Helping you communicate, connect and collaborate

Sophisticated all-in-one telephony solutions for your business

It's more than just a telephone system

With an innovaphone phone system, you'll have the tools to help your business work better – now and in the future. It's a one-stop solution. Chatting, conference calling, and desktop sharing make team meetings easy. And a wide range of IP telephony functionalities and mobile apps help you stay in touch with your customers - and each other – no matter where you are working.

Flexible and scalable phone system
Everyone needs different features from their phone system. So you can set up your innovaphone system in your premises or run it in a virtual environment.

innovaphone myApps
The communications client myApps by innovaphone fulfils all the functions of a Unified Communications client and much more. You can easily communicate, collaborate, administrate and develop new apps.

The right phones for you
Your employees will have the right tools to control their calls and communicate with coleagues and customers.

Interface to the communication of tomorrow
A unique all-in-one solution - each gateway is a standalone unit where the hardware and software is designed and produced by innovaphone.

Make your phone system work harder
Your business can benefit from specially chosen and designed peripherals, such as video door access control, on-hold messaging services and more.

On premises or cloud –
choose your solution

innovaphone IP Telephony can be set up in your premises
or can run in a virtual environment.

On premises
The innovaphone PBX is an appealing system with
its wide range of functionalities, hardware platforms,
end devices and software solutions, which can be
customised on a modular basis. Thus it is extremely
versatile and blends elegantly into any individual
communication solution.

Several different analogue adapters are available
to integrate analogue end devices into the VoIP
innovaphone PBX. All VoIP gateways and analogue
adapters have a very sturdy construction.

* Basis for innovaphone's entire
  communication solution
* No server necessary
* SIP, ISDN or analogue connections
* Energy-efficient without cooling fan
* Integration of Analogue devices
* Powerful due to Ethernet

Cloud
The innovaphone software can run in a virtual
environment which allows you to set up your PBX
in your own private cloud. There are no additional
licences required other than the IPVA licences to
migrate all of your premise-based licences on to the
new virtual server. The innovaphone virtual instance
requires little power, memory and CPU capacity and
requires no Windows or Linux operating systems
to operate.

Due to the lean design and multi-site capability, the
innovaphone IP PBX is already tailored to operate in
a datacentre environment. The concept is similar to
that of the private cloud in that one instance/IP PBX
is allocated to one customer, therefore all of the
features enjoyed by users in a premise-based
environment are transferred to the cloud

innovaphone myApps

The work and communications client innovaphone myApps fulfils all
the functions of a Unified Communications client and more.

More than a UC client

Do you want to use a client that looks the same
and is operated in exactly the same manner on
all devices, no matter whether you are using
your smartphone or a Windows computer?

Do you wish for a client with which you can chat,
make phone calls, share your screen content,
make video conferences, fax, operate and listen
to your voicemails and that lets you check the
Presence status of your colleagues' calendars –
all within uniform interface?

With innovaphone myApps, you have access to all of
these functionalities in the form of individual apps
located within the myApps client.

Simplify the operation of your PBX

There are more apps in your innovaphone myApps
communications environment. The apps for
administrators help to install, configure and
monitor your PBX.

This does not only apply to the PBX itself but also
to the distribution, configuration and connection
of telephones and other end devices.

It doesn't matter whether you have an onsite
installation or a cloud solution, innovaphone myApps
offers apps that help you with the administration of
users and locations.

Communicate anywhere and anytime

innovaphone myApps and its variety of effective communication apps. Telephony, Chat, Conferencing, Fax and much more: anywhere, anytime and on any device.

Softphone
The Softphone app includes a fully functional softphone and will turn your Windows computer into a telephone. You speak over a USB headset which allows for more flexibility at the workplace.

Phone
The Phone app includes typical functions of classic IP Telephony and additional functions such as Video Telephony and Application Sharing.

Call List
The Call List app lists every single phone call (also group calls). Missed calls are indicated via an icon on the call-history list. Detailed information can be accurately traced and information such as date, time, duration or call direction is saved for every single call. You can easily establish a call or begin a chat with one of the contacts directly from this call list.

Voicemail
The Voicemail app manages the access to the voicemail box. All voicemails are available to the user and voice messages can be played back in any sequence. Functions such as the playback, deletion and storage of voice messages and callbacks are all possible with the Voicemail app.

Conference
The Conference app enables the management of virtual conference rooms, including the allocation of flexible dial-in pins and monitoring options. It only takes one glance to view the available and used channels, the participants present in a conference and the current speaker. Participants can also be "muted" here.

Chat
The Chat app can be used to send short messages, smileys or small data files to individual persons or to chat groups. Text formatting such as italics, bold, underlining and bullet points can be used for easier reading. Depending on the licence, the chat record is either temporary or permanent.

Fax
Use the Fax app to send PDF documents to fax recipients and to receive faxes as PDF documents. The faxes are arranged according to sender or recipient. It is possible to look for a recipient via the general search interface in all available contacts.

Efficient collaboration

Enhance your efficiency and collaboration with innovaphone myApps and the suitable innovaphone myApps tools for your business. Search queries can easily be created and Favourites can be managed conveniently. All Favourites are displayed with their Presence status so that you can quickly check whether and when another participant is available.

Profile

The Profile app allows the user to individually configure their own user account. A profile picture, e-mail address, password and username can be set up or adjusted with this app. Personal data can be made visible in the privacy filter (for other users, groups or domains). The user can further set up Mobility and call diversions with the Profile app, in addition to joining or leaving groups and editing the list of registered phones. The user account can also be deleted with this app.

Users

This app shows all users registered on the PBX. Simply select another user to begin a chat, start a call or to send an e-mail. It is further possible to attach the selected user to your own home screen by clicking onto the home button next to the users name. If a user does not wish to be listed in this app, the privacy filter in the Profile app can be adjusted accordingly.

Contacts

The Contacts app is a company directory. Users can look for contact information via the search field. This may be done by entering a name, company name or telephone number. All details of a contact such as address, e-mail or position within a company are displayed via a symbol. All possibilities of establishing contact are offered here. Search queries are made available in the Phone and Chat app.

Recordings

This app is ideal for critical applications where it becomes necessary to record calls, for example if phone calls are contractually binding.

There are many different options to record calls with the Recordings app. All desired calls, whether incoming or outbound, can be recorded in different variations: entire calls, business calls only, certain segments of a call, manually/automatically marked calls or threat calls. The recording of a phone call can be triggered directly at the end device.

Reports

With the Reports app, filters can be configured individually that allow for telephony enquiries to be sorted flexibly, for example by country, departments or individuals. The Reports app also makes it possible to evaluate according to specific times or periods. Bottlenecks can be countered in time, and, as far as calls are concerned, a company can continue working at optimum capacity. The results can further be exported to various file formats and processed accordingly.

Central configuration and administration

innovaphone offers a variety of apps for the administration and configuration. With innovaphone myApps, everything is managed in one central client – no matter where you are.

LDAP API
The LDAP API app is used for search queries within a directory (LDAP directory), for example when looking for a contact. The search results are displayed in innovaphone myApps on the Phone and Chat app.

PBX Manager
Using this app, the administrator is able to configure the installation of the innovaphone PBX.
Waiting queues, Reverse Proxy, DECT systems and much more can be set up and managed with the PBX Manager app.

App Platform Manager
With the App Platform Manager, the administrator can install and administrate the different app services. Apps can be activated, deactivated and managed with the App Platform Manager.

Devices
All devices of a cloud solution or onsite installation are displayed and managed in the Devices app, from VoIP gateways to the end devices. Backups and updates are set up and installed here.
The administration of rental devices and rental software is carried out in the Devices app. Further, innovaphone Service Credits (iSCs) are uploaded and distributed here.

Push
The Push app manages the push service on a smartphone for incoming calls or chat messages. Communication takes place between the push service, Apple and Google. The innovaphone PBX Manager plugin can establish a connection to this push service so that this service can be used.

Channels
The Channels app groups DSP channels of different innovaphone VoIP gateways. This enables for example a conference with a large number of channels.

App Store
Administrators can download apps for their installations at the App Store. All available innovaphone apps are listed here – also apps from third parties, if applicable. Are you missing a suitable app? Come and speak to us or simply develop your own app.

Files
With this app files can easily be stored and organised individually, or for system wide features such as music on hold or announcements to waiting queues can be managed.

Alarms

The Alarms app is a monitoring tool for administrators. Individual PBXs or all devices within one network can extensively be monitored with this app. The Alarms app indicates active system errors to the administrator, and relevant information for each error notification is displayed.

Events

The Events app is a monitoring tool for administrators, just like the Alarms app. All errors that have occurred are permanently stored in the Events app. Errors that have already been resolved are also listed here. Selected or all events in the app can further be deleted.

Logging

Another tool for diagnostic analysis is the Logging app. Administrators can use this app to view information on the installation in real time.

Develop your own App

Do you have ideas to further enhance communication and work processes within businesses? With innovaphone myApps, your ideas will reach no limits.

API Monitor

The completely open and expandable innovaphone myApps platform architecture provides all resources necessary for you to program apps. You have access to all interfaces and protocols that our in-house developers use for the innovaphone apps. These apps are developed in JavaScript and C++ so that knowledge of Linux is not required.
The asynchronous programming model of the App Platform – the basis of innovaphone myApps – enables the realisation of highly scalable applications.

You can make use of various functions when developing your own app; these are freely available with the App Platform from innovaphone myApps:
- Security mechanisms such as two-factor authentication
- User authentication via single sign-on with innovaphone myApps login
- Cross-platform app programming to use the app in different environments (web browser, Windows, iOS, Android...)
- Localisation and personalisation of apps
- Mechanisms that realise initial installation, in addition to current backups and updates

Due to the variety of already existing functions, you will be able to fully focus on the development of your core idea. The transparency of all interfaces and protocols further offers the possibility to exchange information within the developer community of innovaphone myApps and to profit from each other's experience.

Expandability of innovaphone myApps

APIs are provided for all core functionalities so that third-party apps can seamlessly be integrated into innovaphone myApps and communicate directly with innovaphone apps. This means that the innovaphone myApps Phone app or Chat app can for example be started directly from your CRM system. It is equally possible to provide functions of third-party apps to innovaphone apps.

Marketing via innovaphone myApps

Other companies would also be able to profit from your app. In addition to a full toolkit for development, innovaphone myApps further provides the opportunity to monetise your newly developed app. By publishing your app in the innovaphone App Store, there are various mechanisms available for you to successfully market your app.

Would you like to license your app yourself? No problem. Regardless of whether you are in charge of the licensing or leave the licensing up to us, you can publish your apps in the innovaphone App Store and benefit from its wide reach.

Software Development Kit

The innovaphone SDK shall facilitate your work. You will receive all necessary build tools, seamless integration into Visual Studio, extensive documentation as well as code examples.

The right phones for you

innovaphone offers modern IP and DECT phones for every task: from the stylish design phone to the functional all-rounder.

IP phones

A wide range of IP phones are available for users from designer, business or robust building-site phones to computer-based software phones. All models meet the high requirements of the professional business environment and ensure the availability of a wide range of telephone functionalities. The innovaphone IP phones are also the perfect choice for particularly demanding applications such as for call-centre workers or for heavy users. In addition, they are intuitive to use and need no introduction.

innovaphone's IP phone range offers modern devices for every task: from the stylish design phone to the functional all-rounder. These phones meet the latest standards of HD voice quality, support the newest security protocols and have large colour displays with touch control, depending on the model.

- Suitable IP phones for every demand
- Easy and intuitive operation
- Stylish design
- Developed and produced in Germany
- Expandable with extension modules, headsets and UC applications

Flexible wireless solutions

Many businesses need employees who can move around freely within the company – this might be the ward physician in a hospital, logistics staff in a large warehouse or the mechanical engineer at a repair workshop. Communication has to remain unproblematic and reliable at all times. Sturdy end devices with long battery runtime, good network coverage and safe integration into the telephone system are essential requirements.

innovaphone offers a suitable wireless solution for all demands: IP DECT, Wi-Fi and the integration of smartphones.

One prominent advantage of DECT solutions is the possibility of building up your own network. These networks are extremely reliable, independent and great coverage can be provided. End devices are dedicated to telephony which lets them achieve a long battery runtime.

- Perfect integration and easy to maintain
- Individual and reliable IP DECT network
- End devices with long battery runtime

Interface to the communication of tomorrow

A unique all-in-one solution: each gateway is a standalone unit where the hardware and software are designed and produced by innovaphone.
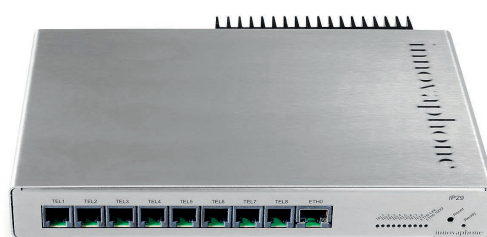
**The very special box
VoIP Gateways**
The innovaphone VoIP gateway forms the basis of the innovaphone IP Telephony and Unified Communications solution. It is available in various versions and is equipped with different licences depending on the model.

The PBX software is already pre-installed on the innovaphone VoIP gateway and only has to be activated with the appropriate licences. Regardless of this, the devices can also assume the functionality of a pure gateway, serving as an interface to other networks and converting existing ISDN, SIP or Analogue connections to IP connections.

All innovaphone VoIP gateways are very robustly built – their hardware has absolutely no hard disks or fans. The components are sized generously and lean software structures mean the VoIP gateways are extremely powerful, even when they fulfil the PBX task in parallel.

The stability of the VoIP gateway is also reflected in the design of the housing made of brushed stainless steel.

**Integrating the analogue world
Analogue Adapters**
Analogue adapters are used to integrate analogue devices into the VoIP innovaphone PBX meaning such analogue devices can still be used even in an IP environment.

Meaningful analogue facilities such as door intercom systems, franking machines, telephones, fax machines and others can thus continue to serve their purpose even in new VoIP installations.

Especially for fax communication, all innovaphone gateways and analogue adapters support Fax-over-IP according to T.38. This allows the mandatory exchange of existing analogue equipment to be bypassed saving costs for new acquisitions.

Make your phone system work harder

Choose from a range of specially selected innovaphone system peripherals that will help to increase your business security and productivity.

Secure Access Control Systems
Our Nista range of IP door access control systems are designed to link with the innovaphone IP handsets so you and your team can easily see real-time video of your visitors on your innovaphone high-resolution handset display.

This unique solution is simple and convenient! At a press of a button, visitors get connected to a designated extension or a group on your innovaphone phone system.

On-Hold Music and Messaging Services
We provide on-premises and cloud-based solutions that work across your telephone system.

You can choose a fully managed on-hold service that is a complete one-stop solution. Messages are automatically uploaded to your telephone system and played back to callers on a scheduled basis.

In addition we are able to create attendant and queue messages using professional voice-over artists to provide clear announcements to help navigate visitors to the correct person or department.

Audio Visual Alerters
The Analogue and IP strobe light is designed for alerting and notification of telephone, emergency, safety and security events, particularly in noisy and noise-sensitive environments.

The Analogue and IP audio alerter is a versatile unit that connects to the innovaphpne PBX via an Analogue extension or SIP endpoint and allows you to set the unit to make either a paging announcement or an extension loud ringer for use in a noisy environment where the standard handset ring is not audible.

Uninterruptable Power Supplies (UPS)
Uninterruptable Power Supplies (UPS) are a great way of protecting both your valuable data and key equipment functionality ensuring you maintain business continuity in the event of a power failure or power issue.

Our UPS solutions are designed to meet a wide range of power management requirements and are scalable to ensure prolonged periods without power can be managed simply and effectively.

Peace of mind

A range of support and training options that allow you to maximise your innovaphone investment.

Support services

innovaphone, in partnership with North Supply are able to offer you peace of mind by allowing you to select from a series of maintenance options to meet the needs of your organisation.

Bronze, silver and gold maintenance options allow you to select from return to base and advanced replacement options plus, if it's total peace of mind you require we are also able to offer both resilience and redundancy options to provide support 24 hours a day, 365 days a year.

Training packages

We want you to get the very best out of your innovaphone system, that is why we offer a suite of training options to ensure you can do just that.

Whether it is online, at your premises, or at an innovaphone training venue there will be a solution that is right or you.

We will cover topics from simple desk phone operation, through innovaphone myApps feature training to administrator setup and system configuration changes.

There will be standard training modules plus the ability to agree and deliver bespoke training sessions tailored around your specific requirements.

Looking for more? Add something extra

There are more ways to make your telephone system go the extra mile.

Never miss a detail
Call recording is a great way to improve your business, whatever its size. And we can help find the perfect choice for you. Whether you want to record calls locally on your PC. Or catalogue thousands of hours of audio in a searchable, secure place.

Improve your data security and business continuity
Uninterruptable Power Supplies (UPS) are a great way of protecting both your valuable data and key equipment functionality ensuring you maintain business continuity in the event of a power failure or power issue.

Make your daily communication easier
We provide comprehensive solutions for **voice-paging systems, telephone alerting**, safety, security and emergency notification.

Securing your business starts at the door
Whatever business you're in, there are some things you can't compromise on. Keeping staff safe, protecting customer data, keeping expensive equipment in safe hands; whatever matters most to you, our **secure entry systems** make it easy to protect it.

Show your customers how much you care
Making customers feel welcome is important, so greeting them with clear, **professional messages** and informing or entertaining them using **music or messages** are proven ways to deliver higher rates of customer satisfaction.

Facilitate your business applications
To provide you with a complete one-stop solution, we have introduced a range of **Application Servers** that cater for a spectrum of options to meet your business needs.

NORTH **S**UPPLY