innovaphone
PURE IP COMMUNICATIONS

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Call list

innovaphone myPBX

James

▾ James

What I'm doing...

innovaphone
PURE IP-COMMUNICATIONS

🔍 Type name or number...

▾ My favourites

Anne   1723

Frank   1721
  Jennifer

Harry   1725
  Home office   Frank
                                  Online
Jennifer   Incoming call   1722
  Frank   Jennifer

Susan   1728
  Meeting until 10.30am

Contents

Operation

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

Making calls

Inbound calls are displayed in the information 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 in myPBX, your phone goes into hands-free mode.

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

You can e.g. use the Favorite list to make *outbound calls*. Possible options for contacting the subscriber are shown when the mouse hovers over an entry. Click on the handset icon to make a call. You telephone initiates 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 from the telephone directories are suggested. Press the Enter button to start dialling.

It is also possible to mark a number in myPBX or another programme and to copy it to the myPBX search field by pressing the configured hotkey (function key F2 is preinstalled).

Inbound call with external application

If you have configured an external application in myPBX (read the chapter: Installation & Configuration with the subheading "External application"), that may be opened during inbound calls, a separate icon is shown next to the green handset icon in the desktop message.
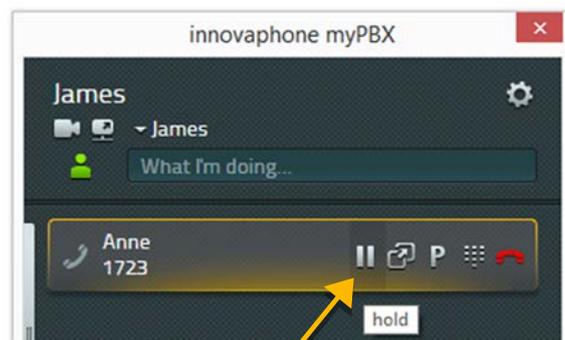

This option is also provided in the myPBX Info area. The name of the application that is given in the configuration is shown to you as a tooltip. The example below shows the Windows application *Notepad*.
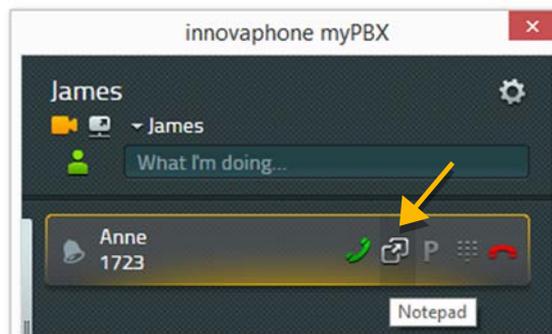
This icon is also shown in the call list.

Transfer with and without consultation

It is possible to transfer an inbound call before or after having accepted it.


In order to transfer a call after consultation with another party, you should first accept the call and then click on the pause button. The call is now on hold and you can initiate a second connection and consult with the new party. You can make use of any of the ways described in the chapter *Making calls*.

To connect these two parties, simply hang up or press the connect button on the call being held.
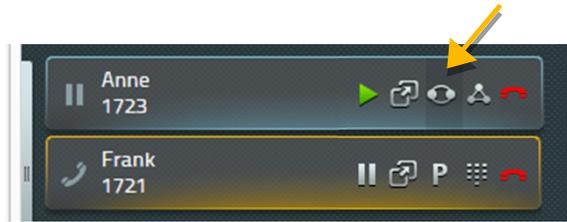
An additional icon is shown in the Favourites list to transfer without consultation (blind transfer).
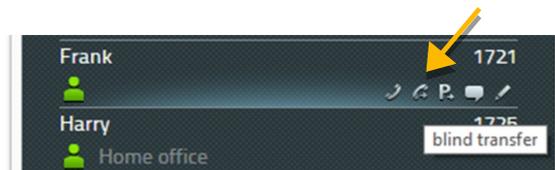
This icon allows both parties to be connected immediately and your call is terminated automatically.

This is shown on the transferred call if the call was transferred within one respective telephone system.

This information is displayed for automatic call diversions and for calls that are transferred manually. If calls are forwarded over several points, a list of all intermediate points is shown. The call forwards are saved in the call list and can be listed by clicking on the Info button.

Parking and unparking a call

Parking a call is a convenient and flexible way of transferring a call to another subscriber. 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 from 0 through n. Any authorised subscriber from one group can "unpark" (pick up) the call.

Example: The switchboard accepts a call. If the switchboard does not know where the requested party is, the call is parked to his number. An announcement by the switchboard 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.
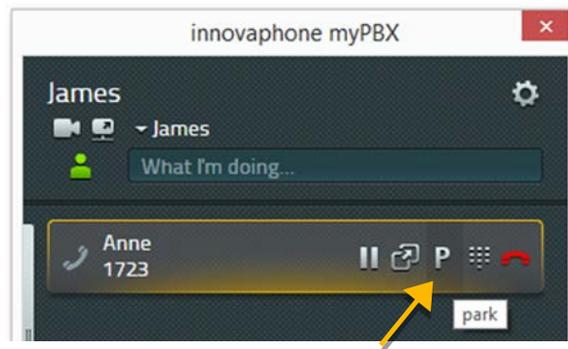
Parking a call

As soon as a connection is set up, myPBX displays a new Park icon for all favorites where parking is possible.
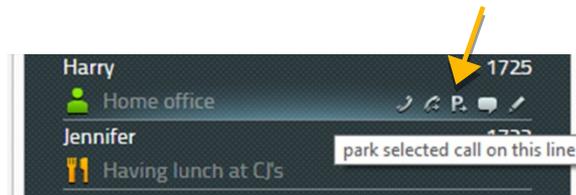
Click on this icon to park an active call to this number. The person making the call hears wait music. The target subscriber's telephone does not ring.
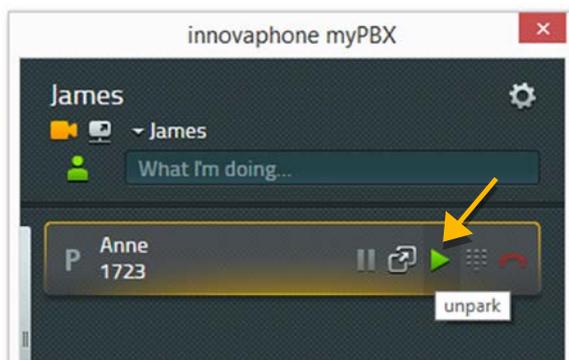
To park to your own number, click on the P button on the call.

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 info area. To unpark, click on the icon. Th call is picked and connected immediately.

All other subscribers can see the subscriber's 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

Unparking calls is also possible from other telephones without myPBX. In the case of newer telephones, you can also select the Unpark icon. In the case of older phones, you have to enter a special number code to unpark a call. To unpark a call to your own number, use the following syntax:

#16$(1)

#16 is the number code for Unparking. $1 is 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 unpark the call.

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

#17(1)#

$(1) is the parking position and $ is the extension 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.

Returning to the above mentioned example: With myPBX, the switchboard can accept inbound calls and park them at respective destination numbers. The requested party is now informed abut the inbound call. The calls can be unparked at any phone by dialing the number code #170nnn# whereby nnn always refers to the own extension number.

DTMF tones

DTMF tones are used to control automatic call forwarding systems and voicemails. Click on the keypad button in myPBX to start a keypad for entering numbers.
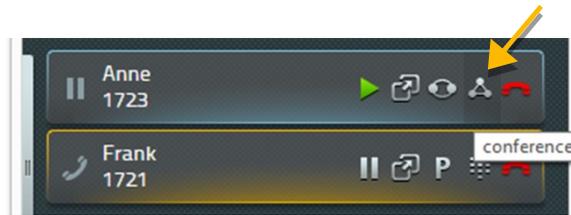

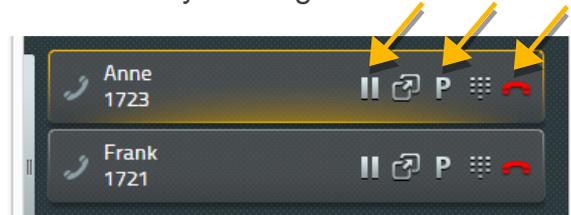The keypad is now positioned where the favorites or call list were before.
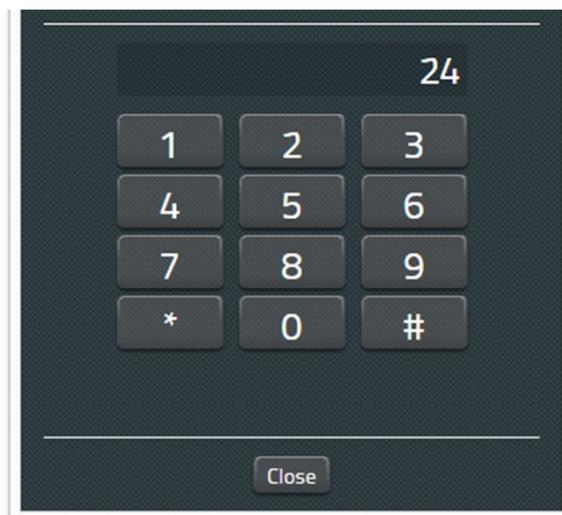
The keypad is closed by pressing the Close button.

Conference

In order to start a Conference, you need two calls, one of which is active while the other is on hold.

You start the three-party conference by clicking on the call on hold's conference button.

The conference can be terminated by putting one of the calls on hold, by parking or ending one of the calls.

The conference is terminated by putting one of the parties on hold. You hold one party whilst speaking with the other.

You can also terminate the conference by pressing the red handset icon. The other connection remains in place once you have pressed the button to terminate one call.

Please note: If you terminate the connection on your phone by replacing the handset, the other parties are connected to each other.

Call diversions

You can configure your own call diversions with myPBX. To do this, click on the slider on the left-hand side of the Information area.

There are three possible call diversions available for you to configure:
- Permanent call diversion - calls are always diverted
- Call diversion on busy - calls are only diverted when you are on the phone
- Call diversion on no reply - calls are diverted after a certain timespan if the call is not answered

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

Enter the phone number to which you would like to divert your calls and confirm with Save. The call diversion is now activated and coloured orange. To deactivate 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

Mobility is not a real call diversion, it is the possibility of turning simultaneous ringing of telephones on and off .

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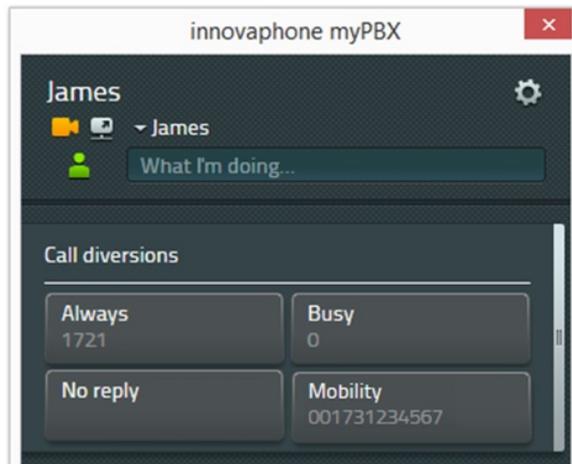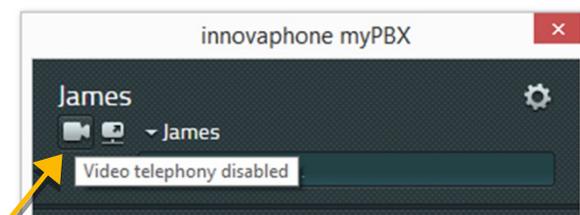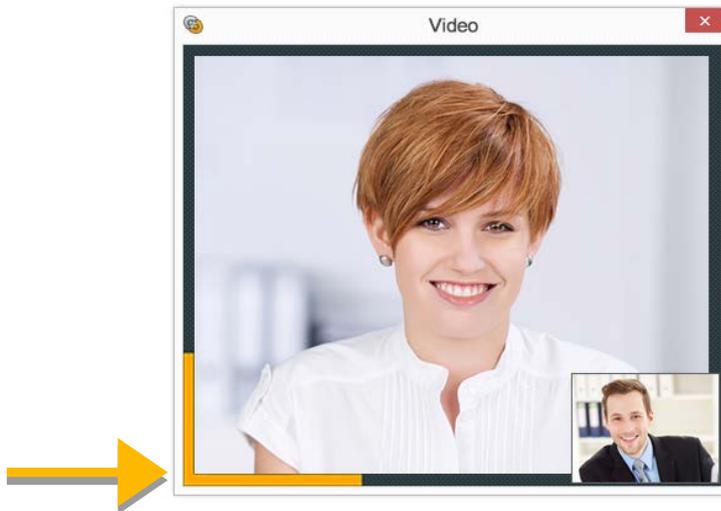

Video

The video connection is set up when the callers at both ends have enabled Video telephony. The video telephony button allows you to see whether video is enabled (orange) or not (grey). Set the "settings" to enter whether video telephony should be used by default or whether you would like to decide separately before each call.
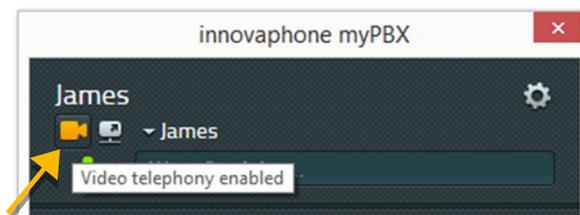
At the top you can see the icon with enabled video telephony, video telephony is disabled in the example below.

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 as soon as the connection ends.
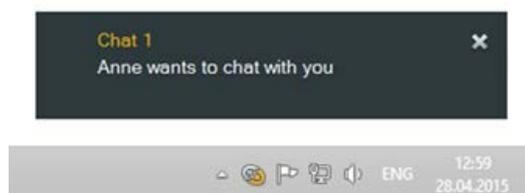
Chat

A chat connection enables text messages to be exchanged with one or more subscribers. A simply chat with one subscriber is started by simply clicking on the relevant subscriber's chat icon.
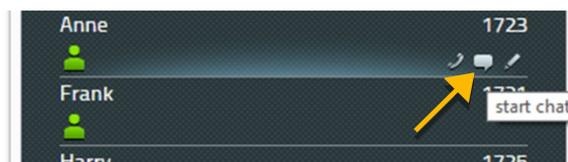
Chat requests are shown automatically in the info area of myPBX:

A desktop message is set up by pressing the myPBX icon with the right mouse button and selecting "Show messages". This stays on the screen until the check is removed.

Accept a chat request by clicking on the desktop message or on the display in the info area. A separate chat window then opens.

The other subscriber's chat window displays a message that you have joined the chat.

The top of the chat window does not move and contains information about the respective other party. Start a call to the other party by pressing the handset button. Terminate the chat by pressing the leave chat session button. In addition you have the possibility of assigning a topic to the chat session.

All happenings and messages are shown in chronological order with the name of the subscriber and the time. The most recent happening is shown at the bottom.
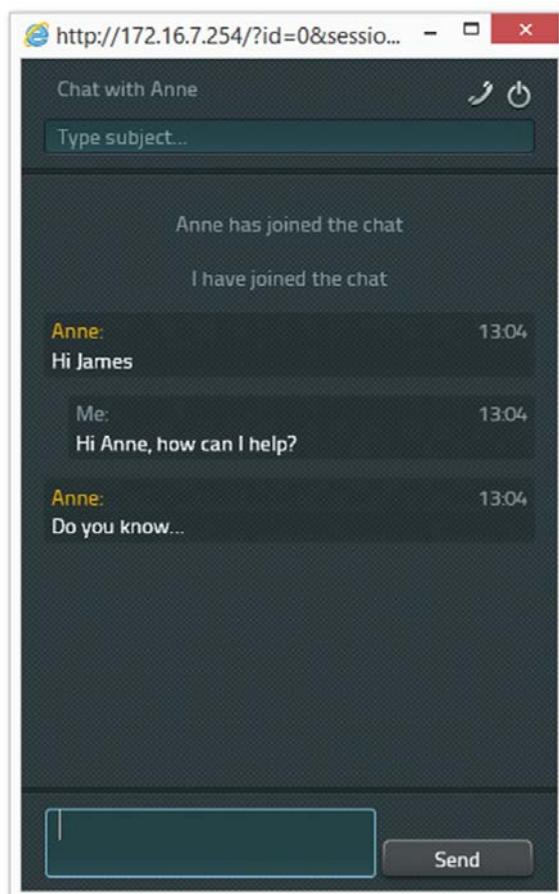

New messages can be entered in the bottom text field. These are sent by pressing Enter on the keyboard. You cannot make later changes to a message.

Click on the respective button on the top right-hand side to leave the Chat session. This closes the chat session window and the chat partner is informed that you have left the chat. Messages cannot be recalled.
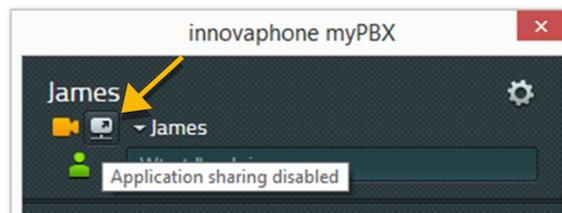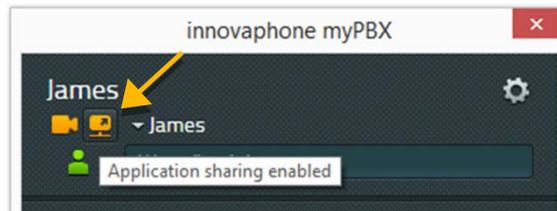
Chat conference

There is no limit to the number of chat participants. Multiple participants can be invited to join the session. Invitations are always sent by current chat participants. It is not possible to actively dial into an existing chat session.
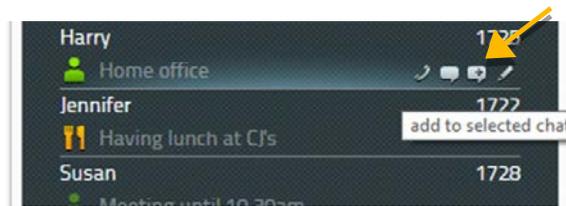

Participants can leave the chat session in any order. The Chat session is terminated if only one participant is in the session.

Application Sharing

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


Application Sharing is always started for the parties currently taking part in the call. In a conference call, the application is shared with all parties. Click on the Application Sharing button to open the control window. This is where you select which applications are to be shared. It is even possible to share the entire desktop.
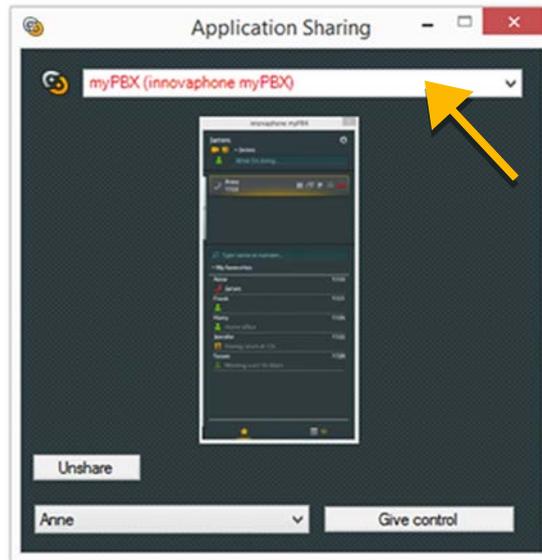
The shared application is controlled by the party that has shared the application. This control can be given to the other parties. If there are several parties, you can select the name to whom control should be given.

The other parties can also send a request to take control. The party who is sharing can accept or reject this request.
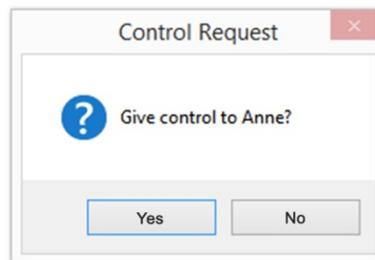

Press *Unshare* next to the name of the person who has control to take back control.

Pressing *Unshare* under the preview of the application terminates the entire Application Sharing. Application Sharing ends automatically when the call is terminated.

E-mail

When you click on the Email button next to a contact, the computer's email programme generates a new email and adds the email contact's address that is stored in the system as the recipient.
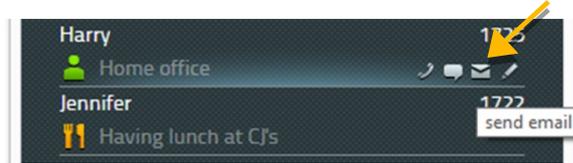
Search

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.

Set Presence

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

The online status shows whether you are available for a chat session. If you are, your activity status is opaque. If not, it is semitransparent. myPBX recognises whether you are currently working at the computer and automatically sets the online status.

By setting the activity status, you can inform other subscribers where you are or whether you are available. Your Presence is updated once the icon has been selected.

Please note that the Presence status does not change back itself. As soon as you can take calls, you can set your Presence back to Present. The note is also no longer active.

Favorites

People and colleagues who you often make contact to can be reached faster if you store them as Favorites. If the other person allows, you can see their online, Presence and telephone statuses. The telephone status is:

- online
- offline
- on the phone (busy)

In order to allow you to see the number of the other party, the other party must have previously given you permission in his visibility settings.

The number of the Favorites is 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 star.
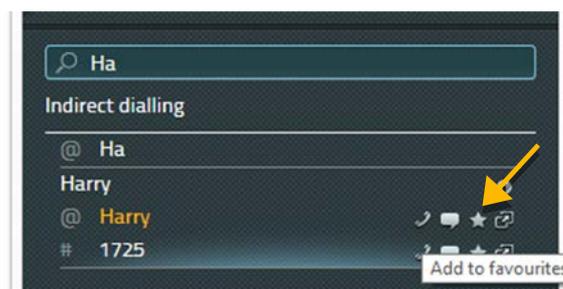
You can now edit the display name of the favorite. Confirm this selection by clicking on the Save button.

Delete favorites

In order to delete favorites from your list, click on the pencil icon Edit. Then click on the delete button in the detail view of the favourite.
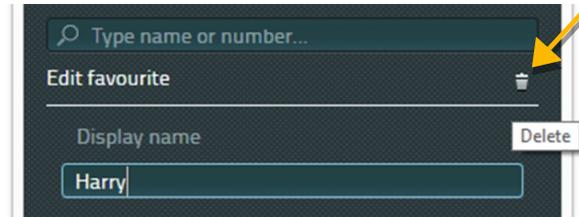

The entry is deleted from the Favorite list without asking for confirmation.

Call list

The call list shows the complete history of all previous communication. Each entry includes the following information:

- Connection success (red icon - no connection).
- Direction of call (arrow in the icon - outbound or inbound call)
- Phone number or name of the other party, if applicable
- Date, time
- Connection duration (visible by clicking on the info icon)
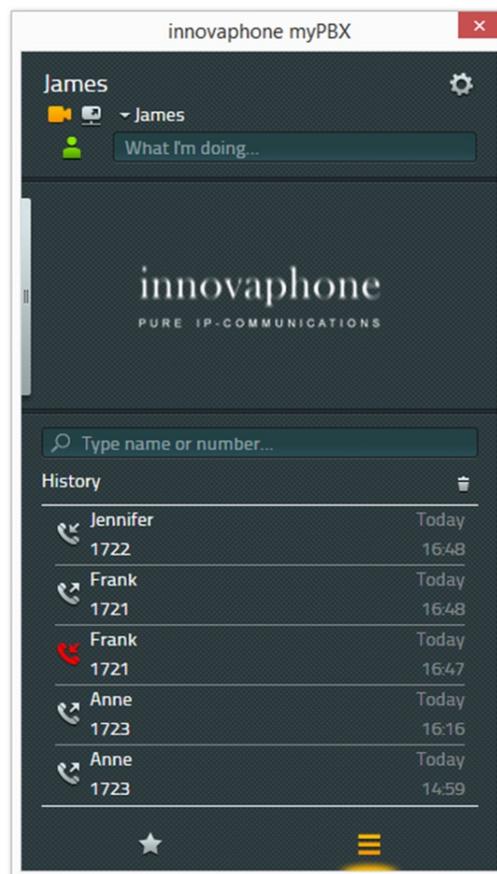
Furthermore, it is also possible to start new activities from the call list. Slide the mouse over an entry to display all available activities such as:

- Call e.g. via phone
- Start a chat
- Save as a favorite
- Start the application that is linked to this contact
- Display the connection details

The *delete* icon in the list view mode deletes your entire call list without asking for confirmation. It is not possible to recall this list.

Click on the Info button to go to the detail list. This provides additional information such as connection duration and flow - this is particularly interesting if the call was transferred or diverted to you.
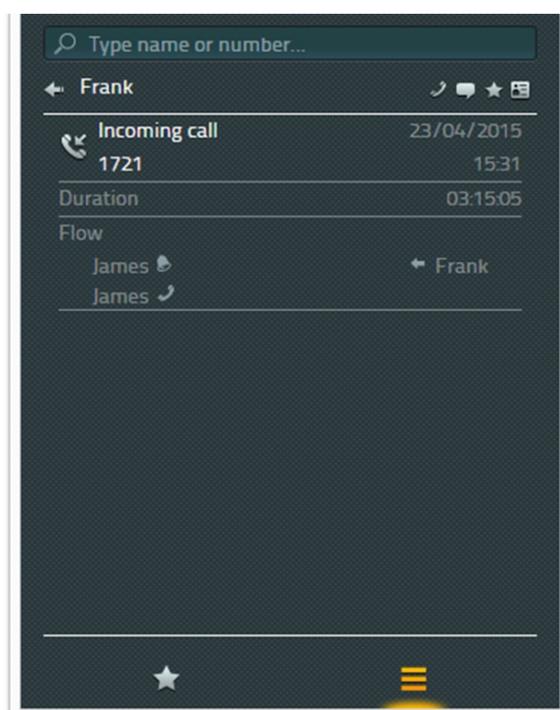
If an email address has been stored for the contact in the call list, a please call back request can be sent via email.

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.* Double click to start the programme. The myPBX Setup wizard appears on the screen to guide you through the installation process.

After installation, you can find myPBX under the path /Programme/innovaphone/myPBX.

Login

A user name and password must be entered in order to use myPBX. The administrator can give you this information.

Once you have registered you can change your password. To do this, click on the configuration icon (cog wheel) on the top right hand side of the application and select the menu item *Change password*.
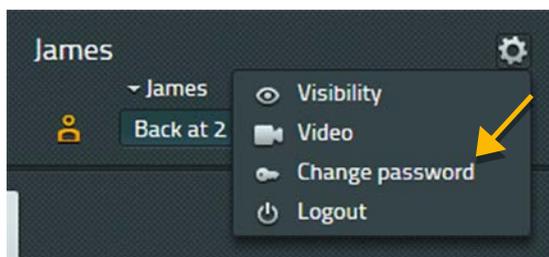
Enter your old password one last time. You can then assign a new password. Once saved, the new password is enabled.

Visibility settings

You can determine which information other subscribers can see. Limitations can be set to company-wide via the domain name, or for individual subscribers. The setting for individuals has higher priority than the company-wide settings. The administrator has already pre-set visibility. You can change the settings as often as you like.


The following information can be switched off:
  * Online state - shows whether you are available for a chat session.
  * Presence - available, away, busy etc.
  * Presence details - additional information that can be entered freely.
  * Busy state - shows whether you are currently on the phone.
  * Calls - shows who you are currently on the phone to.

Further subscribers and URIs can be added and visibility configured using the "add new URI" field. Changes are saved by pressing 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.
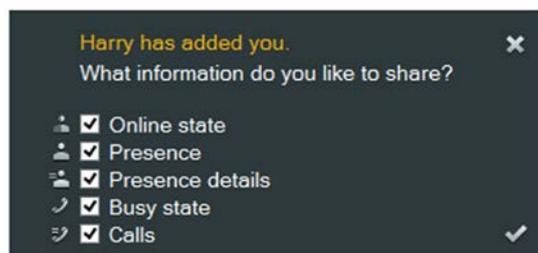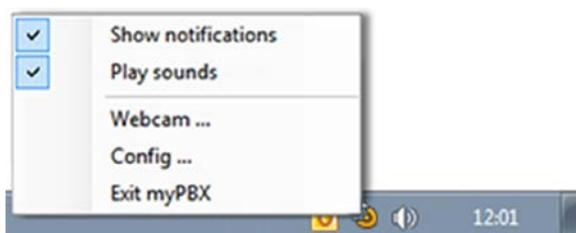

The settings can be changed later as mentioned above as required.

Select end device

If you have more than one telephone registered to your user name, you can select which telephone or end device myPBX should control.

Configuration

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

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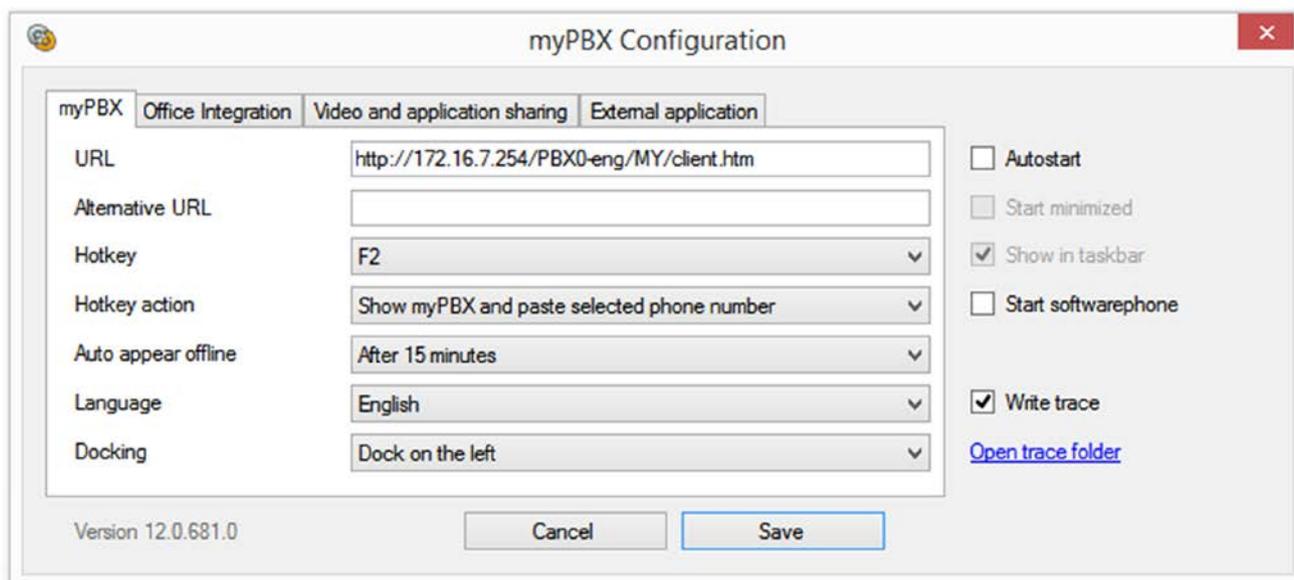
Tab: myPBX

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

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

Hotkey: Is a key or key combination that carries out the selected hotkey function.

Hotkey action: Contains the reaction that should take place if the Hotkey is pressed. You can choose between two Hotkey actions: You can either start myPBX or you first mark a number in another programme (e.g. a browser) that is then copied to the myPBX search field.

Auto Appear Offline: If the computer has been inactive for a certain time, your Presence can automatically be set to *offline*. i.e. You are not sitting in front of the computer and are thus not available for a chat session. Your Presence is now shown to other subscribers as semi transparent.

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

Docking: You can dock the myPBX window to the right-hand or left-hand side of the screen by pressing *Docking*.

Autostart: If this option is enabled, myPBX starts automatically once the Windows operating system is booted.

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

Show in task bar: If this option is enabled, the myPBX button is shown both as a system icon in the information area of the task bar and on the task bar itself.

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

Write trace: Traces are special protocols that enable innovaphone software developers to trace errors in myPBX. If this option is enabled, traces are saved on your computer as text files. These can be sent to innovaphone in case of an error.

Tab: External application
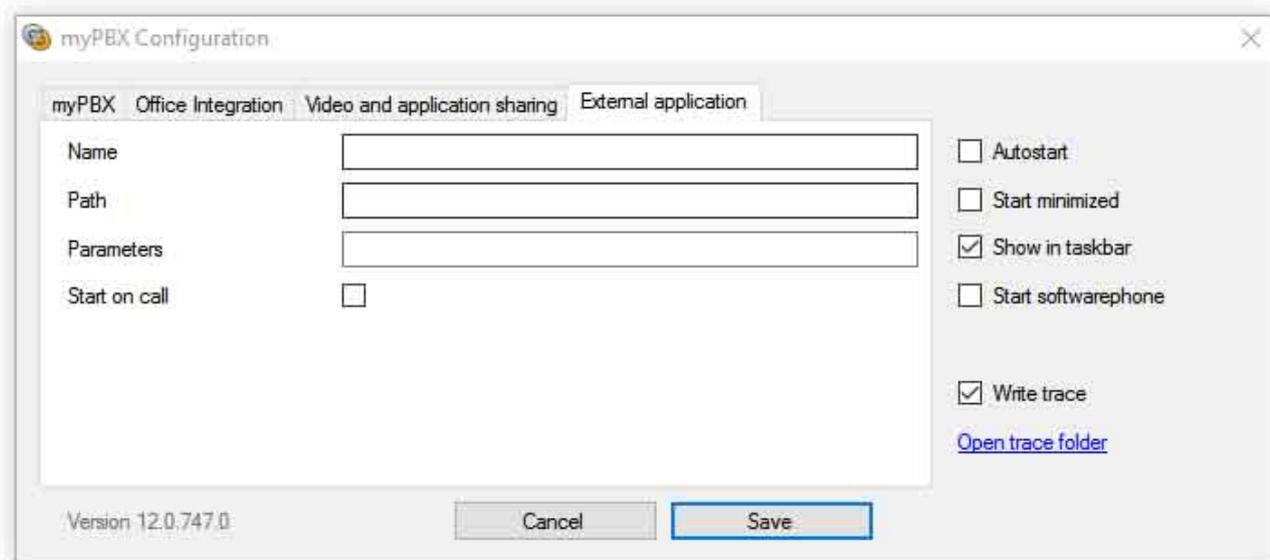
Name: Here, you can enter the name of the external application that is to be shown in a tooltip if you move the mouse over the icon to start the application. The icon is located on the call and in the desktop messaging.

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 When running the programme, a text file is generated that bears the name of the caller. This is then opened in the Notepad application.

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 or in the call.

About this document

This document applies to the software:

<div align="center">

innovaphone myPBX, Version 12 R1

</div>

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