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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.

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.

2 PBX licenses

2.1 Port license

Port licenses allow the general telephone system functionality of the innovaphone PBX 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

2.2 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

2.3 IPVA license

The innovaphone Virtual Appliance (IPVA) is an innovaphone PBX that is operated in a VMware environment. The VMware 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.

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 MAC address of the VMware entity and cannot be released.

Overview of the IPVA license data

IPVA License	
License type	PBX-IPVA13

2.4 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.
- SMB port licenses cannot be added, extended or combined beyond their quantity range. 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\$\$

3 UC license

The UC license allows you to benefit from the entire innovaphone Unified Communications solution. The UC license comprises the following innovaphone licenses: Phone App, Softphone App, Application Sharing, Video, Voicemail User, Mobility and Fax. A very attractive all-inclusive price is available for the UC license. Additional communication apps such as Chat App or Call List App are available free of charge without a license.

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 concerns one user license. 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

4 Software licenses

4.1 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 concerns one user license. 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 also [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

4.2 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 concerns one user license. 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 also [Licensing Phone App](#)).

Overview of the Application Sharing license data

Application Sharing license	
License type	PBX-AppSharing13

4.3 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 concerns one user license. 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

4.4 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 concerns one user license. 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 license](#)).

Overview of the Mobility license data

Mobility license	
License type	PBX-Mobility13

Mandatory for the following Apps

- RCC App

4.5 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 concerns one user license. 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

Mandatory for the following Apps

- Recording App

4.6 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 Recording App, recordings are visible, can be played and deleted.

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 ser 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 (all objects).

Specifics

- This is a service license. This service license includes a certain number of users whose calls can be recorded.
- The assignment, which users are included, is determined via a group in the PBX.

Overview of Recording basic and user license data

	Recording basic license	Recording user license
License type	Recording13	Recording13%1

4.7 Phone App license

The Phone App is required for making and receiving phone calls and it manages one telephone. 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 concerns one user license. 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

Mandatory for the following Apps

- Softphone App
- Call List App
- Video
- Application Sharing
- RCC App

4.8 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).

Licensing

One license per Softphone App user with any number of devices

Specifics

- This concerns one user license. 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

4.9 Fax license (incl. Fax App)

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

Licensing

Per Fax user

Specifics

- This concerns one user license. 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

4.10 Premium Chat App license

The Chat App enables short text messages, emoticons or small files to be sent quickly and easily to individual persons or chat groups. The Chat record is not stored if there is no license. In addition to the functions that the free innovaphone Chat app offers, the innovaphone Premium Chat app license also enables the sending of data files and the option to start group chats with select users. The Premium Chat app further offers a persistent chat record (chat will remain stored), it offers notifications on unread messages via a badge count and enables the reception of offline messages.

Licensing

Per Premium Chat App user

Specifics

- This concerns one user license. 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

4.11 Conference App license

A flexible solution for hosting conference is integrated in the Conference App. A simple and comprehensive user interface allows virtual conference rooms to be set up 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 Conference administrator sees at a glance who is participating in the respective conference and who is speaking. The administrator can also mute participants.

The number of conference participants depends on the number of conference channels available on the innovaphone VoIP gateway (see also: [Hardware licenses](#)).

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 concerns one user license. 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](#)).

Overview of the Conference App license data

Conference App license	
License type	App(innovaphone-pbx-conference)13

5 Hardware licenses

innovaphone VoIP gateways serve as an interface to other networks and provide at the same time the hardware platform for the innovaphone PBX telephone system and Unified Communications solution. 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. The rules concerning the Hardware licenses are in part different than for other innovaphone licenses. In particular, Hardware licenses are bound to one box and can no longer be removed or transferred to another gateway. The channel licenses are required on the one hand for ISDN interfaces, but are also used for Conference channels.

Licensing

Per required interface, per required channel

Specifics

- The hardware license is bound to the hardware.
- Hardware licenses cannot be transferred to other hardware.
- Hardware licenses do not have a version number, they are not bound to a certain version.

Overview of the hardware license data

	BRI License	PRI License	Channel license
License type	Relay BRIs	Relay PRIs	Relay channels

All hardware licenses are included in the innovaphone IP311 and IP411 VoIP gateways.

6 Windows licenses

6.1 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

6.2 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.

Overview of the Queue Monitor license data

Queue Monitor License	
License type	PBX-QueueMonitor13

7 Others

7.1 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 Guidelines for Software Service Agreement. These guidelines are available for downloading on www.innovaphone.com.

7.2 Warranty Extension

The general warranty for innovaphone devices is one year from purchasing the device. With the innovaphone extended warranty this can be extended by four years to a total of five years. Further information concerning warranty is available in the innovaphone Warranty guidelines.

7.3 iSC (innovaphone Service Credits)

innovaphone Service Credits (iSCs) are required for renting hardware and software, including software licenses. For further information about Rental, see the guidelines on innovaphone Cloud and Rental. iSCs can be ordered in the price list like SSCs.