STARFACE
COMFORTPHONING

**STARFACE
USER MANUAL**

STARFACE USER MANUAL for Version 8.1.0.X / Edition 01

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1. About this user manual

Congratulations and thank you for choosing STARFACE.

This user guide is intended primarily for end users who use STARFACE for business or home phone communication. It explains all functions of the web interface and guides users step by step through the different setting options.

The STARFACE administration and system management of are not part of this documentation. Please refer to the STARFACE administration manual, which is available as a free download at knowledge.starface.de.

If you have further questions or require additional information, in particular for adjustments and extensions of your STARFACE telephone system, please contact one of our certified STARFACE partners.

Please note, STARFACE is a software product that is constantly being developed and improved. Therefore, it may happen that the version of the manual delivered with the product does not correspond in content to the version of the software. 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 gladly accept any suggestions or hints for errors in the manual at any time.

We look forward to welcoming you as a new member of the growing STARFACE community and wish you lots of fun and success in your daily work with STARFACE.

1.1 Special text designations

Within the text the different actions and labels of the surface of STARFACE are indicated by the following formatting:

Buttons on the STARFACE web interface	Sample text
Captions on the web interface:	**Sample text**
Keystrokes and file paths:	*/pfad1/ordner1/*
Cross references within the manual	"1.1.1 - Chapter"
Phone keys:	✳ 1 2 3

Notes and important comments:

> **Note:** Sample text

2. General information about the web interface

This chapter describes how to access the STARFACE web interface and what basic control elements are available.

2.1 Access to STARFACE

The graphical web interface is used to operate and configure STARFACE. It can be used by any computer with Internet or network connection. To do this, the IP address or the host name of the STARFACE must be entered in an Internet browser.

In principle, each of the popular browsers with Javascript, HTML5 and Cookie support is suitable. The STARFACE interface and its functionality has been tested with the following internet browsers:

- Mozilla Firefox from version 4

- Google Chrome from version 20

- Internet Explorer from version 8

- Safari from version 4 on Mac OS

The access data, consisting of user name and password, will be sent to the user by e-mail when creating a user account.

Figure 1- Example of Login

> **Note:** If authentication via the Active Directory is activated on STARFACE, you will receive the access data from your system administrator. As a rule, the access data correspond to the login data on the existing Windows system.

By activating the option **Auto login** a cookie is set in the browser, so that the user is already logged in the next time the STARFACE web interface is called up. However, if the user logs out on the web interface, this option is deactivated again, and the cookie is deleted.

2.2 The controls and symbols

The following control elements can be found again and again in different areas of the STARFACE web interface. That is why the symbols are listed here centrally and are not always described in the corresponding chapters.

ℹ	Call for online help
✏	Editing
✕	Delete entry
▶ , ▼	Open, close submenus
＋	New element

+ Add detail

☑ Property activated

⊟ Property partially activated

⦙ Select user icon / user entry

⦙ Group symbol

⦙ Conference room

⬡ Module (configuration)

⬚ Select address book entries

▷ Show more actions

((⟍ Listen to the call/announcement on the phone

⦀ , ══ Contact surfaces for positioning by Drag&Drop

⊠ Close dialog/window

2.3 The list items

The different list views of STARFACE have the following control elements.
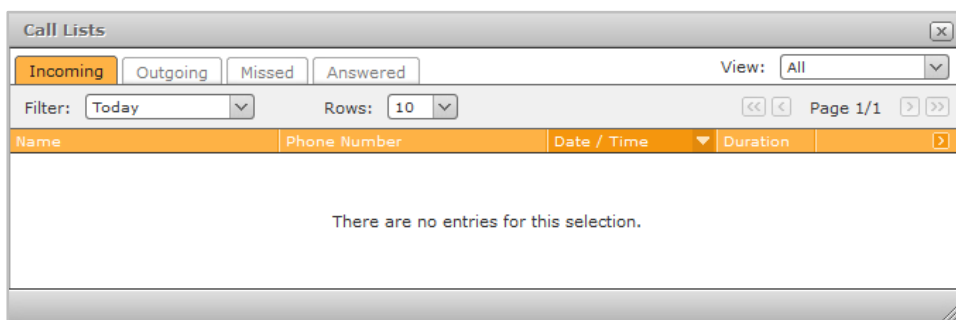
Figure 2 - Example of list view

2.3.1 Index cards

You can switch between the various subitems in the list views using the various index card tabs. The currently selected tab is highlighted in orange.
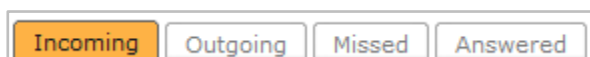
Figure 3- Example of index cards tab

2.3.2 View

The drop-down menu **View** can be used to define which entries are displayed in the various list views. For example, it is possible to display all incoming calls only to a specific group.
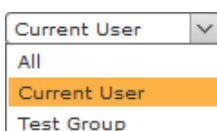
Figure 4- Example of Drop-Down-Menu "View"

2.3.3 Filter

The drop-down menu **Filter** can be used in the different list views to define the period for which the entries are displayed. For example, it is possible to display all incoming calls from the last week.

```
All
Today
Yesterday
This week
Last week
This month
Last month
Last three months
Last six months
Custom ...
```
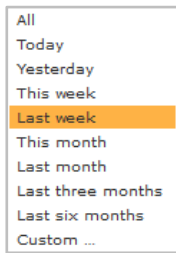
Figure 5- Example of Drop-Down-Menu "Filter"

Via the selection item **Custom**... a separate filter can be defined and saved. After saving the own filter, it can also be changed later.

Custom Filter

Filter Name:	
Period:	to: mm/dd/yyyy

Save Close

Figure 6 - Set up the own filter

2.3.4 Lines

The drop-down menu **Rows** allows you to define in the various list views how many lines are displayed per page.

```
All
5
10
20
30
50
100
```
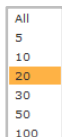
Figure 7- Example of Drop-Down-Menu "Rows"

2.3.5 Page display

This page display can be used to scroll back and forth between the pages in list view.

« < Page 2/5 > »
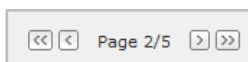
Figure 8- Example of page display

2.3.6 Adjust and sort list columns

The order of the list columns, from left to right, can be changed by dragging and dropping the respective column name. This allows the list views to be customised.
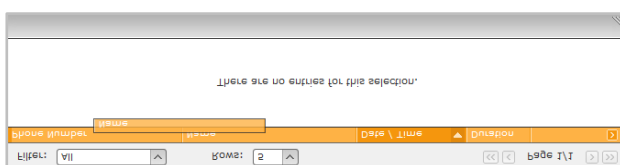
Figure 9- Example of changing the column order

The width of variable-length columns can be adjusted by dragging the column boundary with the mouse.

By a simple click on the column name the respective list is sorted. To reverse the sort order, the same column name must be clicked again.

The button ▶ opens the view options for list columns.
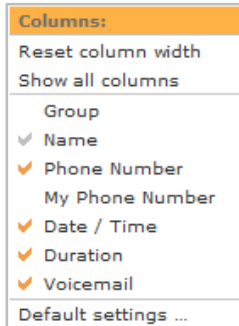
Figure 10 - Example of view options

The following options are available:

•	Reset column width	Resets the width of all columns to the default width
•	Show all columns	Shows all existing columns
•	Group	Shows or hides the column with the same name
•	Name	Shows or hides the column with the same name
•	Phone Number	Shows or hides the column with the same name
•	My Phone Number	Shows or hides the column with the same name
•	Date / Time	Shows or hides the column with the same name
•	Duration	Shows or hides the column with the same name
•	Voicemail	Shows or hides the column with the same name
•	Default settings	Resets all view options to the default

2.3.7 Delete list entries

Individual list entries can be deleted using the ✖ button. In order to be able to simply delete several entries, it is possible to make a multiple selection with the mouse button pressed.
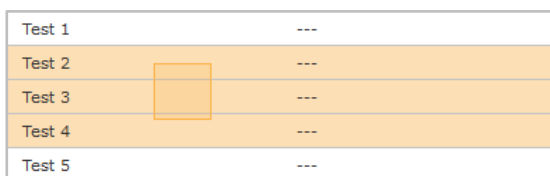
Figure 11 - Multiple selection of list entries

By right-clicking in the marked area, the delete option can be selected.
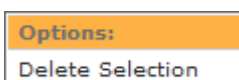
Figure 12 - Delete option

3. Elements of the web interface

This chapter describes the individual elements of the STARFACE web interface.

3.1 Menu bar of the main window

The menu bar is the central element of the STARFACE web interface. This bar can be used to access all important functions and features.

Figure 13 - Menu bar in the main window

By clicking in the following field, the menu bar can be moved freely in the main window:

Click on the following symbol to open the settings (see also "3.10 - Settings"):

By clicking on the following symbol, the menu bar windows can be accessed, even if they have been hidden by the settings (see also "3.10.8 - Window").

The different menu items are explained in detail below. Here is just a quick overview, which functions and features are available:

- Call — Open the Call Manager
- Redirect — Configure redirects for phone numbers
- Call Logs — Overview of all calls
- Address book — Show and edit contacts
- Voicemail — Access to saved voicemail messages
- Keys — Configuration and use of the function keys
- Conference — Scheduling and configuration of moderated conferences
- STARFACE NEON — STARFACE NEON (Video-Meeting)
- Fax Lists — Overview of all faxes
- Preference — Access to the user settings
- Configuration — Access to the administrative area of STARFACE
- Logout — Logoff from STARFACE Web interface

> **Note:** Whether a menu item is available is always dependent on the respective rights of the logged in user.

3.2 Call

This menu item is used to open the Call Manager. The instructions for using the Call Manager can be found "4 - The STARFACE Call Manager".

3.3 Redirect

Using this menu item, redirect rules can be configured for the own numbers. There are 3 different types of redirection:

- **Always**: The redirect 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 redirect destination. This redirection also applies in the case of unavailability of the user, for example, if the user has activated the DND function.

> **Note:** Activating the function **Call waiting** deactivates busy calls (see also "3.10.3 - Telephones"").

To activate a redirect for a particular number, the checkbox on the far left must be selected. The destination of a redirect can be any internal or external number.

You can also search for a name in the "Destination Number" field and select the redirecting destination from the results. The internal users on the telephone system as well as the address books are searched for the entered name.

> **Note:** If there is a digit on the STARFACE for outside line (for example, 0), it will not have to be entered when diverting to an external number.

It is also possible to specify a configured line prefix (for example, ** 1 *) to dial an external destination number via a specific line.

Figure 14 - Example of configured Always-Redirects

The icon indicates the call number of a group. Such group redirection can only be seen and set up by members of the respective group with the appropriate rights.

It is also possible to select a voice mailbox from the drop-down menu as the redirect destination. It should be noted that phone numbers can only be forwarded to voice mailboxes to which the user also has access.

Exempted from this are group voice mailboxes, which can only be selected as the destination when redirecting a group number.

3.4 Call Logs

The call logs document all calls relevant to the user and also include the calls to groups in which the user is a member.

Regarding the possible view and filter options, the point "2.3 - The most important list elements" must be observed.

The following selection tabs are available in this view:

- Incoming   All incoming calls, whether accepted or not
- Outgoing   All outgoing calls, whether accepted or not
- Missed   All incoming calls that have not been accepted
- Answered   All incoming calls that have been accepted

The following buttons can be used to trigger direct actions for the call log entries:

✗   Delete entry

☏   Initialise call

☎   Listen to voicemail message (if present)

It should be noted that deleting a call log entry from the "Missed" category of a group will not delete that entry for all group members from that category. All other group members will still see the call log entry in the "Missed" category.

3.5 Address book

This menu item contains the contacts that are stored in the STARFACE address books. New contacts can be added and existing contacts edited.

In addition, it is possible via the search entry to search the address book for a contact.

With an incoming or outgoing call, the (destination) number is compared with all address books to assign a contact to it. If successful, the name of the contact will e.g. be displayed in the Call Manager or on the phone.

> **Note:** The private address books of all users are excluded from this comparison.

Figure 15 - Example of address book entries

By default, the following address books are always available:

- Addresses   Contacts from all public address books

- User   All STARFACE users

- Private   Private address book of the respective user

The name of the existing address books, the contents of an address book, the size of the address book, etc. can be adjusted by the system administrator.

The following buttons can be used to trigger direct actions for an existing contact:
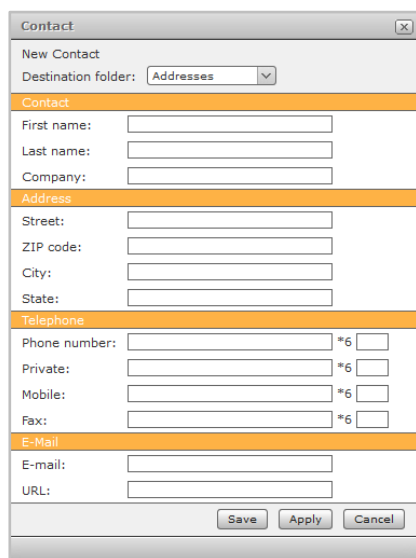
(☎)   Call contact

✐   Edit contact

     ✕   Delete entry

The entire displayed directory can be emptied using the Empty directory button, i.e. all existing contacts can be removed.

Public folders can only be emptied by administrators, while the private address books can only be emptied by the respective user.

3.5.1 Create new contact

A new contact can be created via the Add Contact button. The mask for creating a new contact looks like this:

Figure 16 - Create new contact

In the drop-down menu **Destination folder** it is possible to selected which of the existing address books the new contact should be entered in.

In the STARFACE basic settings, the following fields are available for information about a contact:

- First Name

- Last Name

- Company

- Street

- ZIP Code

- City

- State

- Phone Number

- Private

- Mobile

- Fax

- Email

- URL

A speed dial key combination can be stored for all phone numbers of a contact. This makes it possible later with the key combination:

[*] [6]   + assigned numbers

to trigger a call directly on the phone to this number. The stored speed dial combination is available to all users throughout STARFACE. A total of 999 (1-999) speed-dial combinations can be created and each combination can be assigned to only one number at a time.

3.5.2 Import Addresses

In the first step, the template file for the import must be downloaded via the Download button. The field designations within the template file correspond to the field designations of a contact.

Import Addresses   [i]

Select file:
| No file selected | Browse... |

Destination folder: [Addresses ▾]

Excel template for creating the CSV file: [Download]

[Import] [Close]
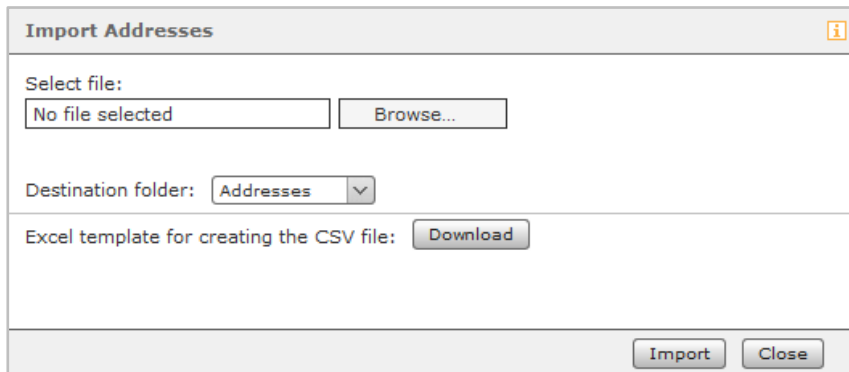
Figure 17 - import addresses

> **Note:** The field headings in the template file must not be changed under any circumstances, otherwise error messages for duplicate entries in the import file can occur during the import.

If the template file is prepared, it can be selected for editing using the Browse button. You can use the drop-down menu **Destination folder** to specify to which of the existing address books the contacts should be imported.
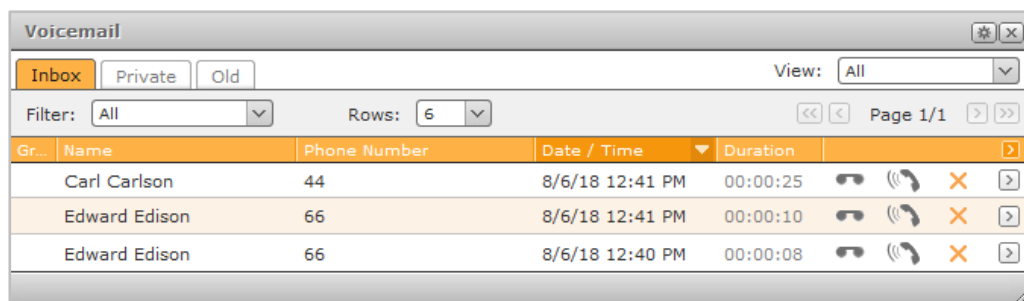
The import is started via the Import button. It is always recommended to first import only a few contacts and to check whether the field assignments are displayed correctly.

> **Note:** The template file is semicolon separated and must always be saved in UTF-8 format.

3.6 Voicemail

This menu item contains the voicemail messages of the user or groups in which the user is a member.

Regarding the possible view and filter options, the point "2.3 - The most important list elements" must be observed.

Figure 18 - Example of voicemail

The following tabs are available for the voicemail messages:

- Inbox   All voicemail messages that have not been heard yet

- Private   All voicemail messages manually moved to this tab

- Old   All voicemail messages that have already been heard

Once listened to voicemail messages are automatically moved to the **Old** tab. There is also the option of manually moving a voicemail message between the different tabs via the ⊡ button.

The following buttons can be used to trigger direct actions for a voicemail message:

☎   Listen to voicemail message

📞   Initialise call

✕   Delete entry

⊡   Move voicemail message

3.7 Keys

The function keys offer STARFACE users a simple and quick way of accessing frequently used standard functions and actions, such as:

- Calling predefined telephone numbers (internal or external)

- Call transfer (call grabbing)

- Switching call redirect on and off

- Logging into and out of a group

- Initiating automatic callback

- Parking calls

- Activating and deactivating ringer cutoff function / DND

Many of the options displayed by the function keys cannot only be used in the STARFACE web interface or the STARFACE desktop apps; they can also be displayed on the telephone's function keys.

The configuration and use of the function keys in the STARFACE web interface and in the STARFACE desktop apps are, however, independent of the user's telephone model.

The transfer of the key assignment on the user's telephone is optionally carried out when the configuration is saved or applied. But whether the function keys can be used on the telephone depends on the telephone model.

Autoprovisioning in STARFACE must be activated for the key transfer. If a new user is logged onto a telephone, the function keys there only update if the telephone model supports the "Hot Desking BLF" option, otherwise the function keys are only available following a telephone restart.

A key type can be added from the selection list on the right-hand side either using Drag & Drop or using the Add Key button in the bottom left-hand window.

If all the columns shown are filled, there is also the option of creating a new column by dragging and dropping a new function key onto the dividing line between the existing function keys.
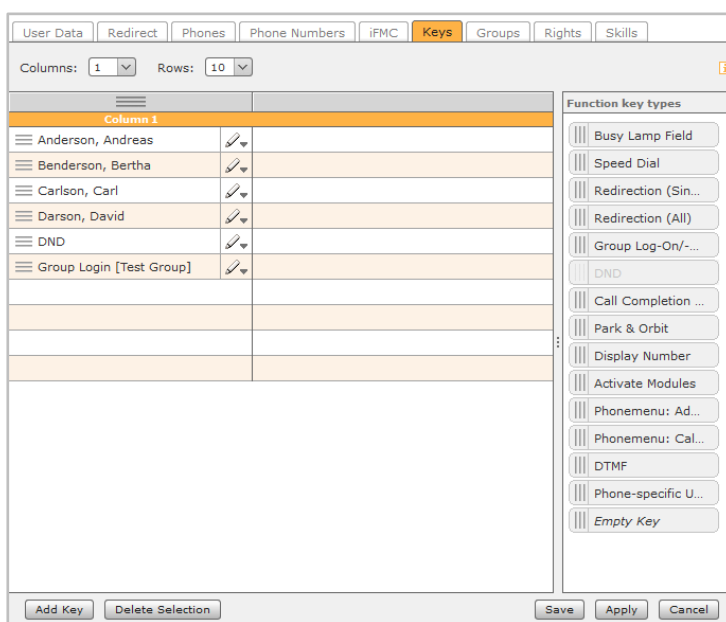
Figure 19 – Example of created function keys

> **Note**: Some types of function key are only available when certain prerequisites are met. So, for example, the "Group Log On / Off" key type is only available if the user is also a member of a group.

If an extension or add-on module is used for a telephone, it is automatically filled with function keys as soon as all the available keys on the user's telephone are filled. If no function keys are to be transferred to a telephone, these keys must be filled with function keys of the "Empty Key" type.

3.7.1 Busy Lamp Field

This type of function key is linked to another user's or a group's primary internal call number. As a result, different user / group statuses can be easily read off using the busy lamp field:

- Telephony (available / active incoming call / busy / wrap-up time)

- Set redirects

- DND

- Avatar image

- The user's status message

This type of function key is also available in the Call Manager. In different, color-coded scenarios, selection of the busy lamp field triggers another action. The different possibilities are:

Signaling	Description	Action when Key is Pressed
Green	User is free	Call
Yellow	Incoming call for the user	Call transfer / call grabbing
Red	User is on the phone	Call waiting (if activated)
Blue	Wrap-up time in the queue	Call
Gray	User not available	Cancellation or drop point

Table 1 – The function key's signaling behavior

3.7.2 Speed Dial

This type of function key is used for assignment with call numbers outside of STARFACE. These numbers can be entered manually and selected from the address book. Also, control codes can be transferred to the provider, to e.g. install a redirection or use another service feature.

This type of function key does not have a status indicator and is also available in the Call Manager.

Note: A potentially existing outside line does not have to be entered.

3.7.3 Redirection (Single)

With this function key, Always redirections which have already been set up for individual call numbers can be switched on and off. If the corresponding rights are set for the user, Always redirections for group call numbers can also be controlled using this key type.

Note: Only the STARFACE Always redirections can be controlled with this option.

The function key's signaling behaves as follows:

Signaling	Description	Action when Key is Pressed
Off	Redirections inactive	Switch on redirections
On	Redirections active	Switch off redirections

Table 2 – The function key's signaling behavior

3.7.4 Redirection (All)

If this function key is configured, it is possible to select between the 3 following types of redirection:

- Always

- Busy

- Timeout

With this function key, all the redirections of a specific redirection type which are set up are activated or deactivated. Activation or deactivation applies to all call numbers assigned to the user, with the exception of group call numbers.

The function key's signaling behaves as follows:

Signaling	Description	Action when Key is Pressed
Off	Redirections inactive	Switch on redirections
On	Redirections active	Switch off redirections

Table 3 – The function key's signaling behavior

3.7.5 Redirection call numbers

When configuring this function key, one or more internal and external phone numbers can be selected. If the function key is activated, all incoming calls to this number (s) are immediately forwarded to the configured forwarding destination.

The function key's signaling behaves as follows:

Signaling	Description	Action when Key is Pressed
Off	Redirections inactive	Switch on redirections
On	Redirections active	Switch off redirections

Table 4 – The function key's signaling behavior

3.7.6 Group Log On / Off

With this function key, the user can log into or log out of in one or more groups. The function is only available for groups which the user is also a member of.

Signaling	Description	Action when Key is Pressed
Off / green	Not logged in	Logging into the group
On / red	Logged in	Logging out of the group

Table 5 – The function key's signaling behavior

> **Note**: It is advisable not to assign more than 5 groups in parallel to a function key of this type.

3.7.7 DND

With this function key, the ringer cutoff function is activated on STARFACE so that all the incoming calls are rejected for the user. Unlike the ringer cutoff key on the local telephone, this ringer cutoff function then applies to all of the user's telephones and call numbers.

If a redirection upon timeout is not set up for the called number, in this case redirection takes effect immediately and not once the configured time has elapsed.

This type of function key can only be assigned to a function key once. The corresponding possible selection is therefore inactive or grayed-out in the list of function key types following creation of the first key.

Signaling	Description	Action when Key is Pressed
Off	Ringer cutoff function inactive	Ringer cutoff function is activated
On	Ringer cutoff function is active	Ringer cutoff function is deactivated

Table 6 – The function key's signaling behavior

3.7.8 Call Completion on Busy

With this function key, the STARFACE automatic callback function can be triggered. The function key flashes when the destination call number of an external and external call is busy. The user can now activate the STARFACE automatic callback function. This option is also still exists up to 30 seconds after the attempted call has already ended.

STARFACE will now attempt to reach the destination call number 5x every 10 seconds in a first step. If these first 5 attempts are unsuccessful because the destination number is still busy, for example, the attempt repeat interval is increased to 20 seconds and continues to run for 60 minutes. Once these 60 minutes have elapsed, the automatic callback function deactivates automatically.

This type of function key can only be assigned to a function key once per user. The corresponding possible selection is therefore inactive or grayed-out in the list of function key types following creation of the first key.

Signaling	Description	Action when Key is Pressed
Off	"Call Completion on Busy" inactive	No action
Flashing	"Call Completion on Busy" possible	"Callback When Busy" is activated
On	"Call Completion on Busy" active	"Callback When Busy" is deactivated

Table 7 – The function key's signaling behavior

3.7.9 Park & Orbit

With this function key, calls to predefined waiting places can be postponed. STARFACE provides 100 waiting places (00 to 99) on which only one call can be parked. A dedicated function key must be created for each of the waiting places.

Unlike normal call holding, here other users also have access to the waiting places and can independently take over the calls parked there. But to do this, the users must have function keys with the corresponding waiting place numbers.

Signaling	Description	Action when Key is Pressed
Off	Waiting place is free	Call is parked
Flashing	Caller waiting in orbit	Call is answered

Table 8 – The function key's signaling behavior

> **Note**: Only parked calls can be picked up from orbit using the function keys in the STARFACE web interface. Calls can only be parked directly on the telephone.

3.7.10 Display Number

With this function key, the user can configure which call numbers are displayed to the call destination. It is also possible to suppress the call number.

Figure 20 – Selecting call number signaling

Signaling	Description	Action when Key is Pressed
Off	Call number is not displayed	Stored call number is set
On	Call number is signaled	The call number is suppressed

Table 9 – The function key's signaling behavior

3.7.11 Activate Modules

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

Signaling	Description	Action when Key is Pressed
Off	Module inactive	Activate module configuration
On	Module active	Deactivate module configuration

Table 10 – The function key's signaling behavior

> **Note**: This type of function key is only available if the user has the corresponding rights.

Figure 21 – Creating a function key of the "Activate module" type

3.7.12 Phonemenu: Address book

With this function key, access to the STARFACE address books can be set up.

Figure 22 – Creating a function key of the "Phone Menu: Address Book" type

> **Note**: This function key can only be used on telephones and is not available on the STARFACE web interface and in the STARFACE desktop apps.

With the initial **View** drop-down menu, it can be selected whether access to the address book is to take place as read-only (Contact List) or as a search (Contact Search).

> **Note**: The search is carried out as a full-text search. So, that way, not only are all the address book entries starting with "fo" shown during a search for "fo", but rather all data records containing the search parameter "fo" are shown too.

In the second **Directory** drop-down menu, it is configured which of the STARFACE address books are listed or searched.

3.7.13 Phonemenu: Call Lists

With this function key, access to the respective user's different call lists can be set up. At present, there are only the user's 3 call list listed below to choose from.

Figure 23 – Creating a function key of the "Phonemenu: Call Lists" type

Note: This function key can only be used on telephones and is not available on the STARFACE web interface and in the STARFACE desktop apps.

3.7.14 DTMF

With this function key, individual DTMF tones or even a sequence of DTMF tones which are supposed to indicate in an active call, for example, can be configured. The most common area of application is opening of a door lock by a defined sequence of DTMF tones.

Note: This function key can only be used on telephones and is not available on the STARFACE web interface and in the STARFACE desktop apps.

3.7.15 Phone-Specific URL

With this function key, the call to a freely configurable URL can be displayed via http. So, for example, a Raspberry Pi can be addressed, which in turn triggers another action during a URL call.

Which protocol can be used for the reply depends on the respective phone type. In the following overview, the telephone manufacturer is mentioned first of all, followed by the protocol:

- Aastra   XML

- Alcatel   HTML/XHTML

- Gigaset   XML

- Snom   HTML/XHTML

- Tiptel   HTML/XHTML

- Yealink   HTML/XHTML

Note: We recommend that only experienced administrators use this type of function key while additionally observing the manufacturer's documentation.

3.7.16 Empty Key

This function key is used for visual structuring purposes and can be used to display headings for the department or separators, for example.

3.7.17 Moving and Removing Function Keys

You can select one or more function keys by clicking the mouse while pressing and holding the Ctrl key; several function keys can also be highlighted by dragging the mouse over the area of the keys while pressing and holding the left button. The selected area is highlighted in orange during the dragging process.

The selected function keys can now be moved to the contact areas on the left ☰ and arranged using Drag & Drop. In the same way, complete columns can be swapped with one another using their contact areas above the column heading.

To remove highlighted function keys, right-click in the marked area and then click on the Delete Selection option. Alternatively, individual function keys can be deleted using the ✎▾ editing menu.

3.8 Conference
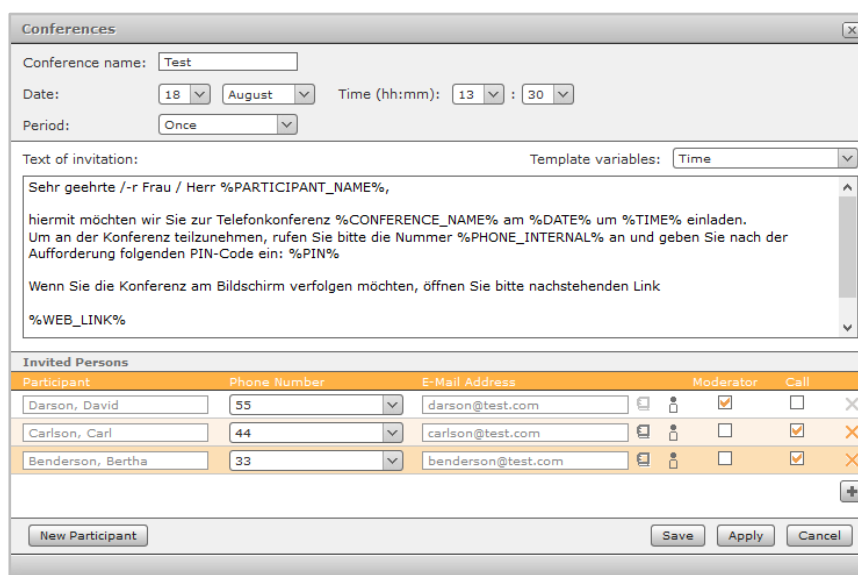
Under this menu item moderated conferences can be configured and started. These conferences can be held once or at regular intervals and have a fixed number of participants. In addition, existing conferences can be adapted, e.g. by inviting additional participants.

Before setting up a conference room for the first time, the STARFACE administration requires some basic settings for conferences, such as the assignment of conference numbers. If these settings have not yet been made by the system administrator, a corresponding message is given out.

3.8.1 Schedule new conference

The New Conference button can be used to schedule a new conference. For this, first, a clear name for the conference should be given. Then the date and time can be configured via the various drop-down boxes.

If you want to temporarily save the configuration you have already made for a new conference, this can be done using the "Apply" button. The final saving and closing of the configuration mask takes place via the "Save" button.

Figure 24 - Example of a conference set up

The **Period** drop-down menu controls how often the scheduled conference should take place. The following fields are available:

- Once

- Daily

- Weekly

- Monthly

The text of the invitation e-mail can be customised for each conference. The placeholders (%...%) are used for the dynamic creation of invitations via e-mail and are individually listed in the selection menu **Template variables** on the right.

To insert a variable, place the mouse in the appropriate place in the text and select the variable to be inserted from the drop-down menu.

Of particular importance are the following placeholders:

- %PIN%

- %WEB_LINK%

With the PIN, a participant can join an ongoing conference. To do this, the subscriber must enter the digits of the PIN via the keys on the telephone when prompted in the voice dialog.

The weblink provides the internet address of the conference. For example, with those, external participants who are not on STARFACE can follow the conference in the browser. For users on STARFACE, the conference opens in the Call Manager.

The data of the conference participants can either be entered manually or selected via one of the following two buttons:

- STARFACE address book

- STARFACE user list

The setting that controls whether a participant is to be called by the STARFACE conference system can be activated or deactivated via the checkbox. Especially for regular appointments it is recommended to activate this option.

A checkbox is also used to control whether or not a conference participant has moderation rights in the conference.

When saving the conference, all participants will receive an invitation by e-mail with the information provided under **Text of invitation**. 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)

3.8.2 Overview of scheduled conferences

The **Current Conferences** tab displays all scheduled conferences. The following buttons are available:

- START   Start of the conference (possible at maximum 10 minutes before automatic start)

- Call active conference

- ✎   Edit the configuration of the conference

- ✕   Delete 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.

Figure 25 - Overview of scheduled conferences

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

3.8.3 Overview of finished conferences

The **Finished Conferences** tab displays all the conferences that have ended. These are the one-time conferences and the past conferences of a repetitive conference series.

The conferences listed here can also be edited using the ✎ button and can thus be used, for example, as a template for a new conference.

With the ✕ button, conferences can be permanently deleted here.

3.8.4 General markings in a conference

The participants of an active conference are separated by color by the following two icons:

- 👤   Moderators

- 👤   Normal conference participant

The following buttons indicate the status of a conference participant:

- 👄   The participant may speak.

- 👄   The participant is talking.

- 🚫   The participant is muted

- 👄 1   Right to speak has been requested (the number indicates the order of the speeches)

- 🔊   The participant can hear the conference

- 🔇   The participant cannot hear the conference

> **Note**: The elapsed time since the conference started is shown in the lower right corner

3.8.5 Guidance by the moderator

The moderator of a conference can change the status of the participant by clicking on the buttons listed above, e.g. granting him the right to hear or withdraw it.

In addition, there are some controls that are only available to a moderator:

- alleine   The participant receives the sole right to speak

- Alle ein: Gives all participants the right to speak

- Alle ein: Gives all participants the right to listen
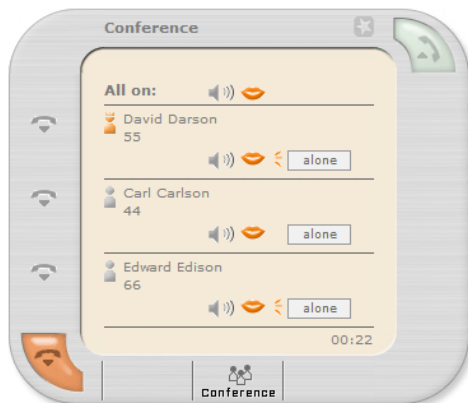
Figure 26 - Conference from the perspective of a moderator in the Call Manager

    This button removes a participant from the conference.

    Ends the entire conference for all participants and moderators.

    This button allows a moderator to spontaneously add new participants to an existing conference (see also "4.5.2 - Conference")

3.8.6 Conference from the perspective of an internal participant

For a normal conference participant, the same status symbols as for the moderator are visible in the Call Manager, but there is no possibility to control the symbols.
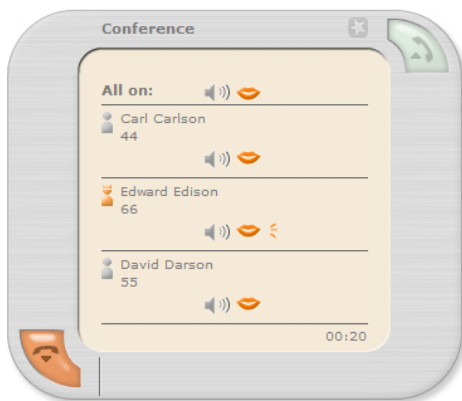
Figure 27 - Conference from the perspective of a participant in the Call Manager

If a normal conference participant has been muted by a moderator, he can request the right to speak via the corresponding button.

3.8.7 Conference from the perspective of an external participant

If the web address of a conference is called up by an external participant, the same status icons and buttons are available as for an internal participant. Only the display is slightly changed for an external participant, since it does not have a Call Manager.

3.9 STARFACE NEON

STARFACE NEON is the video meeting solution from STARFACE. The documentation for the product can be found online at knowledge.starface.de.
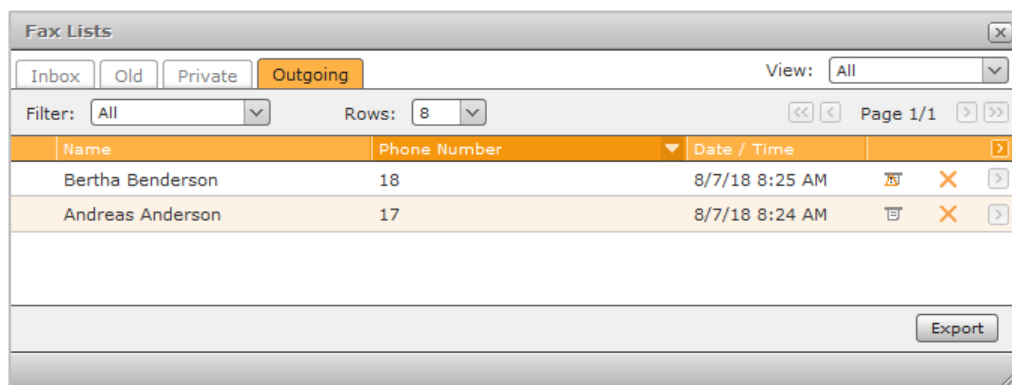
3.10 Fax Lists

This menu item contains the faxes of the user or groups in which the user is a member.

Regarding the possible view and filter options, the point "2.3 - The most important list elements" must be observed.

The following selection tabs are available in this view:

- Inbox   All unread incoming faxes

- Old   All faxes manually moved to this folder

- Private   All faxes manually moved to this folder

- Outgoing   All sent faxes

Figure 28 - Example of outgoing faxes

The following buttons are available for faxes:

- View or save a fax as a PDF file

- Delete entry

- Move received fax

With the button Export an overview of all received faxes can be displayed. Among other things, key data such as time, date, number of pages, etc. can be read (see also "3.10.8.8 - Fax Lists").

> **Note**: The exported summary file corresponds in scope to the display selection in the web interface.

If a fax is marked with the following icon 🗐 , there was an irregularity in the incoming or outgoing fax transmission. This does not necessarily mean that this fax was incompletely received or sent, however, the appropriate PDF file should be checked.

3.11 Preferences

This menu item contains the various settings options for the logged in user.

3.11.1 User Data

Here you will find all the key data of a user and this data can also be changed (afterwards) by the user.

> **Note:** The login ID is the only exception because it can only be changed by a system administrator.

If the password is changed, an email notification with the changed access data will be sent automatically. The password must consist of at least 8 characters.

The checkbox **Email on missed calls** can be used to control whether or not an information mail is sent to the user when the call has been missed. This option does not apply to missed group calls.
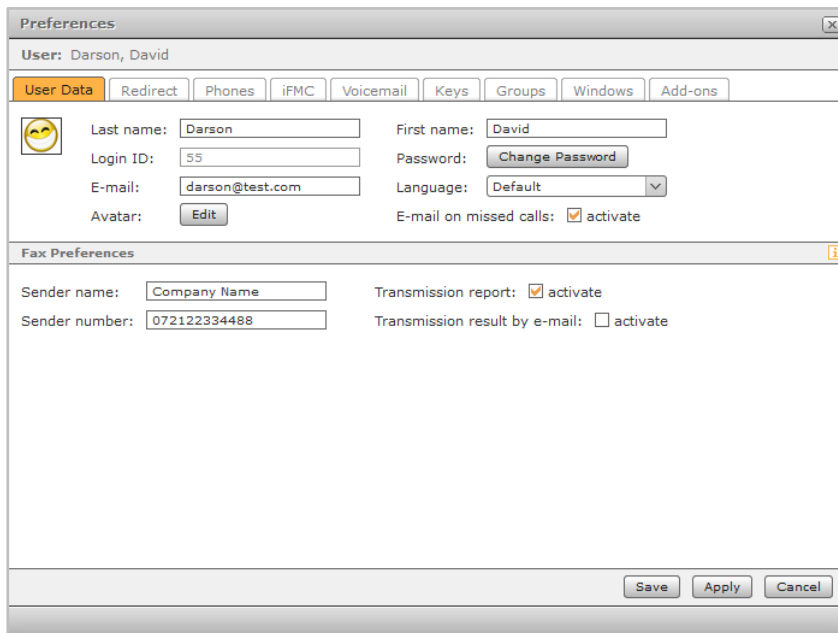
Figure 29 - Example of user data

3.11.1.1 Edit Image

The avatar is used to display the busy lamp field function keys and at phones that support the "Picture CLIP" feature. The selected image file may not exceed the maximum size of 3 MB and must be in the format "jpg" or "png".

The graphic is automatically scaled to the appropriate dimensions when uploading. An already uploaded image can be deleted here, if no avatar should be used in the future.

3.11.1.2 User language

The setting selected in the Language drop-down menu applies only to this user and adjusts the language in the following areas:

- STARFACE user interface

- Phone menus on the user's phones

- All system messages that the user receives by e-mail

- STARFACE announcements

3.11.1.3 Fax Preferences

These settings apply to sending faxes using the fax printer ot the STARFACE desktop apps. If no individual data is stored for a user, STARFACE uses the number from the drop-down menu "Display number" from the "Phone" tab as the sender.

> **Note**: The sender number must be entered in international format and without spaces and without special characters.

There are two options for tracking sent faxes:

- **Transmission report:** As a result, a transmission report is also stored in the user's fax lists for the respective sent and received faxes.

- **Transmission result by e-mail:** The transmission result and the faxed document will be sent to the sender's e-mail address.

If the options are active, they will be executed even if a fax transmission fails.

3.11.2 Redirect

In this tab can be configured redirects (see also "3.3 - Redirect"").

3.11.3 Phones

In this tab you can configure the ringing behaviour of the phones, which number is signalled etc.
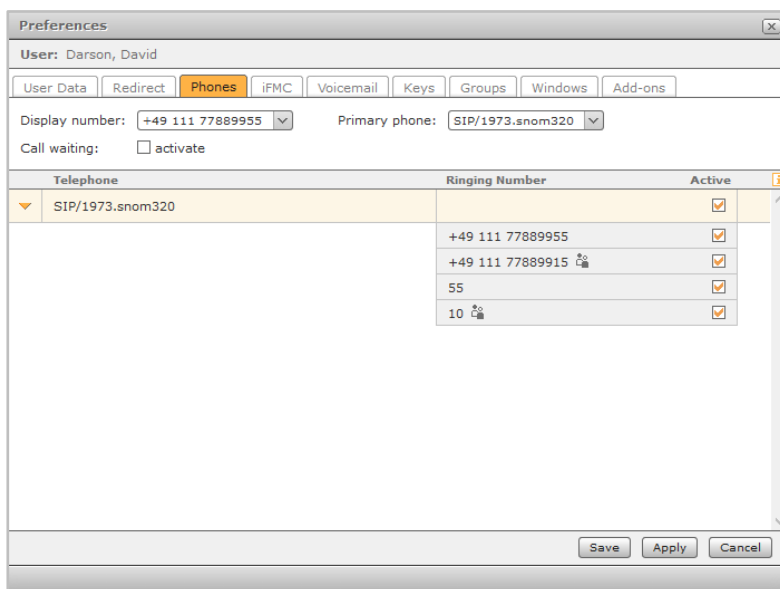
Figure 30 - Example of the tab "Phones"

Display Number: Here, the phone number can be specified via a drop-down menu, which is signalled to an external number in the event of an outgoing call. It can also be selected to suppress the outgoing number.

Primary phone: This setting determines via which telephone the Call Manager in the STARFACE web interface or the STARFACE desktop app establishes the outgoing connections by default.

Call waiting: If this option is active, the caller will be informed acoustically during an active call about the additional incoming call.

> **Note:** Activating the function **Call waiting** deactivates busy calls.

Active: In the list of phones, the individual numbers can be activated or deactivated based on the phones. By setting the checkbox the phone reacts in the future if the corresponding phone number is called.

For example, a phone can only ring for calls to an internal number, while another phone only responds to calls of an external number.

> **Note:** The device name "FMC/<number>" indicates an external number connected via iFMC.

The checkbox is configurable if the number has one of the following phone number properties:

- Normal call

- Group number (phone calls)

The checkbox is not configurable if the number has one of the following phone number properties:

- Fax number (e.g. Software Fax2mail)

- Group fax number

- Conference room

- Module numbers (e.g. chief secretary)

The use of a non-configurable number is indicated by the familiar symbols (see also "1.1 - Special text designations"). The displayed symbols are displayed instead of the configurable checkbox.

3.11.4 iFMC

In this tab, the iFMC function can be set up and configured.
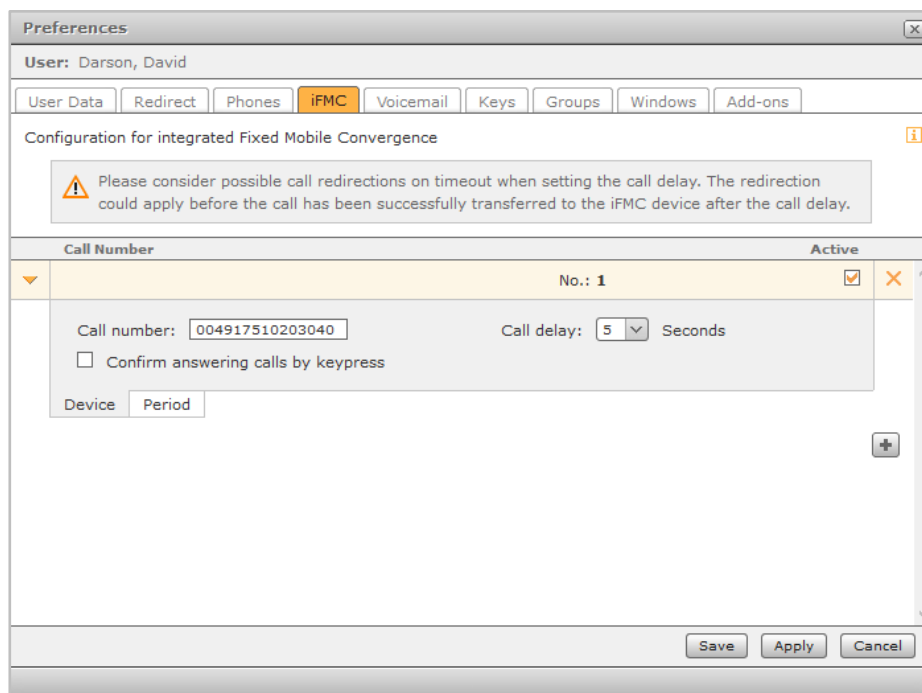
Figure 31 - Example of an iFMC configuration

The iFMC function makes it possible, by entering an external telephone number, to integrate an end device which is not directly connected via STARFACE (e.g. a mobile phone). Thus, for example, a parallel ringing of the phone connected to STARFACE and the user's smartphone can be realised.

To use iFMC, a fully qualified destination number must be stored and this number can only be entered once as an iFMC number on the entire STARFACE.

Call delay: This drop-down menu allows for inserting a deliberate time delay, which creates a timeframe, for example, to accept an incoming call via the telephone connected to STARFACE.

> **Note:** If only the iFMC function is used without further telephone, the call delay is ignored.

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.

After creating the iFMC configuration, the **Phones** tab has another end device named "FMC/<configured number>", which can be configured as a normal telephone.

3.11.4.1 Temporal control of iFMC usage

Figure 32 - Example of configuration for using the time control of the iFMC

To schedule the iFMC functionality, in the **Period** of the iFMC configuration area there is the possibility to create freely configurable schedules based on days of the week and freely selectable periods.

3.11.5 Voicemail

In this tab the settings for the voice mailboxes to which the user has access can be controlled.

Figure 33 - Example of configuring a voice mailbox

The following configuration options are available:

User-defined name: Here, an alternative name for the voice mailbox can be stored and this alternative name is displayed at all relevant configuration points, for example in the tab **Redirect**.

The different name of a voice mailbox always applies to all users who have access to the voice mailbox.

> **Note:** For the voice mailbox of a group only this option is available.

Password: Here you can enter a pin with up to 6 digits, which is requested when listening to the voice mailbox on the phone. This can prevent unauthorised access to the voice mailbox.

Send by e-mail: If this checkbox is activated, every new voicemail message will be sent by e-mail. The e-mail address stored for the respective user is used.

No recording: If this checkbox is activated no voicemail message will be recorded, but only the announcement will be played.

Maximum duration: This drop-down menu controls how long the voicemail message is allowed to be. The maximum length is 10 minutes.

3.11.5.1 Manage announcements

It is basically differentiated between two types of announcements. Once, when a busy-redirect redirects the call to the voice mailbox and then when a timeout- or always-redirect redirects the call to the voice mailbox.

If you do not want to use the immutable standard STARFACE announcements, you can also use your own announcements. The Manage Announcements button gives access to the existing STARFACE announcements.
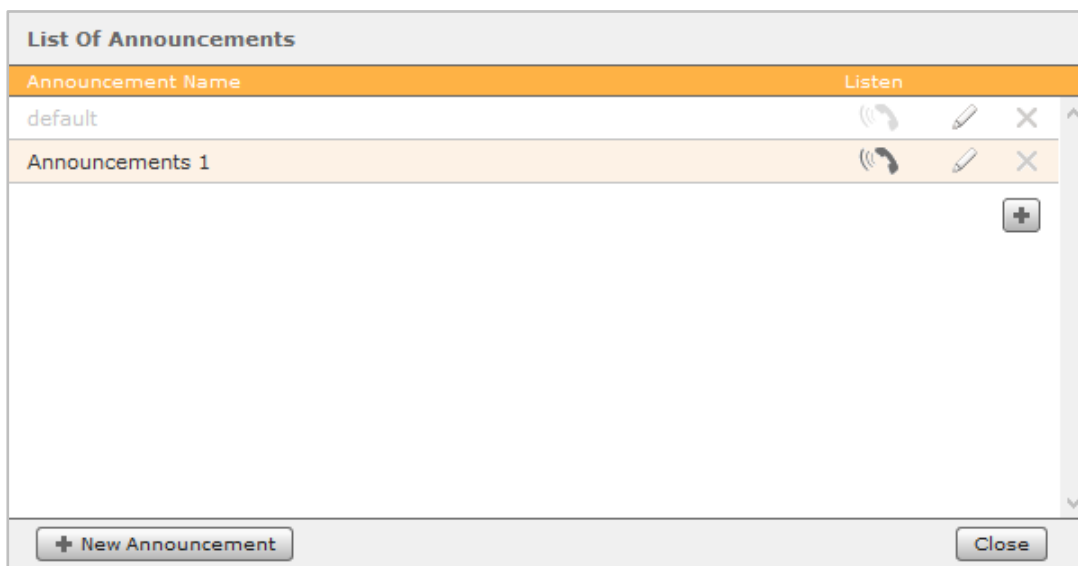
Figure 34 - Example of overview of the announcements

The following buttons are available:

((	Listen to the announcement on the telephone
✎	Edit announcement
✕	Delete announcement

In the list of announcements the following things have to be taken into account:

- If an administrator creates an announcement, all administrators can manage it. The announcement can be used by all users and all administrators.

- If a user creates an announcement, all administrators and the creating user can manage it. The announcement can only be used by the user who created it.

If a completely new announcement is to be created, the New Announcement button must be selected.

Here it is now possible via the button Record to call a telephone from STARFACE and to record an announcement text. As soon as a name has been entered for the new announcement, the process can be saved. You can also upload an existing audio file created, for example, via the "Memo to me" module.

Figure 35 - Example of creating a new announcement

3.11.6 Keys

In this tab can be configured the function keys; the access is the same as in the menu item of the same name in the main window (see also "3.7 - Keys").

3.11.7 Groups

In this tab, the checkbox can be used to control whether or not a user is logged in to a group. The user is still a member of the group even when logged out, but no group calls are connected to him.

Figure 36 - Overview of a user's groups

3.11.8 Windows

In this tab you can control whether a menu item is displayed in the menu bar. In addition, further configuration options are available for some menu items.

3.11.8.1 Call

Figure 37 - Configuration options for the menu item "Call"

Show button in menu bar: Shows or hides the corresponding menu item in the menu bar of the main window.

Open STARFACE Call manager as a pop-up: This checkbox can be used to control whether or not the call manager is opened automatically when an incoming or outgoing call is made.

3.11.8.2 Redirect

Figure 38 - Configuration options for the menu item "Redirect"

Show button in menu bar: Shows or hides the corresponding menu item in the menu bar of the main window.

3.11.8.3 Call Logs

Figure 39 - Configuration options for the menu item "Call Logs"

Show button in menu bar: Shows or hides the corresponding menu item in the menu bar of the main window.

Ask for confirmation before deleting entries in this window: This checkbox is used to control whether or not an additional request is made when deleting call log entries.

Update entries automatically: This checkbox determines whether or not the entries in the call logs are automatically updated.

3.11.8.4 Address book

Figure 40 - Configuration options for the menu item "Address book"

Show button in menu bar: Shows or hides the corresponding menu item in the menu bar of the main window.

Ask for confirmation before deleting entries in this window: This checkbox controls whether or not there is an additional request when deleting address book entries.

3.11.8.5 Voicemail

Figure 41 - Configuration options for the menu item "Voicemail"

Show button in menu bar: Shows or hides the corresponding menu item in the menu bar of the main window.

Ask for confirmation before deleting entries in this window: This checkbox is used to control whether or not an additional request is made when deleting voicemail messages.

Update entries automatically: This checkbox is used to control whether the corresponding menu item is always automatically updated or only by actions of the user.

3.11.8.6 Keys

Figure 42 - Configuration options for the menu item "Keys"

Show button in menu bar: Shows or hides the corresponding menu item in the menu bar of the main window.

Ask for confirmation before copying function keys: This checkbox controls whether or not a transfer of the same to the telephone is started when the function keys are saved.

Action button: This drop-down menu controls how quickly the context menu of the BLF buttons is shown and hidden.

3.11.8.7 Conference

Figure 43 - Configuration options for the menu item "Conference"

Show button in menu bar: Shows or hides the corresponding menu item in the menu bar of the main window.

3.11.8.8 STARFACE NEON

Show button in menu bar: Shows or hides the corresponding menu item in the menu bar of the main window.

In the drop-down menu "Open NEON in" you can choose whether the video meeting should be opened in a new window or tab or as a popup.

Figure 44 - Configuration options for the menu item "STARFACE NEON"

3.11.8.9 Fax Lists

Figure 45 - Configuration options for the menu item "Fax Lists"

Show button in menu bar: Shows or hides the corresponding menu item in the menu bar of the main window.

Ask for confirmation before deleting entries in this window: This check box is used to control whether or not an additional request is made when deleting faxes.

Update entries automatically: This checkbox is used to control whether the corresponding menu item is always automatically updated or only by actions of the user.

Export as: This selection menu can be used to control the format in which the export file is created (see also "3.9 - Fax Lists").

3.11.8.1 Preferences

Figure 46 - Configuration options for the menu item "Preferences"

Show button in menu bar: Shows or hides the corresponding menu item in the menu bar of the main window.

3.11.8.11 Configuration

Figure 47 - Configuration options for the menu item "Configuration"

Show button in menu bar: Shows or hides the corresponding menu item in the menu bar of the main window.

3.11.8.12 Logout

Figure 48 - Configuration options for the menu item "Logout"

Show button in menu bar: Shows or hides the corresponding menu item in the menu bar of the main window.

3.11.9 Add-ons

In this tab are links to other products of the company STARFACE.

3.12 Configuration

Under this menu item you will find the STARFACE administration. This menu item is only displayed if the user has (restricted) administration rights.

Through the administration leads the administration manual, which can be found under knowledge.starface.de.

3.13 Logout

This menu item logs out the active user from the STARFACE web interface.

4. The STARFACE Call Manager

In the Call Manager the current calls of the user are displayed. Also, various actions can be controlled and triggered via the Call Manager.
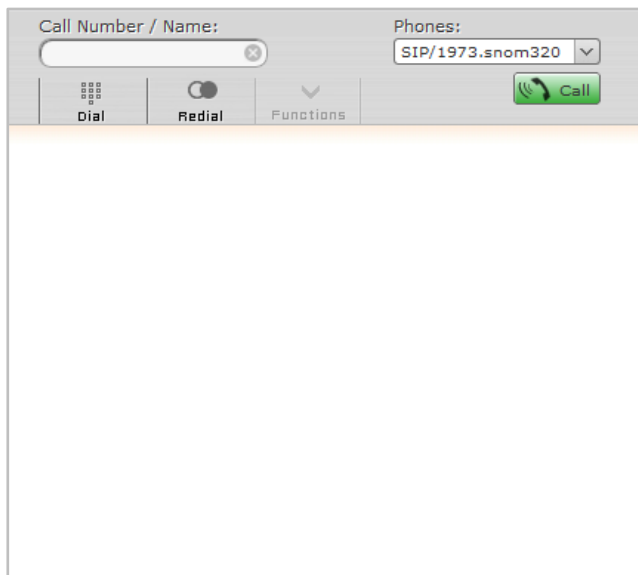
Figure 49 - Example of a Call Manager without active call

4.1 Dialling in Call Manager

In the dial box of the Call Manager, the call destination can be specified.
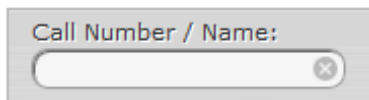
Figure 50 - Dial box in the Call Manager

Various inserting options are available for entering:

• Enter the internal or external number via the keyboard

• Name of the user in the telephone system (at least 3 letters)

• Using the mouse at the number field in the Dial button

The call can be started via the Enter key or via the button

Figure 51 - Example of inserting via the numeric keypad

 The button repeats the last successful outgoing calls. Internal users and existing contacts in the address book are displayed with their name.

The **Phones** drop-down menu can be used to specify which terminal is used to set up the outgoing call.

4.2 General information in Call Manager

For an incoming or outgoing call, the following information is displayed in the Call Manager:

- Type of call   (Incoming or Outgoing)

- Avatar image   (only for internal calls)

- Name of the caller/called party   (only with internal user or address book entries)

- Number of the caller/called party

- User calling or being called

- Duration of the conversation   (from successful call setup)

4.3 Buttons during an incoming call

This section describes the Call Manager buttons that are available for an incoming call that has not yet been accepted.

The call can be rejected in the Call Manager via the red button. If a busy-redirect is configured on STARFACE for the called number, this redirection will apply in such cases.
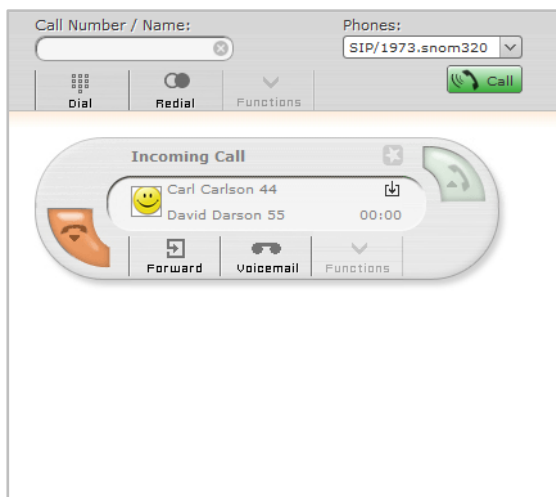
Figure 52 - Call Manager during an incoming call

 With this button an incoming call can be forwarded directly to another phone number without being accepted.

The destination can either be an internal or external number or the destination can be selected from the BLFs. It is also possible to search in the BLFs, searching through all the BLFs available on the phone system and the integrated system, not just the BLFs created for the user.

With this button an incoming call can be forwarded directly to a voice mailbox. The voice mailbox to which the call is to be forwarded can be selected from a drop-down menu.

4.4 Buttons during an outgoing call

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

The red button interrupts the outgoing call attempt.
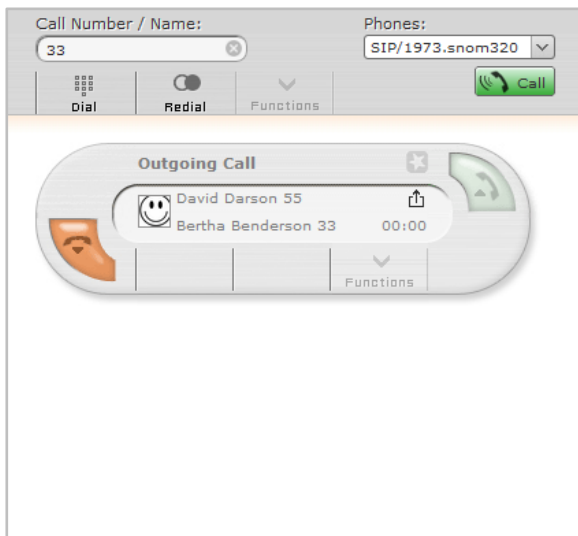
Figure 53 - Outgoing call in the Call Manager

4.5 Buttons during an active call

This chapter describes the Call Manager buttons for an active call.
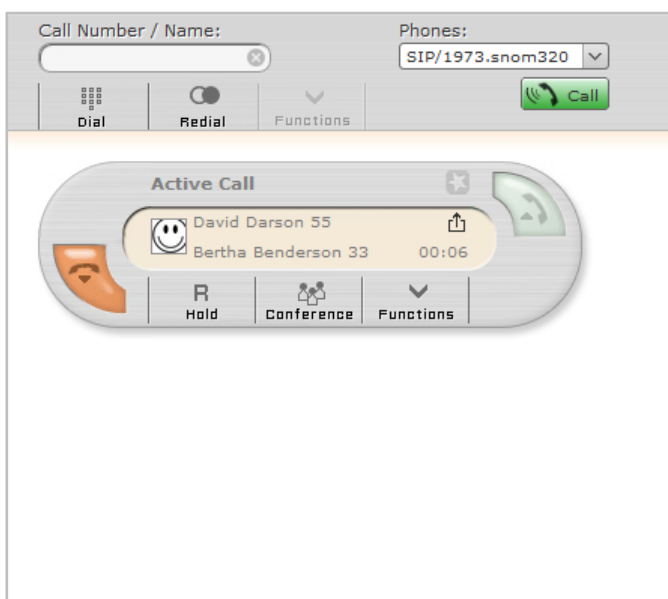
Figure 54 - Example of an active call in the Call Manager

4.5.1 Query

 If this button is selected, the call partner is held and at this moment hears no music on hold. Then there are 3 different options available:

Hold Call: The additional Hold Call button can be used to select the caller to be on hold and to hear music on hold.

Via the green button in the Call Manager, the held call partner can again be taken out of the queue or the call can be ended via the red button.

Transfer with query: With this type of transfer, the original caller hears music on hold as long as the inquiry, 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 BLFs. It is also possible to search in the BLFs, searching through all the BLFs available on the phone system and the integrated system.

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 held call partner, only the button:

to connect must be selected.

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. Only users on the same telephone system or in the system network can be selected as the transfer destination. With this type of transfer, external numbers can not be selected as the transfer destination.

To perform a blind transfer, only the BT button must be selected for the corresponding BLF of the target user. 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-redirect, 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.

4.5.2 Conference

 With this button a conference with several participants can be started spontaneously. After selecting the button, further participants can be added, this is possible either by the inserting of the respective call numbers or via the, also searchable, BLFs.

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. Clicking the Conference button adds the new participant to the existing conference.

The conference control is described at "3.8.4 General markings in a conference" and the following points.

4.5.3 Functions

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.

Record: This function records the active call from this point in time. The caller hears an announcement and is informed about the started recording.

The call recording is automatically sent to the user's e-mail address after the call ends.

This function is only available if the user has received the appropriate authorization from the administrator.

5. Appendix

5.1 Key combination

The following keyboard shortcuts can be used directly on phones that have been connected via STARFACE to control various features and functions.

5.1.1 Keyboard shortcuts for general control

Button(s)	Additional input	Description
✳ 2	Target number	Indicates the call is private in the Call Logs
✳ 3 2	Group ID	Log in the user to the group
✳ 3 3	Group ID	Log off the user from the group
✳ 6	Speed dial	Speed dial from the address book is called up
✳ 7 7	Login-ID	Log in the user on the phone
✳ 7 8	Login-ID	Log off the user on the phone
✳ 7 9		Log off all the users on the phone
✳ 8	Internal telephone number	Taking over the call for user/group (call grabbing)
✳ 8		Random call takeover (call grabbing)
✳ 9	ID of the voice mailbox	Query and configuration of a voice mailbox
✳ ✳	Number ✳	Call setup via the line with the line prefix number
#	e.g. ##2	Entries after the first # are signalled unfiltered to the provider (requires the right "Provider-side service features"). It is recommended to use this key combination only in combination with a line prefix.

Table 11 - Keyboard shortcuts for general control

5.1.2 Keyboard shortcuts during an active call

Button(s)	Additional input	Description
✳ ✳		Puts the call on all phones of the user (Call2Go)
✳ 1		Start or stop recording. After finishing the call, the recording will be sent as an e-mail attachment.
✳ 2		Calling up the language menu for a transfer with consultation. The ongoing conversation will be held during this time. After consultation with the transfer destination, the held party is handed over by hanging up.
✳ 3		Starting a spontaneous conference call with the current call and all calls on hold
✳ 4		For the next 10 seconds random DTMF tones can be transmitted

Table 12 - Keyboard shortcuts during an active call

5.1.3 Keyboard shortcuts for additional service features

Button(s)	Additional input	Description
✳ 0 1 1	Target number	Switch on Always-Redirect to target number (without group numbers)

Button(s)				Additional input	Description
✱	0	1	1		Activates all configured always-redirects (without group numbers)
✱	0	1	0	Target number	Switch off all Always-Redirect (without group numbers)
✱	0	2	1	Target number	Switch on Busy-Redirect to target number
✱	0	2	1		Activates all already configured busy-redirects (without group numbers)
✱	0	2	0		Switch off all Busy-Redirect
✱	0	3	1	Target number	Switch on Timeout-Redirect to the destination number
✱	0	3	1		Activates all already configured Timeout-Redirects (without group numbers)
✱	0	3	0		Switch off all Timeout-Redirect
✱	5			Target telephone number	Switch on Always-Redirect to target number (without group numbers)
✱	5				Switch off all Always-Redirect (without group numbers)
✱	0	7	1		Switch on callback when busy
✱	0	7	0		Switch off callback when busy
✱	0	8		+ 00 to 99 (Waiting place ID)	Park held caller on a waiting place or take him out of the waiting area (Park and Orbit)
✱	0	9	1		Enable silence / DND for the logged in user
✱	0	9	0		Deactivate silence / DND for the logged in user

Table 13 - Keyboard shortcuts for additional service features

5.1.4 Keyboard shortcuts for controlling conferences

Button(s)		Additional input	Description
✱			Call up the language menu of the control options
✱	1		Switch mute (microphone) on and off
✱	2		Speaking when muted by the moderator
✱	5		Resets the earpiece volume to the default value
✱	8		Resets the microphone volume to the default value

Table 14 - Keyboard shortcuts for controlling moderated conferences