



STARFACE

KNOWLEDGE BASE

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Answers to your questions - quick and easy.

In our STARFACE Knowledge Base, you'll find helpful answers to the most common questions about setup, usage, and features of your phone system. Clear, practical, and straightforward, so you can get back to work without delay.

1. How do I transfer a call to a colleague?

During an active call, click "Consultation" and select the desired person from your address book. The original caller will hear hold music. Once your colleague picks up, simply click to complete the transfer, then you can hang up, and the call will be handed over.

2. Why is STARFACE not working properly on my mobile phone?

Often, the phone has saved an outdated or incorrect password. Let us reset your password, delete the stored login data on your phone, and log in again with your current credentials. After that, everything should work smoothly again.

3. STARFACE isn't working on my laptop – what could be the issue?

Please check if the softphone is set as your primary device. Calls only work reliably if the correct device is selected. For example, if you move to the office, make sure to update your primary device setting.



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4. I'm not receiving any calls – what can I do?

Make sure you're logged into your group. Calls will only come through if at least one person is actively logged in. If you're unsure, just get in touch with us, we're happy to help.

5. How do I set up call forwarding?

Forwarding rules can be customized (e.g. for busy, timeout, or always). In many cases, it's best to contact us directly and we'll configure everything according to your needs.

6. Why can't I hear anything on my calls?

Often it's due to an unstable internet connection or headset issue. Check that your headset is properly connected via Bluetooth or cable (not both at once). Restarting the app or switching devices can also help.

7. What does the error message "Error Authentication" mean?

This usually means your login details are incorrect or outdated. Reset your password or contact us, we'll take care of it and send you updated credentials.



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8. I can't add a button – why not?

Buttons (like for groups or forwarding) can only be added if you're already a member of that group. Contact us and we'll add you, so you can customize your dashboard.

9. How can I set up my personal extension to be displayed?

Use the "Display number" function key to choose which number shows on outgoing calls. That way, you can pick your personal extension or a general office number.

10. Can I create groups myself?

No, groups need to be created centrally by us. Just tell us what the group should be called and who should be included, and we'll handle the setup.

11. How do I add a new user?

New users are always set up by us to ensure everything is configured properly. Simply email support@laufwerk.it with the name, email address, and desired extension, and we'll handle the rest.

12. Why am I not getting notifications in group chats?

STARFACE currently doesn't support notifications for group chats, only private chats trigger push notifications. This is a system limitation that applies to all users.



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13. How do I log into STARFACE?

Use your personal login ID and the password we provided. On your PC or laptop, open the STARFACE app or web interface; on your mobile, use the STARFACE mobile app. Important: Make sure your server data is correct, if unsure, our support team is here to help.

14. How do I log into or out of a group?

If you're part of a group, simply use the "Group login/logout" button in the STARFACE interface. This lets you control your team availability with a single click.

15. How do I set up or check my voicemail?

You can activate voicemail in your settings, set a PIN, and even have messages sent to your email. Voicemail can be accessed via STARFACE directly or from external phone numbers.

16. How does the address book work in STARFACE?

The address book is shared across all users. Once a contact is created (including name, phone, email), it's visible company-wide, making communication easier. New contacts can be added via the "plus" icon at the top right.



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17. Can I set my availability status myself?

Yes, click your profile picture to choose “Available”, “Away” or “Do not disturb”. Your status is visible to colleagues and affects how incoming calls are handled.

18. What if my phones aren't ringing?

Check if STARFACE is actively running on your device (especially on smartphones). Often, opening the app manually helps. Also make sure the right “Primary device” is selected in your settings.

19. How do I start conferences or invite participants?

Conferences can be created directly in your STARFACE dashboard. External participants automatically get a PIN to join. Invitation emails can also be customized and sent out from there.

20. How can I see who's available or on a call?

The busy lamp field (BLF) on your STARFACE dashboard shows real-time availability (free, busy, away) using green, red, or yellow. It's perfect for deciding when to transfer calls or coordinate in your team.

21. Which devices can I use with STARFACE?

STARFACE works with desktop PCs, laptops, desk phones, and smartphones. Just ensure the correct primary device is set so calls reach the right place.



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22. How does STARFACE work when I'm working from home or on the road?

With the STARFACE app (for PC, laptop, or mobile), you're fully reachable anywhere. Calls, chats, forwarding, and conferences all work just like at the office, provided you have a stable internet connection.

23. What does the "Do not disturb" function mean?

When activated, you won't receive any calls on any of your devices, all incoming calls are rejected. If a timeout forwarding is set up, it will trigger immediately. It's great for focused work or meetings.

24. What makes STARFACE such a valuable tool for businesses?

STARFACE connects your entire team – whether in the office, remote, or traveling, through one intuitive platform. Features like status indicators, conferences, call forwarding, and integrated address books boost reachability and streamline internal communication, saving valuable time every day.

If you have any further questions or need assistance, we're always here to help. Get in touch with us – we'll support you quickly and reliably.

Your Laufwerk IT Team

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