innovaphone myPBX:
The Unified Communications client

The Unified Communications client myPBX from innovaphone is the ideal companion for users with high demands on their communication infrastructure. Their typical criteria: They are available around the clock, communicate a lot, sometimes with multiple calls at the same time and initiate ad-hoc audio or video conferences. myPBX supports such frequent callers, bringing together their various communication channels under one unified application interface - in a clear, structured and user-friendly way.

With the myPBX web client, the user benefits from a variety of Unified Communications functionalities, such as traditional telephony, audio conferencing, company directories, connection logs, Presence information, instant messaging, collaboration sessions, desktop video telephony and video conferencing - no matter whether from the office, home office or on the road.

The myPBX functionalities in detail
Traditional and good | Telephone functions
With the Unified Communications client myPBX all traditional telephone functions are easily available for the user: dial, hang up, hold, park, 3-party conference, toggle, connect, set call diversions, pickup. The user can choose individually which device is to be controlled over myPBX because all of the devices that are set up in the innovaphone PBX for the respective user are available (e.g. office telephone, home office telephones, DECT phone, etc.).

Everything at a glance | Favourites list
The most commonly used contacts are clearly listed in various Favourites lists (E.g. Favourites list sales, marketing). You can easily add new contacts via an LDAP search. Because the Favourites are displayed with Presence information, you can always see at a glance whether someone can be reached or not. It is also possible to trigger a call, start a chat, write an email or edit your Favourites with just one click directly from a Favourite.

Never busy again | Office integration
In myPBX, a drop-down menu can be used to show one's own Presence (present, absent, busy, lunch, do not disturb, vacation) and to add a descriptive note. Thanks to innovaphone's Office integration, various Presence information, which can have very different origins (e.g. myPBX, end device, Office/Outlook calendar), is bundled to a single Presence information and displayed in a clear and understandable way for the users in all these applications - also in the myPBX, Unified Communications client. Any change in availability is updated in real time in all applications.

Find your destination quickly | LDAP search
A search field in myPBX can be used to look for contact information via an LDAP database. It is possible to display further information on a contact from each search result simply by clicking on the relevant Info icon (address, email address, position etc.) There is also the possibility of sending this contact information via email to someone, to call the person directly, or to add the contact information to your Favourites list.

Flexible exchange of information | Chat plus Collaboration
Short questions can be resolved at any time via chat. To do this, just invite one or more subscribers via the Favourites list or LDAP search to join the chat by clicking on the Chat icon. At the beginning, a topic of conversation can be determined. myPBX informs the user as soon as someone enters or leaves the chat. It is also possible to invite many more participants to join an existing chat. A few clicks are all it takes to easily set up collaboration sessions directly from myPBX with the help of appropriate application sharing software (e.g. GoMeetNow, WebEX, etc.) Collaboration sessions can be used to discuss documents or applications.
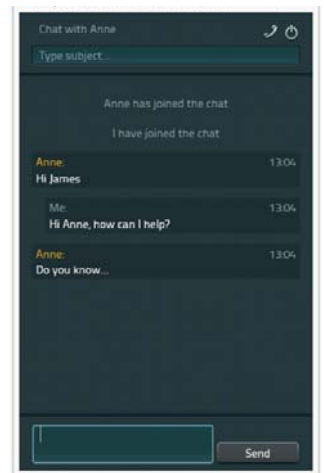
Don't miss anything anymore | History list
All incoming and out-going calls are clearly listed in the myPBX History list. You can also call a contact, add contacts to a Favourites list or start a chat directly from the History list. Any missed incoming calls are indicated with an icon in the History list. You can track exactly what happened to a call using the detailed information. Was the call answered by the operator? Did the operator try to put the call through again? etc. If a group call has been missed and

a group subscriber returns the call, this is also noted for all to see in the History list's detailed information. Thus, all group members are informed that there is no need to act. If a call is answered on behalf of a colleague who is currently not able to answer the phone, a callback can be requested at the touch of a button. An email opens and the reference line automatically includes all of the necessary information for returning the call (name, company, telephone number).

Face-to-face telephone calls | Video

The Unified Communications client myPBX has Video functionality which can be enabled at any time with an appropriate license. The user is thus able to make ad-hoc Video calls quite simply and to set up 3-party Video conferencing on the desktop without needing costly equipment. myPBX configuration makes it possible for you to define the basic settings and to decide if you want audio-video or just pure audio telephony. A Video icon above the Presence display indicates whether Video is enabled. Before the call is set up or before answering the phone, the user can make a conscious decision in favour of or against a video call by simply clicking on the icon. If the user changes the default settings for one call, the settings automatically return to the default settings once the call has finished.

Guaranteed availability | Call diversion

Call diversions for three different statuses can be determined in myPBX: Always, busy or on no reply. The desired target extension or switchboard can be changed at any time. myPBX uses colour to indicate to the user that a call diversion is enabled. Practical: The call diversion setting is automatically synchronised with the corresponding telephone.

Mobility subscribers have a fourth possible setting under Call diversions. In addition to the mobility destinations (e.g. terminal, mobile phone) configured for a user by the administrator, the user can also determine a different mobility destination via the "Mobility" option. This could e.g. be a PBX extension, a mobile number or any landline number.
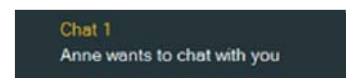
Privacy | Visibility setting

The "Visibility" setting allows you to define how much of your activity certain contacts can see. An administrator can make central presettings, which the user can still supplement individu-

ally - these user settings always take precedence and determine who can see information such as availability, busy status and call details.

Always up-to-date | Messages

Messages from myPBX informing the user about incoming calls and chats are particularly advantageous if myPBX is kept in the background and is not docked to the side of the screen. A special message window shows call details when there is a call, and it is possible to pick up or reject a call directly from this message window. A message also appears for missed calls - a window appears and remains on the screen until it is either clicked away or the History list is opened for more detailed information. If there is an incoming chat such a window also appears and remains in place until you enter the chat. If you don't do this directly, you can read the chat messages in this window if you are already receiving them.

Licensing

A port license and a myPBX license for each user is required in order to be able to use the innovaphone Unified Communications Client myPBX. The myPBX license is charged as soon as the function is configured for a user on the PBX - – no matter whether it is used (no floating license!) The number of myPBX licenses does not have to be equivalent to the number of port licenses. Innovaphone myPBX is also a component of the innovaphone UC license.

Current languages supported

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

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At a glance

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myPBX:
- Supports traditional telephone functions such as dial, hang up, hold, park, 3-party conference, toggle, connect, set call diversions, pickup
- Finds contacts flexibly using LDAP search
- Organises contact information in various Favourite lists
- Enters Presence status and a complementary Presence note
- With innovaphone Office integration: Transfer calendar entries as a Presence note
- Update Presence in real time
- Visibility settings can be limited for certain participants
- Chat with multiple participants
- Collaboration sessions with the help of appropriate software (E.g. GoMeetNow, WebEX, etc.)
- History list with detailed information of all incoming and outgoing calls
- Accurate tracking of missed group calls
- Callback requests can be generated from the myPBX history list
- Ad-hoc Video telephony solution can be integrated
- Default settings for audio and audio-video telephony can be selected at will
- On demand, choice between audio and audio-video telephony for every call
- Flexible definition of call diversions and automatic synchronization with all end devices
- Call and chat details via pop-up windows

Requirement:
- innovaphone version 10
- innovaphone IP phone or software phone
- PC with Windows 7 upwards

Licensing:
- Each user requires a port license and a myPBX license

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