Products and Solutions 2025/2026

innovaphone
more than communication

Content

Introducing innovaphone

Innovative start-up, VoIP pioneer, UCC specialist, medium sized high-tech company – These are only a few of the key attributes to describe our company history. Today, we are a leading European provider of enterprise communications and digital collaboration. Our hardware and software solutions are designed to meet the technology demands of businesses with any size and structure.

Our Motivation

We wish to contribute to a society in which humanity can exist with a high quality of life. How do we envision to achieve this? By helping companies today with our products to increase productivity and to focus on essential matters. Our actions of today determine how the world of tomorrow will look like.

Our Values

Community & Family

We are more than just colleagues and executives; we are one big community. We always pull together and make sure to support each other. What makes our team strong is our open-door policy and joint activities, also in our free time. With flexible work hours, working remotely from home, part-time and parental leave models, our employees can balance family and career in any life situation.

Self-Reliance & Individuality

We assume responsibility – for our actions, our products, our customers and our team. We do not copy. Instead, we think for ourselves, fully aware that we do not always share the opinion of the crowd. We do not follow the fads of the market. We focus on the business needs of our customers and prefer to take matters into our own hands instead of integrating bland, standard solutions.

Frankness & Transparency

Comprehensible processes, transparent communication and open mindsets ensure frankness and transparency on all levels. This is reflected in our products as well as in our decisions, developments and our reliable partnerships and cooperation with colleagues, partners and customers.

Reliability & Continuity

We are innovators and pioneers but not at all costs. Continuous and steady growth weighs more than short-term success. innovaphone is owner managed and self-financed to 100%. There is no interference from investors and we always stick to our words.

Sustainability & Eco-Friendliness

We repair our products instead of simply throwing them away. Environmental aspects are considered when we make business decisions and we are certified according to ISO 14001. We further help our customers to act sustainably. With the help of our solutions, old telephone systems are migrated to new technologies and can therefore remain in operation.

Diversity & Internationality

innovaphone employees represent many countries and speak more than 20 different languages. Our steadily growing partner network of authorized innovaphone partners extends across the globe.
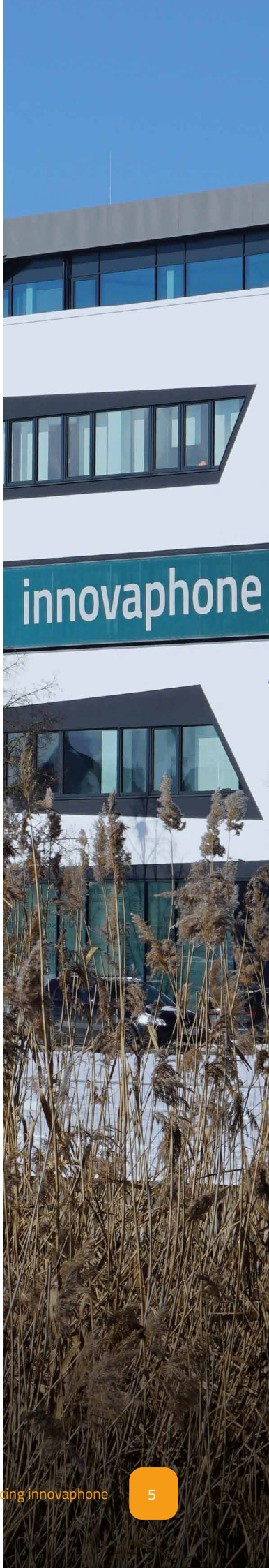
innovaphone – more than communication

25 years ago, the journey began with a little box made of stainless steel – the first innovaphone VoIP gateway. Today, the story continues with an entire ecosystem for businesses, encompassing communication, digital collaboration and productivity.

In the years between, many more milestones were reached with product developments and continuous innovation, ultimately leading to the **broad spectrum of innovaphone products and solutions** we carry in our portfolio today. These include compact **VoIP gateways**, various **IP phones**, our **innovaphone PBX** IP telephone system with **IP telephony and UCC solution** as well as the innovaphone **myApps platform** with versatile apps and tools to work and communicate with and to enhance productivity.

Features of our Distinguished Products:

Lean & Smart Solutions Right from the Start

Our product portfolio is lean and, if necessary, **requires no server**. This saves resources and makes our solution so easy – both in its use as well as in administering the system, also for **enterprise settings** and **distributed sites**.

Scalable - Modular - Open

We offer a **customized solution** tailored precisely to the needs of our customers, whether small and medium-sized business or large enterprise. Thanks to the **modular design** of our system, **companies can flexibly react to changing business requirements** and fluctuation. Once your business grows, your innovaphone system will simply grow with your business. **Open interfaces** enable **easy integration** of analog solutions as well as 3rd party apps and self-developed apps. The same applies to existing systems: they can easily be integrated into the innovaphone solution and vice versa.

IT Quality & Digital Security "Made in Europe"

Our entire product portfolio including our innovaphone software, hardware, the operating system and the intuitive and sleek user interface is **developed in-house** by our engineers and software developers. **Our solutions carry the trust seals "IT Security made in Germany"** and **"IT Security made in Europe"**, supporting businesses in terms of their digital sovereignty.

Unlimited Flexibility – The Choice is Yours

Our software solutions as well as our hardware products can be **purchased** (installation on premises), **rented** (in-house operation or private cloud) or **obtained via the cloud**. It is further possible to mix or switch the various models and to choose the mode of operation plus the scope of our customized solutions: **VoIP gateway or virtualized environment (IPVA), pure IP telephony, UCC solution or extensive work and communication platform**. We go even one step further: every single user can flexibly decide which end device is to be used, whether **desk phone, smartphone, computer or tablet.** Thanks to real-time synchronization, users are further able to flexibly switch between the various devices. The interface always looks the same, handling remains unchanged and employees do not need to get used to a different look and feel.

"All-in-One Box"

With our **compact and sturdy innovaphone VoIP gateways**, you will receive an IP phone system, a Unified Communications & Collaboration (UCC) solution and / or the extensive myApps platform – either on site (for purchase or for rent) or in a fully virtualized environment and without restrictions in performance. The scope of services depends on the licenses activated. You will be impressed by the powerful performance.

innovaphone myApps

innovaphone myApps is a professional work and communication solution based on the innovaphone PBX. The open platform for digital enterprise collaboration is easy to use, freely expandable, individually configurable, and compatible with any device. Integrated within the platform is a telephony and UCC solution. Due to its modular design, the platform provides utmost flexibility and mobility.

One Digital Working Environment – Lots of Possibilities

Our innovaphone myApps provides the suitable solution for any demand, business size, and industry while it also flexibly adapts to changing business requirements. Components of the solution may comprise traditional communication via **IP telephony, UCC tools** such as **chat messaging, video conferences, remote working, branch office concepts,** a **social intranet solution** including **project management tool** and the **digital recording of working times**. Customers will benefit from the modular structure since they can compile a bespoke solution thanks to the vast array of apps and software tools.

The range of innovaphone apps is far from being exhausted. The growing community of our innovaphone development partners also continues to develop a **great number of partner apps.** These apps are available to all myApps users – partially free of charge and partially subject to charge. Thanks to the openness of the myApps architecture, you can also **develop your very own app** and even market this app via the innovaphone App Store.

Discover the ever-growing range of apps from innovaphone and our innovaphone app partners.

Fit Your Digital Office into Your Pocket

myApps is easy to learn and easy to use. Whether smartphone, tablet, laptop, or desktop computer: You can **install the myApps communications client on multiple devices** simultaneously or access myApps directly via web browser – no installation required.

Thanks to the **flexible, modular design** and a user interface that is individually configured to each user's needs, users only see the apps they need for their specific work. With innovaphone myApps, there are numerous **customization options**. Users can arrange the home screen as desired, configure the own profile, opt between a light or dark overall color design and much more.

With innovaphone myApps, **remote and hybrid working** take on an entirely new dimension: The responsive user interface flexibly adapts to any device and changes made in one place will be available on all end devices immediately and in real time. A chat started on the computer can conveniently be continued on the smartphone. Private devices can therefore be used easily for work without affecting security aspects or work-life balance. No VPN is required and presence information as well as directory functions can be adjusted individually. This allows for easy separation between work and leisure time.

Discover the myApps communications client.

Open

The open platform allows for easy integration of own apps and partner apps.

Secure

With innovaphone, security features and mechanisms are always up to date and in line with the latest security protocols.

Compatible

Whether macOS or Windows, whether smartphone, tablet or desktop computer: Users always have access to all functions across platforms.

Modular & Expandable

All IP telephony and UCC features by innovaphone are standardly included. Customers are free to choose the services they would like to use and when to rely on own solutions or apps offered by our numerous app partners.

Flexible

Customers always receive the full range of functions, no matter what commercial model has been selected (on premises, rental, via the cloud) since it is always the same software that is used.

In Conformity with GDPR

We are a European company and ensure that the processing and storage of personal data complies with the GDPR. You can also run myApps on an in-house installation to keep your data extra secure.

myApps, Your Apps, More Apps

innovaphone myApps has a modular design and provides versatile apps and tools for the digital workplace. This allows customers to configure the solution according to their specific business requirements.

On pages 22 - 29, you will find four sample scenarios, each comprising a variety of different applications and components: An IP telephony solution, a UCC solution, a conferencing solution & a business applications solution.

Customers may draw from the full scope of functions when compiling their own individual solution based on innovaphone myApps:

Apps to Communicate with

Users of our solution can flexibly decide what channel and mode of communication best fit the current situation. They can choose between audio and video calls, a call via desk phone or via softphone, the sending of documents via Fax2Mail / Mail2Fax, a quick chat message, a post on the internal business communication platform or a virtual (video) conference with screen sharing. myApps flexibly adapts to the individual business needs of each user, whether at the office, when working remotely from home or when on the go.

Apps to Work with

myApps further offers the ideal apps to save time and to create efficient workflows. Users have access to centrally managed company directories for internal and external contacts (access depends on the rights set up by the admin/creator), and personal directories can be created. The presence status indicates the availability of other colleagues. Our smart solution provides a legally compliant tool to digitally record working times, as well as an intuitive project management tool for enhanced productivity. Automatic time switches for after business hours and call diversions as well as reporting and call recording functionalities complement the app portfolio.

Apps for Administrators

Administrators benefit from numerous apps specifically designed to set up, configure and remotely manage an installation with all its devices, including VoIP gateways and terminals. The App Platform Manager provides access to the innovaphone App Store where apps are installed and managed. myApps also offers various monitoring tools and tools for diagnostic analysis to keep a close check on the installation. Errors and issues with the system can be resolved quickly.

The Modular System Designed to Flexibly Meet all Business Requirements

Partner Apps

In the innovaphone App Store, you will find apps developed by innovaphone as well as a rapidly growing range of apps developed by our app partners. Some apps in the App Store are made available free of charge, others are subject to charge. All apps address the daily demands of the workplace. Available are for example apps which replace the traditional bulletin board at the office, apps specifically designed to fit hotel operations such as wake-up services for hotel guests, apps for digital to do lists which replace pen and paper and much more.

Our tip: Simply scan the QR code on this page and take a look at the overview of all innovaphone apps & partner apps available for myApps. You can further use the various filter functions (categories / manufacturers / license types).

Develop Your Own Apps

The entirely open platform architecture of myApps provides all resources necessary to develop own apps. In addition to a convenient framework, development partners further have access to all interfaces and protocols that our in-house developers use for our innovaphone apps. With the innovaphone SDK (Software Development Kit), we further provide all necessary build tools, seamless integration into Visual Studio, extensive documentation as well as code samples.

Good to know: innovaphone offers various models for the marketing of partner apps. These range from offering the app free of charge in the innovaphone App Store, to including the license in the innovaphone price list, and distribution via the established innovaphone sales channel.

Numerous Apps & Functions Already Included

The client innovaphone myApps itself does not require a separate license. Users have access to a diverse selection of license-free functions right from the start. These include user and contact directories, presence information, chat messaging and various admin tools. Once additional licenses have been activated, these functions will be extended as needed.

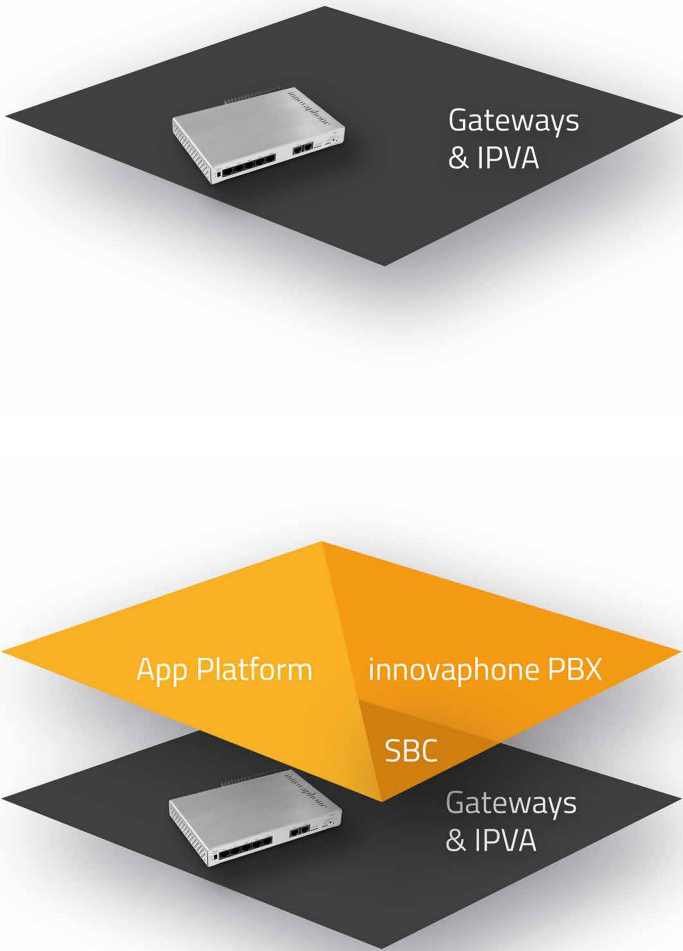*Please note: The range of available apps in our innovaphone App Store continues to grow at rapid speed. New apps by innovaphone and our app partners are added to the store almost daily. We apologize that we can only provide a brief overview at this point. Please check the QR code for an accurate overview of all currently available apps within the innovaphone App Store.*

https://www.innovaphone.com/en/overview-all-apps.html

Structure of the innovaphone myApps Platform

Performant. Lean. Secure.

IP phone system, Unified Communications solution and collaborative work and communication environment – the platform innovaphone myApps consists of various independent components that work well individually, yet unfold their remarkable performance when combined. All components are developed in-house and from scratch by innovaphone, so compatibility is guaranteed.

Unified Communications

In addition to telephony, functions such as **video calling, chat messaging, conferencing, screen sharing** and more have become indispensable tools in many areas. Based on the innovaphone PBX and the App Platform, innovaphone offers a complete **Unified Communications suite** for efficient communication and collaboration – regardless of the location and the device being used.

Communications Client myApps

The myApps communications client joins together **versatile apps and tools** into a **unified work and communication environment**. innovaphone apps as well as apps developed by our app partners can be opened and operated directly from the myApps interface. The open structure of myApps further enables easy integration of industry-specific and your self-developed apps. All apps are then accessible via the uniform myApps interface.

IP Telephony & End Devices

The innovaphone IP phone range offers modern devices for every need: from the **stylish design phone** to the **functional all-rounder**, **mobile client** or **handset.** The devices were all developed in-house and are a perfect match for the innovaphone communication solution with respect to their easy, intuitive use and in terms of the rollout mechanism.

Gateways & innovaphone Virtual Appliance (VMware & Docker + Kubernetes)

Equipped with an **operating system developed in-house** and specifically designed for communication tasks, the innovaphone gateways or the innovaphone Virtual Appliance form the lean and high-performance **basis for all further innovaphone hardware and software products**. Windows or Linux servers are not needed with the "all-in-one box" installations.

innovaphone PBX

Building up on the basis of the gateways or the IPVA is the innovaphone PBX, a **professional IP telephone system for businesses of any size and structure**. Numerous essential functions such as conferencing, group functions, waiting queues, announcements and more are already integrated within the PBX.

innovaphone SBC (Session Border Controller)

External communication always means having to open the business network up to the outside. So that no risks need to be taken and to keep communication channels secure, the **innovaphone SBC is included within the scope of delivery** of the innovaphone PBX.

innovaphone App Platform

The innovaphone App Platform forms the basis for all apps that go beyond plain **real-time communication** of the innovaphone PBX. Many Unified Communications & Collaboration (**UCC**) applications such as chat messaging, voicemail or fax are seamlessly integrated into the innovaphone PBX.

Gateways & IPVA

innovaphone VoIP Gateways

The innovaphone VoIP gateways serve as the **interface to other networks** and simultaneously provide the **lean hardware platform for the entire innovaphone solution**. The IP telephone system can be turned into a versatile work and communication platform with UCC, video conferencing and additional collaboration functionalities at any time to make the system viable for the future. The gateways additionally serve as the basis for the **innovaphone Session Border Controller (SBC) and Reverse Proxy**.

With their modularity and the various different models, innovaphone gateways are also ideal for **smooth migration** scenarios - for any business size and any desired migration speed. They can further be used as pure **(video) conferencing gateways, recording solution** or as **fax servers**, meeting any business requirement.

A pure IP telephone system can be adjusted at any time, transforming the system into a collaborative work and communication platform that includes UC, video conferencing and collaboration features. Centralized or distributed solutions are therefore easily set up, also for thousands of users, and the business will be viable for the future.

Advantages

- Flexibly expandable & seamless scalability
- All components are centrally managed
- Various redundancy concepts
- Local availability, even with WAN outage
- Local breakouts and functions
- Integration of DECT, analog devices, door intercoms
- Can be combined with cloud services
- Up to 25,000 SIP registrations possible per gateway

IP Telephony
innovaphone PBX

Unified Communications
Voice, Video, Chat and more...

Security
SBC and Reverse Proxy

myApps
App Platform

innovaphone Virtual Appliance

(VMware & Docker + Kubernetes)

As an alternative to the VoIP gateway, it is also possible to set up a **virtual communication platform** based on the innovaphone **Virtual Appliance** or on **Docker and Kubernetes**. The IPVA is a lean and reliable solution with low installation effort.

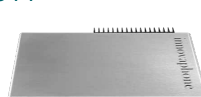No matter what basis is used as a platform – whether virtual or on a gateway – the scope of services and the firmware always remain identical.

Product	Technical Data	Area of Use* & Specifics
IP6013	• 4 x PRI • DSP for 60 voice / conference channels • Additionally, up to 150 conference channels licensable • 2 x Gigabit Ethernet • 2 x M.2 SSD slot • OPUS codec is supported • Power supply: PoE+	• Ideal for large installations with up to 25,000 registrations • Recommended for "all-in-one box", PBX and UC installations up to 1,000 users** incl. app platform • Ideal for loop-in operation • Supports conference rooms with up to 150 participants (audio), pure video conferences with up to 100 participants
IP0013	• Up to 150 conference channels licensable • 2 x Gigabit Ethernet • 2 x M.2 SSD slot • OPUS codec is supported • Power supply: PoE+	• Ideal for large installations with up to 25,000 registrations • Recommended for "all-in-one box", PBX and UC installations up to 1,000 users** incl. app platform • Supports conference rooms with up to 150 participants (audio), pure video conferences with up to 100 participants
IP3011	• 1 x PRI • DSP for 30 voice / conference channels • Additionally, up to 30 conference channels licensable • 2 x Gigabit Ethernet • 1 x mSata SSD slot	• Recommended for "all-in-one box", PBX and UC installations up to 500 users** incl. app platform • Supports conference rooms with up to 30 participants (audio), pure video conferences with up to 15 participants
IP811	• 5 x BRI • DSP for 10 voice / conference channels • Additionally, up to 30 conference channels licensable • 2 x Gigabit Ethernet • 1 x mSata SSD slot	• Recommended for "all-in-one box", PBX and UC installations up to 200 users** incl. app platform • Ideal for loop-in operation • Also available as "maritime" version (DNV) • Supports conference rooms with up to 30 participants (audio), pure video conferences with up to 15 participants
IP511	• 4 x FXS • DSP for 10 voice / conference channels • Additionally, up to 30 conference channels licensable • 2 x Gigabit Ethernet • 1 x mSata SSD slot	• Recommended for "all-in-one box", PBX and UC installations up to 200 users** incl. app platform • Supports conference rooms with up to 30 participants (audio), pure video conferences with up to 15 participants
IP0011	• Up to 30 conference channels licensable • 2 x Gigabit Ethernet • 1 x mSata SSD slot	• Recommended for "all-in-one box", PBX and UC installations up to 500 users** incl. app platform • Supports conference rooms with up to 30 participants (audio), pure video conferences with up to 15 participants
IP1130	• 1 x PRI • DSP for 30 voice / conference channels • Additionally, up to 30 conference channels licensable • 2 x Gigabit Ethernet	• Pure VoIP gateway without PBX support • Recommended for ISDN and conference channels in IPVA installations • Supports conference rooms with up to 30 participants (audio), pure video conferences with up to 15 participants
IP411	• 2 x BRI • 2 x a/b (FXS) • DSP for 6 voice channels • Up to 15 conference channels licensable • 2 x Gigabit Ethernet • 1 x mSata SSD slot	• Recommended for "all-in-one box", PBX and UC installations up to 50 users** incl. app platform • Supports conference rooms with up to 15 participants (audio), pure video conferences with up to 8 participants
IP311	• 4 x a/b (FXO) • 2 x a/b (FXS) • DSP for 6 voice channels • Up to 15 conference channels licensable • 2 x Gigabit Ethernet • 1 x mSata SSD slot	• Recommended for "all-in-one box", PBX and UC installations up to 50 users** incl. app platform • Supports conference rooms with up to 15 participants (audio), pure video conferences with up to 8 participants

Please contact your authorized innovaphone reseller for a configuration plan that suits to your business needs.

* The actual area of use is highly variable and depends on various parameters.
** With an "all-in-one box" installation, the VoIP gateway provides all functions such as trunk connections, the innovaphone PBX and the App Platform.

IP Phones

Professional IP Phones

The innovaphone IP telephone range offers a variety of modern devices for any purpose: from the stylish design phone to the functional all-rounder. They all convince with their brilliant HD voice quality, support the latest security protocols and are partially equipped with a large color display and touchscreen. In combination with the innovaphone myApps communications client, the IP phones become the perfect communication device for any company and the ideal match for the workplace of tomorrow.

Phone App & Softphone App: The Perfect Addition

The user conveniently operates all telephony functions as well as versatile CTI functionalities with the Phone App and the Softphone App. Using these apps, all telephone terminals can easily be managed via click and touch – no matter whether the desk phone, the smartphone or the softphone shall be operated. The Softphone App further includes a virtual telephone that will turn any end device such as laptop or tablet into an office phone. Both apps already include video telephony and application sharing / screen sharing, allowing users to participate in virtual multi-video conferences with just a few clicks and the same familiar UI.

In critical areas of use – e.g. emergency call centers, financial institutions or service providers engaging in contractually binding phone calls – it is also possible to record phone calls with innovaphone Recording. The recording can be initiated and stopped directly within the Softphone App.

IP270 – The myApps Phone

The modern IP phone is equipped with an **extra large 7-inch touch display**, creating the perfect symbiosis of hardware and software.

The IP270 is ideal for everybody who still wants to use a conventional telephone, but with all functions of the myApps interface.

Technical Data

- Color display 1.280 x 800 pixels
- 7-inch touch screen
- Telephone keypad & fade-in alphanumeric keypad
- 9 function keys
- Security: DTLS SRTP & ICE (STUN + TURN)

Interfaces

- 2 x Gigabit Ethernet
- 2 x USB type A
- 2 x USB type C (back side)
- 1 x USB type C with DisplayPort function (front side)
- Mains adapter or PoE

Product	Technical Data	Interfaces	Specifics
IP101	- Monochrome / LCD display, 128 x 32 pixels - Security: DTLS SRTP and ICE (STUN + TURN)	- 2 x fast Ethernet - Mains adapter or PoE	- Codec OPUS (HD voice quality at low bandwidth) - High sound quality (HD audio) - Suitable for wall mounting
IP102	- Monochrome / LCD display, 128 x 32 pixels - Security: DTLS SRTP and ICE (STUN + TURN)	- 2 x Gigabit Ethernet - Mains adapter or PoE - 1 x USB 2.0 port for headset connection	- Codec OPUS (HD voice quality at low bandwidth) - High sound quality (HD audio) - Suitable for wall mounting
IP111	- Color display 320 x 240 pixels - 3.5 inch - 16 function keys - 32 partner keys - Security: DTLS SRTP and ICE (STUN + TURN)	- 2 x fast Ethernet - Mains adapter or PoE	- Function keys - Large color display - Codec OPUS (HD voice quality at low bandwidth) - Suitable for wall mounting - Optional: "Maritime" (DNV: EN60945)
IP112	- Color display 320 x 240 pixels - 3.5 inch - 16 function keys - 32 partner keys - Security: DTLS SRTP and ICE (STUN + TURN)	- 2 x Gigabit Ethernet - 1 x USB 2.0 port for headset connection - Mains adapter or PoE	- Function keys - Large color display - Codec OPUS (HD voice quality at low bandwidth) - Suitable for wall mounting
IP160	- OLED display 128 x 64 pixels - 2.4 inch - Security: DTLS SRTP and ICE (STUN + TURN)	2 x Gigabit Ethernet	IP telephone suitable for harsh conditions with weatherproof housing
IP222	- Color display 320 x 240 pixels - 3.5 inch - 16 function keys - 32 partner keys - Security: DTLS SRTP and ICE (STUN + TURN)	- 2 x Gigabit Ethernet - 4 x USB 2.0 port for headset connection and extension modules - Mains adapter or PoE	- Modern design - Function keys - Large color display - High sound quality (HD audio)
IP232	- Color display 480 x 272 pixels - 4.3 inch - Touchscreen - 16 function keys - 32 partner keys - Security: DTLS SRTP and ICE (STUN + TURN)	- 2 x Gigabit Ethernet - 4 x USB 2.0 port for headset connection and extension modules - Mains adapter or PoE	- Modern design - Touchscreen - Large color display - High sound quality (HD audio)

Wireless Solutions

integrated into the PBX

long talk time

sturdy

ergonomic

safe

innovaphone IP DECT Solution

Our **IP DECT solution for cordless telephony** unites the advantages of DECT with the modernity of IP telephony.

One prominent advantage of our DECT solutions is the fact that an **own network** is built up. These networks are extremely reliable and ideal for **staff members who need to be available in areas with otherwise inadequate coverage**. These may include physicians at hospitals, employees at large warehouses or mechanics at garages.

innovaphone Wi-Fi Telephony

innovaphone Wi-Fi phones are easily integrated into existing Wi-Fi infrastructures and networks. Administration and installation effort is low and data security is not compromised at any point in time.

Wi-Fi telephony

sturdy handset

easy integration

Product	Technical Data	Interfaces	Specifics
IP1203 IP1203e IP1203/4	IP DECT Gateway (base station)	• Ethernet 100 Mbit PoE • Mains adapter • 2 x MCX connector (IP1203e)	• 8 channels (IP1203, IP1203e) • 4 channels (IP1203/4) • Multicell capability for roaming and automatic handover (only with CAP handsets)
IP64 IP65	• IP DECT phone • Protection class IP40 (IP64) • Protection class IP44 (IP65)	• DECT • Universal connection for charger cradle and configuration • Headphone jack	• Color display • 18 languages available • 16 / 20 hours talk time (IP64 / IP65) • Bluetooth (IP65)
d83	• IP DECT phone • Protection class IP65	• DECT • Universal connection for charger cradle and configuration • Headphone jack	• Sturdy DECT phone • Color display • 10 hours talk time • 120 hours standby • Bluetooth
IP73	Wi-Fi phone	Headphone jack	• Color display • 10 hours talk time • 100 hours standby • Bluetooth

Analog Adapters

The analog adapters by innovaphone **easily integrate analog devices** such as phones, fax machines or door intercoms into the IP telephony and UCC (Unified Communications & Collaboration) solution.

Integrating the Analog World into VoIP

Well-proven mobile solutions such as DECT as well as numerous analog devices are still important components of enterprise communications, also in times of All IP and with the **digital workplace**.

This is where the innovaphone analog adapters come into play to secure the advantages and the investments of these devices. The analog adapters **unite the analog world with modern IP environments**, using the same powerful hardware platform as the innovaphone VoIP gateway range.

Product	Interfaces	Power Supply	Protocols	Specifics
IP29-8 IP29-4 IP29-2 IP29-20	• 20, 8, 4 or 2 x analog FXS (RJ-11) • 1 x Ethernet 100 Mbit • IP29-20: Gigabit interface	• Power-over-Ethernet (PoE) • IP29-20: PoE+	• SIP • H.323 • Fax over IP (T.38)	• Stand-alone device • Mounting frame available separately • Codec OPUS (HD voice quality at low bandwidth) • Also available as "maritime" version (DNV)

Rent, Buy or Move to the Cloud

Mix It Up!

Opt for any commercial model and always receive the ideal solution that perfectly matches your individual business requirements. Our entire product portfolio is always available with the full set of features, without limitations, and it is even possible to combine the different commercial models with each other.

Purchase 🛒	**Rental** 🕐	**Cloud** ☁
Installation on premises	In-house operation (on premises) or in private cloud	Operation in European data centers
One-time investment, no monthly fees	No investment & no capital commitment	No investment & no capital commitment
-	No fixed contract period	No fixed contract period
Updates included with main version; upgrades optional (software service)	Updates & upgrades included	Updates & upgrades included
Users and features can be added flexibly	Flexibility when adding or reducing the number of users & features	Flexibility when adding or reducing the number of users & features

Buying a Solution: Installation On-Premises & Long-Term Investment

Would you like to have your enterprise communications solution with all user and operational data on your very own company premises? Do you prefer not to be tied to any monthly fees or subscriptions? If so, you should choose to purchase your solution.

Your innovaphone solution is customized to your very specific business requirements. It is scalable and can be expanded with additional modules and components at any time after the purchase. You can even add your own applications or 3ʳᵈ party apps without hassle. All hardware belongs to you.

Benefit from the expertise of an authorized innovaphone partner for the installation, administration and maintenance of your system – you will not need to worry about anything. Thanks to its compact size and the numerous apps and tools for admins, you can also easily manage and operate the system yourself once everything has been set up.

Our solution undergoes continuous development and new features are added to adapt to changing trends and markets. You have the option to always keep your system up to date with the optional Software Service Agreement.

Renting a Solution: On Premises with Full Liquidity & Flexibility

Would you like a solution on your own premises but without the financial investment and without being bound to a fixed term? In this case, you should opt for innovaphone Software and Hardware Rental.

Software licenses - and upon request - hardware products are not bought but rented instead. The solution can therefore be fully recognized as operational expenses (OPEX). There is no contractually fixed minimum term and costs are calculated per second. This allows you to flexibly react to dynamical fluctuation. Software maintenance is already included within your solution so all your software will always be up to date. With the rental model, you can choose from three options:

- The solution runs on a VoIP gateway located in-house, on the premises of your company
- You run the solution at your own data center in a virtualized environment
- Combine the innovaphone Rental Model with our cloud services and rent all the software components from highly secured European data centers

Cloud Security with "Cloud Services Made in Germany"

Are you looking for a solution customized to your specific business needs without having to make a financial investment and without having to worry about operation, maintenance and servicing? Data protection is of utmost importance to your business? Look no further: innovaphone myApps Cloud is a sound decision for you.

All data centers are located within the EU and adhere to European privacy regulations. Security features and updates are included (no licenses required). The entire solution, including the hardware components, can be updated centrally at the push of a button. You profit from low staff requirements, utmost flexibility and the support of an authorized innovaphone partner:

- No pre-defined packages: Customize the solution to meet your specific business requirements and select the components from the innovaphone product range according to these requirements. You only pay what you actually use - no contractually fixed minimum term and costs are calculated per second.
- Unlimited scalability: Our solution seamlessly adapts to changing requirements and fluctuation. This includes the integration of new sites or remote workplaces.

innovaphone myApps Cloud Premium

With myApps Cloud Premium, the system is based on active-active geo-redundancy operations of the data centers. In the event of a malfunction or failure, authorized partners can call our support hotline around the clock.

Mixing Rented & Bought Licenses

It is possible to mix rented and bought licenses and to use these within the same installation. This is a great option for industries with a lot of seasonal fluctuation and if you would first like to try and test new functions within your business before adding new components to your existing enterprise communications system.

Sample Scenario: IP Telephony

The following pages will introduce some sample scenarios for you to get an idea on how to customize the innovaphone solution with the various innovaphone apps and products to meet specific business requirements. Please note that the following three scenarios build up on each other. Let us get started with a sample scenario for a modern IP telephony solution.

Initial situation: The old telephone system of a mid-sized company has seen its best days. The infrastructure is dated and no longer meets current requirements placed on modern corporate communications.

Requirement:

Currently, the business has ISDN and SIP connections. The medium to long-term plan is to switch entirely to IP.

The employees shall receive desk phones. Employees who are on the phone often are also to be equipped with CTI functionalities.

Components: The IP phone system innovaphone PBX with VoIP gateways, IP phones, Phone App & Softphone App

Solution:

- Smooth migration enables the transition to IP step by step and at an individual pace.

- The innovaphone PBX is either set up on an innovaphone VoIP gateway or in a virtualized environment (IPVA). IP desk phones as well as existing analog connections can be integrated into the system.

- The Phone App is an interface to operate the innovaphone IP phone. It provides the ideal solution for users who use modern CTI functionalities and who also like to use traditional desk phones. Compatible end devices of other manufacturers (perhaps already property of the company) and DECT phones can also be operated with the Phone app.

- The Softphone App is used for phone calls and video calls with the desktop computer and mobile devices such as smartphone, laptop or tablet, turning these devices into an extension of the innovaphone PBX. Users profit from utmost flexibility and mobility.

Requirement:

The business uses fax machines and has an analog door intercom. These shall be integrated into the new IP infrastructure.

Component: IP29 analog adapter

Solution: The compact analog adapters from the innovaphone IP29 series (with 2, 4, 8 or 20 analog interfaces) are used to **integrate analog devices into the IP phone system** innovaphone PBX.

By the way: The innovaphone Fax app with the Fax2Mail function is a modern alternative to electronically process faxes.

Requirement:

A central directory is required. All employees shall have access to this directory.

Component: Contacts App

Solution: The Contacts App provides quick access to a central company directory. Users can further use the app to create personal contacts and address books, assigning reading and editing rights to individual users or groups.

Components: Voicemail App, traditional telephony functions integrated into the innovaphone PBX

Solution:

- The Voicemail App provides typical functions of voicemails such as play, delete, save and initiate a call-back. With the Voicemail app, messages can further be delivered directly as an e-mail, thanks to voice-to-mail.

- Applications such as hold, toggle or manager-assistant functions can still be implemented with our innovaphone PBX.

Requirement:

The familiar answering machine functionality should still be available because not every phone call can be answered immediately. In addition, communication between the front desk and the company management needs to be covered with the solution.

Components: IP 160 IP phone, IP1203 IP DECT base station + IP64 DECT handsets

Solution:

- Spraying water, high humidity, dust or high mechanical strain cannot harm the IP160, our innovaphone IP phone for harsh conditions. The ringtone is extra loud and therefore ideal for noisy surroundings.

- Our IP DECT solution consisting of the base station and handsets provides great coverage for employees who are on the move within buildings or company areas. The dedicated end devices convince with extra-long battery runtime.

Requirement:

The company needs sturdy and clearly audible special phones for the noisy production hall. Additionally, employees should be available via their personal extension when they are moving around the hall.

Sample Scenario: Unified Communications

The company introduced on the previous pages would now like to get a Unified Communications solution. This UC solution complements the already implemented IP telephony solution (p.22+p.23). No additional hardware is required. Licenses are added according to the new business requirements.

Initial situation: The switch to IP telephony has successfully been completed. Now it is time to integrate modern Unified Communications elements into the existing enterprise communications with its traditional telephony functions.

Components: Phone App, Softphone App

Solution:

- The Phone App provides the ideal interface to operate innovaphone IP phones, DECT handsets and IP phones from other manufacturers. Users can make video calls via the Phone app on just about any IP-compatible end device. In order to achieve best audio quality, the voice channel remains on the phone while the video image is displayed on the computer.

- The Softphone App is a virtual phone that can be used anywhere, on any device. Audio and video calls can easily be initiated and answered without the necessity of an IP desk phone. All you need is an end device with internet connection, audio input / output and a camera (for video calls).

- Both phone apps provide the option of sharing all or select contents of the own screen with the other parties (desktop sharing).

Components: Presence and Office integration, Calendar Presence Mapping

Solution:

- With the presence integration, users are able to view the respective presence information of a colleague before even trying to establish contact.

- The presence information from innovaphone myApps can also be transferred to Microsoft Office / Microsoft 365 thanks to Office integration. When resolving a contact's e-mail address (e.g. when writing an e-mail), this information is then displayed directly within Microsoft Outlook.

- With Calendar Presence Mapping, information from the own Exchange Calendar is automatically retrieved and displayed within myApps as presence information.

Components: Mobility solution, RCC App, One Number concept

Solution:

- The innovaphone Mobility solution integrates smartphones and tablets into the central VoIP telephone system. Even with bad mobile connection, employees can always be reached when travelling.

- The RCC App (Remote Call Control) is used to operate all kinds of end devices via CTI function and the myApps interface. The business phone number is signaled at all times.

- With the One Number Concept by innovaphone, employees can always be reached at their own business phone number, no matter where they are. The presence status is also displayed.

Component: Chat App

Solution: The Chat App provides a secure messenger solution for any business and is compliant with all security and privacy guidelines. The app allows users to send text messages, emojis or small files quickly and easily either to individual users or to chat groups.

Requirement:

Employees shall be able to work remotely, either from home or when on the go. A solution is needed where colleagues can work together on projects even if their workplaces are geographically apart. It is important that the personal contact does not suffer.

Requirement:

Employees shall be able to see at a glance if a colleague is available. Calendar entries as well as manually entered presence information shall be displayed.

Requirement:

When on the go, employees shall always be available via their own business phone number. The caller ID should also display this exact phone number to other parties at all times.

Reachability should always be guaranteed, also with poor data connection.

Requirement:

A secure chat messaging solution for communication within the company is required. It needs to be in compliance with GDPR regulations. It should be possible to send attachments via chat and to set up group chats.

Sample Scenario: Video Conferences & Virtual Meetings

Now, the business from the already described sample scenarios would also like to enhance the quality of its virtual meetings using innovaphone Conferencing. The video conferencing solution described on these two pages is added to the already existing IP telephony solution and the Unified Communications solution.

Initial situation: The company is equipped with the IP telephony and Unified Communications solution by innovaphone. Things have been going well, the company expanded and now has employees at numerous sites spread across Europe. The UCC tools such as chat messaging, video calling, screen sharing & more are well-accepted with the users at the company. Management would like to use these functions across borders and sites to communicate with customers and suppliers securely and efficiently. Confidential information must remain secured, also when discussed during hybrid or online meetings. Business trips with the purpose of meeting up in person are expensive and time-consuming. These trips shall therefore be reduced to a bare minimum.

Requirement:

Own employees within the company as well as external participants should be able to easily participate in online meetings.

The headquarters provide real meeting rooms where meetings can be scheduled. In addition to these rooms, the company also needs virtual meeting rooms. Participants should be able to check who has already joined the online meeting before entering.

In addition to online meetings, it should be possible to hold hybrid meetings with some participating on site and others participating online. All participants should be able to check who has already joined the meeting before entering.

Components: Conference App, Softphone App, Phone App, invitation management via shared link for the meeting

Solution:

- The Conference App allows users to conveniently schedule a virtual myApps meeting and to send out invitations to this online meeting. The invitation includes automatically generated information on how to participate via the client myApps or, alternatively, via web browser. External participants join via web link. There is no need to install any software or plugins. Internal participants use the client myApps and join the virtual meeting either using their Softphone App or the Phone App (audio via desk phone).

- All internal and external participants of a myApps meeting are able to share contents of their screen. All participants can opt between various formats on how they would like to have the video images of the other participants displayed (multi-video layout).

- The admin assigns any number of virtual conference rooms (each room has its own Conference App) to the respective users. Once assigned, the user can add the Conference App to the own myApps home screen. It is possible to create a virtual myApps meeting room that matches a real meeting room.

- Users participating in a virtual myApps meeting can check the badge count indicated at the Conference App icon. This badge count displays how many people are already part of the meeting BEFORE entering it. Whether virtually present or on site: This is a great feature to check who has already joined in. Real meeting rooms are perfectly simulated. Virtual or hybrid meetings have the touch of a genuine room for internal as well as external participants.

Components: innovaphone Conferencing, Conference App with restricted access to virtual meetings via PIN, smart invitation management with temporary dial-in links, encryption of voice data and temporary chats

Solution:

- innovaphone Conferencing (either add-on to the innovaphone PBX or as a stand-alone solution) can be implemented either on premises (on a VoIP gateway – no additional servers required) or virtualized (via GDPR compliant innovaphone myApps Cloud or in private cloud). If the company opts for on-premises operation or a private cloud, all data remain in the hands of the in-house IT department or a service provider of their choice. Nobody else will have access to the company data.

- The admin can create any number of virtual myApps meeting rooms. Whole teams or departments as well as individual people may receive an own meeting room. Employees have access to the meeting rooms via the Conference App in myApps. It is possible to secure the virtual meeting rooms from unauthorized access by assigning a dial-in PIN. Within the Conference App, users are able to create a temporary dial-in link to a planned meeting. This link becomes invalid once the meeting is over.

- One component of each myApps meeting is the temporary chat function within the virtual room. All data shared via chat during a meeting are fully deleted once the last participant has left the room. Audio as well as data shared via screen sharing are secured with end-to-end and voice encryption.

Requirement:

A conferencing solution for online meetings and virtual conferences is needed that requires no external servers or solutions of other manufacturers. Data security is to be maintained at all times so that confidential information and business secrets can also be discussed during online meetings.

Sample Scenario: Modern Business Applications

The communication system has successfully been implemented. The business would now like to streamline, digitize and transparently document the workflow and business processes. The focus should be on following areas: Social intranet, project management and recording of working times. The presented solutions are ideal additions to the already established infrastructure. However, they can also be used independently of each other.

Initial situation: Introducing video conferencing has already had a highly positive impact on the communication and meeting culture of the business. Internal written communication shall follow suit. Transparency within the business and being able to share information transparently within project groups and across departments are of particular importance. A tool to digitally record the working times shall also be implemented.

Requirement:

Internal communication within the business shall become more efficient and transparent by introducing a social intranet platform. Employees shall be able to communicate and share information with one another in real-time. Cluttered e-mail inboxes and mailing lists hindering productive work shall be history. Every employee needs to have access to all relevant information at any given time.

Confidential information must be protected with different authorization levels. All communication taking place within the social intranet must fully comply with GDPR.

Processes and projects shall be represented in a lean and user-friendly project management tool with an interface to the social intranet.

Components: Connect App, Projects App

Solution:

- Employees use the Connect App to send posts and share information in suitable channels. Discussions are open to everybody who has the respective authorization. Individual users can be tagged to address someone directly. Keywords within a post are marked with hashtags. These keywords can then be used when searching for information.

- Users are able to follow channels, keywords or posts / comments of other users. A new post in the respective channel, with the marked keyword or from the user followed will be indicated with a notification in your personal feed.

- The Connect App is quickly accessible via the myApps interface from any location and any device. Real-time synchronization ensures that the same information is available to everyone at all times. The app complies with the GDPR and provides utmost data security "made in Germany."

- It is possible to set up areas with restricted access for confidential information. Only authorized users will gain access to these areas. In discussions that are visible to all users, it is further possible to send private messages to a single user or several other users.

- The Projects App is a useful project management tool to organize and coordinate complex projects across departments. Inspired by SCRUM, individual projects with their respective tasks are created within the tool.

- Once the status of a project, sprint or task changes, a notification within the Connect App provides accurate details. If the handler of a task has any further questions, a message can be sent directly within the Projects App. The relevant users are addressed personally by being tagged. They, in return, can respond to the question via the Connect App interface.

- Users can create templates for recurring sprints and tasks, saving time and resources. These can be used as a checklist and help with transparent workflow and documentation.

Component: Working App

Solution:

- Employees can begin, pause and end the recording of their working times via a start / stop button in the Working App. Automated notifications provide extra support in complying with legal requirements. The own working time account shows a daily overview of current overtime and missing working hours.

- HR managers see at a glance whether employees comply with legal requirements on working times, break times, rest periods and working on public holidays / Sundays. Notifications already pop up within the app as a warning, if employees are about to violate any legal regulations.

- Recorded times remain private and editable until they are submitted by the employee. This is ideal for trust-based working time. Once the times have been submitted, they can no longer be edited or deleted, making the recordings tamper-proof.

- The Working App can be used on any end device with Internet connection – either via the myApps launcher, the smartphone app or the Internet browser. Live synchronization on all end devices provides utmost flexibility.

Requirement:

The company is looking for an intuitive solution to digitally record working times. This tool should be easy to roll out, tamper-proof and it must comply with Working Time Regulations.

The mobile workforce (employees working remotely from home, field staff) plus employees without a fixed workstation (in the production) need to be able to document their working times and breaks.

The tool should account for different working time models such as trust-based working times and part-time work.

Personal Notes

Did We Spark Your Interest?

You have the questions – We have the answers!

We always look forward to hearing from you.

Use the QR code to visit our website & conveniently get in touch with us:

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WE HELP?

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