his number. An announcement informs the person being called that a call has been parked at his number. The person being called over the tannoy goes to the nearest phone and can unpark the call.

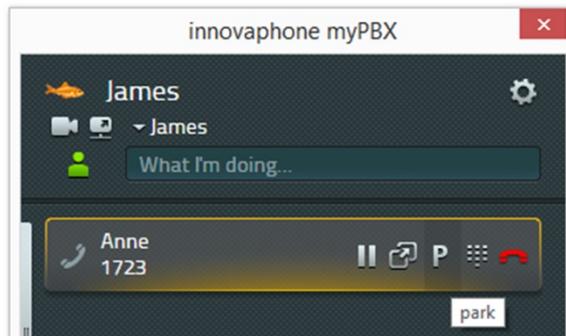
## Parking a call

As soon as a connection is set up, myPBX displays a new Park icon for all favorites where parking is possible.



Click on this icon to park an active call to this number. The person making the call hears wait music. The target subscriber's telephone does not ring.

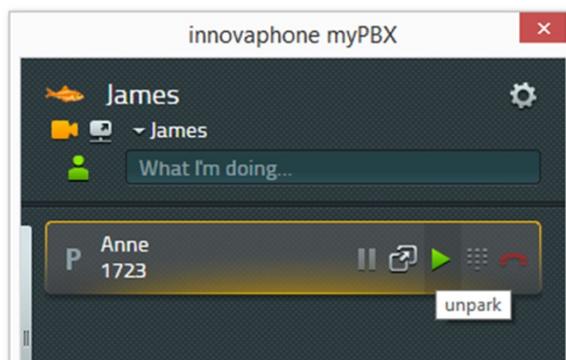
To park a call at one's own number, click on the icon for parking a call in the message area.



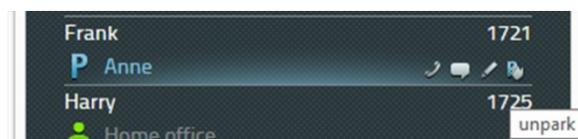
Clicking on this icon parks the call to your own number and the caller hears wait music.

## Unparking a call with myPBX

Calls parked to your own number are indicated in myPBX with a P icon in the message area. Click on the icon to unpark the call and you will be connected immediately.



All other subscribers can see the parked call in the myPBX Favorite list. The call can be picked up by clicking on the icon.



In this case, the call is indicated as an inbound call and the connection is set up when you pick up the handset.

### Unparking a call without myPBX

As you cannot assume that every phone has an enabled myPBX application, a call can also be picked up directly from other phones. This is realised using special number codes. To unpark a call to your own number, use the following syntax:

**#16\$(1)**

whereby #16 is the number code for unparking a call and \$(1) relates to the parking position. The parking position is assigned automatically and always begins with the number 0, so that in most cases dialling #160 suffices to reach the parked call.

Unparking a call from someone else's phone number is realised by dialling #17. The syntax for this reads:

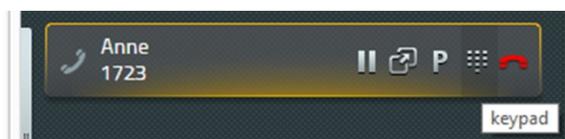
**#17\$(1)\$#**

whereby \$(1) again relates to the parking position and \$ is the phone number where the call is currently parked. The end of the phone number is marked with a final #. This number code unparks the call and connects it immediately.

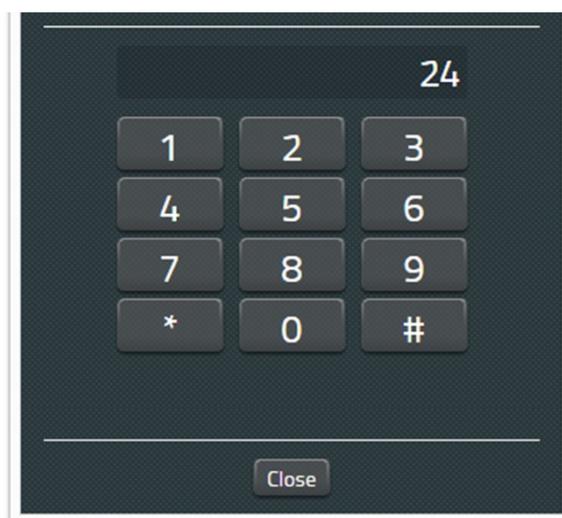
The scenario described at the beginning can thus be solved easily if the switchboard picks up calls using myPBX and parks them to the correct destination phone numbers. Subscribers who are then requested over the tannoy system to answer the call can then pick up the call from any end device by using the number code #170nnn#, nnn represents their own extension number.

### DTMF tones

DTMF tones are used to control automatic call forwarding systems or voicemails. A numerical pad is displayed in myPBX which can be used to send DTMF tones. Click on the numerical pad in the contact information.



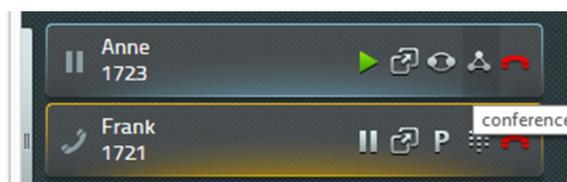
The Favorite list is then replaced by the numerical pad.



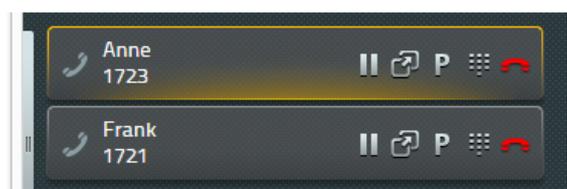
By pressing close you can mask out the numerical pad.

### Conference

For a conference call you need two calls, an active call and a call on hold.



Click on the conference icon in the call-on-hold's contact information. All three subscribers are now connected.



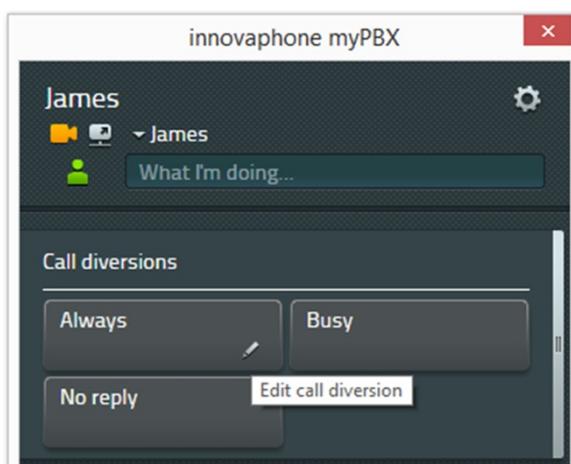
To terminate the conference, click on the Hold icon in one of the two contact fields. The conference terminates and this connection's subscriber is on hold. The other subscriber is connected to you. You are now in the same mode as before the conference call.

You can also terminate the conference by pressing the red handset icon. After terminating the first call, you are still connected to the other party until you also terminate this connection.

Please note: If you ring off on your phone, the other two subscribers stay connected.

### Call diversions

You can configure your own call diversion with myPBX. Pull the slider that is used for the configuration at the left-hand side of the message area forwards.



There are three possible call diversions available for you to configure:

- Unconditional call diversion (always),
- call diversion on busy and
- call diversion on no reply.

Click the edit icon on the button which you would like to change. The configuration window opens.



Enter the phone number to which you would like to set up your diversion and confirm with Save. The respective field is now coloured. To terminate the call diversion, simply click on the field.



Once you have set up a target number for the call diversion, you can switch the call diversion on and off with a simple click.

## Mobility

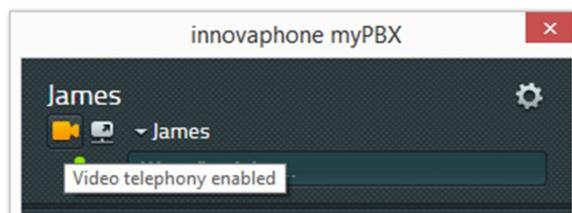
The innovaphone Mobility solution allows mobile telephones to be integrated in the PBX. You can configure the call diversion for this as long as a mobile telephone has been configured for you.



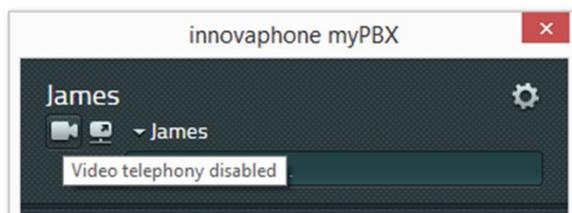
Switching Mobility on and off does not mean you actually switch a call diversion, instead you switch the “Forking” (simultaneous ringing) on your telephones on and off.

## Video

The video connection is set up when the callers at both ends have Video telephony enabled. In the Video telephony interface you can tell if Video is enabled or disabled. You can set up the configuration with your preference if your preference is to use Video telephony or if you would prefer to decide individually for each call.



At the top you can see the icon with enabled Video telephony, Video telephony is disabled in the example below.



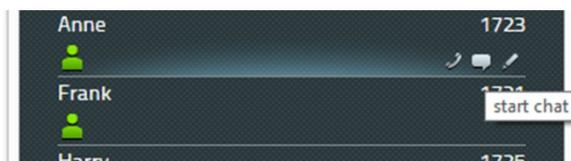
The size of the Video window can be changed. Resolution and width-to-height ratio remain the same. The control picture from your own camera can be moved to any of the four corners. To do this, click on the orange coloured edge of the Video window.



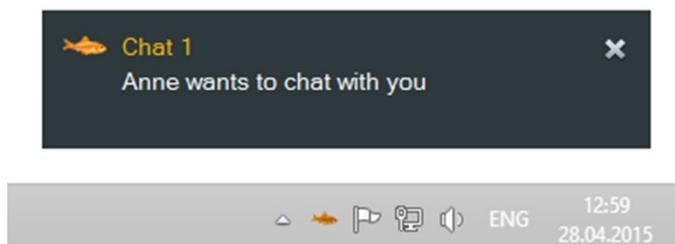
The Video window closes automatically when a connection is terminated.

## Chat

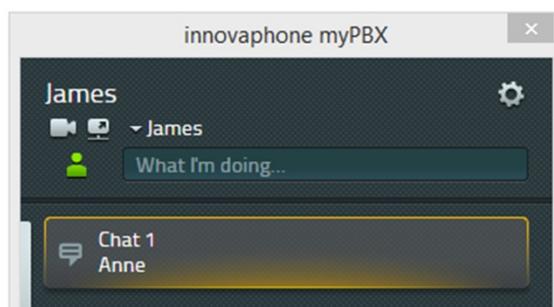
A Chat connection enables small text messages to be exchanged in the form of a discussion. The Chat session is started using the speech bubble in the Favorite icons.



An inbound Chat request is indicated with the System icon in the windows task bar. A window appears in front of all other windows, but does not take over the central role so that you can continue working in the active application.



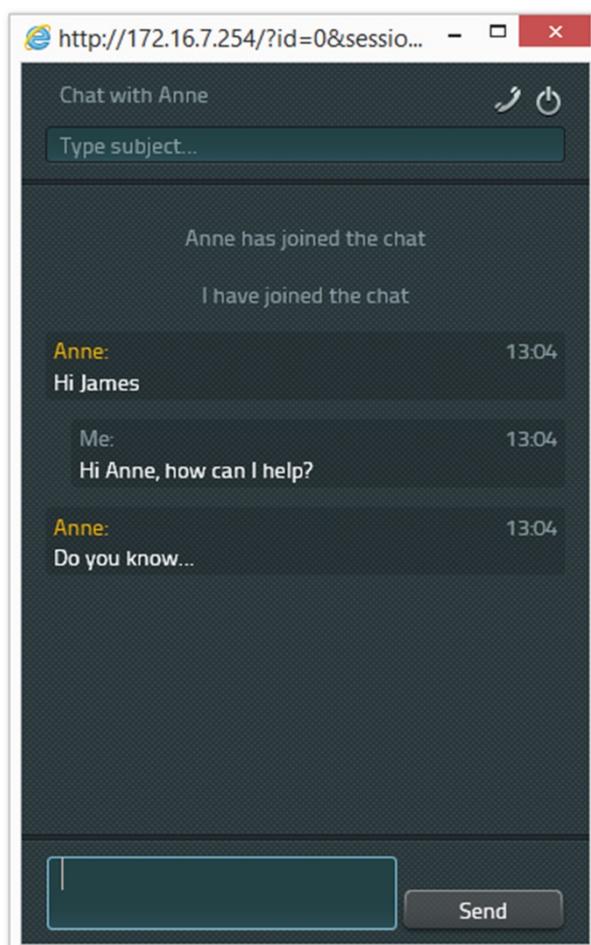
To accept a Chat request, switch to the myPBX application and click on the Chat request in the messaging area.



A separate Chat window opens if you have accepted the request. The other subscriber's Chat window displays a message that you have joined the Chat.

The Chat window has an area at the top for general information, displays the chat to date as well as the editor for your messages. The top field is static and shows your Chat partner. You can leave the Chat session by using the icon on the right. In addition you have the possibility of assigning a topic to the Chat session.

The Chat history lists the happenings and messages in chronological order noting author and time. The oldest happenings are pushed out of the top of the window.

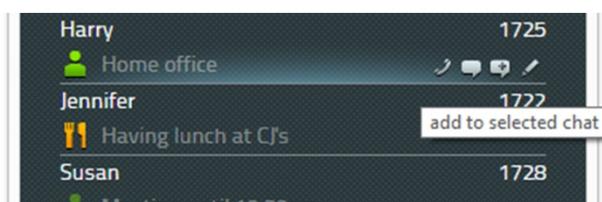


The editor in the lower area allows you to enter your message. Confirm with the enter key to send the message. You cannot make later changes to a message.

Click on the applicable icon on the top right-hand side to leave the Chat session. The Chat window closes automatically. Messages cannot be recalled. The Chat partner receives a message that you have left the Chat.

### Chat conference

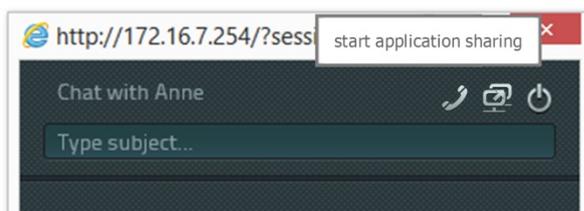
The myPBX Chat function is not limited to a certain number of participants. Multiple participants can be invited to join the Chat. Participants in the Chat can send invitations. It is not possible to actively dial into an existing Chat session.



Participants can leave the Chat session in any order. The Chat session is terminated if only one participant is in the session.

### Application Sharing

An active Chat connection can be used to start an external Application Sharing software. Click on the Application Sharing icon at the top of the Chat window.

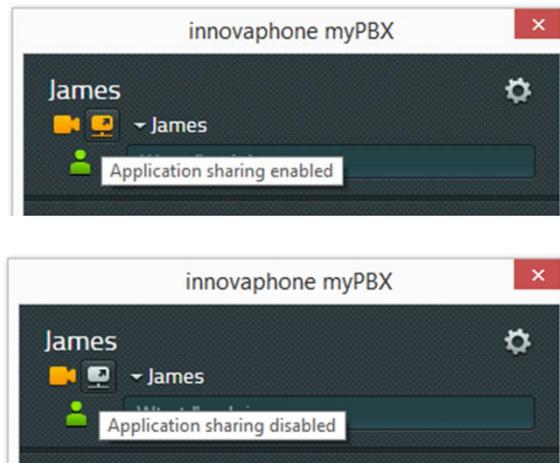


Hyperlinks are copied into the Chat session for current Chat participants which can be used to start Application Sharing.

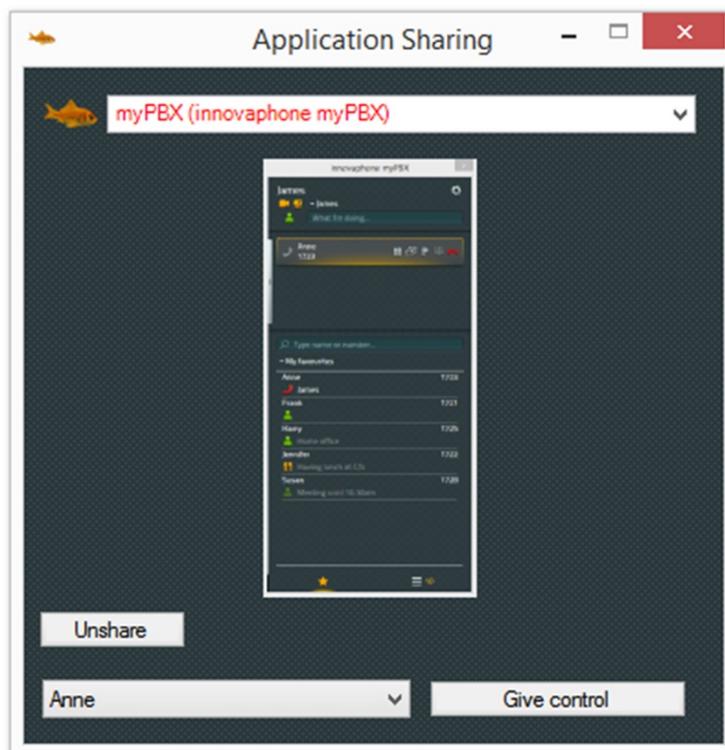
Various kinds of such software can be used. Ask your administrator for further information on how to proceed.

### Enabling Application Sharing

The myPBX Application Sharing is started in the main window. The button is located next to the Video button.

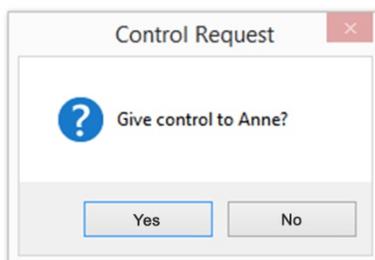


Application Sharing always applies to the current call parties. In a conference call, the application is shared with all parties. Clicking on the button opens the control window, where you can select the window that is to be shared. It is even possible to share the entire desktop.

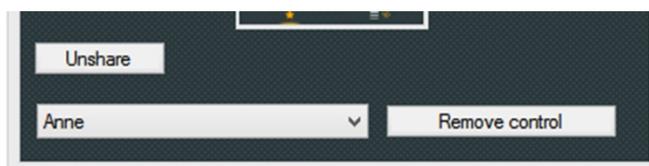


The shared application is controlled by the party that has shared the application. This control can be given to the other parties. If there are several parties, you can select the name to whom control should be given.

The party on the other end may also send a request to be given control. The party who is sharing can accept or reject this request.



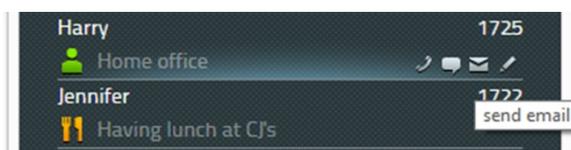
Control is withdrawn by pressing "Remove control" next to the name of the party that currently has control.



"Unshare" under the preview of the application terminates the entire Application Sharing. Terminating the call also terminates Application Sharing.

### E-mail

One click in the Favorites list allows the email address stored in the system to be placed automatically in the computer mail system.



Click on the email icon and your email program will open a new mail form.

## Search

Search takes place in the list of all telephone system subscribers as well as in the centrally managed telephone directory.



Enter the name or phone number in the search field. The search result is updated each time you enter a number or letter. Attributes such as company name or address can be used as search criteria. If the subscriber you are looking for appears in the results list, you can dial the number or contact the person using another available service.

## Setting Presence

You can set your current Present status yourself. Your Presence is made up of one of six statuses and a note which you can edit at will.



Your entry is updated on your partners' devices, accordingly.



Please note that the Presence status does not change back itself. As soon as you can accept calls, click on Available in the Presence status window. The note is also no longer active.

## Favorites

It is preferable to set up the colleagues (partners) you work closely with as your Favorites. With the partner's permission, you are able to see his status at a glance. You see his calling status and his Presence status. The telephone status is:

- Online,
- offline or
- on the phone (busy)

You need special permission from your partner in order to display the phone number if the line is busy. The number of the Favorites is generally limited to 32 entries, which can be distributed to different favorite lists.

### Add favorites

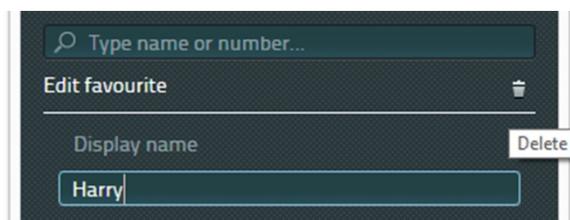
Use the Search field to add new favorites to your list. Once you have found the desired contact, click on the Favorite star.



Confirm this selection by clicking on the Save button.

## Delete favorites

In order to delete favorites from your list, click on the pencil icon Edit. Click on Delete in the favorite's individual view mode.



The entry is deleted from the Favorite list without asking for confirmation.

## Call history

The Call history shows the complete history of all previous communication. Up to 20 entries are displayed directly. Each entry includes the following information:

- Connection success (red icon - no connection),
- Call direction (arrow in icon),
- Name and telephone number of the other party,
- Date, time and connection duration.

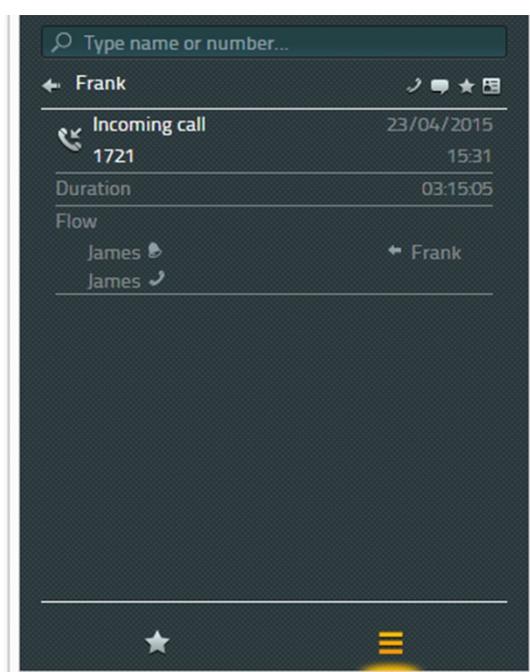


Furthermore, it is also possible to start new activities from the Call history. Slide the mouse over an entry to display all available activities such as:

- Redial/callback via phone,
- Open a Chat session,
- Transfer to Favorites,
- Start the application that is linked to this contact and
- Display the connection details.

The delete icon in the list view mode deletes your entire Call history without asking for confirmation. It is not possible to withdraw the deletion.

The individual view mode provides additional information about the duration and the flow of the call - especially interesting if the call was forwarded to you.



In addition to the actions in the list view mode, a “callback please” email can be triggered in the individual view of the flow if the contact’s address is available.

## Installation & configuration

Some information from the innovaphone PBX administrator is needed for installation and configuration. Some operations can only be carried out by the administrator.

### Installation

Installation takes place using the Windows Installer packet myPBXsetup.msi. Start the programme by double clicking on the file name. The myPBX Setup wizard appears on the screen to guide you through the installation process.

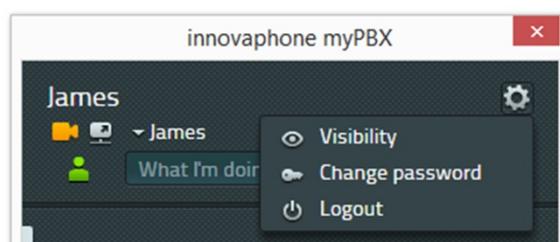
After installation the myPBX application will be available under Programme/innovaphone/myPBX.

### Login

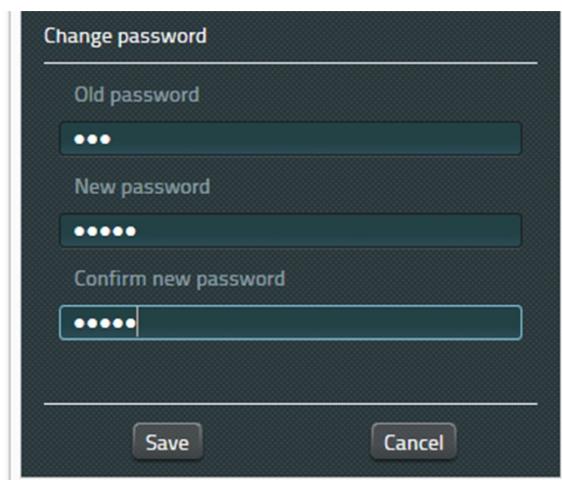
Access to the application is user name and password-protected. These values are pre-set by the administrator.



Once you have registered you can change your password. To do this, click on the configuration icon on the top right hand side of the application and select the menu item Change password.



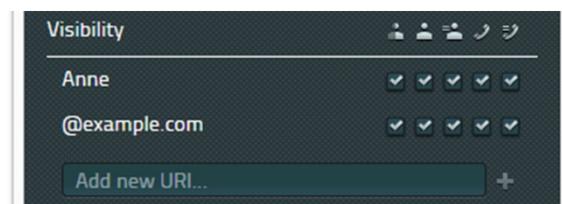
Enter the old password followed by the new password as confirmation. Once this has been saved, only the new password is valid with your user name.



The screenshot shows a dark-themed dialog box titled "Change password". It has three input fields: "Old password" (with 3 dots), "New password" (with 5 dots), and "Confirm new password" (with 5 dots). At the bottom, there are two buttons: "Save" and "Cancel".

### Setting own visibility

Here it is possible for you to determine what information you would like to make visible to other subscribers. Limitations can be set to company-wide or domain name, as well as being set for individual subscribers. The setting for individuals overrides the company-wide settings. The administrator has already pre-set visibility. Settings can be changed at will.



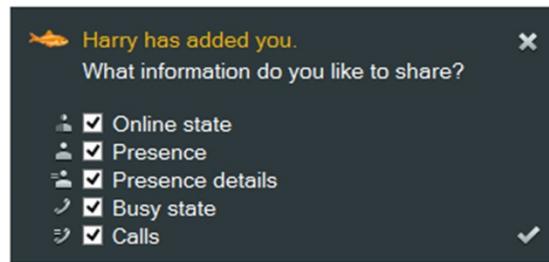
The screenshot shows a dark-themed interface titled "Visibility". It has a list of subscribers with checkboxes for visibility settings. The first subscriber is "Anne" with five checked boxes. Below is "@example.com" with five checked boxes. At the bottom, there is an "Add new URI..." field with a plus sign.

The following information can be switched off:

- can see my online status,
- can see my Presence,
- can see my Busy status and
- can see my calls.

Further subscribers can be added and visibility can be configured using the "add new URI" field. Please note that settings must be confirmed with the "Save" button.

As soon as someone from your PBX sets you as a Favorite and as long as your visibility is not regulated by a certain setting, you are prompted to set the visibility.



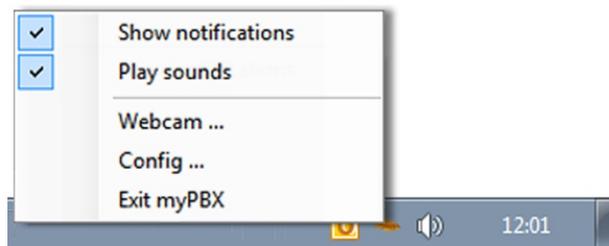
The settings can be changed later as mentioned above as required.

### Select end device

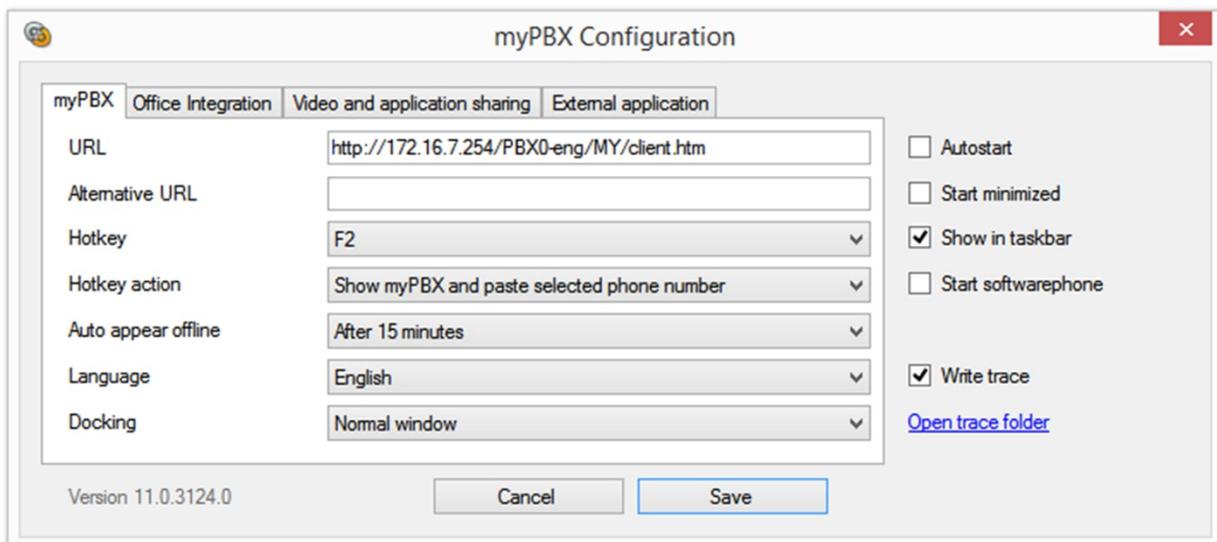
If you have more than one end device registered to your user name, you can select which telephone should be used to control myPBX. All available telephones are shown.

### Configuration

Right click the System icon in the Windows task bar to reach configuration.



Select "Configuration" in the menu. The myPBX configuration window opens.



### Tab: myPBX

URL: This contains the innovaphone PBX IP address. Ask your administrator before making changes here.

Alternative URL: The IP address of the redundant innovaphone PBX can be entered here to increase fail-safety.

Hotkey: Is a key or key combination to start a myPBX action from another application. The Hotkey is used if a phone number is to be pasted to the myPBX search field.

Hotkey action: Contains the reaction that should take place if the Hotkey is recognised.

Auto Appear Offline: If the computer has been inactive for a certain time, your Presence can automatically be set to “offline”.

Language: The myPBX user interface is pre-set in line with the Windows language settings. You can change the language here:

Docking: The myPBX window is a windows application that can be moved and resized as necessary. You can dock the myPBX window to the right-hand or left-hand side of the screen by pressing “Docking”.

Autostart: Once the Windows operating system is booted, the myPBX application starts automatically.

Start minimized: The myPBX application only starts in the Windows task bar. Click on the System icon to open the window.

Start Software phone: If the innovaphone Software Phone is the device selected in myPBX, it can be started automatically using this option.

Show in task bar: Decide whether you want myPBX to be displayed as a Windows application in the task bar, or just via the system icon in the information area.

Write trace: Traces can be written especially for error searches and can be interpreted by experts.

### **Tab: External application**

Name: Any name for the application as it should appear in myPBX.

Path: The exact path to the object program – the file name of the object file suffices for applications in the Windows search path.

Parameters: Parameters that can be set optionally: variable parameters from the connection can also be used. The following parameters are available:

- \$n: Phone number of the inbound call
- \$u: URI of the inbound call
- \$d: Caller name displayed
- \$c: Identification number of the telephone conference

Example parameter for notepad.exe: c:/contact/\$d.txt

Start with call: The application will start automatically when you pick up a call. If you have not selected this option, you can start the configured application manually from the desktop message for the inbound call.

## **About this document**

This document applies to the software:

### **innovaphone myPBX, Version 11 R1 (11.0.896)**

Brand names are used with no guarantee that they may be freely employed. Almost all hardware and software designations in this manual are registered trademarks or should be treated as such.

All rights reserved. No part of this manual may be reproduced in any way (print, photocopy, microfilm or by any other means) or processed, duplicated or distributed using electronic systems without explicit approval.

Texts and illustrations have been compiled and software created with the utmost care, however errors cannot be completely ruled out. This documentation is therefore supplied under exclusion of any liability or warranty of suitability for specific purposes. innovaphone reserves the right to improve or modify this documentation without prior notice.