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Licensing guidelines for the innovaphone PBX (V12r1)

The innovaphone PBX is a powerful and sophisticated VoIP telephone system for use in professional business environments. In addition to a wide range of IP telephone functionalities, the innovaphone PBX is also equipped with a perfectly integrated Unified Communications solution that can be enabled as needed at any time and at any workspace. A server is superfluous. The innovaphone PBX works on diverse innovaphone VoIP gateways, which are available in different dimensions. Alternatively, it is also possible to move away from hardware entirely and to install the innovaphone PBX virtually as an innovaphone Virtual Appliance (IPVA) in a VMware environment.

Licenses are used to operate the various functionalities of the innovaphone PBX telephone system and Unified Communications solution in line with requirements. Combining various licenses makes it possible to find the perfect solution for projects of any size. The various licenses are managed using a dedicated portal.

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General information

Managing licenses via the my.innovaphone portal

The my.innovaphone portal provides various resources to manage and structure the available licenses in a convenient way. Set up as a web portal, it is always available and can be used from browsers anywhere in the world. With my.innovaphone, it is possible to organise innovaphone PBX licenses by project; and it also allows convenient enabling and binding of licenses to the respective hardware at any time. The software service is also managed using my.innovaphone.

A description of the innovaphone licenses can be found below. The license type information describes a technical license name that appears in the my.innovaphone portal and on the innovaphone web interface.

Central licensing concept (License master)

It is possible to install innovaphone PBX licenses centrally or de-centrally if installations consist of multiple locations. Central installation means the licenses are installed on the master PBX and then debited to all PBXs as required. This is the recommended type of installation as it guarantees utmost flexibility and clarity.

De-centralised (local) installation is also possible, but not really recommended. Master licenses cannot be used on a PBX when licenses are installed locally. Mixed operation of a PBX with both central and de-centralised licensing is only possible in that individual PBXs may have licensing that is only decentralised. If such local PBXs then require further licenses, Master licenses cannot be used.

License version

With the exception of the Hardware licenses, the innovaphone licenses always include a Version number (V12 Port-Lic, V11 Port-Lic, V10 Port-Lic). The software that is enabled with the relevant license also has a version number (innovaphone PBX V12 / V11 / V10). It is necessary for a license to have the same or a greater version number than the software in order for it to enable this software.

Example:

1. A V12 Port-Lic can operate a V12, V11 or V10 software.
2. A V11 Port-Lic cannot operate V12 software!

If licenses with various version numbers are put together in an installation, the lowest version determines which software version (maximum) can be used for the entire installation.

Example:

100 V12 Port-Lics are added to a V10 installation with 100 V10 Port-Lics. A V10 installation is still the maximum version that can be used; however, with 200 Port-Lics (=100 V10 Port-Lics + 100 V12 Port-Lics).

If a V12 software was to be installed, the existing installation would not work anymore as V10 Port-Lics are still bound, and these are the deciding factors as the lowest license version for the entire installation. However, if the 100 V10 Port-Lics were to be removed, the 100 V12 Port-Lics could be used for the new V12 installation.

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Platform Licenses

Hardware Licenses

innovaphone VoIP gateways serve as an interface to other networks and provide at the same time the hardware platform for the innovaphone PBX telephone system and Unified Communications solution. innovaphone differentiates between the type and number of interfaces and channels that can be enabled as required via PRI, BRI and Channel licenses. In the following, these licenses are called Hardware licenses. The rules concerning the Hardware licenses are in part different than for other innovaphone licenses. In particular, Hardware licenses are bound to one box and can no longer be removed or transferred to another gateway. The channel licenses are required on the one hand for ISDN interfaces, but are also used for Conference channels.

Licensing

Per required interface, per required channel

Specifics

- The hardware license is bound to the hardware
- Hardware licenses cannot be transferred to other hardware
- Hardware licenses do not have a version number, they are not bound to a certain version

Overview of the hardware license data

	BRI License	PRI License	Channel license
License type	Relay BRIs	Relay PRIs	Relay channels

The innovaphone IP311 and IP411 VoIP gateways already include all hardware licenses.

IPVA License

The innovaphone Virtual Appliance (IPVA) is an innovaphone PBX that is operated in a VMware environment. The VMware enables several virtual servers to run on one hardware platform. Thus, the innovaphone PBX can also run as a software appliance and does not need an innovaphone gateway as a platform.

Licensing

Per port (see Port license)

Specifics

- The number of IPVA licenses must be equivalent to the number of Port licenses that are to be in operation on the IPVA PBX.
- The Floating concept is utilised for the IPVA license: An IPVA license is always debited when a Port license is used on an IPVA. If the Port license is no longer used, the IPVA license is also released and made available to other users.
- The IPVA license version must be greater than or the same as the PBX software version being used (see page 1: License version)
- The IPVA licenses are bound to the MAC address of the VMware entity and cannot be released.

Overview of the IPVA license data

	IPVA License
License type	PBX-IPVA12

PBX Licenses

Port License

Port licenses enable the general PBX functionality of the innovaphone PBX. A Port license is due for every port (connection) on the installed PBX. From a technical viewpoint, a Port is a PBX object that serves to register individual devices. These could be PBX subscribers (in the configuration interface: user, executive) or trunk lines (in the configuration interface: trunk, gateway) to the public network.

A port license is needed for

- a user or an executive (for manager-assistant functionality) using one or more terminals
- a trunk, a trunk group to the connection e.g. of a trunk line or 3rd party application

A port license is not needed for

- Group phone numbers (e.g. extension 11 for call group 'sales')
- Waiting Queue

Examples requiring ONE Port license

- A user has a DECT telephone and a desktop telephone (e.g. IP222)
- A voicemail is registered via SIP to the PBX
- An extension registered to the PBX has one analogue device
- A trunk line (e.g. with prefix 0) - independent of the number of channels
- A Call Me button is set up on the website

Licensing

The Port license incorporates a good discounting system. The higher the number of subscribers, the less expensive the license. The installed licenses per device/project are counted.

- **Standard:** Port license for 1 PBX port
- **From (min):** determines the transition to a less expensive license.

Specifics

- The Floating concept is utilised for the Port license: Port licenses are deducted if devices (e.g. telephones, gateways) are logged in for the respective subscriber or connection. If no devices are logged in, the Port license is released and is available for other users or connections.
- The Port license version must be greater than or the same as the PBX software version being used (see page 1: License version)

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Overview of the Port license data and license mechanism

	Port license Standard	Port license From 501	Port license From 1,001	Port license From 2,001	Port license From 5,001
License type	PBX-Port12	PBX-Port 12%500	PBX-Port 11%1000	PBX-Port 11%2000	PBX-Port 11%5000

Standby License

In structures with multiple PBX installations, innovaphone particularly recommends a redundant system to be set up for fail-safety. If a system fails, another dedicated PBX, either the Master or a Slave can - depending on the configuration - take over the functions. Generally, standby licenses should also be installed on and bound to the license Master and, even if they are only used by slave or standby devices.

Licensing

The Standby license incorporates a good discounting system. The higher the number of subscribers, the less expensive the license. The installed licenses per device/project are counted.

- **Standard**: Standby License for 1 PBX port
- **From (min):** determines the transition to a less expensive license.

Specifics

- This function is only available if the Standby license is installed with at least the same number of Port licenses.
- The Standby license version must be greater than or the same as the PBX software version being used (see page 1: License version)

Overview of the Standby license data and license mechanism

	Standby License Standard	Standby License From 501	Standby License From 1,001	Standby License From 2,001	Standby License From 5,001
License type	PBX-Standby12	PBX-Standby 12%500	PBX-Standby 12%1000	PBX-Standby 12%2000	PBX-Standby 12%5000

G.729 one-channel license for innovaphone PBX

G.729 is a voice codec that needs very low bandwidth and is not loss-free. In the past, the codec was mainly used when there was a lack of bandwidth in the Internet. Today, it is particularly needed in order to be still be compatible with some SIP providers and other services. The G. 729 license is installed on the innovaphone PBX and always serves one voice channel. The relevant software can be enabled via the G.729 license for devices that do not have hardware-integrated G. 729 codec[1].

Licensing

for each voice channel used

Specifics

- The G.729 license is enabled on the innovaphone PBX. If a user is using a voice channel, a free G. 729 license is charged to the PBX. We recommend a mixed calculation in the project, one license per end device without a hardware-integrated G.729 codec. Two G.729 licenses are required for three-party conferences. a call over

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Devices that do not have a hardware-integrated G.729 codec are identified in their respective data sheet.

G.729 to end devices without a hardware-integrated G.729 codec can only take place if the innovaphone PBX has sufficient licenses.

- The G.729 license is only used on devices from version 11 and is not version bound.
- The G.729 license is not available as a test license.

Overview of the G.729 one-channel license for innovaphone PBX data

	G.729 one-channel license for innovaphone PBX
License type	PBX-G729Channel

Unified Communications Licenses

myPBX License

The Unified Communications client myPBX enables the telephone to be used via the computer and unifies various communication channels under one clear user interface. It can also be used to control the traditional telephone functionalities of the innovaphone PBX, as well as emails, chats, collaboration and video telephony. It also includes a modern Presence management.

Licensing

For each myPBX user

Specifics

- This concerns one user license. This license is debited if the function is configured for a user on the PBX - independent of the usage (no Floating!)
- The myPBX license version must be greater than or the same as the PBX software version being used (see page 1: License version)
- myPBX is also part of the UC license (page 8)

Overview of the myPBX license data

	myPBX license
License type	PBX-myPBX12

Video License

There is a flexible solution for desktop video telephony integrated in the innovaphone Unified Communications client myPBX. The video connection is automatically set up with the call partners, 3 party conference calls are also possible without additional equipment. Also, the Video license allows you to participate in video conferences from innovaphone.

Licensing

Per Video user.

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Specifics

- This concerns one user license. This license is debited if the function is configured for a user on the PBX - independent of the usage (no Floating!)
- The Video license version must be greater than or the same as the PBX software version being used (see page 1: License version)
- Video is also part of the UC license (page 8)
- The Video functionality is integrated in myPBX, thus it cannot be used without a myPBX license (see also licensing myPBX)

Overview of the Video license data

	Video license
License type	PBX Video12

Application Sharing License

A flexible solution for Application Sharing is integrated in the innovaphone Unified Communications client myPBX. One click is needed to set up the Application Sharing session with the other parties, 3 party conference calls are also possible without additional equipment. The Application Sharing license allows you, for example, to also participate in innovaphone PBX webinars.

Licensing

Per Application Sharing user

Specifics

- This concerns one user license. This license is debited if the function is configured for a user on the PBX - independent of the usage (no Floating!)
- The Application Sharing license version must be greater than or the same as the PBX software version being used (see page 1: License version)
- Application Sharing is also part of the UC license (page 8)
- The Application Sharing functionality is integrated in myPBX, thus it cannot be used without a myPBX license (see also licensing myPBX)

Overview of the Application Sharing license data

	Application Sharing license
License type	PBX-AppSharing12

Fax License

The innovaphone Fax solution enables faxes to be sent and received directly from the mail client (e.g. Outlook) - without needing a separate Fax server, additional software or interfaces. An innovaphone gateway from the 10 series (IP6010, IP3010 IP3011, IP811) or an innovaphone Virtual Appliance (IPVA + VMware) serve as the integrated fax server. The innovaphone Fax solution is then operated as an application over the innovaphone Linux application platform.

Licensing

Per Fax user

Specifics

- This concerns one user license. This license is debited if the function is configured for a user on the PBX - independent of the usage (no Floating!)
- The Fax license version must be greater than or the same as the PBX software version being used (see page 1: License version)
- The Fax solution is also part of the UC license (page 8)

Overview of the Fax license data

	Fax License
License type	PBX-Fax12

Voicemail License

The innovaphone Voicemail allows any number of voicemail boxes for PBX subscribers to be available in the innovaphone PBX. If a user is not available, callers can leave a voicemail message. A Message Waiting signal (lamp or text/icon on the telephone screen) or an email message informs the user that there is a message waiting.

Licensing

License change from V10: Previously it was necessary for the number of Voicemail licenses to be equal to the number of Port licenses on the innovaphone PBX - no matter how often the Voicemail was actually needed. As from V10, you can choose. You can either decide in favour of the old licensing model: Number of Voicemail licenses = number of Port licenses. Or you can select the new model based on precise requirements: 1 Voicemail license per user.

- **New licensing model:** one Voicemail User license per user
- **Old licensing model:** one Voicemail license per Port license on a PBX
    - o **Voicemail-Lic Start**: The first license activated on the device
    - o **Voicemail-Lic min1**: Price from the 2nd to 250th license
    - o **Voicemail-Lic min250**: Price from the 251st license activated on the device

Specifics

- Choose between two different licensing models
- With a V12 Voicemail User license it is not possible to downgrade to a V10 Voicemail license or older possible. It is also not possible to use the V12 Voicemail User license in PBX installations with version 10 or older.
- Voicemail is also part of the UC license (page 8)

Please note! The different licensing models cannot be combined, nor is it possible to change to the new licensing model via the Software Service Agreement. If V9 Voicemail licenses are being used, you automatically stay with the old licensing. In some cases it can be worthwhile to change to the new licensing model. However, this means that V12 Voicemail User licenses must be newly acquired for all users. However, the innovaphone Voicemail solutions is part of the V12 UC license. This incorporates all innovaphone UC components and is offered at an especially favourable price. It is possible that, on purchasing innovaphone UC licenses, sufficient V12 Voicemail User licenses are available for the foreseen number of users.

Overview of the Voicemail license data and mechanism (old and new model).

	Old licensing model			New licensing model (from v10)
	Voicemail License for the 1st port	Voicemail License from port 2 to 250	Voicemail License from the 251st port	Voicemail User license Per user
License type	PBX-Voicemail12	PBX-Voicemail12%1	PBX-Voicemail12%250	PBX-VoicemailUser12

Mobility License

The Mobility license enables mobile subscribers to be integrated in the PBX. This makes it possible to operate a mobile telephone as well as a desktop phone in parallel. The mobile phone is recognised by the PBX as an internal subscriber, thus becoming an extension on the PBX. For more functionality, we recommend you to use myPBX as an app on the Smartphone or as a browser application or, if needed, for you to use an additional commercially available GSM client.

Licensing

Per Mobility user.

Specifics

- This concerns one user license. This license is debited if the function is configured for a user on the PBX - independent of the usage (no Floating!)
- The Mobility license version must be greater than or the same as the PBX software version being used (see page 1: License version)
- Mobility is also part of the UC license (page 8)

Overview of the Mobility license data

	Mobility License
License type	PBX-Mobility12

UC License

The UC license allows you to benefit from the entire innovaphone Unified Communications solution. This incorporates the innovaphone products myPBX, Video, Voicemail, Mobility, Fax and Application Sharing and can be purchased at a very attractive all-inclusive price.

Licensing

Per UC user

Specifics

- The innovaphone UC license is a complete license: It is not possible to distribute individual parts to different users or installations.
- The individual UC modules are more than 49% less expensive than purchasing individual licenses.
- This concerns one user license. This license is debited if the function is configured for a user on the PBX - independent of the usage (no Floating!)
- The UC license version must be greater than or the same as the PBX software version being used (see page 1: License version)

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Overview of the UC license data

	UC License
License type	PBX UC12

WebRTC Channel License

The innovaphone WebRTC solution enables real time connections for voice and video calls to external parties via the WebRTC protocol in a web browser. In addition, one click is all it needs to use Application Sharing without further authentication of the person on the other end of the line. The WebRTC solution by innovaphone is an uncomplicated and powerful alternative to the communications solutions that have been available on the market to date, especially for support scenarios or for joint work on a document beyond company boundaries.

Licensing

Per voice channel that you would like to use simultaneously via WebRTC call

Specifics

- One port license + myPBX license are additionally needed per user to use WebRTC (if desired also: Video license and Application Sharing license) or simply a UC license
- The myPBX Toolbox is a JavaScript library that innovaphone provides. It helps WebRTC applications to be integrated on websites. It is currently included in delivery with the innovaphone PBX.
- A browser that supports WebRTC such as Google Chrome, Mozilla Firefox, or Opera is required.

Overview of WebRTC channel license data

	WebRTC Channel license
License type	PBX-WebRTC12

Application Licenses

Reporting License

The innovaphone Reporting application allows calls to be analysed within the PBX. Respective filters and sorting mean call information is processed as needed and stored as a PDF or XML file. The application runs on an innovaphone Linux application platform and is based on a database in which Call Detail Records (CDR) are processed.

Licensing

Per port requiring Reporting. This port is then included in the analysis.

Specifics

- This concerns one user license. This license is debited if the function is configured for a user on the PBX - independent of the usage (no Floating!)
- The Reporting license version must be greater than or the same as the PBX software version being used (see page 1: License version)

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Overview of the Reporting license data

	Reporting License
License type	PBX-Reporting12

Voice Recording Basic and User License

innovaphone Voice Recording is a tool for recording calls The innovaphone PBX records calls as required via any IP telephone or analogue phone, DECT phone or mobile phone on the innovaphone PBX.

A Voice Recording Basic license is required for each innovaphone PBX on which Voice Recording is to be used. The Voice Recording Basic license enables innovaphone Voice Recording to be operated on a PBX and includes one Voice Recording User license. Thus, one user can use the innovaphone Voice Recording on a PBX. Additional users can be added when additional Voice Recording User licenses are purchased.

Licensing

- Every innovaphone PBX, on which Voice Recording is to be used, requires a Voice Recording Basic license.
- A Voice Recording user license is required for every user whose phone calls are to be recorded.
- As usual, the licenses are stored in the PBX (not on the PC).
- A Reporting license is mandatory for the user and the outside line: due to the fact that calls can also be connected, a Reporting license is also needed for the target subscriber to ensure complete documentation. A Reporting license is recommended for the entire system (all objects).

Specifics

- Voice recording requires PBX version 10 or higher. Version is 10 SR12 or higher is required for Reporting. If calls are to be recorded directly by IP phones, Version 10 or higher is required for these phones.
- A Windows PC or server is mandatory. The operating system must be at least WIN7 and 2008 server or later (not included in delivery). Linux AP, both the Webdav server and Reporting, can also run on the PC, which is used for recording.
- In master-slave installations, Voice Recording only works for extensions that are registered to the master. A separate recorder is required for the slave for recording users that are registered locally to the slave.
- Voice Recording controls active/standby scenarios, this does not require a license for the recorder.

Overview of the Voice Recording Basic and User license data

	Voice Recording Basic license	Voice Recording User license
License type	PBX-Recording12 Recording14 Basic license	PBX-Recording12 Recording14 User license

Queue Monitor License

The innovaphone Queue Monitor (iQM) is a Windows application that can depict one or two innovaphone PBX wait queues graphically and in real time. The tool helps to better assess whether sufficient resources are available to handle inbound calls.

Licensing

Licensing takes place according to the number of queues. The number of subscribed agents is irrelevant.

Specifics

- The Queue Monitor license is enabled on the innovaphone PBX. Version 9 or later must be installed on the PBX.
- The Queue Monitor license version must be greater than or the same as the Queue Monitor software version being used.

Overview of the Queue Monitor license data

	Queue Monitor license
License type	PBX-QueueMonitor12

Operator License

The innovaphone Operator is a computer based switchboard for the innovaphone PBX. It can access wait queues on the innovaphone PBX and transfer calls as needed - also across multiple sites. The innovaphone Operator runs on all current Windows operating systems from Windows XP.

Licensing

Per running application.

Specifics

- The Floating concept is utilised for the Operator license. The Operator license is activated on the PBX. The application is installed on the foreseen work stations - it is possible to have more work stations than activated licenses! If a user logs in, a free Operator license is debited from the PBX. If a user logs off, the license is available for another user.
- The Operator license version must be greater than or the same as the Operator software version being used (see page 1: License version)

Overview of the Operator license data

	Operator License
License type	PBX-Operator12

Softwarephone License

The innovaphone Softwarephone is suitable for heavy users who would like to use all telephone functions conveniently via the computer. A USB headset is used for making phone calls rendering a desktop phone obsolete. The innovaphone Softwarephone uses the Unified Communications client myPBX as its interface (see also Licensing myPBX).

Licensing

Per Softwarephone registered to the PBX.

Specifics

- The Floating concept is utilised for the Softwarephone license. The Softwarephone license is activated on the PBX. The application is installed on the foreseen work stations - it is possible to have more work stations than activated licenses! If a user logs in, a free Softwarephone license is debited from the PBX. If a user logs off, the license is available for another user.

- The Softwarephone license version must be greater than or the same as the PBX software version being used (see page 1: License version)

Overview of the Softwarephone license data

	Softwarephone License
License type	PBX SoftwarePhones12

Other specifics

Changing de-centralised licensing to centralised licensing with my.innovaphone

innovaphone's License Master concept ensures licenses can be managed centrally. All licenses are installed centrally on a Master PBX. The subordinate PBXs debit their licenses from there as required and across locations. This avoids unnecessary superfluous licenses. Furthermore, compared to individual installations, it is possible to save licenses and to react very flexibly to change within an installation (see also page 1: Central licensing concept (License master)

The following steps are necessary in order to convert an existing installation with de-centralised licensing to an installation with central licensing:

- Minimum requirements: Version 8 must be installed. The project can be put under SSA for a potential upgrade
- The licenses must be released and are put in the pool of free project licenses
  - o If the licenses are converted to another version in the balance statement, the current SSA is void and a one year SSA is charged
  - o If the licenses are directly bound to another piece of hardware, the existing SSA remains valid and no further costs are incurred
- The licenses from the project balance statement can be bound to the Master or to any other device, as is the case for any license in the balance statement

Releasing Licenses

As from innovaphone PBX V8, licenses can be released from a device and transferred to another device within a company. This is realised via a security certificate. This is particularly useful for projects at one customer, e.g. during restructuring, if site A is growing whilst site B reduces in size.

Please note! This does NOT work with V6 / V7-/ IPVA firmware or hardware licenses! These licenses continue to be bound to a certain device.

Software Service Agreement and Software Service Credits

The Software Service Agreement (SSA) allows a customer to upgrade his licenses free-of-charge to new software versions that are released during the agreement period, therefore the upgrades do not have to be purchased. Exceptions

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are new features that are licensed separately. A Software Service Agreement is purchased with so-called Software Service Credits (SSCs).

- SSCs can be ordered in the price list in the same way as "normal" products - a separate contract is not required.
- Purchasing Software Service Credits (SSCs) and adding them to the balance statement can be done at any time. SSCs are used for purchasing a license as needed and putting this under SSA
- The date on which the license is initially bound to a device - the so-called License bind date - is the deciding factor in calculating an SSA.
- Before the SSA expires, the customer receives a reminder to purchase SSCs in time allowing him to extend the SSA without having to pay a surcharge.

More detailed information concerning the Software Service Agreement can be found in the Guidelines for Software Service Agreement. These guidelines are available for downloading on www.innovaphone.com.

Warranty extension

The general warranty for innovaphone devices in one year from purchasing the device. With the innovaphone warranty extension this can be extended by four years to a total of five years. To do this, purchase a warranty extension for the desired device and you will receive a special activation key that has to be bound to this device's series number in the my.innovaphone portal.

If a warranty extension is already bound to a device, no further extension is possible. This means that the required number of warranty extension years must be ordered and deployed at one and the same time. Example: an IP22, three year warranty extension on purchase: You order 3 x 12-00400-004 and deploy the warranty extension on all devices immediately after purchase.

There are two variations of warranty extension:

- **Warranty extension on purchase:** available only in connection with the purchase of a device. Please note! The warranty extension must be bound to the device number immediately after purchase of the device.
- **Warranty extension after purchase, within the warranty period**: available only within the device warranty period, i.e. within 12 months of purchasing the device. Please note! The warranty extension must be bound to the device number within the warranty period.