

# innovaphone Software Phone:

## More flexibility in the workplace



A traditional work place typically looks like this: A desk is equipped with a computer, a keyboard, a mouse and a desk phone. That is basically all an employee needs to get on with his work.

But there are jobs

where the computer is so fundamental that a phone that works without a computer is no use at all. This can apply, for example, to some call centre jobs or to a computer based switchboard.

In such cases, the innovaphone Software Phone is the perfect choice and a low-cost alternative to a desk phone. It is installed on the employee's computer and controlled by the innovaphone Unified Communications client, myPBX, which serves as a telephone user interface. The only other thing that is needed is a USB headset. All telephone features are available and the employee also benefits from myPBX features such as Chat, Presence, Video telephony and Collaboration.

Another advantage: The innovaphone Software Phone can be used wherever there is IP connectivity. This makes it perfect for home offices or for those on the road - because those who take their notebook with them on their travels always automatically have their end device with them.

### A wide range of features

#### Flexible communication - phone, chat or email

The screenshot shows a chat interface titled "Chat with Frank". At the top, there is a search bar with the placeholder "Type subject...". Below the search bar, a message from "Frank" says "Hi Anne". A response from "Me" follows: "I joined the chat". Another message from "Frank" asks, "Hi Frank, how can I help?". A final message from "Frank" says "Do you know...". At the bottom right of the chat window, there is a "Send" button.

The Unified Communications client, myPBX, makes it possible for the Software Phone user to have access to any conventional telephone functions such as dial, accept call, hang-up, hold, park, three-party conference, toggle, connect, set call diversions or call pick-up.

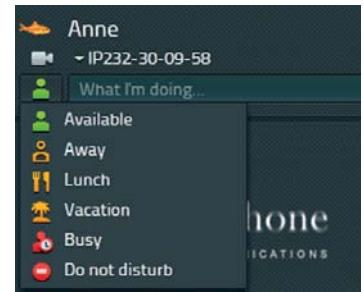
As an alternative to the telephone call, it is also possible to start a chat session. This requires just one click in a Favourites list that can

be customised, and any number of participants can join. An email window can also be opened easily from myPBX to send messages.

#### Never busy again - Presence information also available in Outlook

With the Presence functionality, the employee has the possibility to get a quick overview of the availability of his colleagues and to set his own Presence. A drop-down menu with six different Presence statuses (present, absent, busy, lunch, vacation, and "do not disturb")

is available and a note can be added to these statuses (such as on vacation until Aug 31). The innovaphone Microsoft Office integration ensures that Presence information is integrated and shown in Outlook. Vice versa, calendar entries that are made by Software Phone users in Outlook are automatically shown in myPBX thus indicating colleagues' availability to the Software Phone user.



#### Find information quickly - simple search for contact details

Enter name, company name or phone numbers in a search field to search for any contact information. Detailed information about a particular search result (address, email address, position, etc.) can be displayed by clicking on the information icon. In addition, the user has the possibility to send the contact information via email, to call the person directly, or to add them to a Favourites list.

The screenshot shows a search results list titled "Indirect dialling". It lists two contacts: "James" and "Jennifer". Each contact entry includes a phone number (# 1724 and # 1722 respectively), an email address (@ James and @ Jennifer), and a "dial" button. There are also icons for email and adding to favourites.

#### Keeping an eye on everything - creating Favourite lists and individual profiles

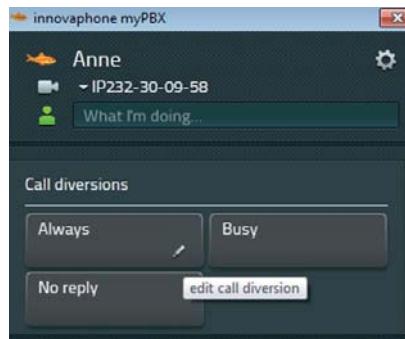
Contacts that are used often can be shown and managed clearly in various Favourite lists. Adding new contacts takes place via an LDAP search. Specific contact persons can be bundled according to topics by creating individual profiles (e.g. suppliers). Presence information is displayed for all favourites. The Software Phone user sees immediately whether his potential contact person is available or not.

#### Available around the clock - Setting and managing call diversions

An employee who is not available can easily set a call

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diversion with the desired destination number in myPBX. Thus, all incoming calls are forwarded directly to the destination phone number. Additional options mean that call forwarding can be defined even more precisely (e.g. active during or outside office hours, valid only for specific callers).

### Click to Dial - dialling phone numbers via a Windows Hotkey

Phone numbers in emails or on websites can be called automatically by selecting with the mouse while at the same time pressing a key that can be configured individually. There is no need for tedious copy and paste, remembering or writing down the desired telephone number.

### No longer miss anything - call history can be seen in the personal history list

myPBX lists all incoming and outgoing calls in the personal history list. If the employee is not at his desk and misses a call, he is notified by the call history list icon. If he accepts a call meant for a colleague, one click is all he needs to set up a callback request via email which includes all of the required information (name, company, telephone number).

### Face to face - simple ad-hoc video telephony

The integrated video functionality of the UC client, myPBX, enables an employee to make video calls and to use three party video conferences. A video connection can be made if the person on the other end has the necessary equipment and as long as video functionality has been activated. A video window that displays the caller opens automatically on the desktop.

### Technical features and configuration

The innovaphone Software Phone supports the VoIP protocols H. 323, SIP, T-SIP and S-SIP and features an automatic roll-out.

Any existing V9 versions must be uninstalled before the innovaphone Software Phone is installed. Configuration is done via a browser window. The Software Phone user has the possibility of making additional adjustments to the microphone, speakers and even the automatic startup mode via "user configuration". The registration then takes place via their computer name.

The innovaphone Softwarephone only works on Microsoft Windows. A security encryption is possible via secure real-time Transport Protocol (SRTP).

### Licensing

One port license, one myPBX license and one Software Phone license are required per user to use the innovaphone Software Phone.

### Current languages supported

The innovaphone Software Phone solution currently supports the following languages: German, Danish, English, Estonian, Finnish, French, Italian, Latvian, Dutch, Norwegian, Polish, Portuguese, Russian, Swedish, Slovenian, Spanish and Czech. (Other languages on request)

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## At a glance

Software  
Phone

### innovaphone Software Phone

#### Software Phone:

- Simultaneous calling and working on your computer
- Benefits of flexible communication
- Available Presence information in Outlook and myPBX
- Find contact data quickly
- Clear presentation and easy management of Favourite lists
- Set up call forwarding easily
- Click to dial via an individually configurable Windows hotkey
- Detailed call lists in the personal history list
- Built-in video capability
- Supports the VoIP protocols H. 323, SIP, T-SIP and S-SIP
- Automatic roll-out
- Configuration is done via a browser window
- Security encryption using SRTP

#### Licensing:

- One port license as well as one myPBX license and one software phone license per user

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