

THE COMFORT PHONE SYSTEM FOR YOUR BUSINESS

STARFACE

The Communication Platform for the Digital Workplace

STARFACE is much more than just an IP-based phone system. It's a seamless, user-friendly communication platform designed for businesses of all sizes, providing the perfect solution for creating digital workplaces.

With STARFACE, your employees have access to your company's familiar communication environment—whether they're in the office, on the go with their smartphone, or working from home.

This is STARFACE:

- **Standardized system, easy administration, no programming skills required**
- **Available as VM, "Made in Germany" hardware, or as a cloud solution with the same feature set**
- **Encrypted telephony for Yealink, Snom, and Gigaset N670/N870 phones**
- **Integration of Yealink, Gigaset and Snom devices with automatic provisioning**
- **The unique STARFACE module system allows for custom adaptations without the need for individual programming**
- **STARFACE apps for Windows, macOS, iOS and Android**
- **Intuitive, web-based interface**
- **CSTA interface for compatibility with estos ProCall**

Centralized Communication Channels in the STARFACE Apps

Today, depending on the situation and needs, your employees communicate via phone, chat, video and audio conferences, email, voicemail, or even by fax. STARFACE consolidates this wide range of communication channels into one app, available both on desktop (Windows and Mac) and mobile (iOS and Android) as a central communication hub.

This makes it easier to keep track of customer contacts, call logs, and more, ensuring consistent and high-quality management of all communications.

Key Features of the STARFACE App:

- **Telephony**
- **Video Meetings**
- **Video Door Opener**
- **Chat**
- **Central Address Book**
- **Presence Information of Colleagues**
- **Call Waiting / Forwarding / Consultation Hold**
- **Journals: Call Logs, Chat, Fax**
- **Conferences (including ad hoc)**
- **iFMC Settings**
- **Busy Lamp Field**
- **Group Sign-in / Sign-out**
- **iQueue**
- **Fax – Send / Receive**
- **Voicemail Playback**



STARFACE Module Concept

The STARFACE phone system grows with your needs!

This is made possible by the unique STARFACE module concept. The STARFACE Shop offers a wide range of free and paid modules to extend the system with specific features. Included in the STARFACE system is the innovative Module Designer.

This tool allows you to develop additional modules with new features directly through the STARFACE administration interface at any time.

With a simple drag-and-drop interface for function and script components, your administrator will easily be able to use it right from the start.

On the Go, Yet Still in the Office

The STARFACE mobile apps for Android and iOS devices are the perfect addition to your company's mobile communication.

With these apps, users can make and receive calls on their smartphones using their familiar office number while also accessing many helpful features from the office communication and collaboration environment:

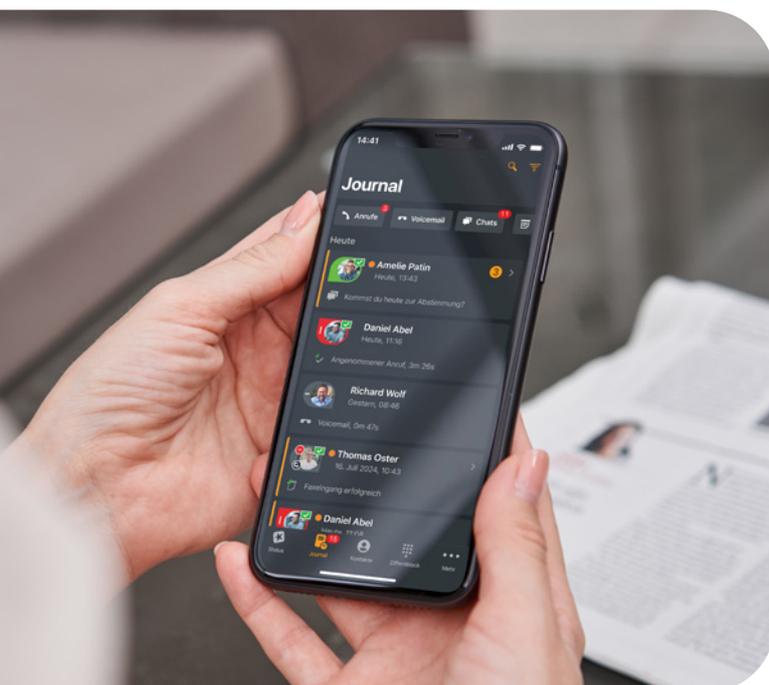
- Call logs
- Phonebook
- Company Chat
- Presence information
- Organize conferences
- Manage call forwarding
- Control personal call forwarding settings
- Make calls via data connection or mobile network, while still using the office landline number



With CarPlay Support

As an extension of the STARFACE app for iOS, STARFACE also supports Apple CarPlay. This enables calls through the STARFACE app in CarPlay-enabled vehicles.

Calls can be initiated and answered directly from the STARFACE CarPlay interface in your car.



Initiating Calls with CarPlay:

- Using Siri voice control and from the call history
- Available for favorites and phonebook contacts
- Call log and history available
- Contact status display for contacts from the same STARFACE system in both the favorites and call history sections

Megatrend: Working from Home

The trend of seamlessly and flexibly shifting office work to working from home continues to grow.

STARFACE phone systems are designed for this: employees simply take their laptops and headphones home, and—assuming a functioning internet connection—can effortlessly continue their work from home:

- Calls reach you just as they would in the office
- Make calls using your familiar office number
- Continue chats with colleagues
- Always know: Who's online right now?
- Easily share documents

NEON Highlights:

- **Start Video Conferences Directly from the STARFACE App**
- **No download, no registration, no need to enter personal data**
- **Smart features – chat, screen sharing, password protection, etc.**
- **Data securely hosted on German servers**
- **GDPR-compliant**
- **TLS encryption**
- **Usable on mobile devices**
- **Free for up to 3 users and a maximum of 45 minutes**
- **Available as a premium version with unlimited users and no time limits**

THE STARFACE ECOSYSTEM OFFERS SEAMLESS INTEGRATION.

THROUGH MULTIPLE INTERFACES, STARFACE INTEGRATES EFFORTLESSLY INTO NUMEROUS INDUSTRY SOLUTIONS AS WELL AS ALMOST ALL POPULAR CRM AND ERP SYSTEMS. THIS INTEGRATION ENABLES MORE EFFICIENT CUSTOMER CONVERSATIONS AND EASY ACCESS TO CUSTOMER DATABASES DURING CALLS.

Video Conferencing Directly in STARFACE

With STARFACE NEON, every STARFACE system includes a simple and secure video conferencing solution that makes it easy for distributed teams to collaborate with colleagues and clients from anywhere.

Thanks to its seamless integration into the STARFACE app, employees can access a wide range of advanced UCC features during their video meetings – from inviting external participants and screen sharing to automatically activating Do Not Disturb (DND) mode during the conference.



Three Variants of MS Teams Integration

Depending on your requirements, STARFACE offers three different MS Teams integration options. Each user can select the integration that best fits their needs. Choose the level of integration that works best for you. Since not all employees in a company may need MS Teams, the different variants of Teams integration can be activated flexibly and individually, allowing for seamless combinations across the organization.

Variant 1: Parallel Use of STARFACE and MS Teams

Variant 1 allows customers to use MS Teams in parallel with the STARFACE app for Windows in its compact "Quick Access Bar" view.

Variant 2: STARFACE App for MS Teams

Variant 2 includes the STARFACE app for MS Teams, bringing together the best of both worlds. Continue using your Microsoft products as usual, while enhancing MS Teams with all the UCC functionalities of a STARFACE system.

You can manage these features directly from the Teams interface. Presence and call log information from both platforms are synchronized and merged.

Variant 3: Full Integration of STARFACE into MS Teams

With the STARFACE SBC module, STARFACE enables native telephony from MS Teams via Direct Routing. No additional software is needed beyond MS Teams, allowing users to make calls directly within MS Teams.

In combination with the STARFACE app for MS Teams, you can manage all user configurations independently, directly from MS Teams, just like with the STARFACE apps.

OpenAI Module Functions for Custom AI Integrations

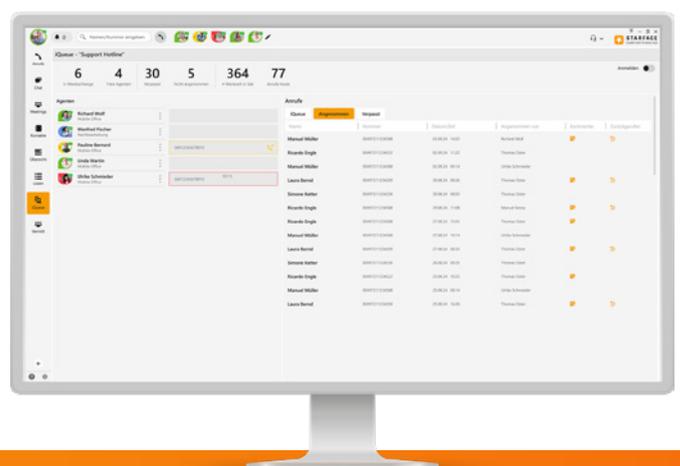
The new module functions for Chat GPT 4o integrations enable STARFACE module partners to provide their customers with custom AI-powered features, such as Text-to-Speech (TTS), Speech-to-Text (STT), and chat functionalities using Whisper Local (EU) and OpenAI (US).

The TTS/STT functions from Whisper Local operate exclusively within EU clouds, ensuring that data remains within the EU.

STARFACE iQueue – Integrated Hotline Solution

With iQueue, STARFACE offers a fully integrated contact center solution. Mid-sized businesses can easily set up their own hotline environments out of the box, complete with waiting queues, skill- or priority-based call distribution (ACD), live monitoring, logging, reporting, and hold music.

For more complex contact center environments, STARFACE platforms can be expanded at any time with cost-effective add-on modules tailored to specific needs. Incoming calls can be automatically answered and pre-sorted using single or multi-level IVR modules.



STARFACE Connect

With STARFACE Connect, we offer our customers their own SIP trunk as a VoIP connection for secure business telephony. With just a few clicks, STARFACE Connect can be activated on your

STARFACE phone system, enabling affordable call rates with high call quality over the internet.

- Affordable call rates starting at 0.9 cents per minute)
- Up to 99 additional voice channels for simultaneous phone conversations
- No changes needed—continue using your existing phone number
- Encryption of all calls
- Encryption of all calls

STARFACE DSL: The Perfect Addition to STARFACE Connect

With STARFACE DSL, STARFACE completes its portfolio—from the DSL connection, through the STARFACE Connect SIP trunk, all the way to the phone system. STARFACE DSL stands out with attractive and transparent pricing compared to competitors, as well as a short 30-day cancellation period with no long-term contracts.



Why Choose STARFACE DSL

- 1 Choose from 50 Mbit/s, 100 Mbit/s, 175 Mbit/s, and 250 Mbit/s
- 2 Everything from one provider: PBX, telephony and video meeting app, SIP trunk, and DSL
- 3 Transparent pricing, 30-day cancellation period, no long-term contracts
- 4 Easy support

