STARFACE
COMFORTPHONING



STARFACE APP FOR WINDOWS
Manual

www.starface.com

STARFACE App for Windows Manual for Version 9.0.1.X / edition 01

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1 About this manual

Congratulations and thank you for choosing the STARFACE App for Windows.

This manual covers the following topics:

- Installing the STARFACE App for Windows
- Configuration and administration of the STARFACE App for Windows
- Using the STARFACE App for Windows

The target group of this document are administrators and users who already have basic knowledge of telephony and the general use of STARFACE.

In addition to this manual, there is the STARFACE Administration Manual, which guides you step-by-step through the administration of STARFACE. The administration manual is available for free download on the STARFACE website (Download area of the manuals).

Please note that the STARFACE App for Windows is a software product that is constantly being developed and improved. Installing updates or patches can also change the functionality or appearance of certain control elements. We expressly reserve the right to make changes and further developments that serve the purpose of technical progress.

We welcome any suggestions or hints concerning errors in the manual at any time.

We are pleased to welcome you as a new member of the growing STARFACE community and wish you lots of fun and success in your daily work with the STARFACE App for Windows.

1.1 Special text markups in this manual

Within the text, the different actions and labels of the STARFACE App for Windows interface are indicated by the following formatting:

Buttons in the STARFACE App for Windows:	Sample text
Labels in the STARFACE App for Windows:	**Sample text**
Keystrokes and file paths:	*/pfad1/ordner1/*
Cross references within the manual:	“1.1.1 – Chapter”

Note: Sample text

1.2 Specific terminology in this manual

Various fixed terms will appear repeatedly throughout this manual, which is why there is a glossary here with a brief explanation of the most important terms:

App: This designation always refers to the STARFACE App for Windows in its entirety and the abbreviated spelling is used solely to make the texts easier to read.

Telephone system: This term refers to the STARFACE appliance/VM/cloud instance to which the app should be or is connected.

As a rule, no distinction is made between the 3 different operating modes. If this distinction is necessary, it will be made in the corresponding text or heading.

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The app can only be operated with a STARFACE appliance/VM/cloud instance and is not compatible with telephone systems from other manufacturers.

2 System requirements

There are certain technical requirements that must be met if the app is to be used. These requirements are listed here, separated according to the respective areas.

The app can only be used from version 8.0.0.5 of the telephone system. It is essential that the same major version of the app and telephone system are used in combination. The major version of the app and the telephone system can be read from the first two digits of the version number (e.g. **8.0**.0.11).

2.1 Network and Firewall (general)

An overview of the ports used and the necessary access for STARFACE can be found centrally in the online documentation at:

Overview of Port Usage of the STARFACE

2.2 Hardware and windows operating systems

The app has the same hardware requirements as Windows 11 (see system requirements for Windows 11)

The app currently uses the SDK for "Windows 10.0.19041," which means all Windows versions starting with "10.0 19041" are supported.

All Windows versions with a build number lower than "19041" are not compatible, even if they are LTSC versions.

The following linked table can be used for an overview:

Windows version numbers - Versions and build numbers of Microsoft Windows

From version 9.0.0.X the app can also be installed on Windows 11 for ARM64. On ARM64 the following components are not supported:

- • COM-based Outlook Connector for classic Outlook
- • Contact card integration for classic Outlook
- Fax printer

The app is not tested with “Windows Server 2016” and no support is offered for this version of the Windows operating system.

The app requires write permissions to the Temp directory of the user using the app.

To use the STARFACE App for Windows, the following programs are also required:

- Microsoft .NET Framework 4.8.1
- Microsoft Windows Desktop Runtime - 8.0.8 (x64)
- Microsoft ASP.NET Core - 8.0.8 (x64)
- Microsoft Edge WebView2 Runtime

The following optional components are required to use the fax printer:

- GhostScript 10.03.1
- eDocPrintPro 5.7.4

- Microsoft Visual C++ Runtime

These programs are also installed during the installation of the app via an .exe file. When installing via MSI file, these programs are not installed.

2.3 System requirements for STARFACE NEON

An overview of the ports used and the necessary access for STARFACE NEON can be found centrally in the online documentation at:

Overview of Port Usage of the STARFACE

2.4 Comparison between basic and premium version

The basic version of the app is free of charge and no licenses need to be installed on the telephone system to use it. The following functionalities are not available in the app when using the basic version:

- Widget for the iQueue
- Picking an active incoming call that is currently speaking to voicemail
- Direct forwarding of an active incoming call without answering it
- Starting a spontaneous conference with the other party during an active call
- Transfer with consultation during an active call

If the above functionalities are to be used, the premium version of the app must be activated. To do this, the corresponding licenses (subject to a charge) must be installed on the telephone system. In addition, the right “App Premium functions” must be set for the respective user on the telephone system.

Note: It is not mandatory for every user to buy a paid licence. The number of licenses for the premium version of the app can be purchased in stages.

A license of the type “TSP für Terminal” is required so that the app can be operated via Remote Desktop on a Windows server. All other remote desktop access is possible without a license.

The documentation for importing the licenses can be found in the Administration manual for the telephone system.

3 Installing the app

This chapter describes how to install the app. It is essential to observe the system requirements described above.

3.1 Download of the installation file

The latest version of the app is available in the download area (Link to the download area).

Note: Unless there are special reasons, it is recommended that you always install the latest version of the app from the download area.

3.2 Installing the app

The installation process can be started by double-clicking on the downloaded installation file. The installation process supports the following languages, whereby the language is selected automatically via the configured system language.

- German
- English
- French

In the configuration menu, you can select whether an existing installation of the app should be updated or removed. This step is only displayed if there is already an installed version of the app.

During the installation, log files are generated and stored in the following directory:

Temp\STARFACE GmbH\Setup\logs

Note: The two components "GhostScript" and "eDocPrintPro" are not automatically removed when the app is removed but must be uninstalled manually.

In the next step, various checkboxes can be used to configure which functions and components of the app should be installed. Only functions and components (e.g. integrations for headsets) that have not yet been installed or need to be updated are displayed.

The "Updater" is an exception to this. This component is used to control and carry out the update process after the app has been installed. If this component is not installed, you can manually search for new versions of the app within the app, but new versions will not be displayed.

Please also note that local administration rights are required when installing the “Updater”. Once the “Updater” has been installed, administration rights are no longer required to update the app.

As the “Updater” is a standalone component, it must be uninstalled separately when uninstalling the app.

Once the installation of the app and the selected components has been successfully completed, a corresponding success message is displayed.

3.3 Initial configuration of the app

After starting the app for the first time, the input mask for the login data opens.

Beforehand, the system automatically searches for existing telephone systems in the network and, if successful, enters the telephone system found in the **STARFACE Server** field. If several telephone systems are found, the correct telephone system can be selected via the drop-down menu.

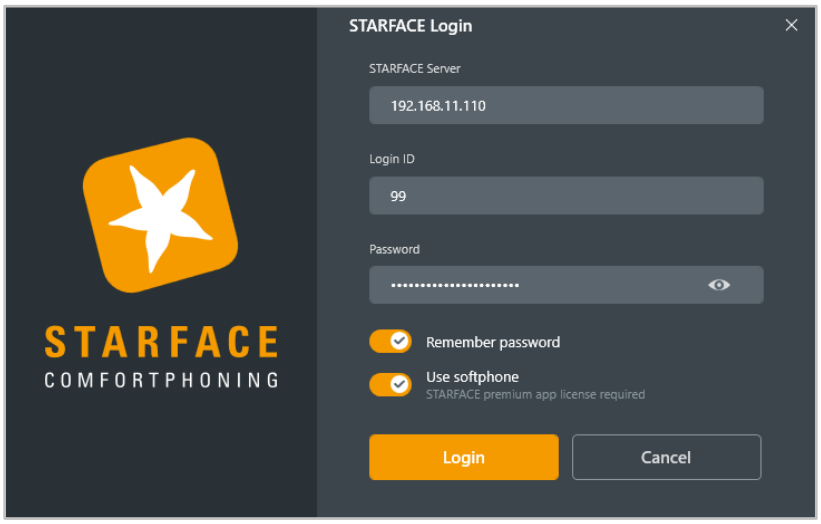


Figure 1 – First login in the app

The following input fields and selection options are available:

STARFACE Server: The IP address or host name of the telephone system must be entered here.

Login ID: The login to be stored here corresponds to the user name that was assigned when the user was created on the telephone system.

Password: The password to be stored here corresponds to the password that was assigned when the user was created on the telephone system. The eye symbol can be used to display the entered password in plain text.

Remember password: This toggle can be used to control whether the user's password is saved locally and no longer needs to be entered manually the next time the app is started.

> **Note:** It is recommended not to store the password locally on the hard disk, as this may pose a security risk.

Use softphone: This toggle is used to specify whether the app should be used in the basic or premium version. And thus, also whether the softphone functionality is available or not.

Use of the premium version of the app requires a license, which must be stored on the telephone system by an administrator.

4 Settings in the app

This chapter describes the various configuration options within the app.

After successfully logging in, the app settings can be opened via the gear icon in the sidebar.

4.1 User account

The basic app settings can be edited in this area. The following tabs are available for this:

- Profile
- ChangePassword
- Credentials

4.1.1 Profile

All important key data and the avatar of a user can be changed in this area.

Note: The e-mail address cannot be changed if the authentication takes place via an Active Directory (AD).



Figure 2 – Example of profile data

The avatar serves as a visual representation of the user in various places within the app and on phones that support the "Picture-CLIP" feature. If no avatar image is stored, the initials of the logged-in user are displayed.

The image file selected for the avatar must not exceed the maximum size of 3MB and must be in one of the following formats:

- jpeg
- jpg
- png
- gif

The graphic is automatically scaled to the appropriate dimensions when uploading. It is recommended to use a square graphic.

4.1.2 Change Password

The password for the logged-in user can be changed in this area.

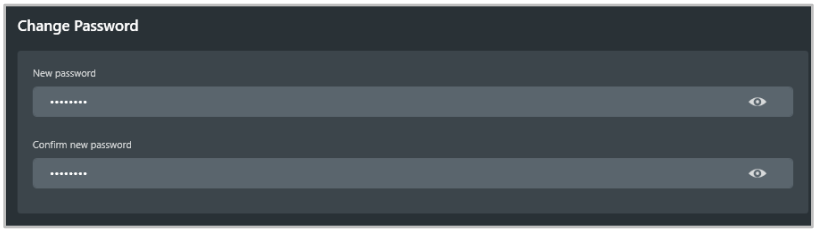


Figure 3 – Example of entering a new password

The eye symbol can be used to display the entered password in plain text.

Note: The password cannot be changed if authentication takes place via an Active Directory (AD).

4.1.3 Credentials

The login data for the user can be configured in this area.



Figure 4– Example of the " Credentials " area

The following configuration options are available:

Server: The IP address or host name of the telephone system must be entered here.

Login ID: The login to be stored here corresponds to the user name that was assigned when the user was created on the telephone system.

Password: The password to be stored here corresponds to the password that was assigned when the user was created on the telephone system.

Remember password: This toggle can be used to control whether the user's password is saved locally and no longer needs to be entered manually the next time the app is started.

Note: It is recommended not to store the password locally on the hard disk, as this may pose a security risk.

Start STARFACE automatically when you log on to Windows: If this toggle is activated, the app starts automatically when the operating system boots up.

4.2 Telephony

The settings relating to the app's telephony can be edited in this area. The following tabs are available for this:

- Notifications
- Audio
- Ringtones
- Display Number
- Busylight

4.2.1 Notifications

In this area, the notifications for incoming calls and incoming calls of a group can be activated or deactivated using the corresponding toggles. The following notifications are activated or deactivated:

- Signalling in the taskbar
- Message from the Windows system
- Notification in the focus area

4.2.2 Audio

The following configuration options are available in this area:

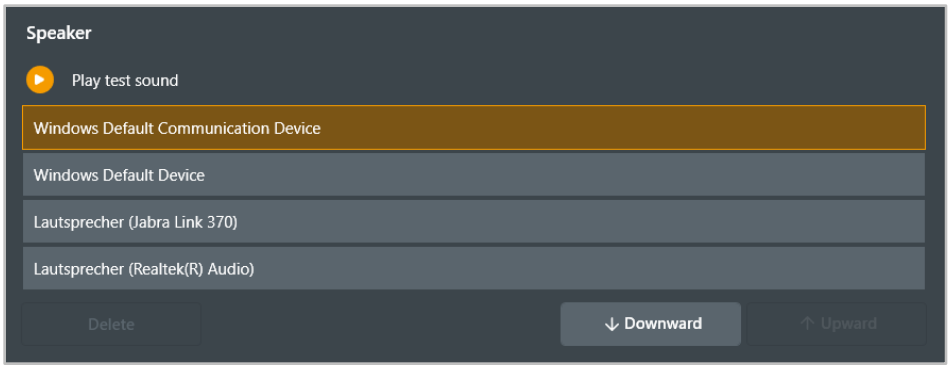


Figure 5 – Example of part of the "Audio" section

The output device or input device for the sound can be selected via the two drop-down menus "Speaker" and "Microphone". All known and connected devices are displayed.

The selected ringtone is played using the "Play test sound" button (see also 4.2.3 Ringtones).

The order of the entries determines the order in which the devices are used. The buttons of the same name can be used to move an entry up or down in the ranking.

Devices that are not connected are marked with "Not connected" and can be deleted from the list using the button of the same name. Only unconnected devices can be removed from the overview.

4.2.3 Noise Filtering

By activating the noise filter via toggle, the volume of unwanted background noise is automatically adjusted using AI algorithms and the speaker's voice can be heard more clearly in active conversations.

Note: This technology analyses and isolates desired audio content locally in the app and no call data is transmitted or recorded.

4.2.4 Ringtones

In this area, the toggle of the same name can be used to configure whether or not a ringtone is signalled for an incoming call.

There are various ringtones to choose from. A distinction can be made between the ringtone for an internal and an external call via the configuration in the selection bar.

You can also link and use your own ringtones of the "wav" type. The path of the selected ringtone file is always displayed in full so that you can see which file has been configured as the source.

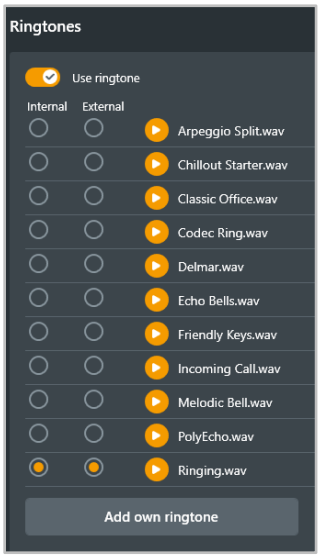


Figure 6 – Example for the selection of ringtones

While the app is active, the selected ringtone file cannot be deleted. If the source file is deleted when the app is deactivated, it will also be removed from the overview list.

The output device for the softphone's ring signalling can be selected in the drop-down menu under the “Output Device” heading.

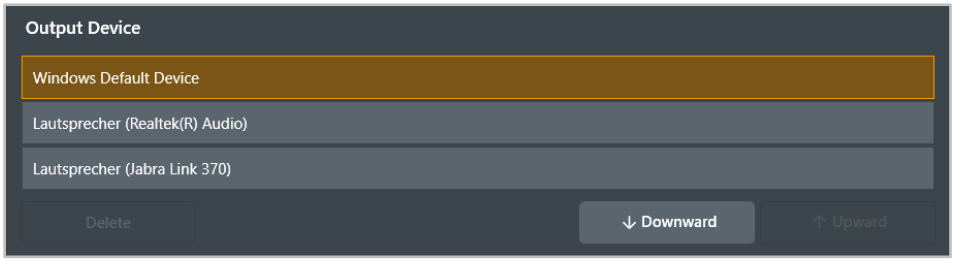


Figure 7 – Example for the "Ringtones" area

The order of the entries determines the order in which the devices are used. The buttons of the same name can be used to move an entry up or down in the ranking.

Devices that are not connected are marked with "Not connected" and can be deleted from the list using the button of the same name. Only unconnected devices can be removed from the overview.

4.2.5 Display Number

In this area you can select which number is signalled for outgoing calls to external numbers. Only phone numbers that are assigned to the user or from groups in which the user is a member are available.

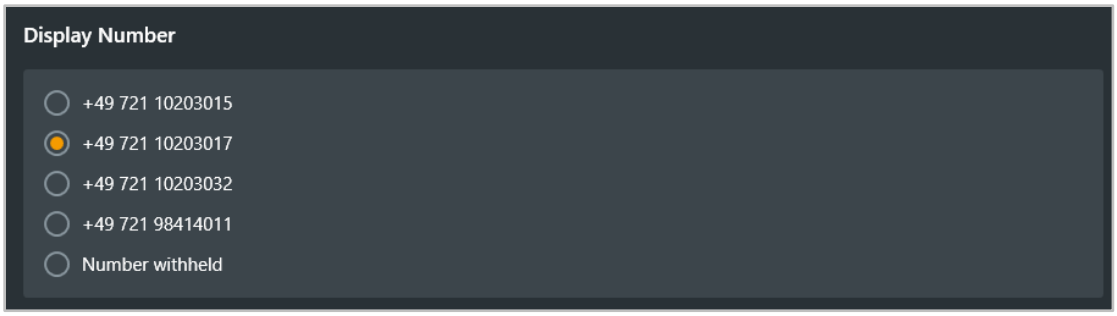


Figure 8 – Example of the "Signal call number" area

The phone number can also be suppressed so that no number is signalled for outgoing calls.

4.2.6 Call Manager

In this area you can use the toggle to configure whether the app is automatically brought to the foreground when there is an incoming call.

4.2.7 Busylight

In this area, the toggle of the same name can be used to configure whether a Busylight should be used or not.

Note: Please refer to the manufacturer's documentation for information on how to install the Busylight on the PC.

In the selection list under the Toogle you can configure which ringtone should be used for the busy light. It can also be configured in which of 5 volume levels the ringtone should be played.

4.3 Chat

The settings relating to the app chat can be edited in this area. The following tabs are available for this:

- Notifications
- Receive Files
- Status

These configuration options can also be carried out if the respective user does not have the right to use the app's chat.

4.3.1 Notifications

In this area, the toggle can be used to configure whether a notification should be displayed in the app for an incoming chat message and whether a notification sound should be played.

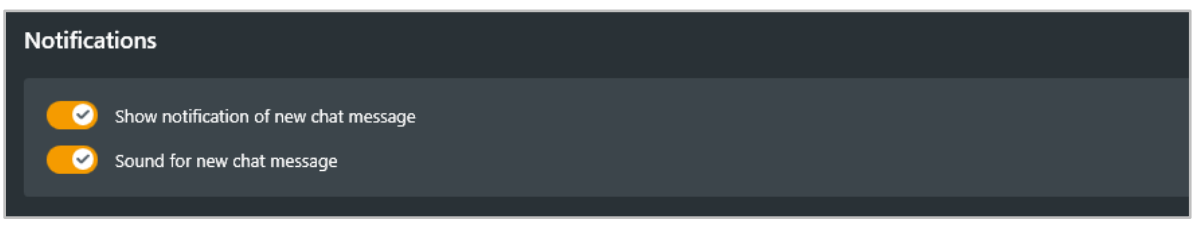


Figure 9 – Example for configuration of notifications"

4.3.2 Receive Files

The storage directory for the files received in the chat can be configured in this area. The path can be selected using the "Search" button.



Figure 10 – Example for the configuration of the storage directory

4.3.3 Status

The various statuses for the chat can be configured in this area:

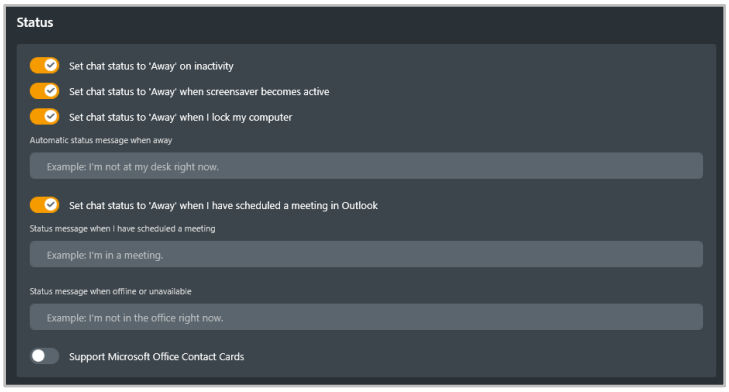


Figure 11 – Example of the configuration of the status

The following configuration options are available, each of which can be activated or deactivated using the toggle of the same name:

Set chat status to 'Away' on inactivity: If this toggle is active, the chat status is automatically set to “Away” or the configured alternative text after 10 minutes. As soon as it comes to the next user interaction (e.g., moving mouse or keyboard input), the previous status is reset.

Set chat status to 'Away' when screen saver becomes active: If this toggle is active, the chat status is automatically changed to “Away” or the configured alternative text after the screen saver is activated. After deactivating the screensaver, the previous chat status is reset.

Set chat status to 'Away' when I lock my computer: If this toggle is active, the chat status is automatically changed to “Away” or the configured alternative text after the computer is locked. After unlocking the computer, the previous chat status is reset.

In the input field **“Automatic status when away”** input field, an alternative status text to “Away" can be saved, which is set by the options described above.

Set chat status to 'Away' when I have scheduled a meeting in Outlook: If this checkbox is activated, the chat status is automatically changed to “Away” or the configured alternative text if an appointment is entered in the standard Outlook calendar. After the end of the registered appointment, the chat status will be reset to “Available”.

In the input field **“Status message when I have scheduled a meeting”,** an alternative status text to “Away” can be saved if the chat status is changed by an appointment in Outlook.

The statuses from Outlook are implemented as follows:

- Out of Office (violet) Absent

- Busy (blue) Absent
- Tentative (blue striped) Available
- Free (white) Available

The status is also automatically changed to “Away” or the configured alternative text if the user is active on the PC during a registered appointment.

Note: For this feature to work, Outlook must be started.

In the input field **“Status message when offline or unavailable”,** an alternative status text to “Absent” can be stored when the app is closed.

Support Microsoft Office Contact Cards: If this checkbox is selected, the integration of the user status in Outlook is activated.

4.4 Personalization

The appearance and behaviour of the app can be personalized in this area.

- Display
- Hotkeys

4.4.1 Display

The following configuration options are available in this area.

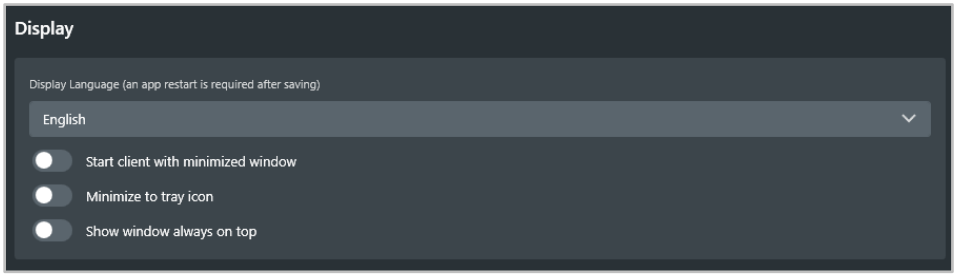


Figure 12 – Example of a configuration of the display

Skin: In this drop-down menu you can choose whether the light or dark graphic version of the app is used.

Language: The language used for the app can be set in this drop-down menu. The language selection applies to all buttons, drop-down menus, etc.. The change in language is only visible in some areas of the app after restarting the app.

Start client with minimized window: If this toggle is activated, the app is only displayed as a small icon in the taskbar when Windows is started.

Minimize to tray icon: If this toggle is activated, the app is only displayed as a small taskbar icon when minimized.

Show window always on top: If this toggle is activated, the main window of the app is always displayed as the topmost window.

4.4.2 Hotkeys

In this area, shortcuts, also known as “hotkeys”, can be configured for the following functions.

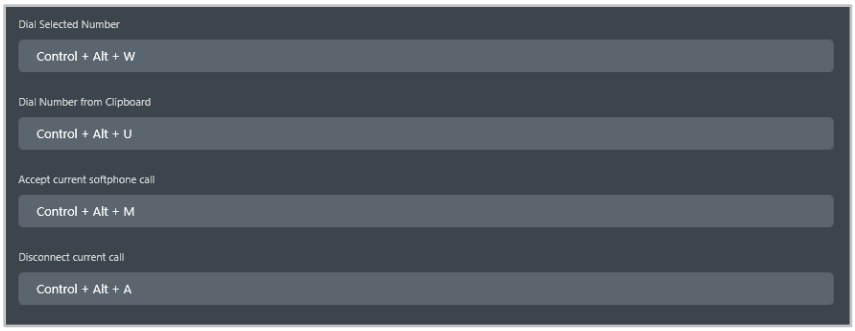


Figure 13 – Example for the configuration of keyboard shortcuts

Keyboard shortcuts can be defined for the following actions:

- Dial Selected Number
- Dial Number from Clipboard
- Accept current softphone call
- Disconnect current call
- Toggle view

To configure a key combination, the key combination must be entered in the corresponding input field. The key combination must consist of at least two entries and cannot consist of just a single key.

To delete a key combination, simply press the delete key in the corresponding field.

Note: We recommend always combining the used key combination of at least 3 elements to avoid conflicts with other programs.

4.5 Browser

URL calls can be stored in this area, which are then available as a separate widget in the Workspace Designer. The URL call can also be linked to an action.

Connections to door intercoms can also be configured, which are then available as a widget in the Workspace Designer.

If entries are deleted in this area, they remain visible until the app is restarted.

4.5.1 URLs/Call Actions

In this area, a new configuration for a URL call or a call action can be created using the + button.

The name of the URL call can be freely assigned and should be as clear and descriptive as possible. The URL must be entered in full for the call.

4.5.2 Perform Action

If the "Perform Action" toggle is activated, the URL call can be linked to a specific action.

Call response URL/command line: A URL or command line must be stored here, which is called dynamically with the call number of the call partner (e.g. http://www.klicktel.de/rueckwaertssuche/$(callerid)).

The call number of the call partner is a variable that can be passed on in the following formats:

- $(callerid) Number in international format without outside line access (e.g. 0049721)
- $(calleridNational) Number in national format without outside line (e.g. 0721...)
- $(calleridCanonical) Number in canonical format (e.g. +49721...)

Note: The buttons with the variable names allow you to easily insert a variable without having to type or copy it manually.

Call state: This drop-down menu can be used to control which call state triggers the call action URL.

Call direction: Via this drop-down menu, in addition to the specification at **Call state**, it is possible to determine when the call to the call action URL is triggered.

Caller-ID filter: Here, phone numbers can be stored for which the call of the Call Action URL is to be made.

It is not always necessary to give the complete phone number, but you can also work with so-called wildcards. The wildcard * stands for any number of digits and ? for exactly one digit. Some application examples might look like this:

- 0049* All calls starting with 0049.
- *1075 All calls ending in 1075.
- 1510??? All calls starting with 1510 followed by 3 more digits

Note: If there is no filtering by phone number, this field can remain unfilled.

Internal calls can be filtered by configuring a filter such as “0” (without quotation marks).

Below are 4 choices available to call up the call action URL. Only one of the 4 options can be selected:

1. **Create popup:** If this option is selected, the call action URL is called up in its own freely movable window in the app.
2. **Create widget:** If this option is selected, the call action URL is called up in the widget of the same name.
3. **Show in system default browser:** If this option is selected, the call up of the call action URL is made in the default browser of the system.
4. **Execute as web request (hidden):** If this option is selected, the call up of the call action URL is always invisible as a web request.
5. **Execute as command line:** If this option is selected, the call up of the call action URL is executed as command line. With the toggle **Execute with hidden window** toggle can be used to configure that the process is not visible.

4.5.3 Door cameras

In this area, a new widget can be created via the + button, which is then available in the Workspace Designer.

A name must be entered for the widget and the URL via which the door intercom with camera can be reached.

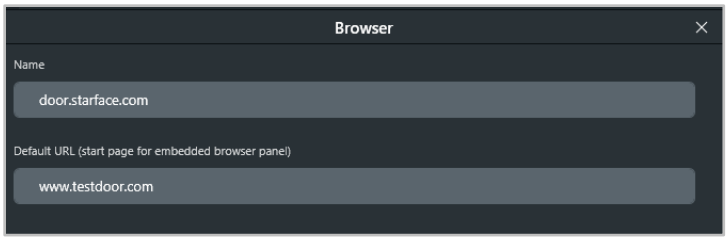


Figure 14 – Example of a door intercom configuration

Starting with version 9.0.1.X, RTSP streams and Motion JPEG can also be used to connect a door camera. RTSP streams are interpreted and displayed as such if they begin with the protocol prefix "rtsp://" and the source sends the h.264 codec over RTSP.

The integration of streams with the h.264 codec leads to a higher load on the CPU and GPU at high resolution and frame rate (FPS).

To reduce the CPU load, we recommend configuring the camera with the following key data:

- 640x360 pixels
- 4 FPS
- Maximum bitrate of 64 kbps

The size of the embedded widget also affects the CPU and GPU load.

Note: When accessing a terminal server via Remote Desktop, please note that the terminal server's GPU is not available for rendering.

Motion JPEG streams are recognized and displayed as such if the URL ends with "mjpg" or if the URL contains one of the following terms:

- motionjpeg,
- mjpg,
- stream=
- fps=

Recognition is case-insensitive. Parameters for basic authentication can also be used in the door intercom's URL. For example:

rtsp://username:password@example.com/someurl
https://username:password@example.com/cam.mjpg

4.6 Redirection

The settings for the voicemail box, call forwarding and the iFMC can be configured in this area.

- Voicemail
- Redirection
- Parallel Call (iFMC)

4.6.1 Voicemail

In this section you will find instructions on how to change the announcement of your own voice mailbox.

Use the "Record my voicemail announcement" button to call your own voicemail box and navigate through the voice menu by entering the numbers via the numeric keypad.

You also have the option of calling up the telephone system's web interface and logging in there (see also the User manual for the telephone system).

4.6.2 Redirection

Forwarding rules can be configured for your own phone numbers in this area. There are 3 different types of redirection:

- **Always**: The redirecting takes effect immediately and the incoming call is forwarded directly to the configured destination.
- **Busy:** If the called number is busy, the incoming call is immediately forwarded to the redirecting destination.
- **Timeout:** If the incoming call is not accepted within the configured time period, it will be forwarded to the redirecting destination. This redirection also applies if the user is unavailable.

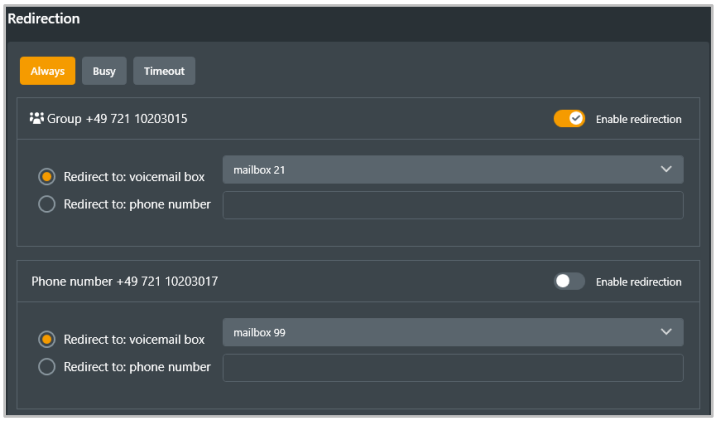


Figure 15 – Example of set redirects

To activate call forwarding for a specific number, the corresponding toggle must be selected. The icon indicates the call number of a group. Such group redirecting can only be seen and set up by members of the respective group with the appropriate rights.

It is possible to select a voicemail box from the drop-down menu as the forwarding destination. Please note that numbers can only be forwarded to voicemail boxes to which the user has access. This does not apply to group voicemail boxes, as these can only be selected as a destination when forwarding a group number.

It is also possible to enter any internal or external telephone number.

Note: If a digit for outside line access is set on the telephone system (e.g. 0), this must not be entered when forwarding to an external number.

4.6.3 Parallel Call (iFMC)

An iFMC configuration allows an incoming call to ring in parallel on an end device that is not directly connected to the telephone system (e.g., a smartphone).

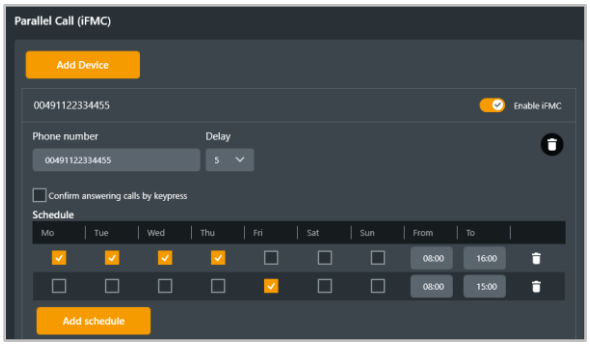


Figure 16 – Example of an iFMC configuration

A new iFMC configuration can be configured using the “Add device” button.

It is possible to create multiple iFMC configurations and use them simultaneously. It is also possible to create several iFMC configurations and to activate or deactivate them via the checkbox of the same name.

In the input field **Phone number** field, you must enter the phone number to be called in parallel. It is always entered in the full format with the country code.

Each phone number can only be used once for an IFMC configuration across all users on the entire telephone system.

> **Note**: A possibly existing outside line may not be registered.

Delay: With this drop-down menu, it is possible to incorporate a deliberate time delay, which provides a time frame, e.g. to accept an incoming call first over the telephone connected to the telephone system.

The selected call delay does not work if no telephones connected to the telephone system are assigned to the user. In this case, the iFMC number is called immediately.

If two iFMC configurations are entered, the ratio (e.g. 10 seconds difference) between the two call delays is retained. The first iFMC number is called immediately and the second number after 10 seconds.

Confirm answering calls by keypress: If this checkbox is active, with incoming calls to the iFMC terminal a voice message is initially played, whereupon the actual call can be accepted by pressing a number.

It is possible to create freely configurable schedules for when the iFMC configuration is to be used. Under the heading **Schedule** a new time period can be configured using the “Add schedule” button.

The schedules are based on days of the week and freely selectable periods and can be set up with any desired level of complexity. Individual schedules or an entire iFMC configuration can be deleted by selecting the trash can icon.

4.7 Function Keys

The function keys already created for the user are displayed in this area and can also be edited via this window. The function keys are displayed in a maximum of 20 columns, each with 8 positions. The number of columns used can be configured via the “Number of columns” drop-down menu.

A new function key is dragged and dropped from the selection list on the right directly to the desired empty space. Existing function keys can be moved within the view using drag and drop.

Some function key types are only available if certain requirements are met. Thus, for example, the button type “Group Log On/Off” is only available if the user is also a member of a group.

The function buttons are basically divided into 3 different categories:

- Favourites — These function types are only displayed in the “Favourites” widget.
- Function keys — These function types are only displayed in the widget “Function keys”.
- Only for desk phones are available — These function key types are not displayed in the app and can only be used on telephone devices.

4.7.1 Busy Lamp Field

This function key is bound to the primary internal number of another user or group. This makes it easy to read the various statuses of the user/group using the busy lamp field:

- Telephony (reachable/active incoming call/busy/wrap-up time)
- Legal detour
- DND/Rest
- Avatar picture (if available)
- Status message from the user

In various color-coded scenarios, selecting the busy lamp field triggers a different action in each case. The various options are:

Signalization	Description	Action on pressing a button
Green	User is free	Call
Yellow	Incoming call for the user	Call Grabbing
Red	User on the phone	Call waiting (if activated)
Blue	Post-processing time in the queue	Call
Gray	User not available	Demolition or drop zone

Table 1 – Signalling behaviour of the function key

4.7.2 Speed Dial

These function keys are used to assign telephone numbers outside the telephone system. These can be entered manually or selected from the address book. It can also be used to transmit control codes to the provider, e.g. to set a redirection in the exchange or to use other service features. This function button type does not have a status display.

4.7.3 Redirection (Single)

This function key activates or deactivates already established always-redirections for individual numbers. If the appropriate rights have been set by the system administrator, it is also possible to control the always-redirection for group numbers.

Note: With this option can be controlled only the always-redirections of the telephone system.

The signalization of the function key works as follows:

Signalization	Description	Action on pressing a button
Gray	Redirections inactive	Switching on redirections
Red	Redirections active	Switching off redirections

Table 2 – Signalling behaviour of the function key

4.7.4 Redirection (All)

When configuring this function key, you can choose between the following 3 types of redirection:

- Always
- Busy
- Timeout

This function key activates or deactivates all configured redirections of a specific redirection type. Activation or deactivation applies to all phone numbers assigned to the user, with the exception of group numbers. The signalization of the function key works as follows:

Signalization	Description	Action on pressing a button
Gray	Redirections inactive	Switching on redirections
Red	Redirections active	Switching off redirections

Table 3 – Signalling behaviour of the function key

4.7.5 Forwarding phone numbers

One or more internal and external phone numbers can be selected when configuring this function key. If the function key is activated, all incoming calls to this number(s) are immediately forwarded to the configured forwarding destination. The signalization of the function key works as follows:

Signalization	Description	Action on pressing a button
Gray	Redirections inactive	Switching on redirections
Red	Redirections active	Switching off redirections

Table 4 – Signalling behaviour of the function key

4.7.6 Group Log On/Off

This function key allows the user to log in or out in one or more groups. The function is only available for groups in which the user is also a member.

Signalization	Description	Action on pressing a button
Off/green	Not logged in	Logging in the group
On/red	Logged in	Unsubscribe from the group

Table 5 – Signalling behaviour of the function key

Note: It is recommended to place a maximum of 5 groups on a function key of this type.

4.7.7 DND

This function key activates the Do not disturb function on the telephone system so that all incoming calls are rejected. In contrast to the do not disturb key on a local telephone, this do not disturb function then applies to all phones or telephone numbers of the user. If a timeout redirection is set up for the called number, then in this case it takes effect immediately and not after the configured time has elapsed. This function key can only be configured once. For this reason, the corresponding selection option in the list of function button types is inactive after the first configuration.

Signalization	Description	Action on pressing a button
Gray	Do not disturb function is inactive	Do not disturb function is being activated
Red	Do not disturb function is active	Do not disturb function is being disactivated

Table 6 – Signalling behaviour of the function key

4.7.8 Call Completion on Busy

With this function key can be triggered the automatic callback function of the telephone system. The function key flashes when the destination number of an internal or external call is busy. The user can now activate the automatic callback function of the telephone system by pressing a button. This possibility still exists 30 seconds after the call attempt has already been completed.

The telephone system will now try in the first step 5x every 10 seconds to reach the destination number. If these first 5 attempts remain unsuccessful, e.g. because the target number is still busy, the retry interval of the attempts is increased to 20 seconds and continues for 60 minutes. After 60 minutes, the automatic callback function will be deactivated automatically.

This function key can only be configured once per user. Therefore, the corresponding option in the list of function key types is inactive or grayed out after the first key generation.

Signalization	Description	Action on pressing a button
Gray	“Callback on busy” inactive	No action
Flashing	“Callback on busy” possible	“Callback on busy” is being activated
On	“Callback on busy” active	“Callback on busy” is being disactivated

Table 7 – Signalling behaviour of the function key

4.7.9 Display Number

This function key can be used to configure which phone number is displayed to the call destination. It is also possible to suppress the phone number.

Signalization	Description	Action on pressing a button
Gray	Phone number is not displayed	The stored phone number is set
Green	Phone number is signaled	The phone number is suppressed

Table 8 – Signalling behaviour of the function key

4.7.10 Activate Modules

With this function key existing module configurations can be activated or deactivated.

Signalization	Description	Action on pressing a button
Gray	Module inactive	Activate module configuration
Red	Module active	Deactivate module configuration

Table 9 – Signalling behaviour of the function key

4.7.11 Phone menu: Contacts

This function key can be used to set up access to one of the telephone system's address books.

The first drop-down menu “View” can be used to select whether access to the address book should be read-only (contact list) or as a search (contact search).

The search is done as a full-text search. For example, a search for “fo” displays not only all the address book entries that begin with “fo”, but all the records containing the search parameter “fo” somewhere.

The second drop-down menu “Directory” is used to configure which of the address books is listed or searched on the telephone system.

Note: This function key can only be used on phones and is not available in the app.

4.7.12 Phonemenu: Call Lists

This function key can be used to set up access to the various call lists of the respective user. The user's call lists listed below are available for selection:

- Incoming
- Outgoing
- Missed

Note: This function key can only be used on phones and is not available in the app.

4.7.13 Phone-Specific URL

With this function key type, the call of a freely configurable URL can be displayed via http. Only experienced administrators are recommended to use this function key type. The telephone manufacturer's documentation must also be observed:

- Fanvil Documentation of the manufacturer

- Snom Documentation of the manufacturer
- Panasonic Documentation of the manufacturer
- Yealink

Note: This function key can only be used on phones and is not available in the app.

4.7.14 DTMF

This function key can be used to configure individual DTMF tones or even a sequence of DTMF tones, e.g. to be signaled in an active call. The most common field of application is the opening of a door lock by a defined DTMF tone sequence.

Note: This function key can only be used on phones and is not available in the app.

4.7.15 Empty Key

This function key is used for optical structuring and can be used e.g. to represent headings for department or visual dividing lines.

A function key of this type without content is not displayed.

4.8 Extras

Various additional apps and integrations related to STARFACE are listed in this area.

4.8.1 Microsoft Outlook

After successful authentication on the Microsoft system, the connected account will be displayed in this field. The configuration takes place in the administration area of STARFACE in the “App/Outlook Add-In” area.

The account can be separated using the button of the same name, for example in order to be able to connect to another Microsoft account.

If the connection to the Microsoft account is to be established for the first time or to be reestablished after a problem, this can be done using the “Connect account” button.

There is a known problem with Microsoft that causes an error message to be displayed when establishing a connection, even though the connection has been set up and established correctly. It is therefore recommended that you always check whether an account name has been entered in this field, even after an error message appears when authenticating with Microsoft.

If the connection between the app and the Microsoft system has been successfully established, the Outlook contacts of the logged in user can also be searched in the app (e.g. in the multifunctional panal)

For this purpose, contacts are synchronized every time the app is launched. However, you can also start synchronization manually in this subsection. You can also select which folders should be synchronized, in addition to the default folder, which is not displayed.

4.8.2 iOS

There is a QR code in this area that leads directly to downloading the STARFACE Mobile App for iOS. In addition to the QR code, all necessary registration data is listed in order to be able to use the

STARFACE Mobile App for iOS with the current telephone system and the currently logged in user. Only the password is not displayed for security reasons.

4.8.3 Android

There is a QR code in this area that leads directly to downloading the STARFACE Mobile App for Android. In addition to the QR code, all necessary registration data is listed in order to be able to use the STARFACE Mobile App for Android with the current telephone system and the currently logged in user. Only the password is not displayed for security reasons.

4.9 Expert Mode

If this area is opened, additional and even more detailed configuration options are available for the app. It also displays the configuration options that have been described earlier in the frontend.

Note: Using expert mode is only recommended for experienced administrators.

These extended configuration options are shown in tabular form and provide a direct view of the app's configuration file.

The following configuration options are available, among others:

- Changing the ringtone and volume of the Busylight
- Adjust the log level of the app
- Configuration of the web port for the REST API
- Configuration of whether the Quick Access Bar should be pinned automatically

5 Operating the app

This chapter describes various operating elements and functions of the app. The minimum size of the application window has been set to 1024px * 576px to ensure the usability of elements such as favourites and function keys.

5.1 Sidebar

The following controls are located in the top bar of the app, from left to right:

- Own avatar
- Bell icon
- Multifunction panel
- Redial button
- Avatars of the VIPs

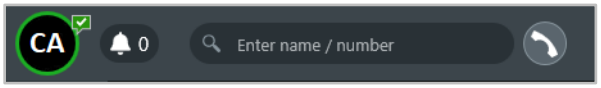


Figure 17 – Example of the top bar

5.1.1 Own avatar in the top bar

This first element of the top bar displays the current status of the logged-in user using various symbols and coloured markers.

The halo around the user's avatar shows their current status. In this case, a distinction is made between the following statuses:

- Green User is available
- Yellow User is currently being called
- Red User is making a call or has activated "DND"
- Blue Post-processing time in the iQueue
- Gray User is not available

More information is displayed through the various small icons around the user's avatar:



Figure 18 – Avatar with additional symbols

Symbol description	Explanation	Site
Red circle with a white crossbeam	DND activated	Top left
White hook on a green background	Chat status “Available”	Top right
White circle on a red background	Chat status “Away”	Top right
White X on a red background	Chat status “Do not disturb”	Top right
White turning symbol on black	an always-redirection is active	Bottom left

Table 10 – Description of the additional symbols of the avatar

Clicking on the avatar opens the focus area (see also 5.1.6 Focus area).

5.1.2 Bell icon

New notifications are indicated by a change in the bell symbol.



Figure 19 – Bell icon with new notification

The following events trigger a visual notification:

- Missed incoming calls
- Incoming chat messages
- Incoming faxes

A maximum of 99 notifications are displayed next to the bell symbol. Clicking on the bell symbol opens the user's focus area (see also 5.1.6 Focus area).

5.1.3 Multifunction panel

The multifunctional field allows you to search for and select other users and contacts by entering their names or numbers. The search starts as soon as you enter the first letter or the first digit.

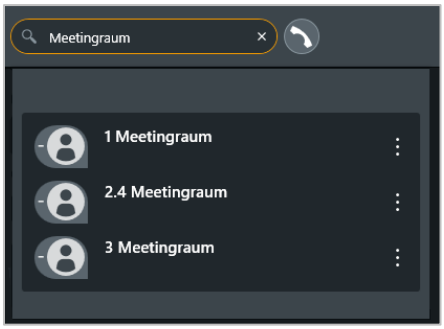


Figure 20 – Example of search results in the multifunction field

Note: An entry in the multifunction field can be completely deleted using the ESC key.

The following instances are searched in the order listed:

- Users in the telephone system
- Address books on the telephone system
- Contacts in Microsoft Outlook (see 4.8.1 Microsoft Outlook)

The search results displayed can be selected either with the mouse or using the arrow keys on the keyboard (e.g. down and up arrow). The assigned company names are displayed in brackets after the name in the search results.

The following button can be used to optionally select which contact number should be called:



An internal or external number can also be entered in this search field and an outgoing call can be started. The call can be triggered by pressing the Enter button.

Note: The entry of external numbers must be made with a leading 0 for the outside line, if this is configured on the telephone system.

5.1.4 Redial button

A reduced form of the call list can be opened via the button to the right of the multifunction field . The user's last 7 outgoing calls within the last 30 days are displayed.

The phone numbers are displayed in exactly the same format as they were transferred from the app to the telephone system. If an outgoing call is manually deleted from the call list, the entry is also removed from this overview.

If at least one digit was entered in the multifunction field before selecting the redial button, the button changes its colour to green. Selecting the green button starts a dial attempt to the entered number.

5.1.5 VIPs in the top bar

The following button can be used to store VIPs in the top bar:



The individual VIPs are represented by the respective avatar of the user or the initials of the user in the top bar. After configuring the VIPs, the full name of the VIP is always displayed in the top bar when you mouse over.

The signalling of the user status for VIPs is the same as described for your own avatar (see 5.1.1 Own avatar in the top bar).

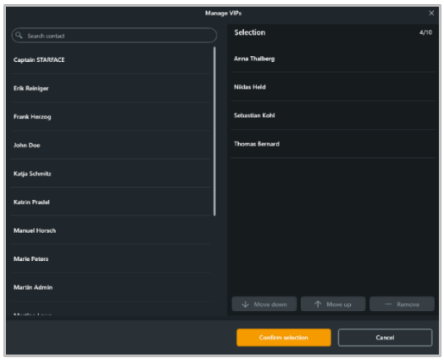


Figure 21 – Example for the configuration of VIPs

A maximum of 20 users from the same telephone system can be stored as VIPs in the top bar. The entry in the search field allows you to search for a user directly and each user can only be configured once as a VIP.

The buttons of the same name can be used to move a VIP up or down in the list displayed on the right-hand side. You can also remove a VIP using the button of the same name.

Once at least one VIP has been configured, the VIPs can be edited using the following button:



Right-click to open the context menu for the VIPs. The following options are available:

- Call — Starts a call to the destination's selected number, using a user-selectable phone or softphone

- Send chat message — Opens a free chat with the user
- Send e-mail — Opens the default mail program with the user's selected e-mail address

A call to the main number of the configured VIP can be triggered by double-clicking on the avatar of the respective VIP.

5.1.6 Headset area in the top bar

The headset area can be expanded in the top bar by selecting the following button:



In this area, a test tone can be played on the currently configured output device. In addition, under the heading “Test Microphone” a display will show whether an audio input is recognized by the app.

The link in this area leads directly to the app's audio settings.

5.1.7 Focus area

Various settings can be made in the focus area. In addition, all notifications from the app are displayed in the focus area, such as missed calls, incoming chat messages or new messages in a voicemail box. You can use the “Remove all notifications” button to delete all currently displayed notifications.

The following buttons are available from top to bottom:

The “DND” function can be activated with the first button. A more detailed explanation of the effects can be found under 4.7.7 DND.



Figure 22 – “Do not disturb" button in the focus area

Note: Missed calls are displayed in the call lists and in the notifications in the focus area even when the DND function is activated.

The second button opens a drop-down menu where you can choose between 3 predefined chat statuses. However, it is also possible to configure an individual chat status under the heading “Set personalized status”. One of three icons can be assigned to each chat status you create.

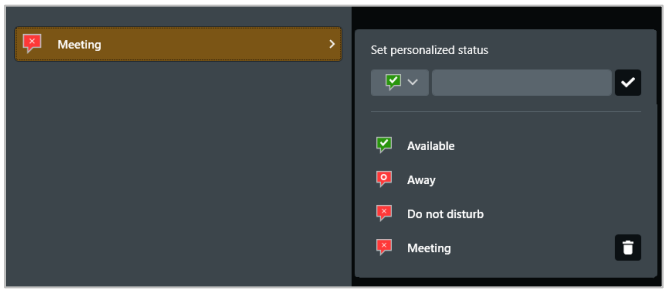


Figure 23 – Example of self-created chat statuses

You can delete a chat status you have created yourself by using the trash can symbol. The three preconfigured chat statuses cannot be changed or deleted.

The third button opens a drop-down menu to select the primary phone for the logged-in user. This primary telephone sets up the user's outgoing calls.

The last button opens the already configured Always Redirects and allows you to activate or deactivate them. The number shown in orange next to this button indicates how many Always Redirects are active at the current time.

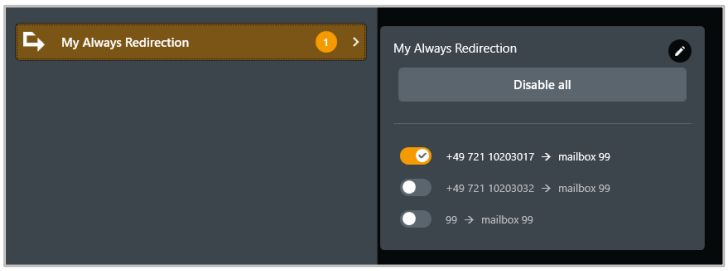


Figure 24 – Example of an active Always Redirect

In this area, the configured Always Redirects can only be activated or deactivated. To edit the Always Redirects, the pencil icon in the top right-hand corner must be selected (see also 4.6.2 Redirects).

The button of the same name can be used to activate or deactivate all Always Redirects at once.

Note: In this area, it is not possible to activate or deactivate Always Redirects for groups.

Under the heading “Notifications”, entries are created for the following events within the app:

- Calls
- Chat messages
- Voicemails
- Faxes

All currently displayed notifications can be deleted using the “Remove all notifications” button.

Note: Voicemails can also be listened to directly.

5.1.8 Quick access bar

The following icon can be used to convert the top bar into a quick access bar:



This means that the entire app is hidden except for the top bar. All the functions of the top bar are still available. After 3 seconds, the quick access bar at the top of the screen also disappears automatically. If the cursor is moved to the top of the screen, the Quick Access Bar is displayed again after 1.5 seconds.

If the quick access bar is not to be hidden automatically, it can be fixed with the following symbol:



Note: For new users, the quick access bar is fixed by default.

If the regular view of the app is to be used again, the following icon must be selected:



If the quick access bar is to be moved from one monitor to another, this can be done via drag&drop on the left edge of the quick access bar.

Note: The quick access bar can only be moved from one monitor to another if it is not fixed at the top of the screen.

5.2 Sidebar

The default workspace and the individual workspace of the respective user of the app are displayed in the sidebar.

Right-click on a workspace to open the context menu for the respective workspace and the following options are available:

- Edit workspace — Opens the Workspace Designer for this workspace
- Delete workspace — Deletes the workspace
- Move up — Moves the workspace up one position
- Move down — Moves the workspace down one position

A new workspace can be created via the  icon at the bottom of the sidebar.

The  icon can be used to open a context menu that includes the following sub-items:

- Help area
- Create support package
- Display of the installed version

You can search for automatic updates by selecting the version displayed. New versions of the app are only displayed if the updater was installed when the app was first installed (see 3.2 Installing the app).

5.2.1 Default Workspace "Calls"

This default workspace is made up of the following 3 widgets:

- Favourites (see 5.3.9 Widget “Favorites")
- Function keys (see 5.3.5 Widget "Function Keys")
- Call list (see 5.3.10 Widget "Call list")

5.2.2 Default Workspace "Meetings"

The "NEON Video-Meetings" widget is displayed in this default workspace (Widget "NEON Video Meetings").

5.2.3 Default Workspace "Chat"

The "Chat" widget is displayed in this default Workspace (see also 5.3.15 Widget “Chat”).

5.2.4 Default Workspace "Contacts"

This default Workspace is made up of the following 2 widgets:

- Favourites (see 5.3.9 Widget "Favorites")

- Address book (see 5.3.12 Widget "Address Book")

5.2.5 Default Workspace "Overview"

This default Workspace is made up of the following 7 widgets:

- Favorites (see 5.3.9 Widget “Favorites")
- Function keys (see 5.3.5 Widget “Function Keys”)
- Call list (see 5.3.10 Widget “Call List”
- Conferences (see 5.3.13 Widget “Conferences”)
- Groups (see 5.3.4 Widget "Groups")
- Always Redirects (see 5.3.11 Widget "Always Redirects")
- Parallel call (iFMC) (see 5.3.6 Widget "Parallel call (iFMC)"

5.2.6 Default Workspace "Lists"

This default workspace is made up of the following 3 widgets:

- Call list (see also 5.3.10 Widget “Call List”)
- Voicemail list (see also 5.3.2 Widget "Voicemail List")
- Fax list (see also 5.3.8 Widget “Fax List”)

5.3 Individual workspace

An individual workspace can be created via the  icon at the bottom of the sidebar. Only the creator of the respective individual workspace has access to this workspace.

When creating an individual workspace, one of the default workspaces can optionally be used as a template. The name of the individual workspace can be configured in the input window in the top left-hand corner. An icon for the individual workspace can also be selected from the drop-down list.

The two buttons of the same name can be used to save the workspace or reset it to the last saved state.

An individual workspace is made up of freely selectable widgets. The widgets can be placed freely on a grid via drag & drop and their size can be adjusted. The respective widgets have different minimum sizes or can optionally take up the entire workspace.

Some widgets (e.g. modules) can only be dragged into a workspace once, while other widgets (e.g. call list) can be used multiple times within a workspace. The widgets that can only be used once in a workspace are greyed out in the right sidebar if they have already been used once within the workspace.

5.3.1 Widget "NEON Video Meetings"

In this widget, video meetings can be planned and held via STARFACE NEON. STARFACE NEON is the video meeting solution from STARFACE. The operating documentation can be found online at knowledge.starface.de.

Note: It is essential to observe the system requirements for using STARFACE NEON.

5.3.2 Widget "Voicemail List"

This widget displays the various voicemails to which the user has access. The filter mask for voicemails can be displayed by selecting the  button. You can switch between the different areas by selecting the name.

The first drop-down menu can be used to limit or extend the time period to be displayed in the lists. The following selections are available:

- Today
- Last 7 days
- Last 30 days
- All

The second drop-down menu offers the option of limiting the display to your own voicemails or the voicemails of specific groups.

Note: Only groups in which the respective user is a member can be selected here.

Via the button  you have the possibility in the different list views to directly trigger a call to the number.

When an entry is selected in the list, the detailed information (e.g., the caller's phone number) is displayed on the right side. In this area, the voicemail can be listened to directly or moved to the "Private" folder.

If an entry in the list of voicemails is right-clicked, the context menu opens and you can choose between the following options:

• Play recording with primary phone	Plays the recording via the primary phone of the logged-in user
• Place call	Starts a call to the destination's selected number, using a user-selectable phone or softphone
• Copy phone number	Copies the phone number to the clipboard
• Send memo as e-mail	See “5.3.6.4 – Functions/Sending e-mail”
• Delete	Deletes the voicemail

5.3.3 Widget “Operator” (Beta)

In this widget, several incoming calls can be managed visually and clearly to enable quick and easy processing of incoming calls.

Note: This widget can only be used meaningfully if the user in question has a softphone license and the “Call Waiting” function is activated for the user.

By selecting the “Show floating call manager on call” toggle, you can configure whether or not the regular call managers should also be displayed in the right corner of the app for all calls that are displayed in this widget.

Basically, the widget is divided into the following three areas:

Incoming calls: All currently incoming calls are displayed for the user in this area. This includes calls to numbers that are directly assigned to the user and also group calls:



Forward the call directly without accepting it (blind transfer). The search field offers the same search options as the multifunctional field



Reject call



Accept call

If the forwarded call is not accepted by the transfer destination within 30 seconds, the caller is automatically reconnected and the call is marked accordingly.

Active call: In this area, the active call is represented by a call manager that covers all the functionalities of the regular call manager. Additionally, a temporary note can be added to the call which will be displayed in the “Held Calls” area when the call is on hold.

Held calls: The held calls are displayed in this area and can be taken back to the active area by selecting the green button. In addition, the three first lines of the temporary notes that have been stored for an incoming call are also displayed in this area.

Note: The temporary notes made in this widget should not be confused with the permanent comments in the call lists.

This widget is in beta status and therefore still under active development. This may result in significant changes in functionality and appearance in later versions.

5.3.4 Widget “Recordings”

This widget displays the recordings to which the user has access. The filter mask for recordings can be displayed by selecting the  button. The drop-down menu can be used to limit or extend the time period to be displayed in the lists. The following selections are available:

- Today
- Last 7 days
- Last 30 days
- All

The following buttons can be used to listen to the recorded conversation:

-  Play the recording
-  Stop audio output

The audio output is sent to the devices configured in the app.

If an entry in the list of recordings is right-clicked, the context menu opens and you can choose between the following options:

• Play recording with	Plays the recording via the primary phone of the logged-in user
• Place call	Starts a call to the destination's selected number, using a user-selectable phone or softphone
• Copy phone number	Copies the phone number to the clipboard
• Send memo as e-mail	See “5.3.6.4 – Functions/Sending e-mail”
• Delete	Deletes the recording

5.3.5 Widget “Modules”

This widget lists all module configurations that are configured on the telephone system to which the app is connected.

Active module configurations are marked with an orange symbol. Inactive module configurations are marked with a grey symbol.

Note: Only users with the appropriate rights on the telephone system can see and activate or deactivate module configurations.

5.3.6 Widget “Groups”

This widget lists all groups in which the logged-in user is a member.

By selecting a group, a user can log in or out of a group. The orange symbol indicates an active login to a group.

5.3.7 Widget “Function Keys”

In this widget, all function keys of the following function key types are displayed and can be used:

- Redirection (Single)
- Redirection (All)
- Redirect phone numbers
- Group On / Off
- DND
- Call Completion on Busy
- Display Number
- Activate Modules

The configuration options and detailed description of the function button types listed can be found under 4.7 Function keys.

5.3.8 Widget "Parallel Call (iFMC)"

The iFMC configurations created for the user can be activated or deactivated in this widget (see also 4.6.3 Parallel call (iFMC))

The configuration is activated or deactivated by selecting an iFMC configuration.

5.3.9 Widget "Fax Queue"

This widget displays the faxes still to be sent in the queue. If there are no faxes in the queue, this widget is empty.

An active fax transmission is displayed with the following key data:

- Name of the source file
- Path to the source file
- Target number
- Date and time
- Number of attempts to date

4 delivery attempts are made per fax. If none of these delivery attempts is successful, the fax transmission is cancelled. An entry is generated in the user's call list for each delivery attempt, regardless of whether the fax is sent successfully or not

It is not possible to cancel a current delivery attempt directly. Before sending the fax or between two delivery attempts, fax transmission can be cancelled by selecting the trash can icon.

Note: If the "Fax Queue" widget or the entire app is closed during fax transmission, this has no effect on the transmission of faxes.

The following button can be used to open the input window for sending a fax in order to send a new fax:



The input window for sending faxes is described under 5.4.4 Sending faxes via fax printer.

5.3.10 Widget “Fax List”

This widget allows you to display various fax lists. The following call lists tabs are available:

- Incoming — All incoming faxes
- Outgoing — All faxes sent
- Private — folder to which faxes can be moved manually

The filter mask for the faxes can be displayed by selecting the button . You can switch between the different areas by selecting the name.

The first drop-down menu can be used to limit or extend the time period to be displayed in the lists. The following selections are available:

- Today
- Last 7 days
- Last 30 days
- All

The second drop-down menu offers the option of restricting the display to your own faxes or the faxes of certain groups.

Note: Only groups in which the respective user is a member can be selected here.

You can use the button in the various list views to directly open an e-mail with the key data of the fax. The selected fax can be opened directly as a PDF file by clicking on .

If an entry in the list of faxes is right-clicked, the context menu opens and you can choose between the following options:

- Show fax — Opens the fax in PDF format
- Copy phone number — Copies the phone number to the clipboard
- Delete — Deletes the fax

5.3.11 Widget “Favorites”

This widget displays all function buttons of the type "Busy Lamp Field", "Speed Dial” and “Empty Key".

The configuration options and detailed description of the function button types listed can be found under 4.7 Function keys.

5.3.12 Widget “Call List”

This widget displays all incoming and outgoing calls of the user and all groups of which the user is a member.

The following data is displayed for each call:

- Name of the caller or called party
- Internal or external number
- Status of the call (see 5.3.10.1 Graphic labelling of the call list entries)
- Date and time of the call
- Duration of the call
- Group (only for incoming calls)
- User who has accepted the incoming call to a group number

The view can be adapted to your own requirements using various filter functions. The filter options can be opened using the following button:



The first drop-down menu offers the option to configure the sorting order of the call list.

The second drop-down menu offers the option of filtering the displayed calls in the call list according to their status:

- All — All incoming and outgoing calls
- Incoming — All incoming calls
- Outgoing — All outgoing calls

- Missed — All missed calls
- Answered — All answered calls

The third drop-down menu can be used to limit or extend the time period to be displayed in the call list. The following selections are available:

- Today
- Last 7 days
- Last 30 days
- All

The fourth drop-down menu offers the option of restricting the display of the call list to the user's own calls or the calls of a specific group. Only groups in which the respective user is a member can be selected here.

5.3.12.1 Graphical labelling of call list entries

The various call list entries are indicated graphically as follows:

-  Successful outgoing call
-  Unsuccessful outgoing call
-  Accepted incoming call
-  Missed, rejected or redirected incoming call
-  Incoming call that has been redirected to a voice mailbox

Note: An incoming call that has been diverted to a voice mailbox can be directly listened to via the  symbol.

5.3.12.2 Context menu of call list entries

If a call list entry is right-clicked, the context menu opens and you can choose between the following options:

- Place call — Starts a call to the number
- Send chat message — Starts a chat with the user
- Send memo as e-mail — See “5.3.6.4 – Functions/Sending e-mail”
- Mark as "called back" — Marks the call list entry as called back
- Add comment — Adds a comment to the call list entry
- Copy phone number — Copies the phone number to the clipboard
- Add contact — See 5.3.12.3 Add contact
- Browser — Call up a call action (see 4.5 Browser)
- Delete — Deletes the entry from the list

5.3.12.3 Additional information on call list entries

After the technical details for the call list entry (e.g. duration or time and date), further details are displayed for an entry in the call list.

The "Accepted by" heading shows which user within a group has accepted an incoming call. It is also displayed if another user on the telephone system has picked the incoming call. If the incoming call was not accepted, this field remains empty.

A comment with a maximum of 500 characters can be stored for a call list entry using the context menu for a call list entry



or using the following button. The comment is visible to all members of the same group. If a comment is stored, this is displayed by changing the button:



A comment is always visible to all group members and can be changed or deleted by all group members.

To be able to see the comment, the mouse arrow must be placed over the corresponding button. It also shows which user wrote the comment and when this was done.

The following button can be used to mark a call as recalled for all group members. A time stamp is also set, which documents the user and the time of the marking. The information becomes visible as soon as the mouse arrow is placed over the corresponding button.



The selection can be removed by any group member by selecting the delete button.

5.3.13 Widget “Always Redirection”

In this widget, the user can activate or deactivate their configured Always Redirects (see also 4.6.2 – Redirects).

Always Redirects can be activated or deactivated by selecting the respective toggle.

5.3.14 Widget “Address Book”

This widget displays the contacts from all address books to which the logged-in user has access on the telephone system.

A new contact can be added by selecting the following button in the header (see 5.3.12.3 Adding a contact):



The tabs for the various connected address books can be displayed using the following button. By selecting the address book name, only the contacts in the respective address book are displayed.



The displayed address book can be searched by entering letters or numbers in the search field in the header bar of the widget.

Note: At least 2 characters must be entered in the search field before the search starts.

By clicking on one of the following column headings, the corresponding address book is sorted according to the contents of this column:

- Name
- First name
- Company

In the list view, a call to the main number of the respective contact can be triggered with the following button.



If a contact is clicked with the right mouse button, the following selection points are available:

- Place call — Triggers a call to the main number of the contact
- Show contact details — Displays the contact (see 5.3.12.1 Show contact)
- Edit contact — Edits a contact (see 5.3.11.2 Edit contact)
- Delete — Deletes the contact from the address book

Note: Regarding the use of the address book, please refer the STARFACE Administration Manual.

5.3.14.1 Display contact

If a contact is displayed, the following tabs with information are always available:

- Contact
- Address
- Telephone
- E-mail

The following buttons can be used to trigger certain actions for a contact:

 Triggers a call to the main number of the contact

 Currently without function

 Write an e-mail to the contact (via default e-mail program)

5.3.14.2 Edit contact

An existing contact can be edited via the context menu and the following buttons can be used to exit edit mode:

 Close edit mode and save changes

 Close edit mode and do not save changes

5.3.14.3 Add contact

When adding a new contact, the same tabs are available as when viewing or editing a contact. The drop-down menu below the memory button can be used to specify in which address book a contact is entered.

If a contact is generated from a call list entry, the telephone number is already filled in automatically.

Note: Each time a contact is added, a duplicate check is performed. If the phone number already exists in the contacts, a warning is issued.

5.3.15 Widget “Conferences”

Moderated conferences can be configured and started in this widget. These conferences can be held once or at regular intervals and have a fixed number of participants.

In addition, existing conferences can be adapted, e.g. by inviting additional participants.

5.3.15.1 Planning a new conference

A new conference can be scheduled via the + button. For this, a clear name for the conference should first be given.

The desired day for the conference can then be selected via the drop-down menu. The time for the start of the conference is configured via the two input fields under the heading "Date".

Via the drop-down menu **Occurrence** drop-down menu can be used to control how often the planned conference should take place. The following options are available:

- Once
- Daily
- Weekly
- Monthly

In the search field you can search for participants for the conference, the following contents are searched:

- All users on the same telephone system
- All entries from the public address books of the telephone system

An external participant can be added to the conference using the "Add External Participant" button: Some basic data such as the name and an e-mail address must be stored for each external participant:

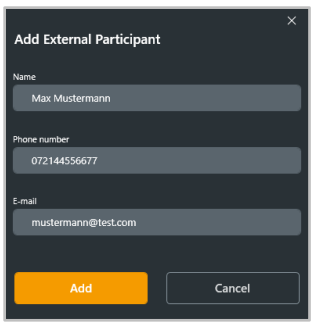


Figure 25 – Example of an external conference participant

The setting for whether a participant should be called by the telephone system's conference system is configured using the checkbox of the same name. Enabling this option is particularly recommended for regular appointments. The system will attempt to reach the respective participant every 3 minutes and a maximum of 5 times.

The checkbox of the same name controls whether a conference participant has moderation rights in the conference or not.

A participant can be removed from the conference using the following trash can symbol.

Before saving the new conference date, some basic settings for conferences, such as the assignment of conference numbers, have to be made in the PBX administration. If these settings have not yet been made by the system administrator, a corresponding message is given out.

When saving the conference, all participants will receive an invitation by e-mail. There will also be a notification by e-mail in the following cases:

- in case of subsequent changes to the conference (e.g. change of time)
- as a reminder 15 minutes before the start of the conference
- after the end of a conference appointment (for recurring conferences)

5.3.15.2 Overview of planned conferences

All planned conferences are displayed in the "Planned" tab.

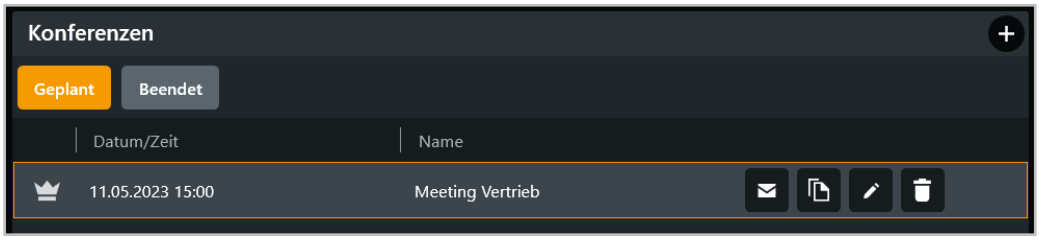


Figure 26 – Overview of planned conferences

The following options are available for each scheduled conference:

-  The default e-mail program is opened with the participants' addresses
-  Copy the conference configuration and use it as a template for a new conference

Note: For recurring conference appointments, the future conference appointment will appear in this view approximately 15 minutes after the last conference of this series.

A scheduled conference can be entered up to a maximum of 60 minutes after its start time, unless participants have already entered the conference.

When a conference date is selected, the following options are available in the right sidebar of the widget:

- Edit conference
- Duplicate conference configuration and use it as a template for a new conference
- Delete conference

In addition, all important key data of the actual conference date will be presented.

5.3.15.3 Overview of completed conferences

All conferences that have been terminated are displayed in the "Terminated" tab.

These are the one-time conferences and the past conferences of a repetitive conference series. The following options are available for each completed conference:

-  The default e-mail program is opened with the participants' addresses
-  Copy the conference configuration and use it as a template for a new conference
-  Delete conference

5.3.16 Widget "iQueue"

In this widget, members of a group with the"iQueue" ringing strategy on the telephone system can view an overview of the current queue and various statistical data for the group. The following statistical data is displayed:

In queue: The number of active callers in the iQueue queue waiting to be assigned to an agent.

Free agents: The number of agents in the iQueue to which callers could currently be assigned.

Missed/Unanswered calls: The first entry "missed" indicates the number of callers that were assigned to at least one agent and were not answered. Each caller is only counted once, regardless of how many agents they have rung without being answered. If a caller terminates the connection before it has been assigned to an agent, the counter does not increase.

The second entry "Unanswered" indicates the number of all callers that were in the iQueue and were not answered by an agent. This figure is independent of whether or not there were free agents during the period of the call or whether the caller ended the call themselves.

Waiting time in sec: The average waiting time always refers to the last 60 minutes. The calculation basis is the time of entry to the iQueue until the time of exit. It does not matter whether the iQueue is left because the caller is connected to an agent, hangs up himself or is forwarded via call forwarding.

Calls today: The number of calls since midnight. The number is always reset to 0 at 00:00.

The group members registered in the group are displayed under the "Agents" heading. The status of the registered group members is signalled as with any normal busy lamp field. In addition, who the agent is currently talking to is displayed directly next to the agent. The number and, if possible, the name resolution from the address book are entered.

The various tabs under the heading "Calls" provide the following overviews.

iQueue: This tab lists the active callers in the iQueue queue.

Answered: This tab lists the callers that have been successfully assigned to an agent.

Missed: In this tab, all callers are listed that were in the iQueue and were not accepted by an agent. This figure is independent of whether or not there were free agents during the period of the call or whether the caller ended the call themselves.

A user can log in or out of the iQueue displayed using the toggle in the top right-hand corner.

5.3.17 Widget “Chat”

The app chat is displayed in this widget. This function is only available if the logged in user also has the chat right on the telephone system. If the right is not assigned to the logged-in user, this widget is empty.

Different conversation partners and chat rooms are displayed with different contact fields on the left-hand side, which can be switched between with a click of the mouse. The selected contact field is highlighted in orange.

It is also possible to send a chat message to a user who is not logged in. The chat message is delivered the next time the user is logged into the app.

If a phone number is recognized within a received or sent chat message, it is highlighted in color and can be selected directly.

The avatar or initials of the respective conversation partner are displayed within the widget. This display offers the same visual status indicators as your own avatar in the top bar (see also 5.1.1 Avatar in the top bar).

By entering a name in the search field above the contact fields, the past chats are searched for the name of a user and the list below is filtered accordingly. The search starts after the first character has been entered.

The  button can be used to start a new chat with a single user or to create a chat group with several users. All users who have chat rights are always available on the same telephone system. The two tabs "Contact" and "Group" are used to select whether a chat is started with a single user or whether a new chat group is created.

The actual chat is displayed on the right-hand side of the widget and cannot be resized. Your own chat messages are displayed in grey, while the chat messages of other users are displayed in orange. The input field for your own chat messages is located in the area below the past chat messages.

A chat message can be sent by confirming with the Enter key or the button to the right of the input field.

By selecting the paperclip symbol, a file can be sent to another logged-in user in the chat. Sending files is only possible if the user has the corresponding right on the telephone system. If the file being sent is an image file, the content of the image file is displayed in a preview window. A received file can be opened directly via the chat window.

Note: It is not possible to send a file to a user who is not logged in.

It is also possible to insert files from the clipboard into a chat using the key combination CTRL+V and send them directly to the other person without using the corresponding button.

If a chat with a user is opened again, the last chat messages are loaded and displayed. This allows you to view previous chat messages by scrolling upwards. The older chat messages themselves are also stored locally in the following path:

C:\Users\<User>\AppData\Roaming\STARFACE GmbH\App\ChatHistory\

The search mask for the chat messages can be displayed via the  button. This search allows you to search the current chat or all existing chats. The search term entered must be confirmed with the Enter key to start the search.

The button ⋮ in the top right-hand corner or a right-click on the user in the sidebar enables the following functions to be called up when chatting with a single user:

Place call	Calls the respective user, whereby you must select the end device via which the user is to be called if you have several end devices.
Send e-mail	Send e-mail to the user (via default e-mail program)
Hide chat	Hides the chat with the user until it is actively opened again

5.3.17.1 Free chat windows outside the widget

When the chat function is opened within the app (e.g. in the “Favourites" widget or in the focus area), a separate chat window is opened for the dialog with the respective chat partner. This chat window can be freely moved and arranged independently of the app. It is also possible to open several free chat windows.

It is also possible to turn an active chat into a free chat window in the "Chat" widget using the following button:



If the free chat window is closed, the chat can be continued in the "Chat" widget. Or the freely positionable chat window can be reopened without losing any messages.

Note: If the app is closed, all free chat windows are also closed and are not automatically reopened the next time the app is started.

5.4 General information in the Call Manager

The user's current calls are displayed in the Call Manager. The Call Manager is automatically displayed in the top right-hand corner of the app when an incoming or outgoing call is received.

The following information is displayed in the Call Manager for an incoming or outgoing call:

- Type of call (Incoming or Outgoing)
- Avatar image of the user (only for internal calls)
- Name of the caller/called party (only for internal users or address book entries)
- Number of the caller/called party
- User calling or being called
- Duration of the conversation (from successful call setup)

Note: Please refer to chapter "2.4 – Licenses for the app".

5.4.1 Buttons for an incoming call

This chapter describes the buttons in the call manager that are available for an incoming call that has not yet been answered.

The green button can be used to accept the call in the app's call manager. The button can also be used to accept a call if the caller is currently actively connected to a voicemail box.

The red button rejects the incoming call and ends it. If busy forwarding is configured on the telephone system for the number called, this forwarding takes effect in such cases.

With the "Redirect" button, an incoming call can be forwarded directly to another number without being answered.

Either an internal or external phone number can be entered directly as the destination or the destination can be selected from all contacts.

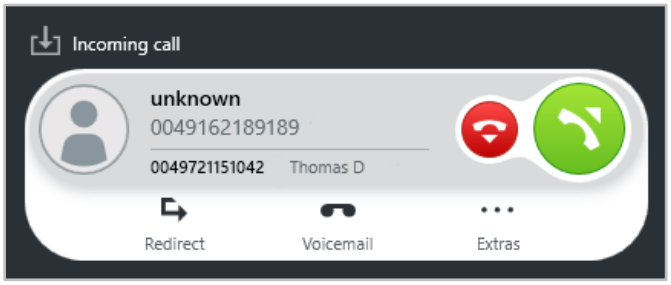


Figure 27 – Example of an unanswered incoming call in the call manager

The "Voicemail" button can be used to forward an incoming call directly to a voicemail box. The voice mailbox to which the call is to be forwarded can be selected from a drop-down menu. All voicemail boxes to which the user has access are available.

The following functions can be called up via the "Extras" button:

Add contact	This function can be used to enter new contacts in an address book on the telephone system.
Send memo as e-mail	With this function, an email can be generated, which contains all important key data of the call in the subject and in the mail text.

If call actions are configured (see 4.5.1 URLs/Call Actions), a separate button is displayed for each configuration.

5.4.2 Buttons for an outgoing call

This chapter describes the buttons in the Call Manager that are available for an outgoing call that has not yet been answered.

The red button interrupts the outgoing call attempt.

The following functions can be called up via the "Extras" button:

Add contact	This function can be used to enter new contacts in an address book on the telephone system.
Send memo as e-mail	With this function, an email can be generated, which contains all important key data of the call in the subject and in the mail text.

If call actions are configured (see 4.5.1 URLs/Call Actions), a separate button is displayed for each configuration.

5.4.3 Buttons for an active call

This chapter describes the buttons in the Call Manager that are available when a call is active.

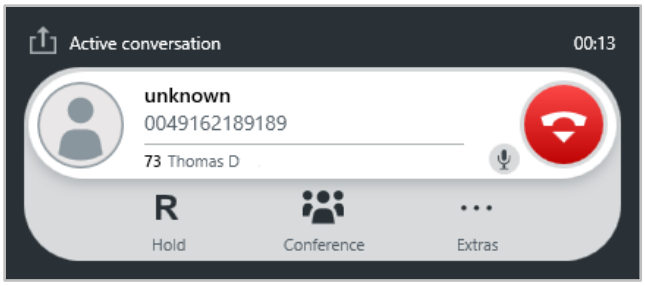


Figure 28 – Example of an accepted call in the Call Manager

The red button ends the active call. The button mutes your own microphone when using a softphone.

If no audio data is received via the network at the start of an active call, a corresponding message is displayed.

Right-click to open a context menu in which you can copy the call number of the other party to the clipboard.

5.4.3.1 Hold



If the "Hold" button is selected, the call partner is not yet on hold. The following 3 procedures are then available:

Hold call: The additional "Hold call" button can be used to put the call partner on hold and listen to music on hold.

The green button in the call manager can be used to retrieve the caller on hold from the waiting loop or the call can be ended using the red button.

Transfer with query: With this type of transfer, the original caller hears music on hold as long as the query, i.e. the conversation with another person persists or until the transfer is made to this person.

To initiate a query, a transfer destination must be selected. In this case, either an internal or external telephone number can be specified as the transfer destination, or the transfer destination can be selected from the favourites. It is also possible to search in the favourites, searching through all the favourites available on the telephone system and the integrated system. If not the main phone number of the favorite should be called, it is possible to select one of the alternative phone numbers by right-clicking on the favorite.

If the query call is terminated without a transfer being carried out, the held call partner can be taken out of the queue via the green button.

If the transfer destination is to be connected to the call partner on hold, simply select the "Connect" button to connect.

Blind transfer: With this type of transfer, the original call partner is immediately forwarded to the transfer destination without a consultation call having been made beforehand. The following objectives can be selected as transfer objectives:

- Users on the same telephone system
- Users in the system network

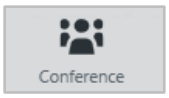
- Contacts from the address books

Note: With this transfer type, internal and external numbers cannot be used directly as transfer destinations.

To carry out a blind transfer, the button must be selected in the corresponding favourite of the target user or in the search result. If the call is not accepted by the transfer destination within 30 seconds, the caller is automatically reconnected.

Note: If the transfer destination of a blind transfer has an always-redirection, e.g. on a voice mailbox, the call does not return after 30 seconds. The original caller is then immediately redirected to the configured voice mailbox.

5.4.3.2 Conference



With this button a conference with several participants can be started spontaneously. If the "Start conference" button is selected immediately, this conference will initially only include the two original call partners.

By clicking on the Conference button, additional participants can be added afterwards. This is possible either by entering the respective phone numbers or by using the searchable busy lamp fields and contacts.

When adding a new participant, note that the conference is kept short and a consultation call is set up for the new conference participant. In other words: The new participant is not immediately in the conference, but can first be consulted. Click on the "Conference" button to add the new participant to the existing conference.

If there are one or more held calls, all held calls and the active call can be connected to a common conference. The "Conference" button is used first and then the "Conference with calls on hold" button.

The initiator of the conference also acts as a moderator and has the ability to use various functions via the following buttons:

- Mute the speakers of the conference participant
- Mute the microphone of the conference participant
- Start chat (internal users only and with corresponding chat right)

By holding down the CTRL key, the moderator can give an individual conference participant the sole right to speak (activate the microphone), thereby muting the microphone for all other members of the conference.

A normal conference participant has the following buttons available:

- Muting the own microphone
- Starting chat (internal users only)
- Request a right to speak from the moderator

Within an active conference, you can leave the conference by selecting the "Conference" button again.

5.4.3.3 Extras

The following functions can be called up via the "Extras" button.

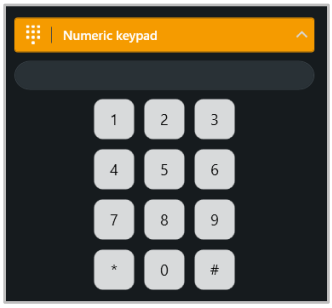


Figure 29 – Example of the expanded numeric keypad

The button  opens the DTMF numeric keypad of the call manager. The inputs (for example for a conference PIN) can be made both via the keyboard and by clicking on the displayed number keys. The input field displays the DTMF entries made since the opening of the DTMF numeric keypad.

A DTMF string can also be pasted into the input field via Copy & Paste. The DTMF inputs are always sent to the active call.

Start recording	This function records the active call from this point onwards. The caller hears an announcement and is informed about the started recording. This function is only available if the user has received the corresponding authorization from the administrator.
Call2Go	This function makes it possible to ring the active call on all telephones of the user, so that it can be continued on another telephone.
Add contact	This function can be used to enter new contacts in an address book on the telephone system.
Send memo as e-mail	With this function, an email can be generated, which contains all important key data of the call in the subject and in the mail text.

If call actions are configured (see 4.5.1 URLs/Call Actions), a separate button is displayed for each configuration.

5.4.4 Sending a fax

To be able to send faxes via the app, the STARFACE App Fax must be installed (see also 3.2 Installing the app).

After installation, when the printer is selected in open programs (for example, Word), an entry named “STARFACE App Fax” will be available. If this entry is selected, an input window for sending the fax opens in the app. Alternatively, the input window for sending faxes can also be opened in the "Fax Queue" widget.

The destination number for the fax can be entered manually in the first field of the input window. As an alternative to directly entering a fax number, you can also search for a name. The following address books are searched:

- Outlook Contacts (see 4.8.1 Microsoft Outlook)
- Outlook address books (see 4.8.1 Microsoft Outlook)

- Entries from the STARFACE address book

When displaying the search results, only contacts that have a registered fax number are considered. If a contact has several fax numbers, the desired number can be selected via the drop-down box.

Further information on the names to be signalled, your own fax number, etc. can be found in the STARFACE Administration Manual (Download area of the manuals).

The "Create cover sheet" checkbox can be used to configure whether or not a cover sheet should be sent for the fax. An individual subject and text can be stored for the cover sheet.

It is also possible to send PDF files by fax via the Windows context menu "Send to" without having to open the respective PDF file. Several PDF files can be marked and sent to the same destination number.

The outgoing faxes are sent successively and not parallel to each other. The list of faxes that are still to be sent is displayed in the "Fax Queue" widget.

Sending faxes via the Windows context menu or the input window for sending faxes only works with PDF files. All other file types must be opened beforehand and faxed out of the program itself.

Appendix

Additional information is provided in this appendix.

6.1 Information for headsets

An overview of the headsets supported by the app can be found here:

Supported headsets for the STARFACE App for Windows

6.2 Call setup via command line call

For an action to be triggered via the command line parameters, an instance of the app must already be active on the PC.

If the STARFACE App.exe is called up with the parameters, the respective action is carried out by the entity already running and registered on the telephone system.

Note: The command-line parameters are case-sensitive. Package and feature names in the listings must be separated only by commas; no spaces are allowed.

An outgoing call can be set up as follows:

STARFACE App.exe /PHONENUMBER=”+ <Target number>”

STARFACE.App.exe /PHONENUMBER=”+4972133445566”

6.3 Configuring features and packages via command line

You can specify which features and packages should or should not be installed using:

- STARFACE App.exe /ADDLOCAL=<Features and packages comma-separated>
- STARFACE App.exe /REMOVE=<Features and packages comma-separated>

The following features can be configured:

- Jabra
- Yealink
- _20Plantronics
- _20Sennheiser

The following packages can be configured:

- STARFACE_Fax_Printer
- STARFACE_Outlook_AddIn
- SfTechGrp.Tsp
- STARFACE.Updater

Example:

- STARFACE APP.exe /REMOVE=_20Plantronics,20Sennheiser,SfTechGrp.Tsp

This means that the app is installed without the Plantronics and Sennheiser headset integrations and without TAPI.

6.4 Uninstalling the product via command line

Uninstalling the product including TAPI, Fax Printer and Outlook Addin without user interaction is done as follows

- STARFACE App.exe /uninstall

The Updater, eDocPrintPro and gs_x64 (GhostScript) remain.

6.5 Overview of TAPI

When using a TAPI line, please note that only the name "STARFACE" is displayed for the TAPI line for standalone solutions.

However, if an app is started (for the first time) on a terminal server, a TAPI line with the name "STARFACE Line <Windows Username>" is created for the corresponding Windows user. The user must then select the line that corresponds to his Windows user in the corresponding TAPI applications.

Note: Each user should only ever use their own TAPI line for a terminal application!

It should also be noted that only TAPI 2 functions will be implemented. However, TAPI 3 applications (e.g. CRM or Call Center) are also compatible as long as they only use the TAPI 2 functions.

Nothing else needs to be considered in the TAPI configuration. In general, only the STARFACE Windows Terminal Server licenses are required. One license is required per user on the telephone system who wants to access the terminal server.

The recommendation for using the desktop app for Windows on a server via RDP is as follows:

1) The local installation of the app has a softphone license.
2) The installation on the server does not have a softphone license.

For example, outgoing calls can be set up via applications such as Genesis or Outlook by installing the app on the server.

Note: Incoming calls must be answered with the local installation of the app, unless the installation of the app on the server also has a softphone license. It is not possible to accept incoming calls without a softphone license.

If necessary, the phone number format can be changed in expert mode (see also 4.8 Expert mode) under the item "TapiCallerIdFormat".

The following TAPI functions are supported:

- lineOpen
- lineCLose
- lineMakeCall
- lineAnswer
- lineHold
- lineUnhold

- lineSwapHold
- lineGenerateDigits
- lineDrop
- lineCloseCall
- lineGetCallInfo
- lineGetCallStatus
- lineRedirect
- lineBlindTransfer
- lineSetupTransfer
- lineCompleteTransfer

6.6 Create support package

In order to be able to better analyse an error case, it is possible to create a support package via the question mark symbol at the bottom of the sidebar.

This support package should be generated promptly after the error occurs and sent to the support team.

Please note that sending the support package does not immediately allow any conclusions to be drawn about the error that has occurred. A precise description of the error pattern that has occurred is still necessary and makes it much easier to find a solution.

The log files contain personal data (names, telephone numbers, e-mail addresses, etc.) and must be treated accordingly.

6.7 Filing directory of the log files

The general log files of the app, the Outlook Connector and the fax printer connection are written to the temp directory of the respective user:

C:\User\<Username>\AppData\Local\Temp\STARFACE GmbH

The log files for TSP are in the following path:

C:\ProgramData\ \SfTechGrp\TSP\logs

The logfiles for sending faxes are in the following path:

C:\User\<*username*>\AppData\Local\Temp\Starface GmbH\FaxDriverPlugIn

If the app terminates due to an unattended error, a Memory Dump is written. The app's memory dumps are stored in the following path:

C:\Users\<username>\AppData\Local\Temp\STARFACE GmbH\App\logs

6.7.1 Enable Windows Installer logging

It is possible to activate Windows Installer Logging via the registry. To do this, in the registry key must:

HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Microsoft\Windows\Installer

be created a string value with the name “logging” and the value “voicewarmup”. The log files are written to the user's Temp directory.

After activation, the Windows Installer writes log files to the Temp directory for all installation processes. The log files are named after the schema MSI*.LOG. After debugging the setup, the value should be cleared again to avoid unnecessary log files.

Note: Registry intervention is at your own risk and is recommended only to experienced users and administrators.

6.8 Installation without internet connection

The .exe file of the app that can be found on the Overview page of the downloads contains all the components and programs required to operate the app. This means that the app can also be installed without an active internet connection.

6.9 MSI distribution via GPO

The following components are not part of the MSI package and must be distributed in advance:

.NET Framework

- Microsoft Windows Desktop Runtime - 7.0.3 (x64)
- .NET Framework 4.7.2

Other

Microsoft Edge WebView2 Runtime

6.9.1 MSI packages

Ghostscript and eDocPrintPro must be distributed before the actual app. The appropriate MSI packages for the respective version of the app are linked in a redist zip on knowledge.starface.de:

Link to the download page

6.9.2 Fax printer

The installation of the fax printer is optional. If required, Ghostscript, the Microsoft Visual C++ Runtime and eDocPrintPro must be installed.

Ghostscript

The .msi file contained in the ZIP file was provided by eDocPrintPro and is suitable for distribution via GPO.

Microsoft Visual C++ Runtime

If the Microsoft Visual C++ Runtime is not yet available on the target computers, it must be distributed or manually installed locally. If the Visual C++ Runtime is missing, Ghostscript cannot create a PDF (Link to the extended documentation).

Microsoft does not provide an MSI package for Visual C++ Runtime. However, there is still the option of extracting the MSI packages of the Runtime (Link to the documentation). The Redist zip contains

suitable MSI packages that were extracted from the official VC_redist.x64.exe, but are not officially provided by Microsoft.

eDocPrintPro

The eDocPrintPro msi file contained in the ZIP file was provided by eDocPrintPro and is suitable for distribution via GPO.

Note: The installation packages available from the eDocPrintPro homepage are generally not usable for GPO distribution (as of 30/08/2022).

6.9.3 Tapi Service Provider

The ZIP file also contains the installation of the "TAPI Service Provider (TS)" (e.g. SfTechGrp.Tsp_v1.0.29.msi). The installation of the TSP is generally optional, but a prerequisite for using TAPI.

6.9.4 STARFACE App for Windows

About the page "Overview of STARFACE downloads" in the STARFACE Knowledgebase to download the MSI packages for the app.

6.9.5 Setting up GPO distribution

- Set up a share on the AD server that is accessible and shared for the client PCs (e.g. c:\Install)
- Copy the setup packages into the install directory:

  c:\Install\x64\ghostscript\gs_xxxx.msi (optional for fax printers)

  c:\Install\x64\eDocPrintPro\eDocPrintPro_x64.msi (optional for fax printers)

  c:\Install\x64\eDocPrintPro\eDocPrintPro_x641.cab (optional for fax printers)

  c:\Install\x64\vc_runtimeMinimum_x64.msi (optional for fax printers)

  c:\Install\x64\vc_runtimeAdditional_x64.msi (optional for fax printers)

  c:\Install\x64\tsp\SfTechGrp.Tsp_vxxx.msi (optional for TAPI)

  c:\Install\x64\ucc\STARFACE_vxxx_x64.msi

- Create GPO policy for Ghostscript. These settings have proven themselves in the test:
  - Computer Configuration\Policies\Software Settings\Software installation
  - Select New package and select the package via the network share, e.g. 192.168.0.1\Install\x64\ghostscript\gs_xxxx.msi
  - Settings: Assigned, Advanced: “Ignore language when deploying this package”.

- Create a second GPO policy for eDocPrintPro with the same parameters as before for Ghostscript:
  - Computer Configuration\Policies\Software Settings\Software installation
  - Select New package and select the package via the network share, e.g. 192.168.0.1\Install\x64\eDocPrintPro\eDocPrintPro_x64.msi

- Create a third GPO policy for the STARFACE client, with the same parameters as before for Ghostscript:
    - Computer Configuration\Policies\Software Settings\Software installation
    - Select New package and select the package via the network share, e.g. 192.168.0.1\Install\x64\ucc\STARFACE_vxxx_x64.msi
- Optionally, create a fourth and fifth GPO policy and distribute vc_runtimeMinimum_x64.msi and vc_runtimeAdditional_x64.msi.
- Optionally, create a sixth GPO policy for the TAPI service provider and install SfTechGrp.Tsp_vxxx.msi.
- In the node for the client computers, create links for the three group policy objects created and set the "Link Order" so that the policies are applied in the order Ghostscript, eDocPrintPro and App.

    1) STARFACE for Windows
    2) TAPI Service Provider
    3) eDocPrintPro
    4) Ghostscript
    5) vc_runtimeAdditional_x64 (optional, if the Microsoft Visual C++ Runtime is not yet installed)
    6) vc_runtimeMinimum_x64 (optional, if the Microsoft Visual C++ Runtime is not yet installed)

The “Link Order” defines the order/prioritization during the installation. A package with a link order 6 is installed before a package with link order 5. Prerequisites must therefore have a higher value in the link order than the actual product to be installed.

6.10 Template files for the app

It is possible to change various points within the app using template files. The following template files are available.

6.10.1 Individual settings

The template file for the individual settings must be stored under:

C:\Program Files\STARFACE\WinApp\customsettings.xml

. Please note that the"customsettings.xml" file is only used by the app if the "settings.xml" file is not available under "%appdata%\STARFACE GmbH\WinApp\".

An example of a file could look like this:

```
<?xml version="1.0" encoding="utf-8"?>
<Settings xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <AutoAwayIdle>false</AutoAwayIdle>
  <AutoAwayIdleSeconds>900</AutoAwayIdleSeconds>
  <Language>fr</Language>
</Settings>
```

The settings in the template files correspond to the specifications in expert mode (see also 4.8 Expert mode).

6.10.2 Forced settings

The template file for the forced settings must be saved under:

C:\Program Files\STARFACE\WinApp\forcedsettings.xml

. The "forcedsettings.xml" file is used each time the client is started and has a higher priority than the settings from "%appdata%\STARFACE GmbH\WinApp\settings.xml".

An example of a file could look like this:

```
<?xml version="1.0" encoding="utf-8"?>
<Settings xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <NetworkHost>192.168.47.104</NetworkHost>
</Settings>
```

The settings in the template files correspond to the specifications in expert mode (see also 4.8 Expert mode).

An exception to this is the “ReadonlyUseSoftPhone” setting, which is not found in expert mode. This setting can be used to prevent the activation of a softphone because it sets the corresponding toggle in the app to “Read Only”.

6.10.3 Browser calls

The template file for the browser calls must be saved under:

C:\Program Files\STARFACE\WinApp\customwebviews.xml

The "customwebviews.xml" file is only used if the "webviews.xml" file is not available under "%appdata%\STARFACE GmbH\WinApp\".

6.10.4 Individual Workspaces

The template file for the workspaces must be saved under:

C:\Program Files\STARFACE\WinApp\customworkspaces.xml

. The default workspaces cannot be overwritten or deleted by this.

6.11 Silent Rollout

It is possible to install the setup.exe of the app with the default settings (for all users of the computer) but without UI. The following parameters are currently supported:

- /install
- /uninstall
- /repair
- /silent
- /quiet

6.12 Send serial fax via command line

For an action to be triggered via the command line parameters, an instance of the app must already be active on the PC. If the STARFACE.exe is called up with the parameters, the respective action is carried out by the entity already running and registered on the telephone system.

1) Send a serial fax with the fax jobs specified in a CSV file:

"STARFACE App.exe" /SERIALFAXINPUT="c:\test\test.csv"

The structure of the CSV file can look like this:

"+4972112345678";"c:\test\test1.pdf"
"(0721) 12345678";"c:\test\test2.pdf”

2) Send a serial fax and write a CSV file as the send report. The fax jobs are defined as above in the CSV file:

"STARFACE App.exe" /SERIALFAXINPUT="c:\test\test.csv" /SERIALFAXOUTPUT="c:\test\testresult.csv"

The result file contains one line with the following structure for each fax job executed:

"<Fax number from the csv file>";"<dialed fax number>";"<pdf file>";"<result>";"<number of redials>";"<sent page count>/<total page count>";“<time stamp>"

3) Delete source files after successful fax transmission

If desired, the app can delete the source files in .pdf format after the fax has been successfully sent. The source file is always deleted after the fax has been successfully sent, even if it is listed again later in the list of source files:

"STARFACE App.exe" /SERIALFAXINPUT="c:\test\test.csv" /SERIALFAXOUTPUT="c:\test\testresult.csv" /DELETEPDFAFTERSENT

Note: The automatic deletion of source files should only be used if a serial fax only consists of unique source files.