



# innovaphone Licensing Guidelines v13r1

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# 1 General

## 1.1 Managing Licenses via the my.innovaphone Portal

The my.innovaphone portal provides various aids to manage and structure the available licenses in a convenient way. Set up as a web portal, it is always available and can be used from browsers anywhere in the world. With my.innovaphone, it is possible to organise innovaphone PBX licenses by project; and it also allows convenient enabling and binding of licenses to the respective hardware at any time. The software service is also managed using my.innovaphone.

A description of the innovaphone licenses can be found below. The license type information describes a technical license name that appears on the my.innovaphone portal and on the innovaphone PBX web interface. Since the license type is often cryptic and technical, each license usually has a different product name. The name of the license appears in the headline and other documentation online and in the sales documents. To enable clear identification, the article numbers are also listed in these licensing guidelines.

## 1.2 Central Licensing Concept (License Master)

It is possible to install innovaphone PBX licenses centrally or de-centrally if installations consist of multiple locations. Central installation means the licenses are installed on the Master PBX and then debited to all PBXs as required. This is the recommended type of installation as it guarantees utmost flexibility and clarity.

De-centralised (local) installation is also possible, but not really recommended. Master licenses cannot be used on a PBX when licenses are installed locally. Mixed operation of a PBX with both central and de-centralised licensing is only possible in that individual PBXs may have licensing that is only decentralised. If such local PBXs then require further licenses, Master licenses cannot be used.

## 1.3 License Version

With the exception of the hardware licenses, the innovaphone licenses always include a version number (V13 Port-Lic, V12 Port-Lic, V11 Port-Lic). The software that is operated using the relevant license also has a version number (innovaphone PBX V13 / V12 / V11). It is necessary for a license to have the same or a greater version number than the software in order for it to operate this software.

Example:

- A V13 Port-Lic can operate V13, V12 or V11 software.
- A V12 Port-Lic cannot operate V13 software.

If licenses with various version numbers are put together in one installation, the lowest version number determines which software version (maximum) can be used for the entire installation.

Example:

100 V13 Port-Lics are added to a V11 installation with 100 V11 Port-Lics. A V11 installation is still the maximum version that can be used; however, it can have 200 Port-Lics (=100 V11 Port-Lics + 100 V13 Port-Lics).

If a V13 software was to be installed, the existing installation would not work anymore as V11 Port-Lics are still bound, and these are the deciding factors as the lowest license version for the entire installation. However, if the 100 V11 Port-Lics were to be removed, the 100 V13 Port-Lics could be used for the new V13 installation.

## 1.4 Types of License

From a technical point of view, innovaphone differentiates between hardware licenses and software licenses.

Hardware licenses are generally bound to the respective innovaphone hardware (usually to an innovaphone VoIP gateway, but also to the MAC address of the IPVA) and cannot be removed from this hardware once they have been bound. If new hardware is purchased, the hardware licenses must also be purchased again. They are version independent and do not have to/cannot be placed under SSA or rented.

Software licenses are version dependent and can be allocated SSC to ensure access to the latest software version. They are also available as cloud services and as a rental version and can be transferred from one hardware platform to another at any time.

The name of the license type distinguishes between the two license types by adding the prefix 'Relay' for hardware licenses and 'PBX' for software licenses.

### Overview of the Hardware and Software License Data

	Hardware Licenses	Software Licenses
Hardware	Bound to hardware - cannot be transferred from one piece of hardware to another	Not bound to hardware
Version	No version number, version independent	With a version number
SSC, iSC	No SSC, iSC	SSC, iSC
Cloud, Rental	Not available	Available
License Type	Prefix name "Relay"	Prefix name "PBX"

In these licensing guidelines, the software licenses are further subdivided into PBX basic licenses, feature licenses and app licenses, depending on their use. One special feature is the UC license, which encompasses a large number of UC functionalities for each individual user. The UC license saves time and cost, as otherwise each of these licenses would have to be administered on an individual basis.

## 2 Hardware Licenses

innovaphone VoIP gateways serve as an interface to other networks while at the same time providing the hardware platform for the innovaphone PBX and myApps platform. innovaphone differentiates between the type and number of interfaces and channels that can be enabled as required via PRI, BRI and Channel licenses. In the following, these licenses are called hardware licenses. (see: [Overview of the Hardware and Software License Data](#)).

The rules concerning the hardware licenses are, in part, different than the rules for software licenses. In particular, hardware licenses are bound to one box and cannot be removed or transferred to another gateway. Channel licenses are required for ISDN interfaces, but can also license hardware or software conference channels. (see: [Channel License](#)).

All possible hardware licenses are already included in the innovaphone IP311, IP411 and IP511 VoIP gateways. Therefore, there is no need to purchase any hardware licenses for these gateways.

## 2.1 Overview of the Hardware Licenses

### Overview of the Hardware License Data

	BRI License	PRI License	Channel License
License type	Relay BRIs	Relay PRIs	Relay Channels
Licensing	Per ISDN connection	Per ISDN connection	Per channel
Article number	01-00500-002	01-00500-003	01-00500-004

## 2.2 BRI License

BRI licenses are needed if one or more ISDN BRI connections are to be enabled. (Currently, the IP811 is the only innovaphone gateway with licensable BRI connections).

### Licensing

Per required interface, 1x per BRI connection

### Specifics

- The BRI license is bound to the hardware and cannot be transferred to other hardware.
- The BRI license does not comprise a version number and does not have to be included in the SSA.
- The BRI license cannot be rented.

## 2.3 PRI License

One license per required PRI interface is required for all gateways that provide one or more PRI connections on the hardware side (e.g. IP3011, IP1130)

### Licensing

Per required interface, 1x per PRI connection

### Specifics

- The PRI license is bound to the hardware and cannot be transferred to other hardware.
- The PRI license does not comprise a version number and does not have to be included in the SSA.
- The PRI license cannot be rented.

## 2.4 Channel License

Is required for each individual channel that is to be enabled via an ISDN interface. i.e. 2 Channel licenses for a (full) BRI connection, 30 Channel licenses for a (complete) PRI connection.

Conference channels with the Channel license:

The Channel license can also be used to license conference channels. For this function, there is an alternative license (see: [PBX Channels License](#)), which is not bound exclusively to the MAC address of the hardware/IPVA and thus can also be used in rental and cloud scenarios. Therefore, it is recommended to use the PBX Channels license to license conference channels. It is, however, mandatory to use the Channel license to enable ISDN interfaces.

### Licensing

For each channel required

### Specifics

- The Channel license is bound to the hardware and cannot be transferred to other hardware.
- The Channel license does not comprise a version number and does not have to be included in the SSA.
- The Channel license cannot be rented.

## 3 PBX Basic Licenses

PBX basic licenses are licenses that make the basic functionality of the innovaphone PBX and myApps communications environment available to users.

### 3.1 Port License

Port licenses allow the general telephone system and communication functionality of the innovaphone PBX and myApps communication platform to be used. A Port license is due for every port (connection) on the installed PBX. From a technical viewpoint, a port is a PBX object that serves to register individual devices. These could be PBX subscribers (in the configuration interface: user, executive) or trunk lines (in the configuration interface: trunk, gateway) to the public network.

#### A Port License is Needed for

- A user or an executive (for manager-assistant functionality) using one or more terminals
- A trunk, a trunk group to the connection e.g. of a trunk line or 3rd party application

#### A Port License is not Needed for

- Group phone numbers (e.g. extension number 11 for the "sales" call group)
- Waiting Queue

#### Examples Requiring ONE Port License

- A user has a DECT telephone and a desktop telephone (e.g. IP222)
- A voicemail is registered via SIP to the PBX
- An extension registered to the PBX has one analogue device
- A trunk line (e.g. with prefix 0) - independent of the number of channels
- A Call Me button is set up on the website

### Licensing

The Port license incorporates a good discounting system. The higher the number of subscribers, the less expensive the license. The installed licenses per device/project are counted.

- Standard: Port license for 1 PBX port
- From determines the transition to a less expensive license.

#### Specifics

- The Floating concept is utilised for the Port license: Port licenses are deducted if devices (e.g. telephones, gateways) are logged in for the respective subscriber or connection. If no devices are logged in, the Port license is released and is available for other users or connections.
- The Port license version must be greater than or the same as the PBX software version being used (see: [License Version](#)).

#### Overview of the Port License Data and License Mechanism

	Port License Standard	Port License From 501	Port License From 1,001	Port License From 2,001	Port License From 5,001
License type	PBX-Port13	PBX-Port 13%500	PBX-Port 13%1000	PBX-Port 13%2000	PBX-Port 13%5000
Article number	02-00039-002	02-00039-003	02-00039-004	02-00039-005	02-00039-006

## 3.2 Standby License

In structures with multiple PBX installations, innovaphone particularly recommends a redundant system to be set up for fail-safety. If a system fails, another dedicated PBX, either the Master or a Slave can - depending on the configuration - take over the functions. Generally, Standby licenses should also be installed on and bound to the license Master and, even if they are only used by slave or standby devices.

#### Licensing

The Standby license incorporates a good discounting system. The higher the number of subscribers, the less expensive the license. The installed licenses per device/project are counted.

- Standard: Standby license for 1 PBX port
- From: determines the transition to a less expensive license.

#### Specifics

- This function is only available if the Standby license is installed with at least the same number of Port licenses.
- The Standby license version must be greater than or the same as the PBX software version being used (see: [License Version](#)).
- Please note: Standby licenses cannot be used in connection with [SMB Port Licenses](#)

#### Overview of the Standby License Data and License Mechanism

	Standby License Standard	Standby License From 501	Standby License From 1,001	Standby License From 2,001	Standby License From 5,001
License type	PBX-Standby13	PBX-Standby 13%500	PBX-Standby 13%1000	PBX-Standby 13%2000	PBX-Standby 13%5000
Article number	02-00040-002	02-00040-003	02-00040-004	02-00040-005	02-00040-006

### 3.3 IPVA License

The innovaphone Virtual Appliance (IPVA) is an innovaphone PBX that is operated in a VMware or Hyper-V environment. Such an environment enables several virtual servers to run on one hardware platform. Thus, the innovaphone PBX can also run as a software appliance and does not need an innovaphone gateway as a platform. For each port on an IPVA, an IPVA license is needed in addition to the Port license.

#### Licensing

Per port (see: [Port License](#))

#### Specifics

- The number of IPVA licenses must be equivalent to the number of Port licenses that are to be in operation on the IPVA PBX.
- The Floating concept is utilised for the IPVA license: An IPVA license is always debited when a Port license is used on an IPVA. If the Port license is no longer used, the IPVA license is also released and made available to other users.
- The IPVA license version must be greater than or the same as the PBX software version being used (see: [License Version](#)).
- The IPVA licenses are bound to the IPVA's MAC address.

#### Overview of the IPVA License Data

IPVA License	
License type	PBX-IPVA13
Article number	02-00030-001

### 3.4 SMB Port License

The SMB port license is a special kind of [port license](#) and cannot be combined with the port license. The SMB port license is particularly suited to installations where the maximum number of ports is determined in advance, as the SMB port license cannot be extended. The SMB port license size is determined in advance.

#### Specifics

- Please note: Can only be extended within the stated quantity range.
- Beyond their quantity range, SMB PBX licenses cannot be added, extended or combined. Extending an SMB port license beyond its maximum quantity range is only possible by converting the license to a standard port license. A license upgrade must be acquired for this.
- Please note: SMB port licenses cannot be used in combination with [Standby Licenses](#) and do not work in Master-Slave scenarios.



#### Overview of the SMB Port License Data and Quantity Ranges

	SMB Port License Quantity range 1 - 20	SMB Port License Quantity range 1 - 30	SMB Port License Quantity range 1 - 50	SMB Port License Upgrade
License type	Port13\$20	Port13\$30	Port13\$50	Port13\$\$
Article number	02-00039-007	02-00039-008	02-00039-009	02-00039-010

## 3.5 PBX Channels License

The PBX Channels license is used to license a conference channel on the innovaphone PBX. This may be a hardware channel on an innovaphone gateway (DSP) or a conference channel realised using software (soft conference). The valid version of the gateway and IPVA data sheets include information on the number and type of conference channels that are available.

As is the case for all software licenses, the PBX Channels license is version-dependent, is linked to SSC and iSC, is available both in the cloud and as a rental version, and is not permanently bound to any particular hardware.

In this respect its use is fundamentally different from the (hardware) Channel license, which can be used as an alternative to enable conference channels. (See: [Hardware Licenses](#), and/or [Channel Licenses](#)).

### Licensing

Per conference channel

### Specifics

- A conference channel, no matter whether it is hardware or software-based, can be enabled using the PBX Channels license.
- The Floating concept is utilised for the PBX Channels License: The number and size of the configured conference rooms is irrelevant; the PBX Channels licenses are 'debited' whenever they are needed and are released again once the user has finished using the conference channel.
- There is also a hardware license for conference channels (see: [Channel License](#)). Both license types can be combined in one installation.
- The PBX Channels license is required to realise a rental or cloud solution.
- PBX Channels licenses can be shifted to another hardware or IPVA. Because of this flexibility, this is the preferred license for new projects.
- 

### Requirements for the Following Apps/Features (Please note, as an alternative or in addition to the Channels License!)

- Conference App
- Video conference (more than 3 participants)
- Audio conference (more than 3 participants)

#### Overview of PBX Channels License Data

PBX Channels License	
License type	PBX-Channels13
Article number	02-00020-007

## 4 UC License

The UC license allows customers to benefit conveniently from the entire innovaphone Unified Communications solution. It can be purchased at a very attractive all-inclusive price and incorporates the innovaphone products [Phone App](#), [Softphone App](#), [Application Sharing](#), [Video](#), [Voicemail User](#), [Mobility](#) and [Fax](#). Additional communication apps such as Chat App (excluding Premium Chat), Call List App or RCC App are also included free of charge.

#### Licensing

Per UC user

#### Specifics

- The innovaphone UC license is a complete license: It is not possible to distribute individual parts to different users or installations.
- The individual UC modules are 50% less expensive than purchasing individual licenses.
- This license is user-based. This license is debited if the function is configured for a user - independent of the usage (no Floating!)
- The UC license version must be greater than or the same as the PBX software version being used (see: [License Version](#)).

#### Overview of the UC License Data

UC License	
License type	PBX-UC13
Article number	02-00044-001

## 5 Feature Licenses

### 5.1 Video License

A flexible solution for desktop video telephony is integrated in the innovaphone Phone and Softphone App. The video connection can be set up automatically with the call partners, three-party conference calls are also possible without additional equipment. The Video license also allows you to participate in innovaphone video conferences.

#### Licensing

Per Video user

#### Specifics

- This license is user-based. This license is debited if the function is configured for a user on the PBX – independent of the usage (no Floating)!
- The Video license version must be greater than or the same as the PBX software version being used (see: [License Version](#)).
- Video is also part of the UC license (see: [UC License](#)).
- The Video functionality is integrated in the Phone and Softphone App, and cannot be used if the Phone App has not been licensed (see: [Licensing Phone App](#)).
- A special application for the video license exists if you want to operate an external video telephone or other 3rd party appliances such as door cameras.

#### Overview of the Video License Data

Video License	
License type	PBX-Video13
Article number	02-00032-001

### 5.2 Application Sharing License

A flexible Application Sharing solution is integrated in the innovaphone Phone and Softphone App. One click is needed to set up the Application Sharing session with the other parties, three-party conference calls are also possible without additional equipment. The Application Sharing license allows you, for example, to also participate in innovaphone PBX webinars.

#### Licensing

Per Application Sharing user

#### Specifics

- This license is user-based. This license is debited if the function is configured for a user on the PBX – independent of the usage (no Floating)!
- The Application Sharing license version must be greater than or the same as the PBX software version being used (see: [License Version](#)).
- Application Sharing is also part of the UC license (see: [UC License](#)).
- The Application Sharing Video functionality is integrated in the Phone and Softphone App, and cannot be used if the Phone App has not been licensed (see: [Licensing Phone App](#)).

#### Overview of the Application Sharing License Data

Application Sharing License	
License type	PBX-AppSharing13
Article number	02-00045-001

## 5.3 Voicemail User License (incl. Voicemail App)

The innovaphone Voicemail allows any number of voicemail boxes for PBX subscribers to be available in the innovaphone PBX. If a user is not available, callers can leave a voicemail message. A Message Waiting signal (lamp or text/icon on the telephone screen), an email message or notification in the Voicemail App (from Version 13) informs the user that there is a message waiting.

#### Licensing

Per Voicemail user

#### Specifics

- This license is user-based. This license is debited if the function is configured for a user on the PBX – independent of the usage (no Floating)!
- With a V13 Voicemail user license it is not possible to downgrade to a V9 Voicemail license or older. It is also not possible to use the V13 Voicemail user license in PBX installations with version 9 or older.
- The Voicemail user license version must be greater than or the same as the PBX software version being used (see: [License Version](#)).
- Voicemail is also part of the UC license (see: [UC License](#)).

#### Overview of the Voicemail User License Data

Voicemail User License	
License type	PBX-VoicemailUser13
Article number	02-00041-004

#### Mandatory for the Following Apps

- Voicemail App

## 5.4 Mobility License

The Mobility license enables mobile subscribers to be integrated in the PBX. This makes it possible to operate a mobile telephone as well as a desktop phone in parallel. The mobile phone is recognised by the PBX as an internal subscriber, thus becoming an extension on the PBX. For additional functionalities we recommend that the innovaphone Softphone be implemented as an App on a smartphone or as a browser application.

### Licensing

Per Mobility user

### Specifics

- This license is user-based. This license is debited if the function is configured for a user on the PBX – independent of the usage (no Floating)!
- The Mobility license version must be greater than or the same as the PBX software version being used (see: [License Version](#)).
- Mobility is also part of the UC license (see: [UC Licence](#)).

### Mandatory for the Following Apps

- RCC App

### Overview of the Mobility License Data

Mobility License	
License type	PBX-Mobility13
Article number	02-00027-005

## 5.5 Reporting License (including Reports App)

The innovaphone Reporting application allows calls to be analysed within the PBX. The results are shown in the Reports App. Respective filters and sorting mean call information is processed as needed and stored as a PDF or XML file. The application runs on the App platform and is based on a database in which Call Detail Records (CDR) are processed.

### Licensing

Per port requiring Reporting. This port is then included in the analysis.

### Specifics

- This license is user-based. This license is debited if the function is configured for a user on the PBX – independent of the usage (no Floating)!
- The Reporting license version must be greater than or the same as the PBX software version being used (see: [License Version](#))

#### Overview of the Reporting License Data

Reporting License	
License type	PBX-Reporting13
Article number	02-00042-002

#### Mandatory for the Following Apps

- Recordings App
- Reports App

## 5.6 Recording Basic and User License (incl. Recordings App)

innovaphone Recording is a tool for recording calls. Calls can be recorded to the innovaphone PBX with any IP phone as well as with analogue phones, DECT telephones and mobile phones. Within the Recordings App, recordings are visible, can be played, deleted and downloaded.

A Recording Basic License is required for each innovaphone PBX on which Recording is to be used. The Recording Basic License enables innovaphone Recording to be used and it includes one Recording User license. Thus, one user can use innovaphone Recording on a PBX. Additional Recording user licenses can be purchased for other users.

#### Licensing

- A Recording Basic License is required for each innovaphone PBX on which Recording is to be used. It also includes one Recording user license.
- Each user whose calls are to be recorded requires a Recording user license.
- A Reporting license is mandatory for the user and the outside line: due to the fact that calls can also be connected, a Reporting license is also needed for the target subscriber to ensure complete documentation. A Reporting license is recommended for the entire system.

#### Specifics

- From a technical viewpoint, this is a service license. Further information about the innovaphone service licenses is available in our Wiki at [wiki.innovaphone.com](https://wiki.innovaphone.com).
- This service license comprises a certain number of users whose calls can be recorded.
- The allocation of which user is to be recorded takes place via a group in the PBX.

#### Overview of the Recording Basic and User License Data

Recording Basic License		Recording User License
License type	Recording13	Recording13%1
Article number	02-00050-002	02-00050-003

#### Mandatory for the Following Apps

- Recordings App

## 5.7 Fax License (incl. Fax App)

The innovaphone Fax solution enables faxes to be sent and received – without needing a separate fax server or additional software.

#### Licensing

Per Fax user

#### Specifics

- This license is user-based. This license is debited if the function is configured for a user on the PBX – independent of the usage (no Floating)!
- The Fax license version must be greater than or the same as the PBX software version being used (see: [License Version](#)).
- The Fax solution is also part of the UC license (see: [UC License](#)).

#### Overview of the Fax License Data

Fax License	
License type	Fax13
Article number	02-00030-001

#### Mandatory for the Following Apps

- Fax App

## 6 App Licenses

App licenses are licenses that license an app on the myApps communications platform. Most innovaphone apps do not require a license and are enabled via the Feature license. The following apps require a license or the license of the corresponding feature.

### 6.1 Phone App License

The Phone App license is required for making and receiving phone calls and it manages one telephone device. This may be a Softphone, an innovaphone phone or a 3rd party phone. The Phone App is the user interface which makes CTI functionalities available.

#### Licensing

One license per Phone App user with any number of devices

#### Specifics

- This license is user-based. This license is debited if the function is configured for a user on the PBX – independent of the usage (no Floating)!
- The Phone App license version must be greater than or the same as the PBX software version being used (see: [License Version](#)).
- The Phone App license is also part of the UC license (see: [UC License](#)).

#### Overview of the Phone App License Data

Phone App License	
License type	App(phone)13
Article number	02-00050-005

#### Mandatory for the Following Apps

- Softphone App
- Video
- Application Sharing
- RCC App

### 6.2 Softphone App License

The Softphone App is a fully-fledged softphone and turns any device into a telephone - from a Windows computer to a smartphone (Android or iOS). A Softphone App license is needed for this.

#### Licensing

One license per Softphone App user with any number of devices

#### Specifics

- This license is user-based. This license is debited if the function is configured for a user on the PBX – independent of the usage (no Floating)!



- The Softphone App license version must be greater than or the same as the PBX software version being used (see: [License Version](#)).
- The Softphone App license is also part of the UC license (see: [UC License](#)).
- A Phone App license is mandatory to enable use of the Softphone App.

#### Overview of the Softphone App License Data

Softphone App License	
License type	App(softphone)13
Article number	02-00050-004

## 6.3 Premium Chat App License

A license-free version of the Chat App is included in the innovaphone PBX and myApps communications environment.

The innovaphone Premium Chat App license complements the features of the free Chat App with the ability to send data attachments or start group chats with selected people. Furthermore, the Premium chat provides a persistent chat history (chat history is preserved), displays badge count notifications (number of unread messages) and allows you to receive offline messages.

#### Licensing

Per Premium Chat App user

#### Specifics

- This license is user-based. This license is debited if the function is configured for a user on the PBX – independent of the usage (no Floating)!
- The Premium Chat App license version must be greater than or the same as the PBX software version being used (see: [License Version](#)).

#### Overview of the Premium Chat App License Data

Premium Chat App License	
License type	App(chat)13
Article number	02-00050-006

## 6.4 Conference App License

With its simple and comprehensive user interface, the Conference App allows virtual conference rooms to be reached at the click of a mouse, flexible dial-in PINs to be assigned and monitoring options to be put in place. In the Conference App, the user sees at one glance who is participating in the respective conference and who is speaking. The user can also mute participants.

The number of conference participants depends on the number of conference channels (see: [PBX Channels License](#) and/or [Relay Channel License](#)).

## Licensing

Per user who wants to operate conference rooms conveniently via the App. Any number of conference rooms can be managed with one license.

## Specifics

- This license is user-based. This license is debited if the function is configured for a user on the PBX – independent of the usage (no Floating)!
- The Conference App license version must be greater than or the same as the PBX software version being used (see: [License Version](#)).

In order to host a conference, a suitable number of licensed and physically available conference channels must be available. To license conference channels see [PBX Channels License](#) and/or [Relay Channel License](#).

## Overview of the Conference App License Data

Conference App License	
License type	App(innovaphone-pbx-conference)13
Article number	02-00050-001

## 6.5 RCC App

The RCC App (Remote Call Control App) is used to operate a wide array of end devices which are used to accept or make calls. When using the RCC App, the user can always be reached on its usual telephone number, no matter which end device is being used and no matter whether incoming or outgoing calls are involved (innovaphone One Number concept).

The RCC App does not require a license. For details about licensing the RCC features see: [Mobility License](#) and/or [Phone App License](#).

## 6.6 Voicemail App License

The Voicemail App as such does not require a license. For details about licensing the Voicemail features see: [Voicemail User License](#) (incl. Voicemail App).

## 6.7 Fax App License

The Fax App as such does not require a license. For details about licensing the 'Fax inclusive Fax App' features see: [Fax License](#) (incl. Fax App).

## 6.8 Recordings App

The Recordings App as such does not require a license. For details about licensing the Recordings features see: [Recording License](#).

## 7 Windows Licenses

### 7.1 Operator License

The innovaphone Operator is a computer-based switchboard for the innovaphone PBX. It can access waiting queues on the innovaphone PBX and transfer calls as needed - also across multiple sites. The innovaphone Operator runs on all current Windows operating systems from Windows XP.

#### Licensing

Per running application.

#### Specifics

- The Floating concept is utilised for the Operator license. The Operator license is activated on the PBX. The application is installed on the foreseen work stations - it is possible to have more work stations than activated licenses! If a user logs in, a free Operator license is debited from the PBX. If a user logs off, the license is available for another user.
- The Operator license version must be greater than or the same as the Operator software version being used (see: [License Version](#)).

#### Overview of the Operator License Data

Operator License	
License type	PBX-Operator13
Article number	02-00027-006

### 7.2 Queue Monitor License

The innovaphone Queue Monitor (iQM) is a Windows application that can depict one or two innovaphone PBX waiting queues graphically and in real time. The tool helps to better assess whether sufficient resources are available to handle inbound calls.

#### Licensing

Licensing takes place according to the number of waiting queues. The number of subscribed agents is irrelevant.

#### Specifics

- The Queue Monitor license is enabled on the innovaphone PBX. Version 9 or later must be installed on the PBX.
- The Queue Monitor license version must be greater than or the same as the Queue Monitor software version being used (see: [License Version](#)).

Queue Monitor License	
License type	PBX-QueueMonitor13
Article number	02-00027-007

## 8 Others

### 8.1 Software Service Agreement and Software Service Credits

The Software Service Agreement (SSA) allows a customer to upgrade his licenses free-of-charge to new software versions that are released during the agreement period, therefore the upgrades do not have to be purchased. Exceptions are new features that are licensed separately. A Software Service Agreement is purchased with so-called Software Service Credits (SSCs).

- SSCs can be ordered in the price list in the same way as “normal” products - a separate contract is not required.
- Purchasing Software Service Credits (SSCs) and adding them to the balance statement (my.innovaphone) can be done at any time. SSCs are used for purchasing a license as needed and putting this under SSA.
- The date on which the license is initially bound to a device - the so-called License bind date - is the deciding factor in calculating an SSA.
- Before the SSA expires, the customer receives a reminder to purchase SSCs in time allowing him to extend the SSA without having to pay a surcharge.

More detailed information concerning the Software Service Agreement can be found in the latest version of the Guidelines for Software Service Agreement and the innovaphone Terms and Conditions, which are available for downloading on [www.innovaphone.com](http://www.innovaphone.com).

### 8.2 Extended Warranty

The general express warranty for innovaphone devices in one year from purchasing the device. With the innovaphone warranty extension this can be extended by four years to a total of five years. More detailed information about the warranty can be found in the latest version of the innovaphone Warranty Guidelines as well as the innovaphone Terms and Conditions, which are available for downloading on [www.innovaphone.com](http://www.innovaphone.com).

### 8.3 iSC (innovaphone Service Credits)

innovaphone Service Credits (iSC) are required for renting hardware and software, including software licenses. More detailed information about the topic of rental equipment can be found in the latest version of the innovaphone Cloud or Rental Guidelines as well as the innovaphone Terms and Conditions, which are available for downloading on [www.innovaphone.com](http://www.innovaphone.com). iSC can be ordered in the same way as SSC in the price list.