



**Open-Xchange  
Server  
VoipNow  
User Manual**

## **Open-Xchange Server: VoipNow User Manual**

Published Tuesday, 21. December 2010 Version 6.18.2

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## Chapter 1. Introduction to VoIP

### 1.1. What is VoIP?

IP telephony or Voice over IP (VoIP) is making calls over the computer networks that are built according to Internet standards. For telephony, typical information such as voice and control information for establishing the connection through a network is used for data transmission. VoIP is a technology that makes it possible to create a telephone service from an IP infrastructure, so that it can replace the traditional phone technology including ISDN, the network and all components.

Participants can connect specific IP-telephony phones as well as conventional phones via specific adapters to the computer.

The aim is to reduce costs through a unified network.

### 1.2. Which VoIP technology does Open-Xchange Server use?

For IP-telephony, Open-Xchange Server uses the VoipNow software by Rack-Soft.

### 1.3. What features does VoIP?

With VoIP you can within Open-Xchange Groupware

- be called via VoIP,
- call someone via VoIP,
- send and receive faxes via VoIP,
- configure VoIP features such as availability, phone numbers and locations.

### 1.4. What do I need to use VoIP?

To use VoIP within Open-Xchange Groupware, you need

- a VoipNow account,
- a VoIP compatible terminal,
- a phone number.

For information, contact your administrator or hosting provider.

The following VoIP terminals are supported:

- VoIP softphones: a software for VoIP telephony
- VoIP phones:
  - SIP phone: a phone that is suitable for VoIP
  - a conventional fixed-line telephone connected via a VoIP adapter to your LAN



## Chapter 2. Making calls with VoIP

### 2.1. Calling

You have the following possibilities:

- calling someone,
- define your own availability.

#### To call someone:

1. If using a VoIP Softphone, make sure the software is started and you are logged in to the VoipNow server.
2. Go to the Contacts module.
3. Select a contact.
4. Click on **Call** in the **VoIPNow** panel section.

If the selected contact is not an internal user with a VoIPNow account, a popup window opens. Select an existing phone number or enter a new phone number. Click on the **Call** icon.

Your own VoIP device is ringing.

5. Accept the call from your VoIP device. The connection to the caller is established

**Result:** The contact will be called.

**Tip:** You can call someone by clicking on the **Call** icon in the Cards view.

#### To set at which location you are available:

1. Click on **My location** in the **VoIPNow** panel section.
2. Select a location.

**Result:** You are now available at the specified location.

You can find more information about creating locations in 4.1: VoIP settings.

### 2.2. Using the Call History

With the call history you can

- display a list of incoming and outgoing calls,
- repeatedly call a number from the list.

#### How to display a list of incoming and outgoing calls:

1. In the **VoipNow** panel section click on **Call history**. The overview window shows a list of calls. The panel displays the panel sections **Calls**, **Status** and **VoipNow**.
2. You can set whether to display only incoming, outgoing or all calls by clicking on **Incoming**, **Outgoing** or **All** in the **Calls** panel section.
3. You can set whether to display only missed, taken or all calls by clicking on **Missed**, **Taken** or **All** in the **Status** panel section.
4. You can sort the list of calls by clicking one of the column titles.

#### How to repeatedly call a number from the list:

1. Double-click on a phone number. A pop-up window opens. Click on a phone number or enter a new one. Click the **Call** icon.

Your VoIP device rings.

2. Accept the call on your VoIP device. The connection will be established.

**Result:** The number selected will be called.



## Chapter 3. Faxing with VoIP

### 3.1. Sending a fax

You have the following possibilities:

- Sending a fax
- Sending an InfoStore object as a fax

#### To send a fax:

1. Go to the Contacts module.
2. Select a contact that includes a fax number, or multiple contacts that contain fax numbers.
3. Click on **Fax** in the **VoIPNow** panel section. The **Fax** window opens. The fax number for the contact is entered in the **To** edit box. If you selected multiple contacts, the fax numbers are separated by spaces.

If necessary, you can enter more fax numbers. Separate the fax numbers by spaces. Do not use spaces within a fax number.

4. Enter a text.
5. If needed, specify a signature.
6. If needed, add an attachment by clicking on **Add** in the **Attachment** panel section.

You can use the following formats as attachments: text, PDF, JPEG images, TIFF images.

7. Click on **Send** in the panel.

**Result:** The fax is inserted into a queue. You will receive a confirmation of delivery as an email. The email subject contains the words "Fax scheduled".

The faxes in the queue will be sent in a given time interval. The default time interval is 5 minutes.

#### To send an InfoStore object by fax:

1. Go to the InfoStore module.
2. Select an InfoStore object that contains a document of the text, PDF, JPEG or TIFF type.
3. Click on **Fax** in the **VoIPNow** panel section. The **Fax** window opens.
4. Enter a fax number.
5. Enter a text.
6. If needed, specify a signature.
7. Click on **Send** in the panel.

### 3.2. Receiving a fax

You receive a fax as an email with an attachment in PDF format. The email is marked with an icon in the first column of the list view.



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## Chapter 4. Settings

### 4.1. VoIP settings

The VoIP settings include setting up the locations where you can be reached. A location consists of a name and the internal and external phones of the location:

- Internal phones are all VoIP softphones and all VoIP phones.
- External phones are all the phone numbers of your contact details that are not assigned to the internal VoIP number.

#### To set up the configuration of the locations:

1. Click on the **Setting** icon in the module bar.
2. Click on **Phones** in the folder structure under **VoIPNow**.

**Result:** The panel contains a **Locations** section. The overview window displays in a V-Split view on the left the available locations, on the right the phones which are assigned to the selected location.

#### To create a new location:

1. Click on **New** in the **Locations** panel section.
2. Enter the name of the new location in the **Name** edit box.
3. Select among the internal and external phones one or several phones.
4. Click on **Save** in the panel.

**Result:** The new location is entered. If you use this location to set your availability, the selected phones will ring when called. You can find more information about setting availability in 2.1: Calling.

#### To delete a location:

1. Click on **Delete** in the **Locations** panel section.
2. Select a location from the overview window below **Location**.

**Result:** The location is deleted.



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