enreach

SWYXIT!

USER DOCUMENTATION

Legal information

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NEW FUNCTIONS

This section provides an overview of the new features presented by SwyxWare.

SwyxIt! 14.20

Function	Explanation
Info element for hidden columns	If a column in a list is hidden due to the window size, an info element is displayed on the user interface.
Sort phonebook by presence status	You can now sort the entries in the phonebook according to the presence status of the contacts, see *Sorting phonebook entries*, page 28.
Personal Phonebook	You can now save personal contacts in the phonebook, see *Personal Phonebook*, page 28.
Caller ID on of the line key	The configured caller ID is now displayed on the idle line.
Recording status on of the line key	You can now see on the line key whether a call is currently being recorded.
Notification pop-up for incoming calls and notification call	A pop-up is displayed on the user interface for incoming calls and notification calls.
Drag-and-drop for ad-hoc conferences	As of version 14.20, you can initiate conferences through drag & drop of lines. See *App. B: Overview: Drag & Drop*, page 165.
Call forwarding to line, phone number or contact	You can transfer a call to any phone number, the result of a contact search or a line, see *5.1.5 Call Transfer*, page 49 and *5.1.6 Connect without Inquiry (Blind Call Transfer)*, page 50.
New help submenu	The help submenu now permanently shows the latest new features of the SwyxIt! version and the new Quickstart.
Login with the Microsoft Entra ID	If configured, as of version 14.20, you can log in to SwyxIt! using a Microsoft Entra ID UPN.

SwyxIt! 14.10

Function	Explanation
Call forwarding via drag & drop	You can now forward calls to a line key, a speed dial or a list entry using drag & drop. See *App. B: Overview: Drag & Drop*, page 165.
Start chat from speed dial or the phone book	You can now start a chat with a contact from one created speed dial or from a phone book entry, see *To start a chat via the Speed dial*, page 26 and *To start a chat from the Phonebook*, page 28.
Jump list	You can quickly access various sections of SwyxIt! via the app icon in the taskbar.
Voice message transcription	As of version 14.10, SwyxIt! enables the transcription of voice messages. With the appropriate licence and configuration, the user can view the text version of received voice messages in their Voice Box or in the voicemail, see *7.2 Voice message transcription*, page 64.
Automatic theme change	As of version 14.10, if configured, SwyxIt! automatically adopts the set operating system theme (light or dark), see *10.1.1 Design*, page 109.
Integrated call control	You can also manage your calls directly via the Line display on the SwyxIt! interface without an external call control window.

SwyxIt! 14.01

Function	Explanation
Sending e-mails from the Call Journal	As of version 14.01, you can send emails directly from the Call Journal in SwyxIt! and Swyx Connector for Microsoft Teams, see *To send an e-mail from the call journal*, page 31.
Double-click to start a call	By double-clicking on a list entry (Phonebook, Call Journal, Voice Box, Call Recordings, VisualContacts), you can dial a phone number directly.

Function	Explanation
Redial	In the input field, you can redial numbers that have already been dialed and call up the redial list. See *8.8 Redial*, page 82 and *Redial list*, page 23.
Taskbar icons for voice messages and missed calls	From version 14.01, the SwyxIt! icon in the taskbar also signals missed calls and Voice messages, see *C.1 Taskbar icons*, page 166.

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INTRODUCTION

With SwyxIt! you use a software based telephony system which offers extensive advantages.

SwyxWare offers a scalable functional range - this allows you to purchase different option packs depending on your communication needs. You then have a system that you can adapt very simply to your new situation as your requirements change.

What is SwyxIt!?

SwyxIt! is software which - together with SwyxServer in the company's PC network - is able to turn your PC into a high-performance telephone. In addition, SwyxIt! provides you with performance and function properties with which you can execute your communication much more easily, more quickly, and more precisely.

You will find an overview of the many functions supported when using SwyxIt! as terminal equipment for your SwyxServer in *8.1 Overview of the functions of SwyxIt!*, page 72.

SwyxIt! Manual

This documentation is planned for SwyxIt! users. It is provided as Online Help and in PDF form. It explains all the important topics for the use of your SwyxIt! Client.

SwyxExtended Call Routing Manual

In this documentation, you will find descriptions of the SwyxIt! components, which provide you with professional call handling. These include:

- the Call Routing Manager
- der Grafische Skript Editor

This documentation assumes that you are familiar with the basic functions of SwyxIt!, as they are described in the SwyxIt! documentation.

SwyxFax Client Manual

The "SwyxFax Client" manual describes the functions for sending and receiving faxes via your computer, see help.enreach.com/cpe/latest.version/Administration/Swyx/en-US/index.html#context/help/SwyxFax_Server_$

Conventions for the Descriptions

In this documentation, click always means: You click the left mouse button once.

Double-click: You quickly click twice with the left mouse button.

If the right mouse button is required for an operating step, it will be indicated explicitly in the text:

"Click with the right mouse button..."

Menu Operation

Instructions which refer to the selection of certain menu entries will be presented as follows:

Lists | Phonebook...

refers to the menu item Phonebook..., which you will find in the Lists menu.

The context menu for an element opens when you click with the right mouse button on the element.

Special design elements

STOP This symbol indicates safety advice: ignoring the advice can lead to material damage or loss of data.

⚠ This represents an advice which should be observed in order to avoid possible license infringements, misunderstandings, malfunctions and delays in software operation.

This indicates information which should not be skipped.

This highlights handy tips, which could be helpful for running the software.

These are instructions,

...which prompt the user to perform an action that can also be performed in several steps (1., 2. etc.).

Online Help

To start the help system, click **Settings** ⚙ **| Help** ? on the user interface. You can then open the **Online Help** 🌐 or the **Quickstart** 💡 .Alternatively, press the function key **F1** to open the online help.

New Functions

If an update is available, the ☑ icon is displayed on the user interface. You can access and install the update by clicking on the icon. You can find an overview of the new functions under **Settings** ⚙ **| Help** ? **| What's new?** ☑ .

For information on the current version of your SwyxIt!client, click on **Settings** ⚙ **| Help** ? **| About** ⓘ .

Keyboard shortcuts

SwyxIt! offers a variety of keyboard shortcuts that help you to use the application more easily and execute certain functions quickly - without a mouse.

You can find an overview of the keyboard shortcuts under **Settings** ⚙ **| Help** ? **| Keyboard shortcuts** ⌨ .

Further Information

● For current information on the products, please see our homepage:
enreach.com

● Further information on special installation scenarios as well as tips & tricks for the optimal use of your SwyxWare can be found in the Help Center.
service.swyx.net/hc/en-gb

● The latest documentation for all products can be found in the support area of the homepage:
enreach.de/de/service/dokumentationen

Further online help

Product	WWW-Link
SwyxWare Administration	help.enreach.com/cpe/latest.version/Administration/Swyx/en-US/
SwyxIt! Classic	help.enreach.com/cpe/latest.version/Client/Swyx/en-US/
SwyxFax Client	help.enreach.com/cpe/latest.version/FaxClient/Swyx/en-US/
Call Routing Manager	help.enreach.com/cpe/latest.version/CRM/Swyx/en-US/
Grafischer Skript Editor	help.enreach.com/cpe/latest.version/GSE/Swyx/en-US/

1   WHAT IS MEANT BY … ?

This chapter defines in detail the terminology commonly used throughout the SwyxWare documentation.

You will find additional technical terms used in connection with the "Voice-over-IP" technology in *App. G: Technical Terms*, page 180.

1.1   SUBSCRIBER

Persons who take part in a phone conversation are called subscribers.

Here we differentiate between

- internal subscribers and
- external subscribers.

Internal subscribers are subscribers within the company, possibly at different company locations. External subscribers can be reached either via the public telephone network or via the Internet (Internet Telephony).

1.2   GROUP

Subscribers are combined into a logical unit called a group. The administrator is responsible for creating groups and assigning members to groups. Thus, you can combine all of the company's sales employees into a group called "Sales", for example. The group itself is assigned its own extension number (group extension).

When a group extension call is received, the telephone will ring for all members of the group (group call). The telephone call can then be taken by any group member. The administrator can also define groups with a specific call allocation. In this case, according to the definition the call is first forwarded to a specific member of the group - if it is not accepted there, e.g. because the employee is not at his desk or is already on the phone, the call is forwarded to the next member of the group. The administrator can define an order in which the group members are dialed, but can also specify random call allocation.

1.3   CALL SIGNALING

In call signaling, incoming calls for one subscriber (A) are also displayed to another subscriber (B). Subscriber B has the option of picking up these calls. The system administrator uses the relationships of the subscribers to each other to define signaling.

The calls are displayed for subscriber B in the Windows taskbar. The Pick up button is active. If subscriber B has assigned the destination subscriber's (A) number to a Speed Dial, this will blink. Then, if the call is not picked up within 10 seconds, a single warning tone is produced. The telephone call can be picked up by subscriber B immediately or after the warning tone (*8.10 Call notification and Pickup*, page 90).

Call signaling prevents calls from being "lost" (if, for example, Subscriber A's standard Voice Box or call forwarding have not been activated).

You can enable/disable the warning tone and the taskbar display yourself in the user settings, but the call signaling will continue to be displayed in SwyxIt!.

1.4   STATUS SIGNALING

The status of another internal subscriber (e.g. ringing, speaking, logged on, away) is signaled on the Speed Dial which has been assigned his number (*8.9 Speed Dial and Status Signaling*, page 83).

The system administrator uses the relationships of the subscribers to each other to define signaling.

1.5   NUMBER (PHONE NUMBER)

A number is a sequence of digits or a SIP URI. Numbers are differentiated between

- internal and
- external numbers

Internal numbers are used for calling internal subscribers or groups, who are usually located within your company and are known to Swyx-Server.

External numbers are directed to other subscribers in the public telephone network. They are called using your normal number. The appropriate public line access code must always be dialed (e.g. "0"). External subscribers in a public IP network (Internet) can also be called using their Internet address, SIP URI or domain name (for example, Carol-Jones.company.com).

Examples of Valid Numbers

Number	Meaning
123	Internal number of a subscriber within a company in which SwyxServer is used.
09776123	The number of a subscriber who can be reached via the public telephone network (local call, the 0 is the public line access in this example).
002319776123	The number of a subscriber who can be reached via the public telephone network (long distance call, the first 0 is the public line access in this example). Please note that you must always use the area code in order for the call to be delivered.
0001324345456	International call (the first 0 is the public line access in this example).
thomas.meier@firma.de	SIP-URI. This is constructed similarly to an e-mail address, and consists of a user name and the realm (name range, rather like a domain).

1.6   CALL PERMISSIONS

The administrator has the option of configuring rights for outgoing calls of groups or users. This means that certain phone numbers (e.g. for local, long distance or international calls) are blocked for the indicated user or group. If a blocked number is dialed, an error message will appear. Please contact your administrator for further information.

1.7   LINE

In SwyxWare, the term "Line" refers to a potential telephone connection which can be used to place your telephone calls.

It is now possible, for example, to determine in just a few steps how many lines you need at your place of work without actually having to install a new physical line and a new telephone.

1.8   TRUNK AND TRUNK GROUPS

"Trunk" denotes a connection to another network, e.g. the public telephone network. A connection to another network can be e.g. an "ISDN trunk", a connection to the Internet an "SIP trunk". Connections (trunks) of the same type can be combined to form groups. The trunks of a trunk group then have the same properties - the trunk groups can therefore be seen primarily as capacity expansions.

Different trunk groups can be differently prioritized by the administrator. The result is e.g. that calls are handled with preference given to a cost-efficient connection (e.g. an SIP trunk directly to the Internet). If this is not available, a lower-priority path is selected, e.g. an ISDN trunk to the normal telephone network, see help.enreach.com/cpe/latest.versio/Administration/Swyx/en-US/index.html#context/help/Trunks_TrunkGroups_$.

1.9   USER

A user is a person, a group or a location (for example, a conference room), for whom/which an account has been set up on the SwyxServer. Each account on the SwyxServer is assigned a user name, a PIN (Personal Identification Number), and usually a Windows user account (even several, if necessary). The PIN is required for remote inquiry and user authentication when using the SwyxPhone, the desk telephone of the SwyxWare product family.

When SwyxIt! is started, your current Windows user account will automatically be used to check your access authorization and to identify your user account on SwyxServer. If SwyxServer does not find a SwyxServer account for your Windows user account, then SwyxIt! will be exited and an error message will appear. If several SwyxServer accounts exist for your Windows user account, you will be prompted by SwyxIt! to choose one of these accounts.

Each user's individual settings will be stored centrally on SwyxServer (for example, entries in the Personal Phonebook, forwarding definitions, or the assignment of extension numbers to lines).

If you share a SwyxPhone with someone, the system administrator must set up one user account for both of you together. In such a case, you must discuss the password and the settings with your partner so that you are both able to change the configuration.

1.10   ACTIVE CONNECTION

An active connection is the period during a telephone call in which you can hear your conversation partner and your partner can hear you.

1.11   CONNECTION ON HOLD

A connection on hold is a telephone call you have placed but which you have interrupted for a short time.

The subscriber put on hold hears music on hold. The call on hold can be reactivated. If you have a second call on another line at the same time, the connection that was active until now will become a connection on hold.

In this way, you can conveniently take several calls "simultaneously" and easily switch between the individual callers (Call Swap).

Example:

Another call comes in for you while you are having a telephone conversation. The new call is displayed as incoming call. If you take this call, the call which was just active will be put on hold and the incoming call becomes active.

1.12   CALL WAITING

If you are in the middle of a telephone conversation and another call comes in, this call will be shown and a call waiting tone (not actually ringing) will be played in the active conversation. This procedure is known as Call Waiting. You can now decide whether you would like to put the current call on hold in order to take the second call or whether you would like to continue your call without interruption. If you take this call, the call which was just active will be put on hold and the incoming call becomes active.

1.13   CONFERENCE

A conference is a call between at least three subscribers. You can start a conference if you have created at least two connections. Each subscriber can add additional callers to an existing conference.

Alternatively, the system administrator can create a conference room, which the conference participants can call independently of one another.

See *8.16 Conference*, page 98.

1.14 CALL SWAP

Call swapping is when you switch between an active call and one or more calls on hold. When you do this, the currently active call will be put on hold and a call previously on hold will become active (*1.10 Active Connection*, page 12 and *1.11 Connection on Hold*, page 12).

1.15 ACOUSTIC SIGNALS

The following table provides a brief overview of the most important acoustic signals and their meaning.

Signal Sound	Meaning
Ringing	This sound is produced for incoming calls. You can choose different ring tones for different calls (e.g. from certain numbers or internal and external calls).
Idle tone	This sound is heard before a connection is made.
Stuttered Dial Tone	You have a new voice message.
Busy Signal	Produced after dialing a subscriber whose line is busy.
Call Waiting Signal	Generated for a subscriber whose line is busy, who is telephoning when a further call is received which can be picked up on another line. However, this requires that the "Disable Secondary Call" function has not been activated.
Call Signaling	This sound is played when the destination subscriber has not picked up the call and the Timer (10 seconds) has expired. Acoustic signaling in the form of an attention tone takes place only once if call signaling is activated.
Callback Signal	This tone is generated when you leave a "Callback on busy" request. The other subscriber has ended his call. If you confirm the callback, a connection will be initiated.
Direct Call Signal	This tone is produced at the beginning of a direct call. Another internal subscriber, to whom you signal your status, has initiated a direct call connection to you and the telephone activates the speaker. If you would like to answer the subscriber, please lift the handset.

1.16 CALL ROUTING

Call Routing refers to the treatment of incoming calls according to pre-defined rules, for example, the forwarding of incoming calls to another subscriber.

Call Routing Manager provides you with an extremely powerful instrument in SwyxIt! which will significantly improve the availability in your company while greatly reducing the number of "lost calls". The Call Routing Manager is equipped with a Regel-Assistenten to help you change or redesign rules.

> **ℹ** Please remember that the administrator must grant you the right to create rules with the Call Routing Manager.

Der Grafische Skript Editor provides other options for call handling and it allows you to graphically display even a complex set of rules. Rules created in this manner can only be used if the option pack 'Extended Call Routing' has been installed on the SwyxServer. See also help.enreach.com/cpe/latest.version/CRM/Swyx/en-US/index.html#context/help/user_rights_$.

1.17 VOICE BOX

SwyxWare provides its users with a personal answering machine.

The caller's voice message is recorded and can be accessed from the Voice Box tab. If configured accordingly, it can be sent to an e-mail address; this e-mail will be referred to as voicemail in the following.

The Voice Box functionality goes far beyond the performance of a traditional answering machine. It allows you, for example, to use caller-, time-, and date-specific announcements, to forward voice messages in the form of an e-mail to another address, or even to make them available to an entire distribution list – with just a single click of the mouse.

Alternatively, you can listen to and manage the messages left for you from your SwyxIt!, your SwyxPhone or from another telephone line per remote inquiry.

1.18 REMOTE INQUIRY

Remote Inquiry allows you to listen to your voice messages from any telephone. When you are called on your SwyxWare number, you identify yourself to SwyxWare with your PIN and only then you can listen to, repeat, or delete the new voice messages and afterwards all existing voice messages. In addition, you can change the destination of the Call Forwarding Unconditional or record a new announcement.

1.19 CTI

CTI is the abbreviation for Computer Telephony Integration and implies the combination of telecommunication with electronic data processing. When using SwyxIt! in CTI mode (CTI SwyxIt!), you can dial the number of your conversation partner directly from your (Outlook or Lotus/IBM/HCL Notes) contacts.

You have the following options here:

- CTI SwyxIt! controls a SwyxPhone
- CTI SwyxIt! on a Terminal Server controls SwyxIt!
- CTI SwyxIt! controls a telephony device (Option CTI+)
- CTI SwyxIt! controls an external phone via its number (Option CTI+)

1.20 CALLBACK REQUEST

SwyxWare offers the option of leaving callback requests on other internal subscribers' phones. The subscriber can then call back later. If the subscriber you are calling is busy, you can start a **Callback on busy**. In this case a new call is suggested as soon as the subscriber is available again.

1.21 WRAP UP TIME

You can specifically block a line for further incoming calls, e.g. in order to have enough time to process a customer inquiry after a call from a customer.

2 LOGON AND LOGOFF

⚠️ When saving and processing personal data, observe the respective applicable legal data protection regulations. If you have any questions especially regarding data protection in SwyxWare, please contact your administrator.

When you start SwyxIt!, the system automatically logs on to SwyxServer:

It checks whether you are authorized to use SwyxIt!.

- If authorization is confirmed, then your personal SwyxIt! settings are transferred to the PC which you are currently using.
- If you are logged off, if your password needs to be changed or if no server is found in the automatic search, a logon dialog is displayed in which you can enter all necessary details.

When you closeSwyxIt!, you will automatically be logged off from SwyxServer. Incoming calls will then no longer be transferred to you. They will be handled by SwyxServer independently according to your settings, for example, incoming calls will be forwarded to your Voice Box.

If there are calls which are still being processed when you begin the logoff procedure, SwyxIt! will ask you whether these calls should be disconnected.

ℹ️ In order to be accessible via SwyxIt! as soon as you have started your PC, add the SwyxIt! shortcut in the "Autostart" directory. SwyxIt! will then run automatically a startup.

If you have activated a screen saver on your PC, it disappears when you receive an incoming call.

If a password is required to exit your screen saver, you must first enter the password when there is an incoming call and you can make a call via SwyxIt!. If you have installed a SwyxIt! Handset and the telephone rings, all you have to do is pick up the handset and proceed with the telephone call without having to enter the password. The SwyxIt! user interface is only available on the PC after you have entered the password.

Logging onto SwyxServer via Welcome email

Logging in to SwyxServer with SwyxWare user data

To log in to SwyxIt! with your SwyxWare user data

Changing your password

2.1 LOGGING ONTO SWYXSERVER VIA WELCOME EMAIL

If you have received a welcome email from your administrator, you can log onto SwyxServer by clicking on the URL.

To log onto SwyxServer via welcome email

1   Click on the **Configure your Swyx Desktop Client** button in the welcome email you received from your administrator.
    The administrator may have preset the following parameters for you:
    - Login credentials (User name, User Principal Name (UPN), password)
    - Server address for the connection within the company network
    - Server address for the connection outside the company network
    - RemoteConnector connection mode: **Automatic**, see *To define connection settings for SwyxRemoteConnector*, page 128
    ✓ A dialog window opens in which you can accept or reject the transfer of the configuration parameters to SwyxIt!.

2   Confirm with **Yes**.

3   If applicable, confirm the acceptance of the security certificate with **Yes**.

4   If applicable, confirm the overwriting of the previous Password with **Yes**.

5   Enter your password if applicable and press **OK**.
    ✓ The data will be saved and you will be logged on to SwyxIt!.

ℹ️ The password is stored encrypted in the registry. You can change it later, see *To change your password*, page 17.

See also *To specify the connection settings*, page 127 and *To define connection settings for SwyxRemoteConnector*, page 128.

2.2 LOGGING ON TO SWYXSERVER USING YOUR WINDOWS USER DATA

⚠️ Login with the Windows user data only works within the company network or via VPN connection.

Before you start SwyxIt!, you must already be logged in as a user in your Windows network. This usually takes place as soon as you start your PC when you enter your user name and password. Alternatively, you can also log in to SwyxServer by usingyour user name and password or the federated authentication, see *To log in to SwyxIt! with an identity provider*, page 17 and *To log in to SwyxIt! with your SwyxWare user data*, page 16.

You can start SwyxIt! after logging on to the network. Enable the option **Always use chosen user name** in SwyxIt! in order to automatically use the selected user account each time SwyxIt! is started. To change these settings, see *10.3 Local Settings*, page 123.

ℹ️ This function is not available for SwyxON.

2.3 LOGGING IN TO SWYXSERVER WITH SWYXWARE USER DATA

Alternatively to your Windows user account, you can log in to SwyxIt! using your SwyxWare user data. For this you need the relevant logon data, which you can obtain from your administrator.

Depending on the system and user configuration, you can use following login names:

- **User Principal Name (UPN)**: "john.jones@example.com"
- **Display name**: "John Jones". The display name is still supported for compatibility reasons, but we recommend no longer to use it.

You can change your **password** via the call control window in the **File** menu, see *2.5 Changing your password*, page 17.

To change your password

Complex passwords

Limited number of log-in attempts

To log in to SwyxIt! with your SwyxWare user data

When you start SwyxIt! for the first time after installation, a logon dialog is displayed. You can also call this up from the menu if necessary.

1   Enter the name of your server under **Server name**. This is stored, and will be preset for the next logon.

The server name that you have received from your administrator can be a name in text form or an IP address.

2   Enter your UPN or your user name under **User name**. This is stored, and will be preset for the next logon.

3   Enter your password under **Password**.

4   If you want SwyxIt! to save your password, activate the checkbox **Remember password**. The logon to the server then takes place automatically in future, and the logon dialog is no longer displayed.

5   Confirm the dialog field with **OK**.
   ✓ You are logged in to the server.

In the event that your logon was not successful, the logon dialog is displayed with a prompt for the necessary correction. In this case, check whether the login data is correct, and a valid network connection exists.

2.4   LOGIN VIA IDENTITY PROVIDER

If your administrator has enabled the feature for you, you can log in to SwyxIt! using an identity provider (e.g. **Auth0** or **Microsoft Entra ID)**.

If an identity provider configuration is activated, SwyxServer offers login via federated authentication instead of authentication via the Windows user account and users without a license can only log in with a user-name and password.

To enable the Windows user account as a login option again, all identity provider configurations must be deactivated.

ⓘ   To be able to use federated authentication, the user must have the function profile **Premium** or **Professional**.

To log in to SwyxIt! with an identity provider

1   Open the SwyxIt! client.
   ✓ A login dialog appears.

2   Select **Use [Identity provider name]**.

3   Click on **OK**.
   ✓ The login dialog of the identity provider appears.

4   Enter the credentials configured by your administrator in SwyxWare.
   ✓ You are logged on to SwyxIt!.

Further information on federated authentication can be found **here**.

ⓘ   In order to be able to log in with the Auth0 identity provider, the **Auth0 authentication** component must be enabled when installing SwyxIt!, see *19.3.2 Benutzerdefinierte Installation*, page 245.

2.5   CHANGING YOUR PASSWORD

You can change your password via the call control window. This option is only available when you are logged in to SwyxWare with a SwyxServer user name and password. If you are logged in to SwyxServer with your Windows account, you cannot change the password.

To change your password

1   Double-click in the tray (taskbar) on 📞 .
   ✓ The Call Control Window opens.

2   Click with the right mouse button next to the Enreach logo.
   ✓ The general context menu opens.

3   Select **File | Change password**.
   ✓ The dialog field to change your password appears.

4   Enter your old then the new password, and then re-enter the new password.

5   Close the change operation by clicking on **OK**.
   ✓ The password is changed.

If you activated automatic logon (**Remember password** activated in the logon screen), the password change is also applied here and there is no need to enter it separately.

2.5.1 COMPLEX PASSWORDS

Your SwyxWare administrator may oblige you to use a complex password. In this case, you must select a complex (strong) password each time you change your password.

Complex passwords for SwyxServer must meet the following requirements:

- The password consists at least of eight characters.
- The password consists of any characters of at least three of the four following categories:
  - upper-case letters such as: [A-Z]
  - lower-case letters such as: [a-z]
  - Numbers [0-9]
  - Special characters like e.g. periods, commas, brackets, blanks, hash tags (#), question marks (?), percent signs (%), ampersands (&).

Alphabetic characters (such as: ß, ü, ä, è, ô) and non-Latin characters (such as: φ, π, β) are no special characters and are regarded as letters.

For security reasons, it is not possible to reuse the previous password when changing the password.

You can change your complex password anytime you are logged in to the system. See *2.5 Changing your password*, page 17.

2.5.2 LIMITED NUMBER OF LOG-IN ATTEMPTS

The number of SwyxServer log-in attempts can be limited by the administrator. In this case, you have only a limited number of attempts to log in to SwyxServer.

For security reasons, the number of remaining attempts is not displayed.

If you have reached the maximum number of log-in attempts, the following error message appears: **Your user account is blocked. Please contact your administrator**.

You are not able to use SwyxWare with SwyxIt!, SwyxFax Client, or another terminal device until your administrator has reactivated your account.

The number of failed log-in attempts will be reset after a successful login.

The number of failed log-on attempts is irrelevant, when the administrator has established a forced password change, and the user attempts to log-on with his/her previous password.

2.6 RESET PASSWORD

If you forget your password, you can reset it.

Requirements

To reset the password, the following settings of the SwyxServer and the SwyxWare user are required:

1. Configuration of the email server
2. Configuration of email address the user
3. Configuration in Swyx Control Center: SCC URL, see also help.enreach.com/controlcenter/latest.version/web/Swyx/en-US/#context/help/GeneralSettings-System-Login

To set your password

1 Click on the login screen of SwyxIt! on Forgot password.
   ✓ You will be redirected to the Swyx Control Center dialog.

2 Enter your email address or your SwyxWare username and click on Reset Password.
   ✓ The page Reset Password opens.

3 Enter your new password in the field New Password and repeat your entry in the field Confirm new password. For minimum password requirements, see *2.5.1 Complex passwords*, page 17.

4 Click on Change password.
   ✓ The password is changed.

⚠️ It is not possible to reuse the last three passwords if the option Force complex user password and password history is enabled for the user.

If you are logged in, you can change your password at any time, see *2.5 Changing your password*, page 17.

Password reset by the administrator

A user's password can also be reset by the administrator. The password will then be deleted and the user will no longer be able to log on to SwyxServer. The user's existing login session will be automatically terminated within one hour. The user will receive an email with the URL to the Swyx Control Center dialog (SCC URL) where he can reset his password.

⚠️ The password reset link is only valid for 24 hours.
If the user has not changed his password before the validity period has expired, the password must be reset again. A new email with the link will be sent, or the administrator can send the generated SCC URL with the user token directly to the user.

2.7 SWITCH USER

With SwyxIt! you have the option of logging on to SwyxServer under another user name.

To change the logged-on user

1 Double-click in the tray (taskbar) on 📞.
   ✓ The Call Control Window opens.

2 Click with the right mouse button next to the Enreach logo.
   ✓ The general context menu opens.

3 Select File | Switch user from the menu.
   ✓ The dialog field for the SwyxWare logon is displayed.

4 Specify whether you want to log in with a Windows account/identity provider or using a SwyxWare user name and a password, see *2.2 Logging on to SwyxServer using your Windows user data*, page 16 and *To log in to SwyxIt! with your SwyxWare user data*, page 16.
   Note that you can only log in with a Windows account if your SwyxWare user name is assigned to the relevant Windows user account. This will not be the case if you are at a colleague's desk, for example.

5 If you have selected the option Use User Name / Password, enter the user name or UPN and the password.

6 Click on OK.

7 If you are logging in with your Windows account/identity provider, select the SwyxWare user under which you want to log in.
   ✓ You will be logged in to the SwyxServer under the new user account.

2.8 SHOW MESSAGE LOG

The message log contains messages about successful or unsuccessful logons. You can check here whether the logon was successful, especially when you have several accounts with different providers.

To call the message log

1 Double-click in the tray (taskbar) on .
  ✓ The Call Control Window opens.
2 Click with the right mouse button next to the Enreach logo.
  ✓ The general context menu opens.
3 Select **Help | Show Message Log** from the menu.
  ✓ The window with the messages is opened. Here, you can view details for the SwyxServer log-in (e.g. server name, user name).
4 You have the following options:
  ● You can use the **Reload** button to refresh the messages.
  ● You can use the **Delete** button to delete the displayed messages.

2.9 USER RIGHTS

A SwyxWare user can have different user rights. Certain restrictions on outgoing calls can be defined, and on the other hand, the use of certain functionalities can be denied.

You can obtain more information from your administrator.

Call Permission

There are different levels for call restriction, which the administrator can variably organize, e.g.

● Internal calls
  only calls within the SwyxWare
● Local calls
  only calls without prefix
● Long distance calls
  Calls within the country; without international prefix
● International calls
  all calls with international prefix

In addition, the Administrator can disable specific numbers or area codes (e.g. codes with increased rates).

You can obtain more information from your administrator.

Available Functions

There are various SwyxIt! functions which the administrator can allow or disable for users. These functions can be assigned via function authorizations or a specific administrator profile. You can obtain more information from your administrator.

● Change forwardings
  A user is allowed to modify the call forwardings (Unconditional, No reply, Busy), i.e. the user can either set a number, to which the call is to be forwarded or determine that all calls will be forwarded directly to the Voice Box.
  See also *6 Forwarding*, page 56.
● Use Call Routing Manager(CRM)
  With the help of the Regel-Assistenten, the user himself can create a set of rules for call handling here. See also help.enreach.com/cpe/latest.version/CRM/Swyx/en-US/index.html#context/help/CRM_start_$.
● Use Grafischer Skript Editor (GSE)
  In addition to the Regel-Assistenten of the Call Routing Manager, you are also offered a graphical representation of the rules here. Der Grafische Skript Editor is a component of the Option Pack SwyxECR.
  See also help.enreach.com/cpe/latest.version/GSE/Swyx/en-US/index.html#context/extended_call_routing_$.
● Start Collaboration
  The Collaboration function allows the user to share his or her desktop during a telephone conversation via SwyxIt!. The share takes place on the SwyxIt! user interface, in the menu **Functions | Collaboration**. When the desktop is shared, the user can allow the conversation partner to access his or her computer.
  See also *8.11 Collaboration by mouse click*, page 92.

⚠ The Collaboration function can only be executed between SwyxIt! users. Collaboration with a SwyxPhone is not possible. Both subscribers must have installed TeamViewer from version 8 on (for better usability from version 9 on) on their computers and must have the right to share applications. A user can only permit one application share at a time.

- Change Local Settings

  In the local configuration, users can define, which server they log in to, and if the log-on is made via the local network or SwyxRemote-Connector. Further local configuration affect the username, the E-mail-Client by SwyxIt! and the used speech compression.

  The local settings for the voice terminals are made on another tab. These setting are valid for the local computer and are normally not changed again after installation.

  The local configuration cannot be performed in the SwyxWare Administration. For this reason it is possible to change the local configuration directly on the user's computer when SwyxIt! is logged off. The altered local settings become effective as soon as SwyxIt! logs on again.

  See also *10.3 Local Settings*, page 123.

- Change user settings

  Here it is possible to define all settings, which concern the user and those which the user finds on all telephony clients when he logs on to SwyxServer. These include, e.g. Speed Dials, shortcuts, ringing sounds, etc. These settings can also be made in the SwyxWare Administration under user settings.

  See also *10.2 User Profile*, page 110.

- Record Conversation in SwyxIt!

  The user can record calls that he makes with SwyxIt!.

  This feature is included in the option pack SwyxRecord.

  See also *8.12 Conversation recording*, page 93.

- Video calls

  The user can initiate and receive video calls.

- Change number and numbers of the lines

  The user can define the number of lines as well as the phone number for each line.

- Change settings for the encryption
- CTI+ (external phone via telephone number)

  With CTI+, the user can control an external telephone via its phone number

3   USER INTERFACE

Various functions SwyxIt!are available to you on the user interface.

For further information concerning the basic telephony functions of SwyxIt!, see *4 Telephoning with SwyxIt! - First Steps*, page 42.

For detailed information on the functions of SwyxIt!, see *8 SwyxIt! Functions in Detail*, page 72.

For further information concerning the settings of SwyxIt!, see *10 SwyxIt! Configuration*, page 109.

Menu Bar

Call options and audio modes

Speed dials

Phonebook

Call journal

Voice Box

Call recordings

VisualContacts

Messenger

Input field

Lines

Call Control Window

3.1   MENU BAR

The menu bar allows an easy and quick access to many important functions.

Icon	Function
	Speed dials
	Phonebook
	Call journal
	Voice Box
	Call recordings
	VisualContacts
	Messenger

Icon	Function
	Status information
	Settings

3.2   SOFTPHONE AREA

The input field, lines, call options and audio modes are displayed in the softphone area. The integrated call control is also displayed during an active call.

You can move the softphone area to the left or right by clicking on ⇆ .

3.2.1   INPUT FIELD

+492311234567   ✕
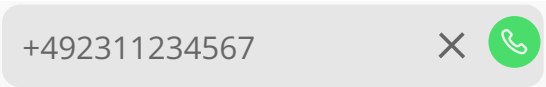
You can enter numbers and start the dialing process via the input field.

To start a call via the input field

1 Enter a number or a name in the input field.

2 Press the enter key or click on to start the call.
  ✓ The call is initiated.

Redial list

Redial allows you to call previously dialed numbers once again. The numbers you have dialed are listed in the Redial List. The last ten num-

bers dialed are displayed without double entries. See also *8.8 Redial*, page 82.

To open the redial list

1 Right-click next to the input field on .
  ✓ The list of the last dialed phone numbers is displayed. The last ten unique numbers are displayed.

2 Click on an entry to call the subscriber's number.

3.2.2   CALL OPTIONS AND AUDIO MODES

① ② ③ ④ ⑤
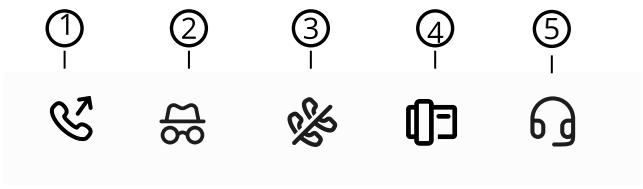
No. - Explanation
① *Forwarding Button*
② *Hiding your number*
③ *Disabling Secondary Call*
④ *Phone Control via PC with SwyxCTI and SwyxCTI+*
⑤ *Audio-Modes*

3.2.3   LINES
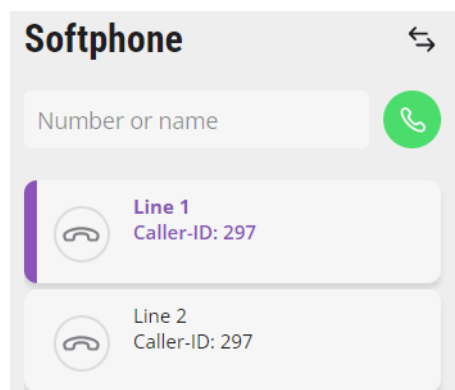
On the user interface, the lines are represented by line keys. The selected line is highlighted in color. The number configured on the line for outgoing calls is displayed on the line key. If you are currently recording a call, this is indicated by a symbol on the corresponding line.

For more information, see *5 Lines*, page 47.

3.2.4   SELECTING A SPECIFIC LINE FOR ONE CALL

If you start a call and have not defined a standard line, the call is always started on the next free line. However, if you have assigned a specific number (e.g. a group number) to a line, you can choose a specific line for the next call and thereby signal a specific number to the destination subscriber. For information about assigning a number to a line button, see *5.2.2 Configuring a Line Button*, page 54.

To select a line for the calls

The existing lines are displayed.

- Line 1
- Line 2

1 Click on a line   to select it.
   ✓ The line is activated (highlighted in purple) and used for calls.

To call a subscriber using a specific line

1 Click on the line   you would like to use to place a call.
   ✓ The line is activated.

2 Enter the number in the input field (using the keyboard).

3 Press the enter key or click on   .
   ✓ The number will be dialed at once.

Or

1 Double-click in the tray (taskbar) on   .
   ✓ The Call Control Window opens.

2 Enter the number in the input field (using the keyboard).

3 Click on the line you would like to use to place a call.
   ✓ The call will be started.

3.2.5   SWITCH BETWEEN LINES

You can switch between your lines. If you have a call on a line and switch to another line, your call will be held. The subscriber will hear music on hold.

The term **Call Swap** is also used to describe switching between lines.

To switch between lines (Call Swap)

If you have many connections, you can switch between the active connection and the connection(s) on hold.

1 To do so, click on the line you want to switch to.
  ✓ The active connection is put on hold and the call previously on hold becomes active.

See also *To swap between an active call and a call on hold*, page 44.
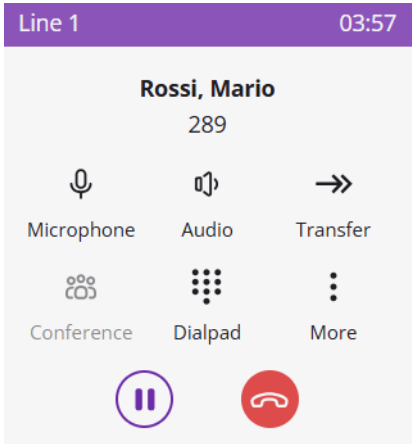
3.2.6 CALL CONTROL

When you receive or start a call, the integrated call control appears below the lines. There you have various options for handling the call. Click on a line to display the respective call control.

3.3 SPEED DIALS

The numbers of frequently called conversation partners can be assigned to Speed Dials. The Speed Dials allow you to dial your contacts quickly with a single click. The status of the subscriber is also signaled on the Speed Dial.

⚠️ When saving and processing personal data, observe the respective applicable legal data protection regulations. If you have any questions especially regarding data protection in SwyxWare, please contact your administrator.

⚠️ Personal data cannot be deleted automatically. In order to meet the valid data protection regulations, it may be necessary to delete the entries manually.

Options on the Speed Dial

Option	Explanation
📞	Call the contact
💬	Open chat
✏️	Edit the Speed Dial

By clicking on the **Available** tab, you can filter speed dial for logged on and available contacts.
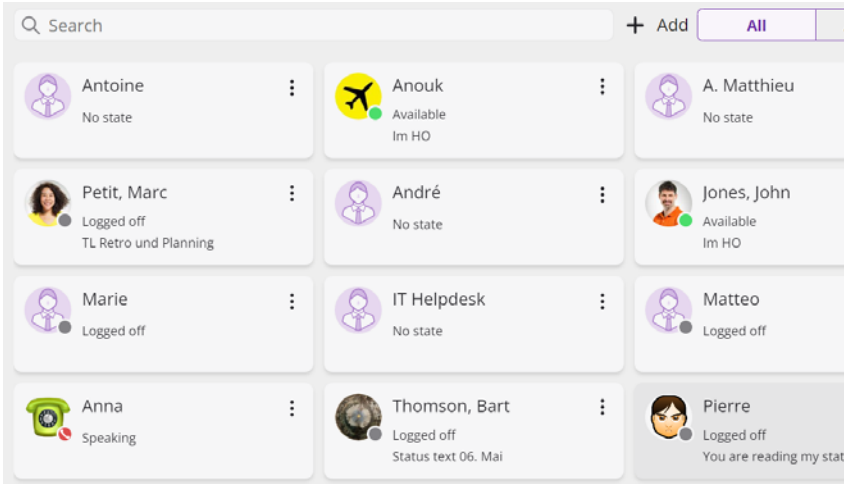
To add a Speed dial

1   Click on 📞 in the menu bar.
    ✓ The Speed dials are displayed.

2   Click on ＋ Add .
    ✓ A pop-up window appears where you can configure the Speed dial. See *8.9.1 Configuring Speed dials*, page 83.

To edit a Speed dial

1   Click on 📞 in the menu bar.
    ✓ The Speed dials are displayed.

2   Click ⋮ on the Speed dial.

3   In the pop-up window, click on ✎ .
    ✓ A pop-up window appears where you can edit the speed dial, see *8.9.1 Configuring Speed dials*, page 83.

For further information concerning Speed dials see *8.9 Speed Dial and Status Signaling*, page 83.

To start a call via the Speed Dial

1   Click on 📞 in the menu bar.
    ✓ The Speed dials are displayed.

2   Click on the desired Speed dial.
    ✓ The call is initiated.

or

1   Click on 📞 in the menu bar.
    ✓ The Speed dials are displayed.

2   Click ⋮ on the Speed dial.

3   In the pop-up window, click on 📞 .
    ✓ The call is initiated.

To start a chat via the Speed dial

1   Click on 📞 in the menu bar.
    ✓ The Speed dials are displayed.

2   Click ⋮ on the Speed dial.

3   In the pop-up window, click on 🗨 .
    ✓ Swyx Messenger opens and you can use the instant messaging function.

For more information, see *9 Swyx Messenger*, page 104.

To delete a Speed Dial

1   Click on 📞 in the menu bar.
    ✓ The Speed dials are displayed.

2   Click ⋮ on the speed dial you want to delete.

3   In the pop-up window, click on ✎ .
    ✓ A pop-up window appears where you can edit the speed dial, see *8.9.1 Configuring Speed dials*, page 83.

4   Delete the entries and click OK.
    ✓ The Speed Dial is deleted.

3.4   PHONEBOOK

Frequently used numbers are stored in the Phonebook. You can then dial these numbers directly from the Phonebook. You can filter the phone book according to various criteria by clicking on the relevant button. Depending on the size of the window, you may need to open the drop-down list and click on the relevant entry:

- **All**: all contacts are displayed here.
- **Users**: here you can see all SwyxWare users, see Status signaling.
- **Group**: here you can see all SwyxWare Group.
- **Global**: Here you can see all global SwyxWare server phonebook entries without SwyxWare users and groups.
- **Personal**: Your personal phonebook entries are displayed on this tab.

> ⚠️ When saving and processing personal data, observe the respective applicable legal data protection regulations. If you have any questions especially regarding data protection in SwyxWare, please contact your administrator.

> ⚠️ Personal data cannot be deleted automatically. In order to meet the valid data protection regulations, it may be necessary to delete the entries manually.

Status Signaling

The phone book provides you with information on whether

- the subscriber can currently not be reached, is absent or logged off, or does not want to be disturbed.
- the subscriber's line is busy.

To search through the phonebooks and contacts

1   Click on 📞 in the menu bar.
   ✓ The phonebook appear.

2   If necessary, select a tab (**All, Users, Groups, Global** or **Personal**).

3   Enter the name or part of the name you want to search for in the search field.
   ✓ SwyxIt! displays all entries that contain the search text. The more characters you enter, the more the search is restricted.

   or

3   Use the arrows under the displayed entries (≪ , ‹ , ≫ , ›) to scroll through the phone book.

4   Click on the desired entry to highlight it.
   You can dial the contact directly by double-clicking or clicking on

   📞 .

To set the number of entries displayed per page

1   Click on 📞 in the menu bar.
   ✓ The phonebook appear.

2   Click on the number next to **Items per page**.

3   Select a number in the pop-up window.

4   The selected number of entries per page appears in the phone book.

To start a call from the phone book

1   Click on 📞 in the menu bar.
   ✓ The phonebook appear.

2   If necessary, select a tab (**All, Users, Groups, Global** or **Personal**).

3   Enter a name or number in the search field.
   ✓ The contacts are filtered.

4   Move the mouse pointer over the line of the corresponding contact

   and click on 📞 under **Action**.

   or

4 Double-click on the desired entry.
  ✓ The call is initiated.

To start a chat from the Phonebook

1 Click on [⬚] in the menu bar.
  ✓ The phonebook appear.

2 If necessary, select a tab (**All, Users, Groups, Global** or **Personal**).

or

2 Enter a name or number in the search field.
  ✓ The contacts are displayed.

3 Move the mouse pointer over the line of the corresponding contact

  and click on [⬚] under **Action**.
  ✓ Swyx Messenger opens and you can use the instant messaging function.

For more information, see *9 Swyx Messenger*, page 104.

Sorting phonebook entries

You have the possibility to sort the entries in the phonebook in ascending or descending order according to the following categories: **Name**, **status**, **description**, **number**.

ⓘ Depending on the size of the window, a category may be hidden. This is indicated by the ⓘ icon. Change the window size to display it.

Category	Explanation
Name	Name displayed for the contact in the phonebook
Status	Presence status of the contact
Description	Supplement or additional information to the phone book entry

Category	Explanation
Phone number	Phone number of the contact

To sort the phonebook entries

1 Click on [⬚] in the menu bar.
  ✓ The phonebook appear.

2 If necessary, select a tab (**All, Users, Groups, Global** or **Personal**).
  ✓ The contacts are listed.

3 Click on [⬍] next to the category (**Name**, Status, Description, Number by which you want to sort.
  ✓ The icon changes and the entries are sorted accordingly:

  ● [▲] : the entries are sorted in ascending order.

  ● [▼] : the entries are sorted in descending order.

4 Click on the displayed icon to change the sorting order ([▼] or

  [▼]) or to cancel the sorting ([⬍]).

Personal Phonebook

You can save personal phone numbers in the phone book. All your personal contacts are listed under the **Personal** tab. Here you can search, manage or call your contacts.

Only you can access your personal contacts from all devices on which you are logged into SwyxIt!.

To add a personal contact

1   Click on [icon] in the menu bar.
   ✓ The phonebook appear.

2   Click on   +Add   .

3   Under **Name**, enter the name that should be displayed for the
   contact in the phonebook.

4   Under **Number**, enter the phone number you want to save for the
   contact.

5   Activate the **Private** option if necessary. This option is exclusive to
   the Personal Phonebook.
   ✓ The new entry is then only used on your side for name resolution,
     e.g. in your lists or in case of an incoming call. If not, only the num-
     ber will be displayed.

[i]   The **Private** option is activated by default. If you deactivate this option, the
   name of the contact will be resolved for all users to whom your incoming
   calls are signaled.

6   Click on **Add**.
   ✓ The contact is saved in the phonebook.

To edit a personal contact

1   Click on [icon] in the menu bar.
   ✓ The phonebook appear.

2   Click on **Personal**.
   ✓ Your personal contacts are listed.
   You can find a contact using the search function or scroll through

   the phonebook using the arrows under the displayed entries (« ,

    ‹ , › , »).

3   In the list, right-click on the entry you want to edit.

4   Change the desired details.

[i]   The **Private** option is activated by default. If you deactivate this option, the
   name of the contact will be resolved for all users to whom your incoming
   calls are signaled.

5   Click on **Save**.
   ✓ The changed details are saved in the phonebook.

To delete a personal contact

1   Click on [icon] in the menu bar.
   ✓ The phonebook appear.

2   Click on **Personal**.
   ✓ Your personal contacts are listed.
   You can find a contact using the search function or scroll through

   the phonebook using the arrows under the displayed entries (« ,

    ‹ , › , »).

3   In the list, right-click on the entry you want to delete.

4   Click **Delete** in the pop-up window.

5   Click on **Yes** to confirm the deletion.
   ✓ The contact is removed from the phonebook.

3.5   CALL JOURNAL

The call journal offers an overview of your calls. The list directly shows
important information for the calls listed in the call journal; and various
options are available for handling the calls. For example, you can call a
subscriber or send an e-mail directly from the lists.

[!]   When saving and processing personal data, observe the respective applica-
   ble legal data protection regulations. If you have any questions especially
   regarding data protection in SwyxWare, please contact your administrator.

⚠️ Personal data cannot be deleted automatically. In order to meet the valid data protection regulations, it may be necessary to delete the entries manually.

You can filter the calls by clicking on one of the tabs. Depending on the size of the window, you may need to open the drop-down list and click on the relevant entry:

- **All**: all calls except callbacks.
- **Missed**: incoming calls that were not picked up.
- **Incoming**: all incoming calls.
- **Outgoing**: all calls made by you.
- **My Callback Requests**: outgoing calls which were not picked up by the called subscriber, and for which you have left a callback request.

Information on the calls

Further information about the calls is shown in the call journal:

ℹ️ Depending on the size of the window, a category may be hidden. This is indicated by the ⓘ icon. Change the window size to display it.

Label	Explanation
Name	Name of the caller
Phone number	Phone number of the caller
Date/Time	Time of the call
Connected to	Here you can see who answered the call for you.
Call for	Here you can see which number the caller originally dialed, i.e. if the call was forwarded or not.
Status	An icon next to a call indicates for example whether it has been accepted or forwarded.
Duration	The duration of the call is specified here.

Label	Explanation
Action	Options to react to the call: • 📞 You can call the caller back. • ✉️ You can send an e-mail to the caller. • 🕐 You can send call information to DATEV.

Status of the Calls

You can see the status of all incoming calls in the call journal.

Icon	Explanation
↙	Incoming call (answered)
↗	Outgoing call
↦	Incoming call (forwarded to Voice Box)
↘	Missed call
↠	Incoming call (forwarded)
📞↗	The caller has left a Callback Request.

To start a call from the call journal

1 Click on 🕐 in the menu bar.
   ✓ The Call journal appears.

2 If necessary, select a tab (All, Missed, Incoming, Outgoing or My Callback Requests).

3 Move the mouse pointer over the desired entry and click 📞 under Action.

or

3 Double-click on the desired entry.
  ✓ The call is initiated.

To send an e-mail from the call journal

1 Click on ⊙ in the menu bar.
  ✓ The Call journal appears.

2 Move the mouse pointer over the desired entry and click ✉ under Action.
  ✓ The standard app for e-mails is started and a new e-mail is generated that already contains the contact's data (name, number, time of the call).

To answer a callback request

1 Click on ⊙ in the menu bar.
  ✓ The Call journal appears.

2 Click on Missed.
  ✓ The list of your missed calls appears. Callback requests are

  marked with 📞 .

3 Move the mouse pointer over the desired entry and click 📞 under Action.

or

3 Double-click on the desired entry.
  ✓ The call is initiated.

To display your own callback requests

1 Click on ⊙ in the menu bar.
  ✓ The Call journal appears.

2 Click on My Callback Requests.
  ✓ The list of your own callback requests appears.

To delete entries from the Call journal

1 Click on ⊙ in the menu bar.
  ✓ The Call journal appears.

2 Click on 🗑 and confirm with Delete.
  ✓ The entries in the call journal are deleted.

ℹ When deleting entries, the current filter setting is taken into account, i.e. only the entries currently displayed are deleted.

or

1 Click on ⊙ in the menu bar.
  ✓ The Call journal appears.

3 Click on one entry to highlight it. You can select multiple entries by holding down the Ctrl key.

4 Click on 🗑 and confirm with Delete.
  ✓ The selected entries in the call journal are deleted.

See also *8.7 Call journal*, page 79.

3.6   VOICE BOX

If the caller couldn't reach you, he can leave a voice message. If you have received a voice message, this will be indicated on the Voice Box button.

Clicking on **Voice Box** opens the overview of your voice messages and you can listen to them directly in SwyxIt!. You can find your personal voice messages under **Personal**. If you are a member of a group and a voice message is received for this group, a tab with the name of the group appears next to **Personal**. Depending on the size of the window and the number of your groups, you may need to open the drop-down list to select a group.

SwyxIt! enables the transcription of voice messages. With the appropriate licence and configuration, the user can view the text version of received voice messages in their Voice Box or in the voicemail. Existing

transcriptions are indicated with 〰️≡ .

Information on the Voice messages

Further information about the calls is shown your Voice messages overview:

Status	Explanation
Name/Number	Name/phone number of the caller
Date/Time	Time of the call
Duration	The duration of the voice message left is specified here.
Action	Options to react to the voice message: • 📞 You can call the caller back. • 〰️≡ You can display the transcription of the voice message. • ▶ You can listen to the voice message.

To play a voice message

1 Click on 📼 in the menu bar.
   ✓ The overview of your voice messages appears.

2 If necessary, select the tab with the name of the group in which you want to play the message.
   ✓ The overview of your voice messages appears. The voice messages that have not been played yet are highlighted in bold.

3 In the line of the message you want to play, click on ▶ .
   ✓ The message will be played and will no longer be highlighted in bold.

To delete a voice message

1 Click on 📼 in the menu bar.

2 If necessary, select the tab with the name of the group in which you want to delete the message.
   ✓ The overview of your voice messages appears.

3 Click on 🗑 to delete all displayed voice messages.
   ✓ The displayed voice messages are deleted.

or

1 Click on 📼 in the menu bar.

2 If necessary, select the tab with the name of the group in which you want to delete the message.
   ✓ The overview of your voice messages appears.

3 Click on one entry to highlight it. You can select multiple entries by holding down the Ctrl key.

4 Click on 🗑 and confirm with **Delete**.
   ✓ The selected voice messages are deleted.

To start a call from the Voice Box

1 Click on 📼 in the menu bar.

2 If necessary, select the tab with the name of the group.
   ✓ The overview of your voice messages appears.

3 Move the mouse pointer over the desired entry and click on ☎ .

or

3 Double-click on the desired entry.
   ✓ The call is initiated.

To display the transcription of a voice message

1 Click on ⚏ in the menu bar.

2 If necessary, select the tab with the name of the group in which you want to play the message.
   ✓ The overview of your voice messages appears.

3 Move the mouse over the desired voice message and click on 〰 .
   ✓ The transcription of the voice message is displayed.

Show utilization

You can display the current utilization of your Voice Box. The color of the utilization icon indicates the current utilization level:

Icon	Utilization
◕	0%-79%
◕	80%-94%
◕	95%-100%

ⓘ The Voice Box utilization is only displayed for your own Voice Box. If this has reached the maximum utilization, you may have to release storage space manually, depending on the settings. You can recognize by the icon !⚏ that the voice box limit has been reached.

ⓘ In the group Voice Box, the memory is automatically released at maximum utilization.

For more information, see *7 Voice Box and Remote Inquiry*, page 62 and *10.2.11 Voice Box*, page 121.

To view the utilization of your Voice Box

1 Click on ⚏ in the menu bar.
   ✓ The overview of your voice messages appears.

2 Click on ◕ .
   ✓ A pop-up window will appear with the information about your available and used memory.

3.7   CALL RECORDINGS

With the appropriate authorizations, you can record calls in SwyxIt!. You can play your recordings directly with SwyxIt!.

You have the following options on the **Call recordings** tab:

- display and listen to the recordings
- dial the conversation partner

Information on the Call recordings

Further information about the calls is shown:

Status	Explanation
Name/Number	Name/phone number of the caller
Date/Time	Time of the call
Call duration	The duration of the call recording is specified here.

To record a call

You are having a phone conversation.

1 Click ⋮ on the line display.

2 In the pop-up window, click on **Start recording** ⦿ .
 ✓ Your conversation partner will hear a sound signal and the conversation is recorded.
 To record only individual parts of the conversation, switch the recording function on or off repeatedly during the call.

To listen to your Call recordings

1 Click on ⦿ in the menu bar.
 ✓ The overview of your Call recordings appears.

2 Move the mouse pointer over the desired call recording and click on
 ▶ .
 ✓ The Call recording is played.

To delete a Call recording

1 Click on ⦿ in the menu bar.
 ✓ The overview of your Call recordings appears.

2 Click on 🗑 to delete all displayed Call recordings.
or

1 Click on ⦿ in the menu bar.
 ✓ The overview of your Call recordings appears.

3 Click on one entry to highlight it. You can select multiple entries by holding down the Ctrl key.

4 Click on 🗑 and confirm with **Delete**.
 ✓ The selected Call recordings are deleted.

For more information, see *8.12 Conversation recording*, page 93.

To start a call from the Call Recordings

1 Click on ⦿ in the menu bar.
 ✓ The overview of your Call recordings appears.

2 Move the mouse pointer over the desired entry and click on ☎ .

or

2 Double-click on the desired entry.
 ✓ The call is initiated.

3.8   VISUALCONTACTS

Swyx VisualContacts offers you the chance to access contact data such as names, addresses, numbers, images and customer-specific information, efficiently and individually.

The Swyx VisualContacts functions are displayed under the following prerequisites:

● The Swyx VisualContacts plugin is installed
● You have a valid Swyx VisualContacts license

In the settings you can define for which types of calls the automatic search should be started. For a type of call for which the automatic search has been set, the entries found for the corresponding caller are automatically displayed.

Automatic search can be set for the following call types:

● Incoming calls
● Outgoing calls
● External calls
● Internal calls

For more information, see *13 VisualContacts and DATEV*, page 143.

To search for contacts

1 Click on ▢ in the menu bar.

2 In the field Search enter the search term or a phone number.
   ✓ The search starts automatically and the results are displayed in a list.

3 Click on ⌄ to the right of the desired entry to access all the information stored in this contact (name, addresses, phone numbers, pictures, customer-specific information, etc.).

To open a connected contact database

1 Click on ▢ in the menu bar.

2 In the field Search enter the search term or a phone number.
   ✓ The search starts automatically and the results are displayed in a list.

3 Move the mouse pointer over the line of the corresponding contact and click ↗ under Action.
   ✓ You will be redirected to the corresponding application and can use it as usual.

See also *13 VisualContacts and DATEV*, page 143.

3.9   MESSENGER

SwyxIt! provides you with a extensive instant messaging function. The use of this messenger must be activated by your administrator during installation.

To open Swyx Messenger

1 Click on 🗨 in the menu bar.
   ✓ Swyx Messenger opens and you can use the instant messaging function.

For more information, see *9 Swyx Messenger*, page 104.

3.10   CALL CONTROL WINDOW
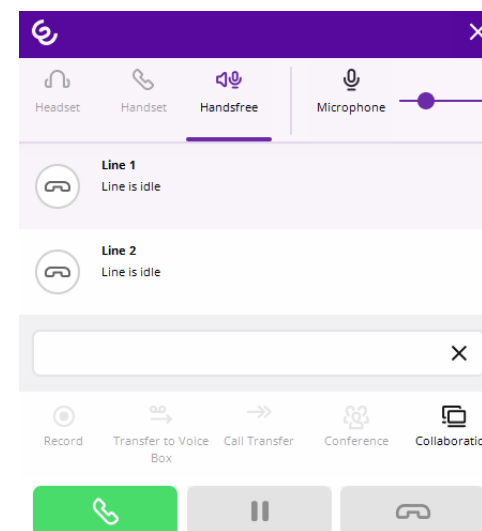
During a call, you can open the external call control window where you can manage the call and use various functions of SwyxIt!.

You can also call up the call control window outside of an active call. Click on the title bar to open menus for controlling and configuring SwyxIt!.

To call the Call Control Window

1 During a call, click on ⋮ on the line display.

2 In the pop-up window, click on 🗗 .
   ✓ The Call Control Window opens and you can use more functions.

or

1 Double-click in the tray (taskbar) on 🕾 or 📞 (only during an call).
   ✓ The Call Control Window opens.

3.10.1 GENERAL CONTEXT MENU
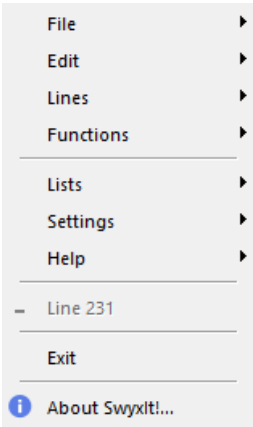
In addition to the general context menu, there are also specific context menus relating to the individual elements, e.g. to the Speed dials or lines. Information on the specific context menus can be found in the relevant element sections.

To open the general context menu

1 Double-click in the tray (taskbar) on 🕾 .
   ✓ The Call Control Window opens.

2 Click with the right mouse button next to the Enreach logo.
   ✓ The general context menu opens.

The File Menu

The Edit Menu

The Lines Menu

The Functions Menu

Menu lists

The Settings Menu

Menu View

The Help Menu

3.10.2 THE FILE MENU

The **File** menu contains the following information

Menu Command	Explanation
Logging on	Logging on to SwyxServer. The user name and password you entered when you started Windows is used again when you log in (Windows authentication). However, you can also log in with SwyxWare user data. You can place a call after logging in. If you work with several SwyxWare user accounts during the Windows authentication, you can choose the relevant account when logging on. See *2 Logon and Logoff*, page 15.

Menu Command	Explanation
Log off	Logging off from SwyxServer. The connection to the server is terminated, SwyxIt! is deactivated. This prevents non-authorized use. You can no longer make a call after logging off.
Change user...	With this menu option you can change the user account with which you are logged in. If you work in Windows authentication with several SwyxWare user accounts, you can choose a different account when logging on. If you log in with SwyxWare user data, you can also place calls at another workstation via your SwyxWare account independently of the Windows logon. See also *2.7 Switch user*, page 19.
Changing your password	If you don't use your Windows log-on for logging on to SwyxServer, you can change your password here for logging on to the server (*2.5 Changing your password*, page 17). This option is only available when you are logged in with SwyxWare user data.
Speed Dial / Shortcut buttons	**Import...** The external loading of Speed dials/ Shortcuts, which have already been defined. Assigned buttons will be overwritten. **Exporting...** The external storage of those Speed Dial / Shortcut assignments which you have created.
Personal Phone-book	**Import...** Importing a comma-separated file (CSV) with phonebook entries. The import file is checked for faulty entries, and you have the chance to make corrections. You can also specify whether previously existing entries should be overwritten or preserved. **Exporting...** External storage of all or certain entries in the phonebook as a comma-separated file (.csv).
Minimize	Minimizing SwyxIt!. Depending on the settings in the user settings, SwyxIt! will be found in the taskbar or only as an icon in the tray.
Exit	Terminate SwyxIt!.

3.10.3 THE EDIT MENU

This menu contains the standard functions Copy, Paste and Remove.
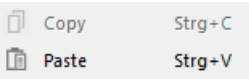
Menu Command	Explanation
Copy	Copies the highlighted Text/Element onto the Clipboard.
Insert	Inserts the Text/Element from the Clipboard.
Delete	Removes the highlighted Text/Element.

3.10.4 THE LINES MENU

The commands in this menu are used for switching between your Lines.
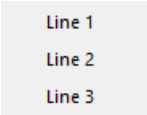
To switch to a different line, click on the line you want.

3.10.5 THE FUNCTIONS MENU

This menu includes all of the functions you can call from the standard user interface or by clicking the buttons.

Video	
Pick up Call	Strg+G
Hook off	Strg+Eingabe
Speed Dial	▶
Redial	▶
Automatic Redial...	
Cancel Automatic Redial	
Hold	Strg+H
Call Swap	Strg+I
Call Transfer	Strg+T
Transfer to	▶
Transfer to Number / URI...	Strg+F
Transfer to Voice Box	
Conference (All Lines)	Strg+J
Start / Add to Conference	▶
Request Callback	Strg+B
Pick up Callback	
Reject Callback	
Create Journal Entry...	
Show Contact...	
Send Fax...	
Open Swyx Messenger...	
Conversation Recording	
Voice Box Remote Inquiry	

Menu Command	Explanation
Video	Starts video data transmission during an active call. Your call partner can subsequently see your video image.

Menu Command	Explanation
Activate Call	Picks up an incoming call for another subscriber (Call Signaling). If call signaling has been configured between you and the subscriber, whose number is being called, his calls will be shown in the display, in the information balloon and on his Speed Dial (if there is one), the Pick Up button will blink and, after 10 seconds, an incoming call tone will be produced. You can immediately pick up the call by clicking on this menu command or on the Speed Dial.
Hook Off/Disconnect Call	Hook Off/Disconnect Call.
Speed dials	Abbreviated dialing, i.e. dialing a subscriber whose number/name you have assigned to a speed dial. Click on the arrow to list your speed dials. Click on the name you want in order to call this subscriber. Click on "Add/Change..." to reassign a Speed dial or to change an existing Speed dial(*8.9 Speed Dial and Status Signaling*, page 83).
Redial	Dials a number you have already used. Depending on the configuration, the number will be redialed immediately or after selecting it from a list and clicking on the Line button.
Automatic Redial...	A number is redialed. You can enter a destination number and the interval between redials. The target number is dialed automatically until the line called is no longer busy or until you cancel the automatic redial.
Cancel autom. Redial	Cancels an Automatic Redial.
Hold	Puts the active call on hold. The subscriber will hear music on hold. Click once again on this menu command to re-activate a connection on hold.

Menu Command	Explanation
Call Swap	Switches to the next line. The active connection is put on hold and you are switched to the next line. This could be either a free line or another connection, previously on hold, which now becomes active. When you switch to a free line, you will hear the idle tone and you can then place your call. Keep clicking on the menu command until you have selected the line you want (*4.6 Switching between several subscribers*, page 44).
Transfer / Call Transfer	Connects two subscribers to one another. The active call is transferred to the call on hold. Both of your lines will become inactive.
Transfer to	Transfers the currently active line to one of the lines on hold. This option is only available if at least one line is on hold.
Transfer to Number/URI...	You can enter a new number and the call will then be transferred to this number.
Transfer to Voice Box	The caller is routed directly to the individual Voice Box.
Conference (All Lines)	If you have at least two connections, you can join all of your lines into a Conference.
Start / Add to Conference	If you have at least two connections, you can select here the line with which the Conference should be started. If you have already started a Conference, you can select the lines to be added to the Conference here.
Request callback	Make a callback request, only possible for subscribers in your company (*8.14 Callback request*, page 96). ● The line of the subscriber called is busy: The number dialed is stored in your own Callback Request list. As soon as the line is free, an acoustic signal can be heard, and an information balloon appears, which offers the placement of a new call. ● The subscriber called does not pick up the telephone: Your number will be added to this person's caller list. "Callback Requested" will be noted in your Callback List.

Menu Command	Explanation
Pick up Callback	Confirm Callback on busy You have left a callback request and the person called has ended his phone call. It is now possible to attempt to place the call. If you confirm the callback, a connection will be initiated.
Reject Callback	Reject Callback on busy You have left a callback request and the person called has ended his phone call. If you reject the callback, you will no longer be offered the option of making the connection. The entry in the "My Callback Requests" list will stay.
Create journal entry	You can create a journal entry in Outlook for the current call.
Show Contact	You can show an Outlook Contact or create a new one for the current call.
Send Fax...	With this option, SwyxFax Client is started and the dialog for sending a Quickfax is opened. See also help.enreach.com/cpe/latest.version/FaxClient/Swyx/en-US/index.html#context/help/send_fax_$.
Conversation recording	Records a conversation. The current conversation will be recorded. The short tone signals to the conversation partner that recording has been initiated. The administrator must have granted the right to record conversations. You can export the recordings later.
Voice Box Remote Inquiry	You will then be connected to your Voice Box. You can listen to your voice messages.
Collaboration	This enables your conversation partner to display the contents of your screen (*8.11 Collaboration by mouse click*, page 92).
Shortcuts	Those shortcuts which have been linked to frequently used programs will be shown. Click on "Add/Change..." to reassign a shortcut or to change an existing shortcut.

3.10.6 MENU LISTS

This menu contains lists and recordings, which are created during the use of SwyxIt! .

```
Call Journal...          Strg+L
Caller List...
Redial List...           Strg+R
Missed Calls...
My Callback Requests...
Recorded Conversations...
Launch E-mail Client...
Voice Box Remote Inquiry
Voice Messages...
Phonebook...             Strg+P
```

Menu Command	Explanation
Launch E-mail client...	The e-mail application configured under "Settings | SwyxIt! Local Settings..." is started, see *10.3 Local Settings*, page 123. You can edit your emails or voice messages.
Phonebook...	Opens the Phonebook

3.10.7 THE SETTINGS MENU

This menu is used to customize the SwyxIt! settings and behavior.

```
Disable Secondary Call
Hide Number / URI

Mute Microphone
Adjust Volume...
Open Listening
Audio Mode               ▶

Rich Presence            ▶

Configure Call Forwardings...
Call Routing Manager...
Recording Wizard...

CTI...

User Profile...
Local Settings...
```

Menu Command	Explanation
Disabling Secondary Call	This function is used to avoid the signaling of other calls during a phone conversation. See also *8.4 Disabling Secondary Call*, page 78.
Hide Number/URI	If Hide Number is activated, your external conversation partner will not receive your number on his display. See also *8.5 Hiding your number*, page 78.
Muting Microphone	You can switch the microphone on or off during a call. See also *8.2.2 Muting Microphone*, page 75.
Adjust Volume...	A slider for adjusting the volume will appear. See also *8.2.1 Adjusting Volume*, page 74.
Open listening	The conversation is amplified. Other people can then listen in to the call. See also *"Open listening" Option*, page 76.
Audio mode	The audio mode functions are called up via this menu item.

Menu Command	Explanation
Extended Status Information	Configure your status here. You can choose from "Available", "Away", "Do Not Disturb" and "Logged off". You can also enter an individual text giving further details about your status. It is also possible to store a picture of your own here.
Configure Call Forwarding...	Configure Call Forwarding Unconditional, Call Forwarding No Reply, Call Forwarding Busy and Parallel Calls here. See also *6 Forwarding*, page 56.
Call Routing Manager...	Use the Call Routing Manager to configure more extensive call handling. See also help.enreach.com/cpe/latest.version/CRM/Swyx/en-US/index.html#context/help/CRM_start_$.
Recording Wizard...	The Recording Wizard will help you to record announcements, e.g. your personal announcement for Voice Box. See also *7.3 The Recording Wizard*, page 65.
CTI...	Via CTI, you can control one of your phones, either a SwyxIt! or an external phone, via its telephone number. See also *14 Phone Control via PC with SwyxCTI and SwyxCTI+*, page 149.
User Profile...	Here you will find all other settings, which can be assigned to a user. See also *10.2 User Profile*, page 110.
Local Settings...	Here you will find all other settings which can be made for this installation of SwyxIt!. See also *10.3 Local Settings*, page 123.

3.10.8 MENU VIEW

SwyxIt!
SwyxIt! Classic

You can use this menu to switch between SwyxIt! and SwyxIt! Classic.

Menu Command	Explanation
SwyxIt!	The grayed-out entry indicates that you are using SwyxIt!.

Menu Command	Explanation
SwyxIt! Classic	Switches zu SwyxIt! Classic. SwyxIt! is restarted and logged on to the server again.. In SwyxIt! Classic you can switch back to the current SwyxIt! via the View menu.

3.10.9 THE HELP MENU

This menu contains the following information on SwyxIt!:
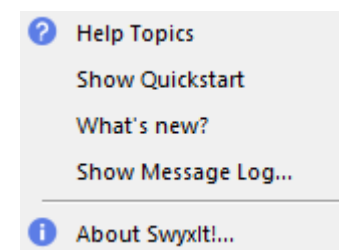
Menu Command	Explanation
Help topics...	Open the Online Help.
Show Quickstart	Displays the Quickstart document, which contains basic functional descriptions to assist you in your initial use of the SwyxIt! functions.
Swyx Help Center	Opens the Swyx Help Center, where you can find technical information about the products.
Swyx Community /Swyx Forum	Opens the Swyx Community, where you can exchange information with other community members.
What is new?	Opens the Online Help - the chapter with the new features of the current version is displayed directly.
Message log...	Displays messages, such as logging on or logging off. See also *2.8 Show Message Log*, page 19.
About SwyxIt!...	Shows version and copyright information.

4 TELEPHONING WITH SWYXIT! - FIRST STEPS

Here you will find a description of the basic SwyxIt! phone functions.

Starting SwyxIt!

Calling a Subscriber

Answering a call

Ending a call

Starting an inquiry call

Switching between several subscribers

Connecting two subscribers to one another

Transfering a call without Inquiry

Directly forwarding a call

> **ⓘ** All telephony functions that you call from the SwyxIt! user interface (e.g. clicking on a handset button or line button) use the default audio mode, see *Default Audio Mode*, page 77.

4.1 STARTING SWYXIT!

If SwyxIt! was not automatically called together with the start of your PC, then you can start SwyxIt! as follows.

To start SwyxIt!

1 You have several options:
- Double-click on the SwyxIt! symbol on the desktop or
- click on **Start | Program |** SwyxWare **|** SwyxIt! in the taskbar.
- ✓ SwyxIt! is launched and you are logged on to SwyxServer.
See also *2 Logon and Logoff*, page 15.

After the logon process the SwyxIt! user interface will appear.

4.2 CALLING A SUBSCRIBER

There are several options for initiating a dialing procedure:
- You can enter the number and start dialing (as with a mobile phone).
- You can pick up the receiver first and then dial the number (as with a traditional phone).
- You can use hands free phone. For this, you need a handset supporting this feature.

> **ⓘ** The administrator has the option of configuring rights for outgoing calls of groups or users. I.e. certain phone numbers (e.g. for local, long distance or international calls) are blocked for the indicated user or group. If a blocked number is dialed, an error message will appear. Please contact your administrator for further information.

To call a subscriber

1 Click on in the menu bar.
- ✓ The Speed dials are displayed.
2 Click on the desired Speed dial.
- ✓ The call is initiated.

or

1 Enter the number in the input field (using the keyboard).
You can also enter a SIP-URI or a symbolic name, for example the user name.
- ✓ The entered numbers appear in the input field. The backspace key can be used to correct your entry or to add other numbers as long as the handset is not on hook.
2 To initiate the dialing procedure,
- press Enter on your keyboard or

- click on .

To call a subscriber (classical telephoning with a SwyxIt! Handset)

1 Lift the SwyxIt! Handset.
  ✓ You will hear the idle tone or the internal dial tone.

2 Enter the number in the input field (using the keyboard).
  ✓ The numbers you have entered will appear in the input field.

3 Press the Enter key or click on 📞 .
  ✓ The call is initiated.

4.3   ANSWERING A CALL

If you receive a call, a call is forwarded to you or if a call is received for a group of which you are a member,

- a call symbol with a New Call information balloon will appear in the taskbar, which contains the number and the name of the caller,
- the number or the name of the caller will appear on the line,
- a ringing sound will be produced
- an animated graphic will appear on the line receiving the call.

If the number of the caller is known, SwyxWare will attempt to associate the number. This means that if a name is listed in the Global or Personal Phonebook, in the Contacts or if a Speed Dial has been assigned to this number, the name will appear. If not, only the number will be displayed (see *12.3 Name Resolution From Outlook Contacts*, page 142).

If "XXX" appears, the caller's number has not been transmitted, e.g. when the caller has suppressed his number.

To accept a call

1 To pick up the call,

- click on 📞 in the notification pop-up.

  or

- click on the line button with the incoming call.

  or

- click on the call notification in the taskbar.

  or

- simply lift the SwyxIt! Handset.
  ✓ The speakers and the microphone are cleared or the SwyxIt! Handset or the SwyxIt! Headset is activated so that you can speak with the caller.

> If, when a call comes in, the screen saver is activated or if SwyxIt! is minimized in the taskbar, you can take the call by simply picking up the handset. When you do this, SwyxIt! will usually be put in the foreground, depending on the operating system. If this does not happen automatically, you can activate SwyxIt! with the mouse.

4.4   ENDING A CALL

You have been speaking to a caller and now you would like to end the call.

To end a call

1 To disconnect the call,

- Simply put the SwyxIt! Handset on hook.

  or

- click 📞 on the line key (this will end the call; the line will retain the state of "Off Hook")

  or

- right-click on the line key and then click on Hook on in the pop-up window that appears.

> If you end a call and a second call on hold is still active, a warning sound is played after 5 seconds. Pick up the handset once again in order to directly connect to the caller on hold.

ⓘ If the Enable Transfer on 'Hook on'" option is enabled in SwyxIt!, both call partners are connected with each other if you hang up your receiver. If more than one call is on hold, however, your call partners are not connected when you hang up. Instead, all calls are placed on hold and a warning sound is played after 5 seconds. By picking up your receiver, you are directly connected to the last active call.
See also *10.2.1 General*, page 110.

4.5   STARTING AN INQUIRY CALL

You are having a phone conversation and you would like to call another subscriber (Inquiry Call). Then you would like to alternately speak to both subscribers (Call Swap).

Example:

You are speaking to a customer (subscriberA) and you would like to ask someone in the warehouse (subscriberB), whether a certain article is on stock.

You begin a second call at the same time with subscriberB. Then you can alternately speak with subscriberA and subscriberB.

While you are speaking with one subscriber (the corresponding Line button is activated), the other subscriber will hear music on hold.

If you end the call with one of the subscribers (using the handset button), the corresponding line will be free again. You can then switch to the line on hold.

If you were the initiator of the call on the active line and you place the handset on hook, the callers will be connected to each other.

To call an additional subscriber

1 Activate a free Line button during an active connection.
You will hear the dial tone and you can now call a second subscriber.

2 Enter the number (manually or via your Speed Dial or the Phonebook) and wait until the connection is made.

While you do this, the first call will be placed on hold and your conversation partner will hear music on hold. The state of the line on hold is shown appropriately by the animation. () See also *5.2.1 Line State*, page 53.

4.6   SWITCHING BETWEEN SEVERAL SUBSCRIBERS

You are having conversations with several subscribers at the same time. The active connection is the connection to the person you are currently talking to. All other subscribers, who are listening to music on hold while they wait, are connections on hold.

Example:

Several calls are received at the operator desk and you would like to forward these calls to various colleagues, who, however, cannot be reached immediately. You can put the callers on hold, so that these callers will hear music on hold. You can switch to these connections on hold at any time in order to inform the callers on the progress of your efforts to connect them to the correct colleagues.

To swap between an active call and a call on hold

Requirement: You have one active line and at least one other line on hold.

1 To switch between calls, click on the corresponding Line Button.
or

1 In the Functions menu, choose the option Call Swap.

2 Repeatedly selecting the Call Swap function will successively activate all of the available lines.

ⓘ You can have as many calls simultaneously as you have lines. This means, however, that you have several calls on hold and one active line at the most.

4.7 CONNECTING TWO SUBSCRIBERS TO ONE ANOTHER

You are connected with two subscribers simultaneously. While you are talking to one of the subscribers, the other is on hold. This subscriber will hear music on hold. You can now connect these two subscribers to each other.

Example:

You are talking to SubscriberA on Line1. Line1 has a connection on hold with SubscriberB. You connect SubscriberA with SubscriberB. You are talking to SubscriberA on Line2. Line2 has a connection on hold with SubscriberB. You connect SubscriberA with SubscriberB. Then both of your lines are free again (inactive).

See also *5.1.5 Call Transfer*, page 49.

To connect two subscribers

You are having a telephone conversation with a subscriber. You want to connect this subscriber with a further subscriber, whom you have put on "Hold" on another line.

1 Use Drag & Drop to move the active line to the line on hold.
  ✓ The subscribers are now connected to one another. Both lines become idle.

Or

1 Click on the Transfer button ⇒ .

2 Click on the displayed line key in the pop-up window.
  ✓ The subscribers are now connected to one another. Both lines become idle.
  See also *5.1.5 Call Transfer*, page 49.

⚠️ When you directly connect subscribers, you may still charged, even though you are no longer involved in their telephone call. These will only occur on your side if you set up one or both of the connections. If, for example, SubscriberA called you and you called SubscriberB to inquire about something, you will only be charged for the connection to SubscriberB. No costs will be charged if you are called by both SubscriberA and SubscriberB. However, if you have called both subscribers, you will be charged for both connections.

4.8 TRANSFERING A CALL WITHOUT INQUIRY

Your SwyxIt! can be used to accept incoming calls and then to transfer these calls to another subscriber, without waiting for the new subscriber to answer. This means you can connect two subscribers even though there is not yet an active connection to one of the subscribers.

To transfer a call without inquiry

You are currently speaking (e.g. with Subscriber A) and the line is active.

1 Drag & drop the line key onto a speed dial or a list entry (Phonebook, Call Journal, Voice Box or Call Recordings...).
  ✓ The call is immediately forwarded to the relevant contact.

If the call is not picked up within 20 seconds or if the call is forwarded to Voice Box, the connection attempt will be terminated and the caller will once again be put On hold and will hear the normal music on hold.

You can pick up the call again by clicking on ▶ or on the line key.

Or

1 Click ⇒ on the line button.

2 Click on the line displayed in the pop-up window.
  ✓ The call is forwarded to the subscriber on the selected line.

Or

1 Click →» on the line button.

2 Enter the desired phone number in the input field in the pop-up window using the keypad.

3 Click again on →» or press the enter key.

   ✓ The call will be forwarded.

Or

1 Click →» on the line button.

2 Enter a SIP URI or a name in the input field in the pop-up window.

3 Select the desired contact from the list displayed to transfer the call.

   ✓ The call will be forwarded.

> ⚠ In case the caller to whom the call should be transferred is not available, please remember that the call may be forwarded with some delay (after more than 20 seconds). If the call is forwarded to Voice Box, the call transfer will automatically be interrupted, the caller is once again put on "Hold" and will hear the normal music on hold.

> ℹ If a call that is not picked up is returned to you, it is again on hold. Information about the call is displayed in Quickinfo (ToolTip) for the Line button.

4.9 DIRECTLY FORWARDING A CALL

When you are receiving a call you can transfer this call to another subscriber or to your Voice Box without accepting it. You can use the Drag & Drop function or the functions of the context menu of the line key in the call control window.

To transfer a call without accepting

You are receiving a call.

1 Drag & drop the line key of the incoming call onto a speed dial or a list entry (Phonebook, Call Journal, Voice Box or Call Recordings...).

   ✓ The call is immediately forwarded to the relevant contact.

Or

1 Click on ↗ in the notification pop-up.

   ✓ The call is immediately forwarded to the Voice Box.

Or

1 Click on →» in the notification pop-up.

2 Click on the line displayed in the pop-up window.

   ✓ The call is forwarded to the subscriber on the selected line.

Or

1 Click on →» in the notification pop-up.

2 Enter the desired phone number in the input field in the pop-up window using the keypad.

You can also enter a SIP URI or a name and select the desired contact from the list displayed.

3 Click again on →» or press the enter key.

   ✓ The call is immediately forwarded to the relevant contact.

5   LINES

This chapter describes the functions of the lines.

On the user interface and the call control window, the lines are represented by line keys. These offer a variety of functions and serve as information display as well.

With just a click of the mouse, you can easily

- select the line you want to speak on, or
- switch between lines, or
- "join" lines in order to connect two subscribers, for example.

In this chapter you will find a detailed description

1 of basic telephony functions:

- Calling (*5.1.1 Calling*, page 47)
- Transfer a call (*5.1.2 Accepting or rejecting a call*, page 48)
- hold a call (see *5.1.3 Hold*, page 48)
- switch between two lines (*5.1.4 Switch between Lines*, page 49)
- Transferring calls (*5.1.5 Call Transfer*, page 49)
- Transferring callis without inquiry (*5.1.6 Connect without Inquiry (Blind Call Transfer)*, page 50)
- Disable lines (*5.1.7 Disabling Lines (Wrap-up Time)*, page 50)
- Use of a specific line for outgoing calls (see *5.1.8 Use of a specific line*, page 51)

2. of special line functions:

- Lines and line buttons (*5.2.1 Line State*, page 53)
- configuration options for line buttons (associated numbers, number and name of the lines) (*5.2.2 Configuring a Line Button*, page 54)

Telephony Functions

Functions of the Line Button

5.1   TELEPHONY FUNCTIONS

In this section you will find a detailed description of basic telephony functions:

- Calling
- Transfer a call
- hold call
- switch between two lines
- Disable lines
- Use of a specific line for outgoing calls

> ℹ️ All telephony functions that you call from the SwyxIt! user interface (e.g. clicking on a handset button or line button) use the default audio mode, see *Default Audio Mode*, page 77.

Calling

Accepting or rejecting a call

Hold

Switch between Lines

Call Transfer

Disabling Lines (Wrap-up Time)

Use of a specific line

Line State

Configuring a Line Button

5.1.1   CALLING

With SwyxIt!, you can start a call very simply after logging on to Swyx-Server.

To call a subscriber

1 Click on a speed dial.
   ✓ The call is initiated.

or

1   Enter the desired number in the input field using the keyboard.
You can also enter a SIP URI or a name and select the desired contact from the list displayed.
The backspace key can be used to correct your entry or to add other numbers as long as the call is not initiated.

2   To initiate the dialling process, press the Enter key on your keyboard

or click on 📞 .

or

1   Move the mouse pointer over a list entry (Phonebook, Call Journal,

Voice Box, Call Recordings...) and click 📞 under **Action** or double-click on the desired entry.
✓ The call is initiated.

5.1.2   ACCEPTING OR REJECTING A CALL

With your SwyxIt!, you can accept a phone call simply by lifting the handset. But you also have the option of rejecting the call. If you have configured delayed forwarding, a rejected call is forwarded to the destination you specified for that.

To accept a telephone call

1   To pick up the call,
● simply lift the SwyxIt! Handset.
or
● double-click on the call symbol in the tray (taskbar)
or

● click on 📞 in the notification pop-up

or

● click on the animated line button.

The speakers and the microphone are cleared or the SwyxIt! Handset or the SwyxIt! Headset is activated so that you can speak with the caller.

See also *4.3 Answering a call*, page 43.

To reject a telephone call

An incoming call is indicated by an animation on a Line Button.

1   Click on 📞 in the notification pop-up.
✓ The call is canceled.
or

1   Click with the right mouse button on the Line button.

2   Click on **Hook On**.
✓ The call is canceled.

ℹ️ If you have configured delayed forwarding, a rejected call is forwarded to the destination you specified for that.

5.1.3   HOLD

You can use the **Hold** function to put the currently active call on hold, for example if you want to make an a consultation call or start a second call. When a call is on hold, the other party hears music on hold and the symbol on the line changes accordingly.

To put a telephone call on hold

You are having a telephone conversation on a line.

1   Click on ⏸️ or on the line button.
✓ The call is put on hold.
or

1 Click on a different line or start a another call (see *To start a call via the Speed Dial* or *To start a call from the phone book*).
- ✓ A further line will be activated and the current call will be put on hold.

To reactivate a held connection, click on (▶) or on the line key.

5.1.4 SWITCH BETWEEN LINES

You can switch between your lines. If you have a call on a line and switch to another line, your call will be held. The subscriber will hear music on hold.

The term "call swap" is also used to describe switching between lines.

To switch between lines (Call Swap)

If you have two or more connections, you can switch between the active connection and the connection(s) on hold.

1 To do so, click on the line you want to switch to.
- ✓ The active connection is now put on hold and the call previously on hold becomes active.

See also *To swap between an active call and a call on hold*, page 44.

5.1.5 CALL TRANSFER

You can connect two subscribers to one another. In doing so, you can connect a currently active call with a call on hold, see *To connect two subscribers*, page 45.

- If you only have one connection on hold, both callers will be directly connected.

After two subscribers have been connected, both of your lines will automatically become inactive.

Call Transfer using Speed Dial

If you have assigned a speed dial to a contact, it is possible to make a connection. Click on the Line button of the active connection and keep

the mouse button pressed. Drag the mouse onto the Speed Dial of the subscriber who you would like to connect to the currently active caller. Release the mouse button and both callers will now be directly connected to one another.

Connect by going on hook

If you have created a second line (active line), e.g. for an inquiry call, you can connect these two lines by putting the handset on hook or by pressing the Speaker button. If you were called on this line, this connection will be terminated if you put the handset on hook or press the Speaker button. The line previously on hold will once again be active. You can configure this action appropriately (see also *10.2.1 General*, page 110).

Telephone costs

When you directly connect subscribers, you may still charged, even though you are no longer involved in their telephone call. These will only occur on your side if you set up one or both of the connections. If, for example, SubscriberA called you and you called SubscriberB to inquire about something, you will only be charged for the connection to SubscriberB. No costs will be charged if you are called by both SubscriberA and SubscriberB. However, if you have called both subscribers, you will be charged for both connections.

To connect two subscribers

You are having a telephone conversation with a subscriber. You want to connect this subscriber with a further subscriber, whom you have put on **Hold** on another line.

1 Click on the Line button of the active connection and keep the mouse button pressed.

2 Drag the mouse onto the Line button of the subscriber who you would like to connect to the subscriber of the active telephone call.

3 Release the mouse button (Drag & Drop).
- ✓ The subscribers are now connected to one another. Both lines become idle.

   or

1 Click ➤➤ on one line button.

2 Click on the line displayed in the pop-up window.
  ✓ The two subscribers are connected to one another and both of your lines become Idle.

5.1.6 CONNECT WITHOUT INQUIRY (BLIND CALL TRANSFER)

You can transfer a call directly, before the connection has been made.

To make a blind call transfer

You receive a call.

1 If you have assigned a Speed Dial to the target subscriber to whom you want to transfer this call, simply drag & drop the line key onto the Speed Dial.

 or

1 Drag & drop the line key of the incoming call onto a list entry (Phonebook, Call Journal, Voice Box or Call Recordings) to transfer this call to the desired contact.

or

1 Click on ➤➤ in the notification pop-up.

  or

1 Right-click on the line key with the incoming call, then click on ➤➤ in the pop-up window.

2 Enter the desired phone number in the input field in the pop-up window using the keypad.
You can also enter a SIP URI or a name and select the desired contact from the list displayed.

3 Click again on ➤➤ or press the enter key.

  ✓ The call is immediately forwarded to the relevant contact.

or

1 Right-click on the line of the incoming call in the call control window.
  ✓ A context menu opens.

2 Select **Transfer to Number/URI...**.

3 Enter the number you would like to transfer the call to.

4 Confirm with **Connect**.
  ✓ The call will be forwarded.

⚠️ If the forwarded call is not answered, there will be no automatic callback to you.

5.1.7 DISABLING LINES (WRAP-UP TIME)

You can specifically block a line for further incoming calls, e.g. in order to have enough time to process a customer inquiry after a call from a customer. Your SwyxIt! is then busy for further incoming calls. If you would always like to have a wrap-up time configured for a line, you must define this when configuring the line.

ℹ️ Incoming calls to a disabled line will be forwarded according to Forwarding if busy.

To disable a line after every call

1 Click on ⚙️ and on **User profile**.

or

1 Press the key combination **Alt + Shift + U**.
  ✓ The **Properties of...** window appears, which contains several tabs with settings.

2 Select the **Lines** tab.
  ✓ The **Properties of...** window will appear.
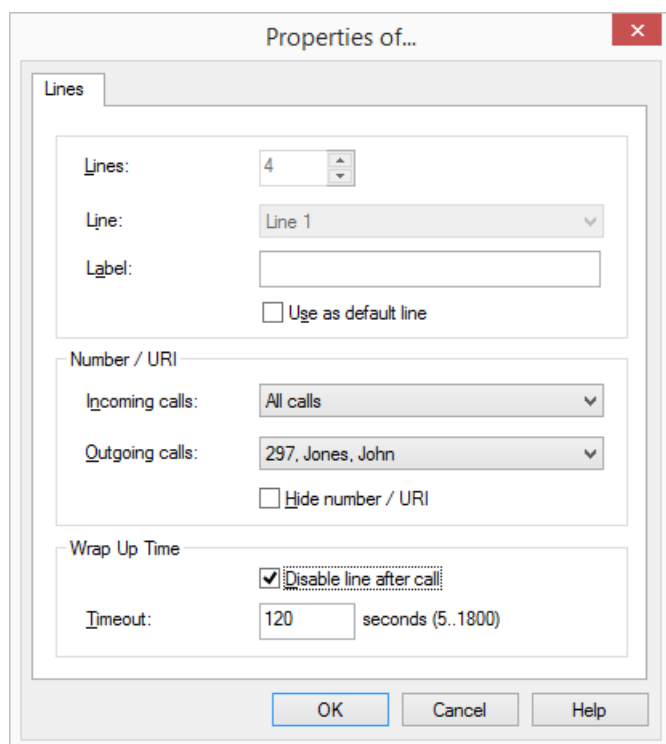
3 Activate the option Disable line after call.

4 Define a time period (5 – 1800 seconds).

5 Confirm your input by clicking on OK.

The line will now be disabled after every call for the time period defined.

> ℹ️ If you start an outgoing call on the disabled line, this line will once again be cleared for incoming calls when you go on hook.

To disable a line

1 Double-click in the tray (taskbar) on 📞.
  ✓ The Call Control Window opens.

2 Right-click on the line that you want to disable.
  ✓ A context menu will open.

3 Select the option Disable Line.
  ✓ You cannot start a call on the line.

To enable a disabled line

1 During a call, click on ⋮ on the line display, then on ⬀ in the pop-up window.
  Or

1 Double-click in the tray (taskbar) on 📞.
  ✓ The Call Control Window opens.

2 Right-click on the disabled line.
  ✓ A context menu will open.

3 Select the option Enable Line.
  ✓ You can start a call on the line as usual.

5.1.8   USE OF A SPECIFIC LINE

You can specify which line should be used for outgoing calls. For example, if you have two different numbers (e.g. your internal number and a group number) and signal these over different lines, then by selection of a line you can decide the number to be signaled for each call.

In doing so you can:

- select a line for the next call only (*5.1.8.1 Selecting a specific line for one call*, page 51).
- define a standard line, over which all outgoing calls should be made unless you have explicitly selected another line. See also *5.1.8.2 Defining a Default Line for Outgoing Calls*, page 52.

5.1.8.1   SELECTING A SPECIFIC LINE FOR ONE CALL

If you start a call and have not defined a standard line, the call is always started on the next free line. However, if you have assigned a specific number (e.g. a group number) to a line, you can choose a specific line

for the next call and thereby signal a specific number to the destination subscriber. For information about assigning a number to a line button, see *5.2.2 Configuring a Line Button*, page 54.

To call a subscriber using a specific line

1 Click on the line you would like to use to place a call.
  ✓ The line is activated (marked in purple).
2 Enter the number or the name in the input field using the keyboard,

  and click on 📞 .
  ✓ The call is initiated.

5.1.8.2 DEFINING A DEFAULT LINE FOR OUTGOING CALLS

You can define a standard line. This will be used for all outgoing calls unless you select explicitly another line for a call. This is helpful especially when your SwyxIt! is coupled with another application, such as a customer database system (TAPI or ClientSDK).

To define a standard line

1 Double-click in the tray (taskbar) on ☎ .
  ✓ The Call Control Window opens.
1 Click with the right mouse button on the Line button which should be used as default for all outgoing calls.
2 In the context menu (right mouse button), choose the option **Use as Default Line**.
  ✓ The option **Use as Default Line** is now shown with a check mark in the context menu.

To remove the definition of a standard line, repeat this process. The check mark in front of the option **Use as Default Line** will disappear. If you want to use a different line as the standard line, simply define this as a standard line. The option **Use as Default Line** will then be removed automatically from the previous standard line.

You can also define the standard line via the configuration of the Line button. See also *5.2.2 Configuring a Line Button*, page 54.

Behavior of the standard line in conjunction with other functions

Call Swap

If you have a call on a line which is not the standard line, the standard line will be activated in the call swap.

"Callback on busy"

The "Callback on busy" function always uses the same line as for the original call, even when a different line is defined as default.

CTI

If you have defined a standard line, this also affects a SwyxPhone controlled by CTI.

5.2 FUNCTIONS OF THE LINE BUTTON

The Line buttons represent the available lines. You can assign a number to every line to be used for incoming and outgoing calls. Furthermore, you can define a time period for each line in which this line is blocked for further incoming calls (*5.1.7 Disabling Lines (Wrap-up Time)*, page 50).

  Example:

  If you assign the number "100" to line 1, the number "100" will be transmitted when outgoing calls are made on this line, i.e. the person being called will see the number "100" on his telephone display. If you are being called on "100", then you will receive the call on Line 1.

To define a standard line

To disable a line after every call

To disable a line

To define the properties of a Line button

5.2.1 LINE STATE

A line can have different states. You can call certain functions depending on the state. Each state is indicated on the default user interface by an animated graphic.

Line State	Animated Graphic	Explanation
Idle		No active Call.
Handset is off the Hook, Internal Dial Tone		You hear the idle tone or the internal dial tone and you can now begin dialing the number.
Handset is off the Hook, Dial tone is interrupted		If you have received a new Voice message, you will hear an stuttered dial tone. You can still begin dialing.
Handset is off the Hook, External idle tone		You have already dialed the public line access and you now hear the external idle tone. You can begin dialing the public number.
Dial, No Dial Tone		You are in the process of dialing. You have already entered several digits of the number and, therefore, you no longer hear the dial tone.
Incoming call		You are being called. The call on this line is signaled by ringing.

Line State	Animated Graphic	Explanation
Outgoing call (Ringing)		You call a subscriber. The telephone rings there.
Outgoing call (Call Waiting)		The subscriber you are calling is presently on the telephone. Your call is signaled there by a call waiting tone.
Outgoing call (busy)		The connection you are calling is busy or the subscriber cannot be reached.
Active		The connection is completed. You can now speak with the subscriber.
On Hold		The telephone call is put on hold. Your conversation partner hears music on hold.
Connecting without Inquiry (Blind Call Transfer)		A call is transferred without making an inquiry call beforehand.
Conference		You are actively participating in a conference, i.e. you can talk with all conversation partners.
Conference On Hold		You are participating in a conference but you leave the conference temporarily (on hold). The other conference participants continue to communicate with each other.
Disconnected		The telephone conversation has been disconnected by the other party. You hear the busy signal.
Disabled Line		The line is disabled for incoming calls during a wrap-up time.

5.2.2   CONFIGURING A LINE BUTTON

You can define the label for each Line button individually. Since you can also have several numbers, you indicate here which of your numbers or accounts are assigned to lines for incoming and outgoing calls.

An example of an incoming call (you are being called):

You have assigned the number100 to Line1 and the number 101 to Line2. Now, if a subscriber dials the number 101, you will receive the call on Line2.
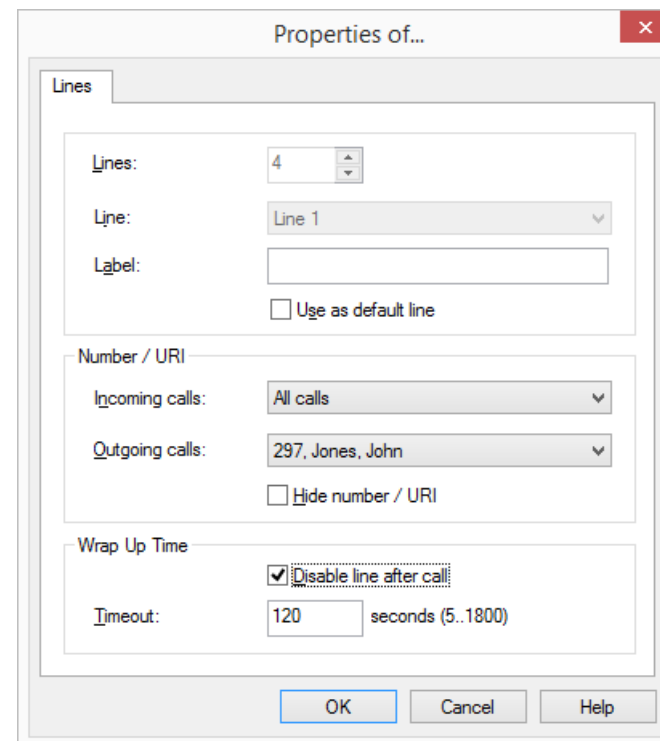
An example of an outgoing call (you are calling someone):

You have assigned the number 101 to Line2. If you now call a subscriber using Line2, extension101 will be used. The subscriber you have called will see on his display that he is being called by a subscriber with the number 101. If the administrator has configured an alternative number for you, you can select this here. It will be additionally marked as an alternative number.

The assignment of user accounts, e.g. if you have an SIP account with several providers, is similar. Here the call is handled via the provider who is assigned to the line.

To define the properties of a Line button

1 Click on ⚙ and on **User profile**.

or

1 Press the key combination **Alt + Shift + U**.
  ✓ The **Properties of…** window appears, which contains several tabs with settings.

2 Select the **Lines** tab.
  ✓ The **Properties of…** window will appear.

3 Enter the text to be shown on the Line Button in the **Label** field.

4 Activate the checkbox **Use as Default Line**, if SwyxIt! should use this line for all outgoing calls (*5.1.8.1 Selecting a specific line for one call*, page 51).

5 Click in the drop-down list **Incoming Calls** on the number(s) which should be used for this line.
  ● All Extensions
    All of your incoming calls, regardless of the number used, will be shown on this line. Group calls are not displayed.
  ● Number or SIP account
    Only calls with this number or for this account go on this line. Example: You have assigned the extension number " Incoming Calls" 100 to Line1. If 100 is called, then this call will come in on "Line 1".
  ● Group Calls Only
    All group calls for the groups of which you are a member.

- All Calls

  All calls for your extension(s) and all group calls for the groups of which you are a member.

6 Click in the drop-down list **Outgoing calls** on the number or the SIP account you would like to use for calls from this line.
This number

- will usually be shown to the subscriber called and

- can be used for invoicing.

If you only have one number, this number will automatically be used for outgoing calls on this line.

7 Activate the checkbox **Hide Number/URI** if the number should always be suppressed for outgoing calls.

8 If this line should be temporarily busy (disabled) after every call, activate the option **Disable line after call**.

9 Define the time period for which this line should be disabled after a call (default value: 100 seconds).

10 Click on **OK**.

The number of Line buttons is defined in the User settings. There you can configure all Line buttons at once (*5.2.2 Configuring a Line Button*, page 54).
Please note that SwyxIt! currently only supports two line keys.

6   FORWARDING

SwyxIt! offers various easy ways to forward calls:

- to another user
- to Voice Box
- to an external device
- immediately or delayed
- when busy

Different types of forwarding can be enabled simultaneously. The appropriate forwarding will be automatically used in each case.

When you want to forward a call to an external device you can define a Parallel Call signaling .

With the Call Routing Manager you can also create extensive redirection rules, which are only used under certain conditions (e.g. for calls at a particular time or from a specific number). See also help.enreach.com/cpe/latest.version/CRM/Swyx/en-US/index.html#context/help/system_rules_$.

> ⚠ The use of the Call Routing Managers and des Grafischen Skript Editors must be cleared for you by the administrator.

Call Forwarding Unconditional

Delayed Call Forwarding

Call Forwarding Busy

Mobile Extensions

6.1   CALL FORWARDING UNCONDITIONAL

Call Forwarding Unconditional is used immediately, i.e.without a delay, for all incoming calls.

You can activate Call Forwarding Unconditional:

- via the button 📞↗ on the SwyxIt! interface
- in Call Forwarding Configuration (*To forward all calls (Unconditional Call Forwarding)*, page 57)

> ℹ If Call Forwarding Unconditional is active, a corresponding message appears on the user interface. All calls are forwarded according to the configured default forwarding.

Calls are forwarded to your standard Voice Box or to the given number, depending on your configuration.

You can also change Immediate Call Redirection from another telephone line, see *To change the settings for Forwarding Unconditional per Remote Inquiry*, page 70.

If Call Forwarding Unconditional is not activated, you can also delay the forwarding of calls (*6.2 Delayed Call Forwarding*, page 59) or, if you are already telephoning, you can forward calls individually (*6.3 Call Forwarding Busy*, page 60).

6.1.1   FORWARDING BUTTON

The **Forwarding** 📞↗ button is located under the further call options. You can use this to activate your default call forwarding. Calls are forwarded to your standard Voice Box or to the given number, depending on your configuration.

If you have defined Call Forwarding Unconditional for your calls, the **Forwarding** button appears purple. You can switch off the call forwarding unconditional by clicking on 📞↗ .

To activate the call forwarding unconditional

Requirement: You have configured your standard forwarding.

1 Click ☏ on the SwyxIt! user interface.

   ✓ All incoming calls are immediately forwarded according to your configured default forwarding.

> ℹ️ If Call Forwarding Unconditional is active, a corresponding message appears on the user interface.

To configure Call Forwarding in detail, see *6.1.2 Standard forwarding and temporary forwarding*, page 57.

Call Forwarding Unconditional

Delayed Call Forwarding

Call Forwarding Busy

6.1.2 STANDARD FORWARDING AND TEMPORARY FORWARDING

If you activate the option **Forward all calls unconditionally**, you can also define whether you would like to forward certain calls to another subscriber (temporary forwarding) or use your standard forwarding setting:

- Default Call Forwarding
  The settings are always in effect when forwarding is enabled. These settings will be followed until you disable the forwarding again. You can apply these settings again the next time you forward your calls. Permanent forwarding is activated by clicking on the **Forwarding** button. The settings for this can be defined during configuration under **Default Call Forwarding (switched on using forwarding button)**.

- Temporary Call Forwarding
  This forwarding is switched on and off separately. This is only in effect until you switch off this temporary call forwarding again. The default forwarding will automatically be activated the next time you activate call forwarding.

If you have defined Call Forwarding Unconditional for your calls, the corresponding icon is activated on the user interface.

If your forwarding is appropriately configured, you can also change the parameters for "Unconditional Call Forwarding" per remote inquiry (*7.5.1 Changing Forwarding Unconditional by Remote Inquiry*, page 70).

Furthermore, you can also activate unconditional call forwarding to another user directly from his terminal device.

See also *6.1.3 Changing Call Forwarding Unconditional from a different device*, page 58.

To forward all calls (Unconditional Call Forwarding)

1 Click with the right mouse button on ☏ .

or

1 Click on ⚙️ and on **Forwarding settings**.

or

1 Press the key combination **Alt + Shift + F**.

   ✓ A pop-up window opens where you can configure the settings.
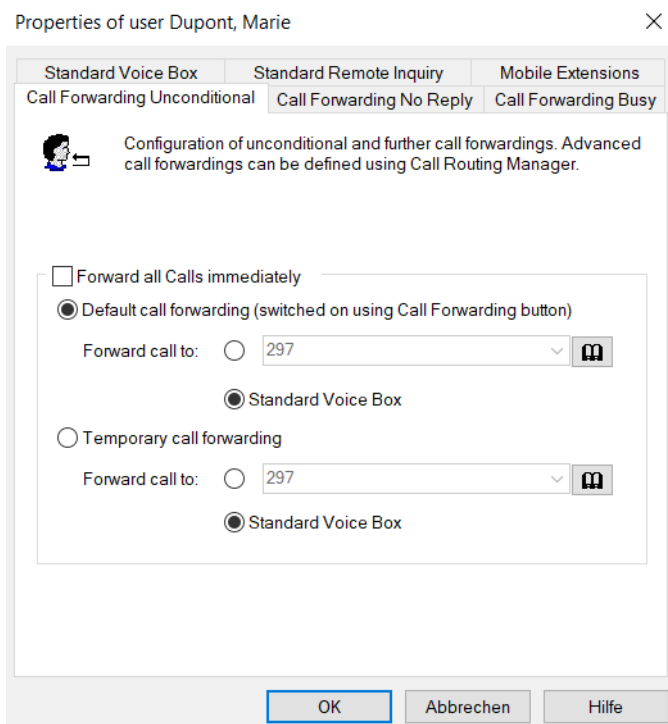
2 Click on the **Call Forwarding Unconditional** tab.

3 Activate the option **Forward all Calls immediately** if you would like to activate the defined forwarding rule immediately (equivalent to activating the **Forwarding** button on the user interface) or leave the **Forward all Calls immediately** checkbox unchecked, if you would like to activate the defined Call Forwarding Unconditional later by clicking on the Forwarding button.

4 Turn on the **Default Call Forwarding (switched on using the Call Forwarding button)**, in order to define where the calls should be forwarded when you click on the **Forwarding** button on the user interface.
   The Call Forwarding destination can be
   - entered directly
     or
   - you can select it from the Phonebook
     or

- activate the standard Voice Box.

5 Switch on **Temporary forwarding** in order to forward calls without changing the settings for the **Forwarding** button.
   If you later switch off the forwarding via the user interface, the forwarding configured here will **not** be used the next time you switch it on using the **Forwarding** button: the settings found under **Default forwarding** will be used.
   This allows you to use a temporary forwarding without having to change your default forwarding and then having to restore it later.

6 Click on **OK** or switch to another tab in order to configure other forwardings.

If you have forwarded to your Standard Voice Box, the settings that you defined under the **Standard Voice Box** tab will be applied.

The parameters defined on this tab can also be changed from another phone line.

See also *7.5 Remote inquiry*, page 67.

6.1.3   CHANGING CALL FORWARDING UNCONDITIONAL FROM A DIFFERENT DEVICE

You can also activate unconditional call forwarding to another user directly from his terminal device. You can enter a code to forward your calls to this user. Any existing unconditional call forwarding (e.g. to another user or to your Voice Box) is thereby deactivated.

To activate unconditional call forwarding to a specific user

This requires:
   - a configured Remote Inquiry, see *To define the parameters for Standard Remote Inquiry*, page 68.

1 Dial the following code: nnn*ppp*8* (nnn = your own extension, ppp = your PIN for remote inquiry). A confirmation beep will sound, and the connection is immediately terminated again.

Calls to your numbers will now be forwarded unconditionally to the user at whose terminal device (SwyxIt! or SwyxPhone) you entered this code.

For a list of all codes for certain functions please refer to *App. H: Function codes*, page 186.

Delayed Call Forwarding

Call Forwarding Busy

6.2   DELAYED CALL FORWARDING

With the help of this forwarding, you can define whether phone calls will be forwarded if

- you let your phone ring at your desk for a specific amount of time or
- You are not logged in to SwyxServer.

To forward calls that you do not answer (Call Forwarding No Reply)

1 Click with the right mouse button on 📞 .

or

1 Click on ⚙ and on **Forwarding settings**.

or

1 Press the key combination **Alt + Shift + F**.
   ✓ A pop-up window opens where you can configure the settings.
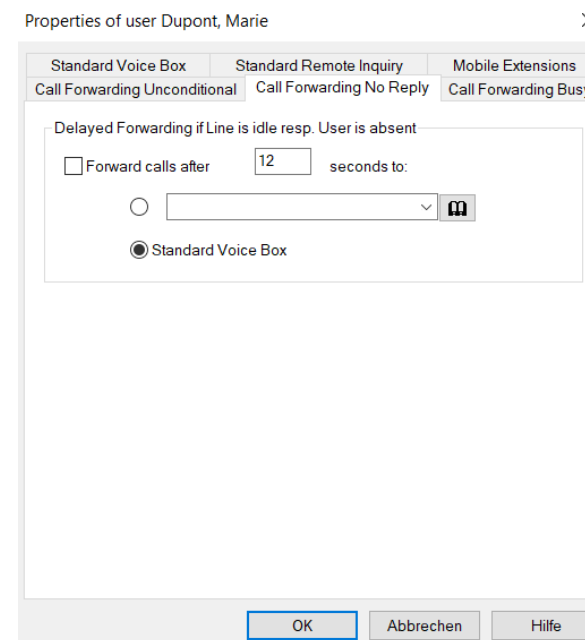
2 Click on the **Call Forwarding No Reply** tab.

3 Activate the option **Forward calls after <number> seconds to:** to forward calls if you do not answer the incoming call within this time. This option is used when
- incoming calls are signaled for a certain period of time on your telephone and you haven't picked up the call or
- You are not logged on to SwyxServer (e.g. because you have already switched off your PC).

4 In addition, you must set a delay.
   If calls, that have been transferred to you without inquiry, should not be forwarded, a waiting period of at least 20 seconds should be defined for this Call Forwarding. Within this period the "Call transfer without inquiry" is then returned and can now be transferred to another colleague.

5 Enter the forwarding destination. The Call Forwarding destination can be
- entered directly

or

● you can select it from the Phonebook

or

● activate the standard Voice Box.

6 Click on **OK** or switch to another tab in order to configure other forwardings.

If you have forwarded to your Standard Voice Box, the settings that you defined under the **Standard Voice Box** tab will be applied.

These two types of redirection (delayed or if the line is busy) can be active at the same time. When a call is received, SwyxIt! automatically recognizes whether the line is free or busy and it applies the appropriate type of Call Forwarding.

However, one requirement for Call Forwarding Busy is that the function **Disable Secondary Call** ✆ is activated or all of your lines must be busy.

Call Forwarding Unconditional

Call Forwarding Busy

6.3   CALL FORWARDING BUSY

This forwarding helps you to define whether phone calls should be forwarded if your line is busy (i.e. you are on the phone). However, one requirement for Call Forwarding Busy is that the function **Disable Secondary Call** ✆ is activated or all of your lines must be busy.

To forward calls if you are already telephoning (Call Forwarding Busy)

1 Click with the right mouse button on ☎ .

or

1 Click on ⚙ and on **Forwarding settings**.

or

1 Press the key combination **Alt + Shift + F**.
   ✓ A pop-up window opens where you can configure the settings.

2 Click on the **Call Forwarding Busy** tab.
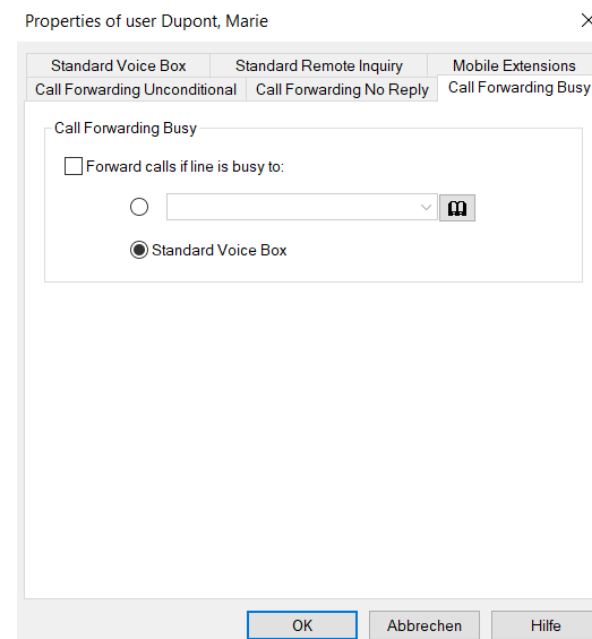
3 Activate the option **Forward calls if line is busy to:**. Here you define how a call should be handled if it cannot be delivered to you because you are already on the telephone and no secondary call is permitted.

4 Enter the forwarding destination. The Call Forwarding destination can be
   ● entered directly
      or
   ● you can select it from the Phonebook
      or
   ● activate the standard Voice Box.

5 Click on **OK** or switch to another tab in order to configure other forwardings.

If you have forwarded to your Standard Voice Box, the settings that you defined under the **Standard Voice Box** tab will be applied.

These two types of redirection (delayed or if the line is busy) can be active at the same time. When a call is received, SwyxIt! automatically recognizes whether the line is free or busy and it applies the appropriate type of Call Forwarding.

However, one requirement for Call Forwarding Busy is that the function **Disable Secondary Call** ⚘ is activated or all of your lines must be busy.

⚠️ If a connection subject to costs is set up for the Call Forwarding, then these costs will be charged to you.

Call Forwarding Unconditional

Delayed Call Forwarding

6.4 MOBILE EXTENSIONS

On the **Mobile Extensions** tab you can specify call signaling to an external device.

In the case of **Parallel calls**, incoming calls are also signaled on one or more external devices (e.g. ISDN telephone or mobile phone), and can be picked up there as well. Enter here the phone number of any device. With parallel call signaling, no further SwyxWare functions are available on the device. If you want to use additional telephony functions, you can use the mobile extensions directly via DTMF.

To specify numbers to which calls should be signaled in parallel

1   Click with the right mouse button on 📞 .

or

1   Click on ⚙️ and on **Forwarding settings**.

or

1   Press the key combination **Alt + Shift + F**.
    ✓ A pop-up window opens where you can configure the settings.
2   Click on the **Mobile Extensions** tab.

3   Activate the checkbox **Enable Parallel Calls for this user**, if your incoming calls should also be signaled to another external device.
4   Enter the external number in canonical number format. If the call should be signaled to more than one external device, enter the numbers separated by a semicolon.

⚠️ If a connection subject to costs is set up for the Call Forwarding, then these costs will be charged to you.

5   Click on **OK** or switch to another tab in order to configure other forwardings.

7 VOICE BOX AND REMOTE INQUIRY

This chapter describes the use of the Voice Box Functions and the Remote Inquiry.

⚠️ When saving and processing personal data, observe the respective applicable legal data protection regulations. If you have any questions especially regarding data protection in SwyxWare, please contact your administrator.

⚠️ Personal data cannot be deleted automatically. In order to meet the valid data protection regulations, it may be necessary to delete the entries manually.

Compared to a conventional answering machine, the Voice Box functionality offers you considerably more flexibility and an expanded functional range:

- Simple forwarding of the e-mail to other recipients
- Access via your e-mail inbox or by remote inquiry from your SwyxIt!, your SwyxPhone or another telephone connection

Remote Inquiry allows you to listen to your voice messages from any telephone. When you are called on your SwyxWare number, you identify yourself to SwyxWare with your PIN and only then you can listen to, repeat, or delete the new voice messages and afterwards all existing voice messages. In addition, you can change the destination of the Call Forwarding Unconditional or record a new announcement.

7.1 RECORDING, LISTENING TO AND EDITING VOICE MESSAGES

If the caller couldn't reach you, he can leave a voice message. You can listen to the voice message, when you are back at your desk or from another phone using the remote inquiry.

When a new voice message has been left for you, this will be indicated by

- the number of new voice mails appearing on the **Voice Box** button on the user interface
- a briefly interrupted (stuttered) dial tone
- with the appropriate configuration you will find the voice message in your e-mail inbox.

You can also check your voice messages by Remote Inquiry from any phone connection. To do this, your Standard Voice Box must be configured appropriately, see *7.4 Configuring the Standard Voice Box*, page 66 and *7.5 Remote inquiry*, page 67.

The caller can cancel the announcement or the recording of a message at any time by entering a '0'. In this case, it will then be forwarded centrally.

Listening to Voice Messages

Voice message options in your E-mail Program

Editing Recorded Message

Remote inquiry

Configuring the Standard Voice Box

7.1.1 LISTENING TO VOICE MESSAGES

If you have received a voice message, this will be indicated on the **Voice Box** button. Clicking on **Voice Box** opens the **Personal** list and you can listen to your voice messages directly in SwyxIt!.

To listen to your Voice Messages

1 Click on ᴏ_ᴏ .

2 Click on **Single**, if applicable.
   ✓ The overview of your voice messages appears. Unplayed voice messages are highlighted in bold.

3 Move the mouse over the desired voice message and click ▶ under **Action**.
   ✓ The voice message is played.

⚠ If you click on 🗑 , **all** displayed entries will be deleted, including voice messages that have not yet been played.

To listen to Group Voice Messages

1 Click on ᴏ_ᴏ .
   ✓ The overview of your voice messages appears.

2 Click on the tab with the name of the group from which you want to listen to voice messages.
   ✓ The list of messages received in the selected group is displayed. Unplayed voice messages are highlighted in bold.

3 Move the mouse over the desired voice message and click ▶ under **Action**.
   ✓ The voice message is played. The name of the group member who played the voice message first is displayed in the column **Played by**.

7.1.1.1 VOICE MESSAGE OPTIONS IN YOUR E-MAIL PROGRAM

The voice message delivered by e-mail offers you several options:

- Audio file with the message as an e-mail attachment

- Starting of the Voicemail Player (if so configured), see *12.2.9 Swyx Voicemail Player*, page 140

ⓘ The Swyx voicemail player is not displayed in the new Outlook. Voice messages must be downloaded and listened to with an audio program.

- Direct starting of a callback from the e-mail
- Direct sending of an e-mail to the caller (it must be possible to resolve the user name for this.)
- Link to listen directly to the voice message per remote inquiry (if you are working per CTI, for example, and your computer does not offer sound output).

ⓘ By default, the Opus codec is used for the storage. Voice messages in Opus format cannot be played with SwyxVoicemail Player. They must be downloaded from the email application and listened to with an audio program.

7.1.2 EDITING RECORDED MESSAGE

After recording the voice message, the caller can check the recording and, if necessary, re-record the message. The menu for this is played after the recording has been completed.

The recording of a voice message is stopped

- when the caller goes on hook (In this case there are no further editing options, the voice message is delivered directly.)
- after the maximum recording time has expired
- after a pause in conversation of five seconds
- after entry of '#'.

The following options are available here:

DTMF entry	Explanation
0	Cancel the voice message and forward to the operator desk
1	Save and send the recorded message
2	Listen to the recorded message

DTMF entry	Explanation
3	Re-record a voice message. The previous message will be deleted.
*	Start the Remote Inquiry if this has been configured.

The selection of the menu items takes place via the DTMF tones the caller enters with his telephone.

7.2   VOICE MESSAGE TRANSCRIPTION

The **Voice message transcription** function enables the conversion of incoming voice messages into text in SwyxIt!. With the appropriate licence and configuration, you can view the text version of received voice messages in yourVoice Box or in the voicemail. Existing transcriptions are indicated with 〰.

ⓘ If the caller does not leave a message or the system cannot recognize the text, the transcription is displayed as failed 〰.

You have the following options in a transcription:
- copy the text
- send an e-mail to the other party
- dial the phone number provided.

To display the transcription of a voice message

1 Click on ⚏ in the menu bar.
    ✓ The overview of your voice messages appears.

2 If necessary, select the tab with the name of the group in which you want to play the message.
    ✓ The overview of your voice messages appears.

3 Move the mouse over the desired voice message and click 〰 under **Action**.
    ✓ The transcription of the voice message is displayed.

ⓘ When a voice message is received, the language used is recognised and transcribed accordingly. The message is not translated.

To copy the text of a transcription

1 Click on ⚏ in the menu bar.
    ✓ The overview of your voice messages appears.

2 If necessary, select the tab with the name of the group in which you want to play the message.
    ✓ The overview of your voice messages appears.

3 Move the mouse over the desired voice message and click 〰 under **Action**.
    ✓ The transcription of the voice message is displayed.

4 Click on ⧉ .
    ✓ The text is copied to the clipboard and can be used in another application.

To dial a phone number from a transcription

1 Click on ⚏ in the menu bar.
    ✓ The overview of your voice messages appears.

2 If necessary, select the tab with the name of the group in which you want to play the message.
    ✓ The overview of your voice messages appears.

3 Move the mouse over the desired voice message and click 〰≡ under **Action**.

   ✓ The transcription of the voice message is displayed.

   ✓ If the caller has left a telephone number in the voice message, this is highlighted in the text.

4 Click on the number to dial it.

   ✓ The call is initiated.

You can call the caller back by clicking on ☎ Call .

To send an e-mail from a transcription

1 Click on 👓 in the menu bar.

   ✓ The overview of your voice messages appears.

2 If necessary, select the tab with the name of the group in which you want to play the message.

   ✓ The overview of your voice messages appears.

3 Move the mouse over the desired voice message and click 〰≡ under **Action**.

   ✓ The transcription of the voice message is displayed.

4 Click on ✉ E-Mail .

   ✓ Your standard e-mail application opens and you can write the e-mail.

7.3 THE RECORDING WIZARD

You can use the recording wizard to record your name announcement and welcome message for the Voice Box. The recording wizard is started automatically after the initial logon to SwyxServer, and you can record the name announcement and welcome message for the Voice Box. These announcements can also be recorded later.

Welcome Message for the Voice Box

The welcome message for the Voice Box is played when a caller is forwarded to Voice Box. You can only record the welcome message when first starting with the help of the recording wizard. If you want to change the Welcome Announcement, this is only possible via the Voice Box configuration, see *7.4 Configuring the Standard Voice Box*, page 66.

Name Announcement for the Voice Box

In order to announce both your name and your number to other internal subscribers, we recommend recording a file with the name "name.wav". This is saved in the database on SwyxServer. If you want to change the name announcement later, call the recording wizard again.

To record your name and welcome message for the Voice Box on

1 Double-click in the tray (taskbar) on ☎ .

   ✓ The Call Control Window opens.

2 Click with the right mouse button next to the Enreach logo.

   ✓ The general context menu opens.

3 Select **Settings | Recording Wizard…**.

   ✓ The Recording Wizard opens.

4 Click on **Next>**.

5 Own name
Record your name.

   ● To record a new announcement, click on 🔴 :

     The **Start Recording** window will appear.
     Click on **Start** to begin recording your name.

   ● Stop recording by clicking on ⬛ .

   ● To delete the selected file, click on ❌ .

   ● To listen to the selected file, click on ▶ .

6 Click on **Next>**.

7 Record your welcome announcement.

This function only is available in the recording wizard. If you want to change the Welcome Announcement, this is only possible via the Voice Box configuration.

You can also record this announcement later. In this case, skip this recording with **Next>**.

8 Click **Finish**.
   ✓ There is now a file with the name "name.wav" on SwyxServer. This makes it possible for SwyxWare to assign a corresponding announcement to an internal number, and to play this announcement for a caller during Remote Inquiry.

7.4 CONFIGURING THE STANDARD VOICE BOX

In order to receive Voice messages you should first configure your Standard Voice Box. This is usually done directly after the installation of SwyxIt!, using the recording wizard. However, you can change the Standard Voice Box at any time in the Call Forwarding Configuration, see *To configure your Standard Voice Box*, page 66.

You can specify the following options:
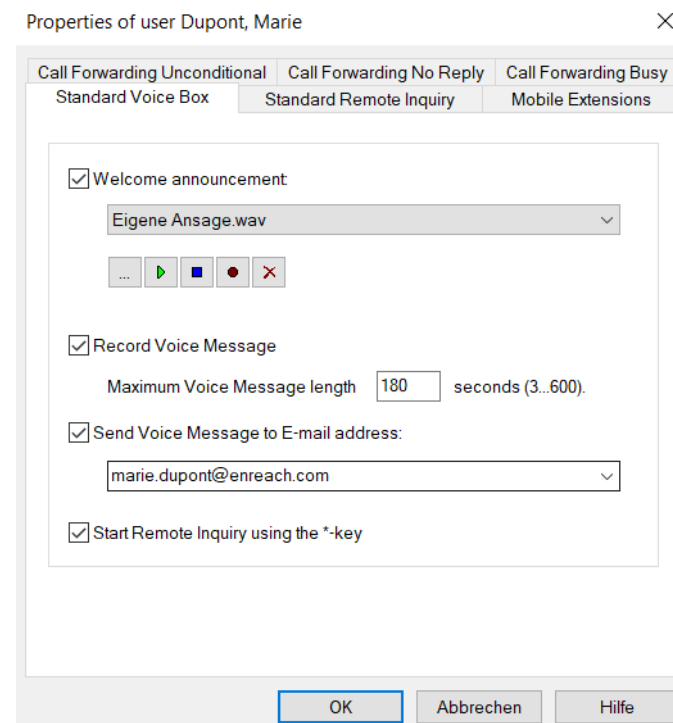
- the welcome message that a caller hears
- the possibility of leaving a message at all
- the length of the recorded messages
- the e-mail address to which the voice message will be sent
- the use of Remote Inquiry

Remote Inquiry can be used, e.g. from another line, to check your voice messages or to change your call forwardings.

You can design more extensive call handling using the Call Routing Manager. See also help.enreach.com/cpe/latest.version/CRM/Swyx/en-US/index.html#context/help/CRM_rules_$.

To configure your Standard Voice Box

1 Click on ⚙ and on **Forwarding settings**.

or

1 Press the key combination **Alt + Shift + F**.
   ✓ A pop-up window appears where you can configure the settings.

2 Open the tab **Standard Voice Box**.

3 Activate the check box **Welcome Announcement** to define the welcome message.
During installation, the Recording Wizard already prompted you to record the welcome message for the Voice Box - you can change it here.

4 Define the announcement to be played.
You have several options:
- Select a file from the dropdown list.

- Browse your hard drive by clicking on ... .

  When searching, you can also choose a file in MP3 format. Upon selection, the MP3 file will automatically be converted into the supported WAV format and saved in your personal directory on the SwyxServer. The converted files are therefore available for use later. During the conversion process, the Info dialog "Please wait, the file is being converted into WAV format" will open.

- Click on ▶ , to listen to the selected file.

  Click on ■ to stop playing the file.

- To record a new announcement, click on ● : You will now be prompted to enter a file name. The **Start Recording** window appears. Click on **Start** to begin recording the announcement.

  Stop recording by clicking on ■ .

- To delete the selected file, click on ✕ .

> ℹ️ The WAV files, which the administrator has made available to all users, have the extension "(Template)" in the file name. These templates cannot be deleted.

5 Activate the **Record Voice Message** check box if you want to offer callers the option to record voice messages.

6 Set the maximum recording time for a voice message under **Maximum Voice Message Length** to prevent the files in which the messages are stored from being too large.

> ⚠️ Please remember that it makes sense to limit the length of the message because, depending on the compression used, each recorded second of a voice message requires 2 to 16KB of memory space (therefore, an announcement which is 14 seconds long requires, e.g. 28 to 224 KB, and an announcement which is 1:21 minutes long requires up to 1.2 MB).

7 Activate the check box **Send Voice Message to E-mail address** and enter an e-mail address if received voice messages should also be delivered by e-mail. You can enter several E-mail addresses here. They must be separated by a semicolon.
   - ✓ You will then find each recorded voice message in your e-mail client (e.g. Outlook) as an attachment to an e-mail.

8 Activate the check box **Start Remote Inquiry using the *-key** to be able to listen to your voice messages from another line or to remotely change your Call Forwarding Unconditional.

7.5 REMOTE INQUIRY

Remote Inquiry allows you to listen to your voice messages from any telephone. When you are called on your SwyxWare number, you identify yourself to SwyxWare with your PIN and only then you can listen to, repeat, or delete the new voice messages and afterwards all existing voice messages. In addition, you can change the destination of the Call Forwarding Unconditional or record a new announcement.

To access Remote Inquiry, you must have configured your Call Forwarding to be redirected to the Voice Box (immediately or with a delay). During the Voice Box Announcement you can then switch to your Remote Inquiry menu with the help of the asterisk button (*), if this option has been appropriately configured (*7.4 Configuring the Standard Voice Box*, page 66).

> ⚠️ The number of voice messages available for remote inquiry is limited to the last hundred voice messages.

A differentiation is made between

- the standard Remote Inquiry
  This remote inquiry is the standard remote inquiry defined for a user. It offers the functions described here.

- a special Remote Inquiry
  You can specify this remote inquiry individually in the Call Routing Manager, provided you have obtained the relevant permissions from your administrator. With a special password, you can e.g. use a different remote inquiry menu. The standard Remote Inquiry is not
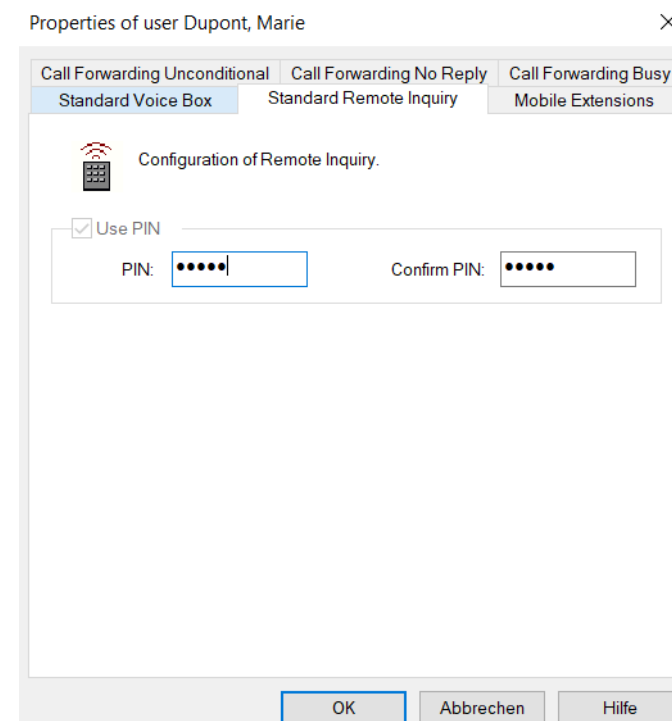
changed in this case. See also help.enreach.com/cpe/latest.version/CRM/Swyx/en-US/index.html#context/help/standard_remote_inquiry_$.

You will receive a PIN (Personal Identification Number) from your administrator. But you can also configure this yourself.

To define the parameters for Standard Remote Inquiry

First define the Standard Voice Box and in doing so activate the option **Start Remote Inquiry using the *-key**, see*7.4 Configuring the Standard Voice Box*, page 66.

1 Click on ⚙ and on **Forwarding settings**.

or

1 Press the key combination **Alt + Shift + F**.
  ✓ A pop-up window appears where you can configure the settings.

2 Move to tab **Standard Remote Inquiry**.

3 Here you define the PIN with which you will identify yourself later during Remote Inquiry. Select a non-trivial sequence of numbers with a minimum of five numbers.

4 Enter the PIN again in the field **Confirm PIN**.

5 Confirm your input by clicking on **OK**.
  ✓ With the help of your information, it is now possible for Swyx-Server to query the mail server during a remote enquiry and to provide you with the voice messages.

To configure Call Forwarding for the Remote Inquiry

To listen to voice messages remotely, you must configure your Call Forwarding in such a way that you reach the Remote Inquiry menu with a telephone call:

● If you have no other Call Routing Manager rules activated, configure **Call Forwarding No Reply** in such a way that calls are forwarded to

your Standard Voice Box. During the welcome announcement you can use the *- key to reach the Remote Inquiry menu.

- If you have activated Call Routing Manager rules, make sure that the option of Remote Inquiry is provided. See also help.enreach.com/cpe/latest.version/CRM/Swyx/en-US/index.html#context/help/standard_remote_inquiry_$.

> ⚠️ If you have not activated any Call Routing Manager rules and then change the Unconditional Call Forwarding (e.g. to another number instead to the Standard Voice Box), you can no longer use the remote inquiry option.

To listen to your voice messages remotely

This requires:

- a configured Remote Inquiry, see *To define the parameters for Standard Remote Inquiry*, page 68 and
- an appropriately configured call forwarding, see *To configure Call Forwarding for the Remote Inquiry*, page 68.

In order for a received call to be picked up by your Standard Voice Box and in order for you to use the option of Remote Inquiry, you must configure your call forwardings accordingly. This means that an incoming call must reach your Standard Voice Box and may not be redirected, see *6 Forwarding*, page 56.

1 Dial your SwyxWare phone number.
   ✓ The call is picked up and you hear the welcome announcement of your Voice Box.

2 Press the * key during the welcome announcement.
   ✓ You will hear the welcome announcement of the Remote Inquiry and will be asked to enter your PIN.

> ⚠️ If you have not activated any Call Routing Manager rules and then change the Unconditional Call Forwarding (e.g. to another number instead to the Standard Voice Box), you can no longer use the remote inquiry option.

3 Enter your PIN and complete the entry with the # key.

4 If you have received new voice messages, you will first be given the total number of voice messages.

Then all of the new voice messages will be played, beginning with the last recorded one. For each voice message, the sender information is given first:

- Date received
- Time
- Caller's number (if available)
- Name of the caller (if, in the case of internal calls, a WAV file for the caller is available, *To record your name and welcome message for the Voice Box on*, page 65)

and finally

- the recorded voice message.

You can use the * key to skip the current message (sender information or recorded voice message).

The following options are available for you during the output of a voice message:

Button	Effect
0	Connects to the caller (if possible)
1	Back to the beginning of the voice message
3	Forward to the end of the voice message
4	10 seconds backward
5	Stop/Start Output
6	10 seconds forward
7	Switches to the previous voice message
8	Switches to the next voice message
9	Main Menu
*	Switch to the next information (Date, Time, Number, voice message Content)
#	Help

If you have no new voice messages, you will find yourself in the main menu. Here you can listen to all available voice messages and

configure your Call Forwarding Unconditional (see *To change the settings for Forwarding Unconditional per Remote Inquiry*, page 70).

5 After each voice message has been played, you have the choice of the following options:

Button	Effect
0	Connects to the caller (if possible)
1	Repeats the current voice message
3	Deletes the current voice message, confirm with **✻**
4	Answer per voice message (only possible for internal use)
5	Mark all voice messages as played
6	Forward to an internal number
7	Switches to the previous voice message
8	Switches to the next voice message
9	Main Menu
#	Help

After the new voice messages have been played, you will be shown the main menu. The following options are available:

Button	Effect
0	End Remote Inquiry (=Hook on)
1	Inquiry of all voice messages (most recent first)
4	Configuration of the Forwarding Unconditional
5	Record note
6	Change Voice Box announcement
7	Deletes all voice messages, confirm with **✻**
#	Help

6 End Remote Inquiry by going on hook.

If you end Remote Inquiry in the main menu with '0', other actions of the Call Routing Manager can still be applied. See help.enreach.com/cpe/latest.version/CRM/Swyx/en-US/index.html#context/help/CRM_actions_$.

7.5.1 CHANGING FORWARDING UNCONDITIONAL BY REMOTE INQUIRY

You can also use the Remote Inquiry menu to change the settings for Forwarding Unconditional. You can choose between

- a Forwarding Unconditional to a number,
- a Forwarding Unconditional to Standard Voice Box or
- deactivation of Forwarding Unconditional.

To change the settings for Forwarding Unconditional per Remote Inquiry

This requires:

- a configured Remote Inquiry, see *To define the parameters for Standard Remote Inquiry*, page 68 and
- an appropriately configured call forwarding, see *To configure Call Forwarding for the Remote Inquiry*, page 68.

1 Dial your SwyxWare phone number.
The call is picked up and you hear the welcome announcement of your Voice Box.

2 Press the * key during the welcome announcement.
You will hear the welcome announcement of the Remote Inquiry and will be asked to enter your PIN.

3 Enter your PIN and complete the entry with the # key.

You will not be prompted to enter your PIN if you are calling from your own extension number.

4 If you have received new voice messages, you will be given the opportunity to listen to them.

5 To change Forwarding Unconditional, please enter a '9' in order to move to the main menu.
The following options are available in the main menu:

Button	Effect
1	Inquiry of all voice messages (most recent first)
4	Configuration of the Forwarding Unconditional
5	Record note
6	Change Voice Box announcement
7	Deletes all voice messages, confirm with **✱**
#	Help
0	End Remote Inquiry (= Hook on)

Button	Effect
5	**Current status of Call Forwarding** The current status of Call Forwarding Unconditional will be given.
6	**Change Voice Box announcement**
9	**Main Menu** The remote configuration of Call Forwarding Unconditional is ended and you return to the main menu.
0	**Forwarding to the current Caller ID** (only possible if the CallerID is available)
#	**Help**

6 To change Forwarding Unconditional press the '4'.
The current status of Forwarding Unconditional will be given. You will then have the following options for changing your Forwarding Unconditional:

Button	Effect
1	**Activate (Call) forwarding to the saved no.** The Call Forwarding Unconditional to the saved destination number will be activated. If no destination number is saved, you will be prompted to enter a number.
2	**Activate the (Call) forwarding to the Voice Box** The Call Forwarding to your Standard Voice Box will be activated.
3	**Deactivate (Call) Forwarding** Call Forwarding Unconditional is switched off. Please note that in this case other rules of the Call Routing Manager can be applied.
4	**Save a new destination for forwarding** Here you can enter a new destination number and end with **#** . Call Forwarding Unconditional to this number is then activated.

8   SWYXIT! FUNCTIONS IN DETAIL

In this chapter you will find detailed descriptions of all SwyxIt! telephony functions.

8.1   OVERVIEW OF THE FUNCTIONS OF SWYXIT!

In the following list you will find a brief summary of the functions, in addition to a detailed description of the menus and all functions.

Function	Explanation
Answering Machine / Voice Box	Voice messages can be recorded for you, see *7.1 Recording, Listening to and Editing Voice messages*, page 62. You can then listen to your messages directly or by Remote Inquiry later (*7.5 Remote inquiry*, page 67).
Audio configuration	SwyxIt!offers you several options for changing the volume (*8.2 Speaker and Microphone*, page 74) and for using terminal equipment such as hand- and headsets (*8.3 Audio-Modes*, page 76).
Editing a number during input	You can edit the phone number before it is dialed (*4.2 Calling a Subscriber*, page 42).
Operation of a Telephone from the PC (CTI/CTI+)	SwyxIt! can operate a telephone, i.e. you use the functionality of SwyxIt! and speak via a telephone. If your PC is switched off, you will still have access to all functions of the phone (*14 Phone Control via PC with SwyxCTI and SwyxCTI+*, page 149).
Call Routing Manager Grafischer Skript Editor	SwyxIt! enables you to develop complex call handling using these two components. See also help.enreach.com/cpe/latest.version/CRM/Swyx/en-US/.

Function	Explanation
Collaboration	The Collaboration functions mean that, during a call, you can show your conversation partner your screen contents and, if necessary, even give him access to your computer (*8.11 Collaboration by mouse click*, page 91).
Sending a fax	In SwyxIt!, you can use the Functions Menu to start sending a fax with only one click. This will launch SwyxFax Client, and opens the dialog for sending a quickfax. See also help.enreach.com/cpe/latest.version/FaxClient/Swyx/en-US/index.html#context/help/send_-fax_$.
Remote Inquiry	You can even listen to your voice messages from another phone (*7.5 Remote inquiry*, page 67).
Group Call	Several subscribers can be combined as a group and be reached with a group call (*1.2 Group*, page 10). Incoming calls are displayed for all members and can be picked up by any member (*4.3 Answering a call*, page 43).
Integration in Outlook and Lotus/IBM/HCL Notes	SwyxIt! provides seamless integration into Outlook and Lotus/IBM/HCL Notes, so that you can e.g. use Outlook contacts or calendar information (*12 Microsoft Outlook – Telephoning with SwyxIt!*, page 134 or *15 Lotus/IBM/HCL Notes - Telephoning with SwyxIt!*, page 188).
Conference	Conference is used to carry on a conversation with several subscribers at the same time (*8.16 Conference*, page 98).
Speed dials	Freely configurable Speed Dial buttons enable you to easily select frequently called communication partners (*8.9 Speed Dial and Status Signaling*, page 83).
Speaker and Microphone	SwyxIt! offers you several options for adjusting the volume, see *8.2 Speaker and Microphone*, page 74.

Function	Explanation
Lines	Line buttons symbolize virtual lines – with a mouse click you can switch between individual lines or subscribers, connect subscribers, etc. You can assign different numbers to line buttons and define a wrap up time for each line (*5.2 Functions of the Line Button*, page 52).
Call Swap	Call Swap allows you to switch between different callers (*5.1.4 Switch between Lines*, page 49).
Conversation recording	You can record calls and listen to the recording later and, if necessary, send it as an e-mail (*8.12 Conversation recording*, page 93).
Post dialable digits	Post dialable digits are transmitted with DTMF after the dialed number itself, as soon as a connection is established. You can use this to control certain scripting commands with DTMF.
Project Codes	If a project code is entered before the number (e.g. booking number, cost center), the next conversation can be allocated to a project by the administrator (*8.13 Project Codes*, page 95).
Inquiry Call/ Hold	You can call another subscriber during a call and the original connection will not be disconnected (*5.1.3 Hold*, page 48).
Callback request	The Callback Request function allows you to signal a subscriber you have not been able to reach: "Please call back!", see *8.14 Callback request*, page 96.
Call Intrusion	Call intrusion allows you to intrude on calls of another user, see *8.17 Call Intrusion*, page 101.
Call journal	The call journal offers an overview of your calls and Callback requests, see *8.7 Call journal*, page 79.
Hide number	It is possible to hide your own telephone number when placing a call. Then the person you are calling cannot see where the incoming call is coming from based on your telephone number (*8.5 Hiding your number*, page 78).

Function	Explanation
Call signaling and call pickup	Call signaling informs other subscribers that you have received a call. You can pick up a signaled call (*8.10 Call notification and Pickup*, page 90 and *4.3 Answering a call*, page 43).
Call Forwarding	The Forwarding function to another number (or Voice Box) is used to define whether you want to forward incoming Calls and, if so, to which number they should be forwarded to. You can define immediate or delayed call forwarding for all Calls. If you are already making a call, you can activate the "Call Forwarding If Busy" option. In addition to being able to forward to a given number, you can also forward calls to your Standard Voice Box, see *6 Forwarding*, page 56. Call Forwarding Unconditional can also be configured remotely (*7.5.1 Changing Forwarding Unconditional by Remote Inquiry*, page 70).
Remote Call Forwarding	You can also change Call Forwarding Unconditional remotely from within Remote Inquiry (*7.5.1 Changing Forwarding Unconditional by Remote Inquiry*, page 70).
Voice message transcription	This function enables the conversion of incoming voice messages into text. With the appropriate licence and configuration, the user can view the text version of the voice messages in their SwyxIt! Voice Box or in the voicemail.
Status information	Status information allows you to signal your current SwyxIt! status and user picture, as well as your status text to other subscribers (see *8.9.2 Status Signaling*, page 87 and *8.9.3 Extended Status Information (Rich Presence)*, page 88).
Search function in input field	In SwyxIt!, you can enter the name of a subscriber you want to call directly in the input field. This input starts a search function which tries to assign a number (*8.6 Starting the search function in input field*, page 78).

Function	Explanation
Swyx Meeting	With Swyx Meeting you can start your online meeting directly from your browser without having to download any additional software. Further information on Swyx Meeting can be found at help.enreach.com/meeting/1.00/web/Swyx/en-US/.
Swyx Messenger	With Swyx Messenger, a new extended instant messaging function is available in SwyxIt!. You can communicate with your contacts via text messages in individual and group chats. See *9 Swyx Messenger*, page 104.
Swyx VisualContacts	With Swyx VisualContacts you have access to contact data from different data sets (*13.3 Swyx VisualContacts*, page 145).
Swyx Connector für DATEV	This option allows the exchange of contact and call data via DATEV. DATEV contacts can be called via SwyxIt! (, page 148).
Phonebooks	You can store numbers in the phonebook, and dial them directly from it . You can use a Personal Phonebook for your own phone numbers, and a central Global Phonebook with numbers that are available to all users.
Call Transfer	You can transfer a call to another subscriber (*5.1.5 Call Transfer*, page 49).
Call Transfer without Inquiry	You can forward calls without making an Inquiry Call first (*4.8 Transfering a call without Inquiry*, page 45).
Video	The video functionality enables you to use SwyxIt! with a webcam. Your call partner can then see you during a phone call.
Dial from any application	You can dial directly from any Microsoft Windows application (*8.15 Dial from Any Application*, page 98).
Redial	Redial lets you dial the last dialed numbers once again (*8.8 Redial*, page 82).

Function	Explanation
Disabling Secondary Call	You can, e.g., disable further calls during a phone conversation. These additional calls are then directly forwarded to your standard Voice Box, see *8.4 Disabling Secondary Call*, page 78.

8.2   SPEAKER AND MICROPHONE

You can switch the microphone on and off, and regulate the volume.

Please note the advice on the functions of the respective devices in *App. E: Devices*, page 175.

8.2.1   ADJUSTING VOLUME

The volume control on the user interface makes it easy for you to regulate the volume. The percentage volume display will be shown, when you mouse over the "minus" and/or "plus" button.

When no connection is set up, you adjust the output of the default audio mode with the volume control (*Default Audio Mode*, page 77).

You can also adjust the volume during a conversation or when the phone rings. In this case, the volume of the currently active audio mode will be adjusted (*8.3 Audio-Modes*, page 76).

All changes are saved, and applied within the settings of the audio mode.

To adjust the volume

You have several options:

1   During a call, click on 📢 in the call control.

2   Use the slider or click on 📢 (quieter) or 📢 (louder) to adjust the volume.

or

1 Outside of a call, double-click on ⬚ in the tray (taskbar).
✓ The Call Control Window opens.

2 You can change the volume of the speaker by moving the slider.

🔊 ─────●──── 🔊

✓ The changes go into effect immediately.

or

1 Right-click in the header of the call control window.
✓ The context menu will appear.

2 Click on **Settings | Adjust volume...**.
✓ The **Volume** window appears.

Adjust Volume
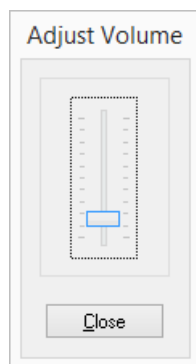
[Close]

3 You can change the volume of the speaker by moving the slider.
✓ The changes go into effect immediately.

4 Click on **Close** to close the window.

To switch off the sound

1 During a call, click on 🔊 in the call control.

2 Use the slider to reduce the volume.

or

2 Click on 🔇 .
✓ The sound is switched off.

or

1 Outside of a call, double-click on ⬚ in the tray (taskbar).
✓ The Call Control Window opens.

2 You can change the volume of the speaker by moving the slider.
✓ The changes go into effect immediately.

To switch the sound on

1 During a call, click on 🔇 in the call control.

2 Click on 🔇 .
✓ The sound is re-enabled.

or

2 Use the slider or click on 🔉 (quieter) or 🔊 (louder) to adjust the volume.

or

1 Outside of a call, double-click on ⬚ in the tray (taskbar).
✓ The Call Control Window opens.

2 You can change the volume of the speaker by moving the slider.

🔊 ─────●──── 🔊

8.2.2   MUTING MICROPHONE

If the microphone is set to mute (indicated by the crossed-out microphone icon on the call control), the other party can no longer hear you.

To mute the microphone

1 During a call, click on 🎤 in the call control.
✓ The icon changes and the microphone is turned off.

2 Click on the crossed-out microphone icon 🎤̸ to reactivate the microphone.

or

1 Outside of a call, double-click on 📞 in the tray (taskbar).
   ✓ The Call Control Window opens.

2 Click on 🎤 in the call control window.
   ✓ The icon changes and the microphone is turned off.

3 Click on the crossed-out microphone icon 🎤̸ to reactivate the microphone.

or

1 Right-click in the header of the call control window.
   ✓ The context menu will appear.

2 Click on Settings | Mute microphone.
   ✓ A check mark next to the setting indicates that the microphone is turned off.

3 Click on the setting again to activate the microphone.

8.3   AUDIO-MODES

In various telephony situations (handsfree, phoning with the headset etc.), corresponding settings are used. These settings determine how the connected audio devices are used. A combination of optimal settings, used for a telephony situation, is called an audio mode.

Connected devices are usually automatically detected and configured. You just choose the audio mode you want, and SwyxIt! automatically uses the correct devices with the optimal settings.

You can adapt the automatically adopted configuration to your own wishes. You assign installed audio devices to each audio mode, and choose the volume and the microphone sensitivity.

According to whether you want to speak handsfree or with a handset or headset, you can initiate or pick up a call in the audio mode of your choice. You can also change the audio mode during a call.

If an audio device has multiple devices for voice input and output (e.g. handset speaker and base speaker for the handset), it can be assigned to several audio modes (e.g. "Handset" and "Handsfree").

ℹ️ If no audio devices are installed which can be assigned to an audio mode, this mode is not available. The audio mode is grayed out in the selection.

Audio Mode "Handset"

In this audio mode, the handset speaker and microphone of the handset assigned to this audio mode are used.

Audio Mode "Headset"

In this audio mode, the headset and microphone of the headset assigned to this audio mode are used.

Audio Mode "Handsfree"

In this audio mode, the base speaker and the room microphone of the handsfree equipment assigned to this audio mode are used. In handsfree use, the voice input and output are accessible to all those who are in the vicinity of the handsfree equipment.

"Open listening" Option

When the audio mode "Handset" or "Headset" is used, the voice output is to handset speaker or headset. "Open listening" can be activated in parallel to the above audio modes, in order to let other people listen to the call. The voice output is then heard via an additional speaker.

In order to activate or deactivate the Open listening option, you can click on the corresponding function key in the line area.

Configuration

You can quickly start the configuration of the audio modes and the **Open listening** option by clicking with the right mouse button on the relevant icon or by opening the **Audio settings**. See *To configure the settings for the use of the audio devices*, page 125.

Default Audio Mode

ℹ️ An audio mode that is selected outside of a call is automatically set as the default.

By setting a chosen audio mode as default, you can determine which audio mode is used for telephony functions which you call from the SwyxIt! interface.

As soon as you actuate the hook off function (hook on, hook off) on an audio device, SwyxIt! switches to the corresponding mode (regardless of the default audio mode).

After a phone conversation that was not in the default audio mode, SwyxIt! automatically switches to the default audio mode.

To place set an audio mode as default

1 Outside of a call, click on the audio mode displayed next to 📳 .

2 Select the desired audio mode in the pop-up window.
   ✓ The selected audio mode is used as default.

   or

1 Click on the audio mode displayed next to 📳 .

2 In the pop-up window, click on **Audio settings**.
   ✓ The **Properties of...** page opens.

3 In the **Devices** area, click on the respective audio mode (Handset, Headset or Hands-free).

4 Click on **Set default**.

5 Click on **OK**.
   ✓ The selected audio mode is used as default.

See also *To configure the settings for the use of the audio devices*, page 125.

8.3.1 MAKING CALLS IN DIFFERENT AUDIO MODES

Regardless of the default audio mode, you can initiate or pick up a phone call in any audio mode you wish. You can also switch between the audio modes during a call.

To initiate a call in a chosen audio mode

1 Click on the audio mode displayed next to 📳 .

2 Select the desired audio mode in the pop-up window.

3 Enter the number in the input field using the keyboard, press the Enter key or click on 📞 .
   ✓ The connection is set up, and the speaker and microphone which are assigned to the audio mode become active.

To pick up a call in a chosen audio mode

You are being called.

1 To accept the call, click on the audio mode displayed next to 📳 .

2 Select the desired audio mode in the pop-up window.
   ✓ The connection is set up, and the speaker and microphone which are assigned to the audio mode become active.

To switch between audio modes

You are currently speaking (e.g. in "Headset" audio mode)

1 Click on the audio mode displayed next to 📳 .

2 Select the desired audio mode in the pop-up window to continue the call with another audio device (or another audio mode).
   ✓ The speaker and microphone which are assigned to the audio mode become active.

8.4   DISABLING SECONDARY CALL

If you are already telephoning, further calls will normally be signaled by a call-waiting tone. Activate Disable Secondary Call in order to prevent the signaling of further calls.

If this function is activated (indicated by the activated button), the caller will either hear the busy signal or his call will be forwarded, if Forward if busy has been defined (*6 Forwarding*, page 56).

To prevent a secondary call

1 Click on .
   ✓ Second calls are not signaled.

Click on to once again allow secondary calls.

8.5   HIDING YOUR NUMBER

When you call a subscriber, your phone number will be displayed there (if the opposite terminal supports this capability). If Hide Number is activated (indicated by the activated button), your phone number will not be transmitted to the person being called.

To prevent your number from being displayed

1 Click on .
   ✓ Your phone number will not be displayed for outgoing calls.

Click on this button again to display your phone number again.
or
1 Click with the right mouse button on a Line button.
   ✓ The context menu will appear.

2 In the context menu, select Properties.
   ✓ The Properties of... window will appear.

3 Activate the checkbox Hide Number/URI.
   ✓ Your phone number will not be displayed for outgoing calls.

Start this function again in order to resume the transmission of your phone number.

> Telephone number suppression when making external calls must also be supported by your ISDN line, otherwise only the display of your extension number will be suppressed.

8.6   STARTING THE SEARCH FUNCTION IN INPUT FIELD

In SwyxIt!, you can enter the name of a subscriber you want to call directly in the input field. This input starts a search function which tries to assign a number. The search function looks:

- in the Outlook and/or Lotus/IBM/HCL Notes contacts
- in the Personal Phonebook
- in the Global Phonebook.

The results are offered in a selection list. You can then conveniently dial from there.

For certain characters the search function is not started, so that a number or a SIP-URI can be entered manually. If the entered character string begins with a number or the character *#(, the string is interpreted as a number. If the string contains a @ or begins with "sip:" it is interpreted as a SIP URI. In all other cases the string is interpreted as a name, and the search function is started.

To start the search function

1 Bring SwyxIt! to foreground if necessary, so that the window is active.

2 Use the keyboard to enter the name, or part of the name.
  ✓ The results are offered in a selection list. This also shows the status of the respective user. Entries containing status information will be listed before entries without status.

3 Click on an entry.
  ✓ The call is initiated.

You can first select the desired entry using the arrow keys on the keypad and start dialing by pressing the Enter key.

You can use the delete icon ✕ to clear the field and thus cancel the search function.

8.7 CALL JOURNAL

The call journal offers an overview of your calls. You can open the call journal with the **Call journal** icon.

> ⚠ When saving and processing personal data, observe the respective applicable legal data protection regulations. If you have any questions especially regarding data protection in SwyxWare, please contact your administrator.

> ⚠ Personal data cannot be deleted automatically. In order to meet the valid data protection regulations, it may be necessary to delete the entries manually.

The calls are listed on the following tabs:

- **All**: all calls.
- **Missed**: incoming calls that were not picked up.
- **Incoming**: all incoming calls.
- **Outgoing**: all calls made by you.

- **My Callback Requests**: outgoing calls which were not picked up by the called subscriber, and for which you have left a callback request.

The list directly shows important information for the calls listed in the call journal; and various options are available for handling the calls. For example, you can call a subscriber directly from the list or add the number to your phonebook.

Information on the calls

Missed call

Callback Requests

Configuring the call journal

Information on the calls

Further information about the calls is shown in the call journal:

> ℹ Depending on the size of the window, a category may be hidden. This is indicated by the ⓘ icon. Change the window size to display it.

Label	Explanation
Name	Name of the caller
Phone number	Phone number of the caller
Date/Time	Time of Call
Connected to	Here you can see who answered the call for you.
Call for	Here you can see which number the caller originally dialed, i.e. if the call was forwarded or not.
Status	For incoming calls only (Incoming, Missed or All). Here you can see, for example, whether a call was picked up or forwarded. See *Status of the Calls*.
Duration	The duration of the call is specified here.
Action	Options to react to the call: • 📞 You can call the caller back. • ✉ You can send an e-mail to the caller. • 🕐 You can send call information to DATEV.

You can easily alter the window size and the width of individual columns, simply by dragging the lines.

Call journal

Status of the Calls

Configuring the call journal

Status of the Calls

You can see the status of all incoming calls in the call journal.

Icon	Explanation
↙	Incoming call (answered)
↗	Outgoing call
↪⊙	Incoming call (forwarded to Voice Box)
↘	Missed call
⇶	Incoming call (forwarded)
📞↗	The caller has left a callback request.

Call journal

Information on the calls

All Calls

Missed call

Configuring the call journal

Sorting call journal entries

You have the possibility to sort the entries of the call journal in ascending or descending order according to information on the calls.

To sort the entries of the call journal

1   Click on 🙂 in the menu bar.
   ✓ The Call journal appears.

2 If necessary, select a tab (All, Missed, Incoming, Outgoing or My Callback Requests).
✓ The calls are listed.

3 Click on ⬍ next to the category(Name, Number, Date/Time, Connected with, Call for, Duration by which you want to sort.
✓ The icon changes and the entries are sorted accordingly:

- ▲ : the entries are sorted in ascending order.

- ▼ : the entries are sorted in descending order.

4 Click on the displayed icon to change the sorting order (▼ or

▼) or to cancel the sorting (⬍).

8.7.1 ALL CALLS

The All tab offers you an overview of all incoming and outgoing calls. However, it does not show your callback requests. You can enter a name or a number in the search field to filter the entries.

8.7.2 MISSED CALL

Missed calls are incoming calls that were not picked up directly by you. This also includes calls that were forwarded (e.g. to your Voice Box or another subscriber) or were picked up by another subscriber as a result of call signaling. These calls are noted in the call journal on the tabs Missed and All.

If you have not picked up a call, this is indicated by:

- an icon in the taskbar and in the Windows notification area

- Displayed on the user interface - next to the Call journal function key and the menu bar, the number of missed calls is shown

1 Click on the Call journal function key and select the Missed tab to display the list of missed calls. New missed calls are highlighted in bold.

After switching from the Missed list, the new missed calls are no longer highlighted and the display on the user interface is reset. The calls remain listed in the Caller List. Callback requests are retained in the list until they have been answered or marked as obsolete.

8.7.3 CALLBACK REQUESTS

The callback function allows you to leave a callback request for another subscriber. These callback requests are stored in the tab My Callback Requests.

Call Journal

🔍 Search					🗑
All	Missed	Incoming	Outgoing	My Callback Requests	

Name ⬍	Num... ⬍	Date / Time ⬍	Durati... ⬍	Action
📞 Rossi, Mario	289	Wed 02.07.2025 14:42	00:00	📞 ✉ 🕐

If another subscriber has left you a callback request, this is indicated in the Call journal under All and Missed. A red circle on the Call journal function key and the Missed list indicates that you have a callback request.

For further information concerning callback requests, see *8.14 Callback request*, page 96.
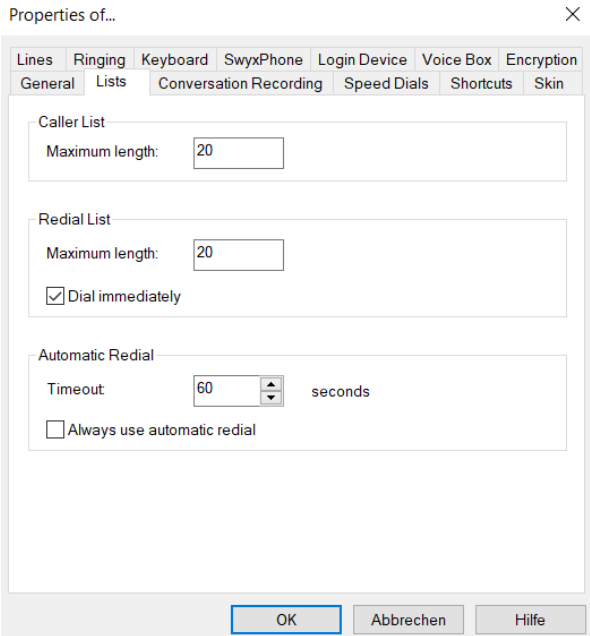
8.7.4   CONFIGURING THE CALL JOURNAL

When configuring the Caller List you have the option of setting the length of the Caller and Redial List.

A change in the length of the Caller List also affects the **All** and **Missed** lists, as the entries of the Caller List are the basis for these lists. Please note that deletion of a call from the Caller List causes the associated callback request to be deleted too.

To define the length of the lists in the call journal

1   Click on ⚙ and on **User profile**.

or

1   Press the key combination **Alt + Shift + U**.
  ✓ The **Properties of...** window appears, which contains several tabs with settings.

2   Select the **Lists** tab.

3   Enter the maximum number of entries to be included in the Caller List in the field **Maximum length** located under **Caller List**.
If this length limitation is exceeded, the oldest entry in the list will be deleted. Remember that this may also mean the deletion of callback requests.

4   Enter the maximum number of entries to be included in the Redial List in the field **Maximum length** located under **Redial List**.

5   Click on **OK**.

8.8   REDIAL

Redial allows you to call previously dialed numbers once again. In doing so you can:

● redial the last number you dialed

● open the Redial List, see *Redial list*, page 23.

To start the redial of the latest number

1 Click on 📞 next to the input field.
  ✓ The last dialed number is displayed in the input field.

2 Click 📞 again to start the call.
  ✓ The call is initiated.

To start the redial for a specific number

1 Right-click next to the input field on 📞 .
  ✓ The list of the last dialed phone numbers is displayed.

2 Click on the number you want.
  ✓ The call is initiated.

8.9   SPEED DIAL AND STATUS SIGNALING

The numbers of frequently called contacts can be assigned to Speed Dials. The Speed Dials enable you to dial quickly: Simply click on the speed dial to dial the subscriber.

⚠️ When saving and processing personal data, observe the respective applicable legal data protection regulations. If you have any questions especially regarding data protection in SwyxWare, please contact your administrator.

⚠️ Personal data cannot be deleted automatically. In order to meet the valid data protection regulations, it may be necessary to delete the entries manually.

Status Signaling

Call notification and Pickup

Configuring Speed dials
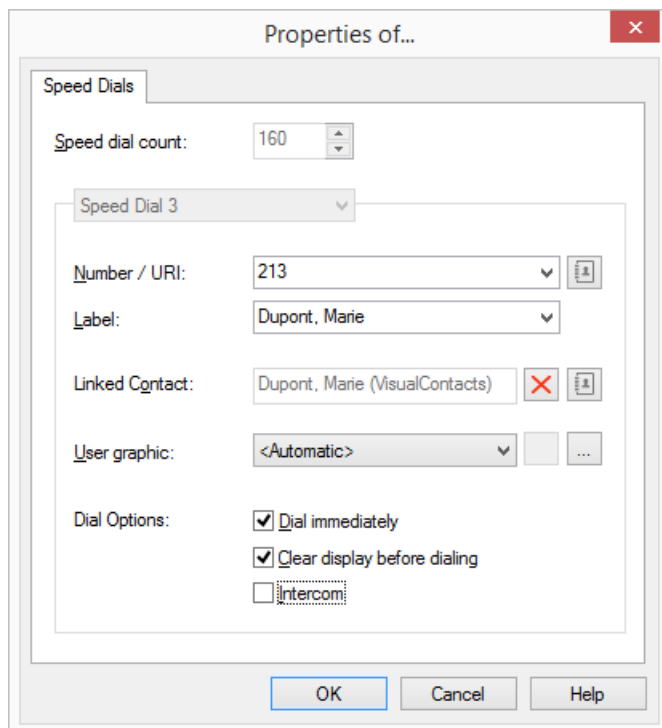
8.9.1   CONFIGURING SPEED DIALS

You can customize a single Speed Dial directly, or configure multiple Speed Dials via the user settings. You have the following options:

- Number of Speed Dials
- Number and label for a button
- Assign a linked contact
- Assign an image for a button
- Immediate dialing of the number
- Clearing of the input field (display) before dialing
- Use of the Intercom

To define the properties a Speed Dial

1 Click ⋮ on the Speed dial.

2 In the pop-up window, click on ✏️ .
  ✓ The **Properties of...** window will appear.

3   Enter the standard number into the **Number/URI** field,, which can be selected by clicking on the speed dial (valid numbers are numeric sequences or SIP-URIs)
or
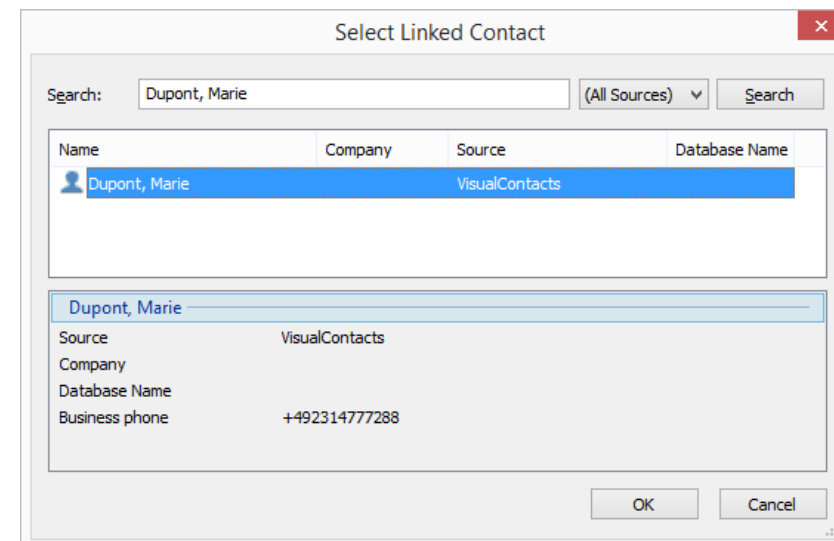
click on 📖 next to the **Number/URI** field, in order to retrieve the SwyxIt! Phonebooks.

- Select the desired contact in the global or personal phonebook and confirm your selection by pressing the Enter button.

    The contact's number and name will be entered in the **Number/URI** and **Label** fields respectively.

4   Enter the text for the label of the Speed Dial in the **Label** field.

5   If you want to assign a linked contact to a speed dial, click on 📖 next to the **Linked Contact** field.
The dialog window **Select Linked Contact** will open:

- Select the desired application (data source) in the list box or leave the standard setting **(All Sources)**.
- Enter the search term into the **Search** field.
You can enter a sequence of letters to search names of people or companies.)
- Click on the **Search** button.
The list of search results will appear.
The search results may contain the following information, displayed in the respective columns:

    Name
    - Company (Organization)
    - Database
    - Source (Application)

You can hide columns by right-clicking on the headline and deactivating the respective entry in the context menu.

- Click on a line or use the arrow keys to scroll down the list.
The lower section contains an overview of the marked contact.
- Double-click on the desired line.

The contact data will be entered in the respective dialog windows.

6 Enter the file name of a graphic into the **User Picture** field. This image is displayed on the speed dial.
Here, for example, you can include a small portrait of the subscriber.

Click on [...] to search for the appropriate files in the data system.

If **<Automatic>** is selected, the image that the user has chosen for himself is automatically displayed on the Speed Dial. If he changes his user picture, the image on the Speed Dial also changes.

ⓘ If you have selected **<Automatic>**, SwyxIt! always automatically updates the image on the Speed Dial during the logon to the server. If a user changes his picture, you will not see the new picture until you log SwyxIt! on to the server once more.

ⓘ When performing a re-installation, the option **Automatic** is set as default. When performing an update from an older version, the previous picture selection is preserved.

You can use graphics in the following formats: BMP, GIF, JPEG, PNG and TIFF. These are automatically scaled as they are read in if they are too large for the area provided on the Speed Dial.

ⓘ Your own user picture should preferably not exceed a size of 100x100 pixel. If a larger image is selected, SwyxIt! reduces it proportionately to this size. Available transparency information in the picture, however, might be lost.

7 Activate the option **Dial immediately** in order to dial the subscriber immediately by clicking on the Speed Dial.

ⓘ Please note that clicking on a speed dial button immediately dials the number by default, even if the option **Dial immediately** is deactivated.

8 Activate the option **Clear display before dialing**, so that only this number is transferred. Existing inputs are removed.
If this option is deactivated, the assigned number will be added to the existing inputs. It is thus possible to attach a call-by-call code to

the actual number of the subscriber by clicking on two Speed Dials sequentially.

9 If you activate the **Intercom** option, the number will be dialed immediately and the connection is established automatically, i.e. your conversation partner's phone will immediately pick up the call.

10 Click on **OK**.
  ✓ The speed dial button is assigned.
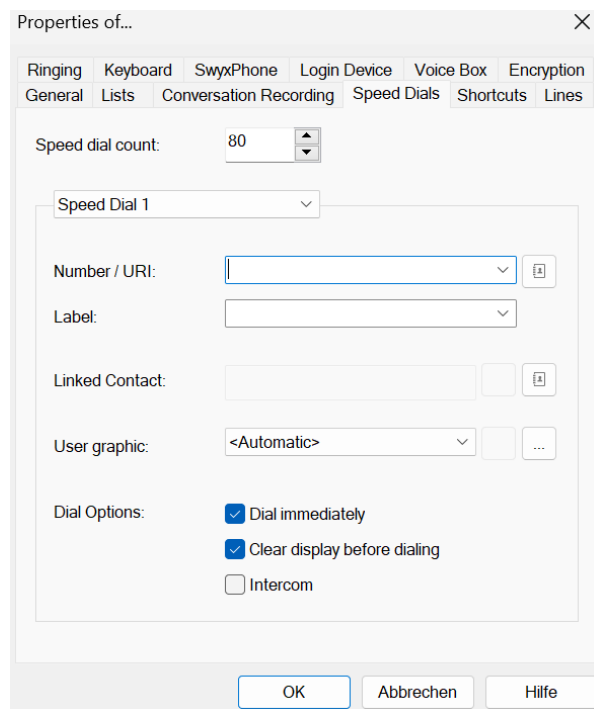
ⓘ If you have assigned a linked contact to the speed dial, the respective contact data will also be assigned to the context menu and the contact card of this speed dial.

To configure the speed dials in the user settings

1 Click on ⚙ and on **User profile**.

or

1 Press the key combination **Alt + Shift + U**.
  ✓ The **Properties of...** window appears, which contains several tabs with settings.

2 Click on the tab **Speed dials**.

7 If you want to assign a linked contact to a speed dial, click on 📖 next to the **Linked Contact** field.
✓ The dialog window **Select Linked Contact** will open:

3 In the first field, you define the maximum number of Speed Dials to be displayed.

4 Open the **Speed Dial** drop-down list and select the Speed Dial to be configured.

5 Enter the standard number into the **Number/URI** field, which can be selected by clicking on the speed dial button (valid numbers are numeric sequences or SIP-URIs)
or

click on 📖 next to the **Number/URI** field, in order to retrieve the SwyxIt! Phonebooks.

● Select the desired contact in the global or personal phonebook and confirm your selection by pressing the Enter button.

The contact's number and name will be entered in the **Number/URI** and **Label** fields respectively.

6 Enter the text for the label of the Speed Dial in the **Label** field.

● Select the desired application (data source) in the list box or leave the standard setting **(All Sources)**.

● Enter the search term into the **Search** field.
You can enter a sequence of letters to search names of people or companies.)

● Click on the **Search** button.
The list of search results will appear.
The search results may contain the following information, displayed in the respective columns:
Name
- Company (Organization)
- Database
- Source (Application)

You can hide columns by right-clicking on the headline and deactivating the respective entry in the context menu.

- Click on a line or use the arrow keys to scroll down the list.
  The lower section of the window contains an overview on the marked contact.
- Double-click on the desired line.
  The contact data will be entered in the respective dialog windows.

8 Choose a picture. You can choose from:
- a standard picture from the SwyxWare database, with the additional marking (Template).
- the option <Automatic>, which means that the user's own stored user picture will be displayed on the Speed Dial.
- no picture, which means that a standard image with a gray portrait will be displayed
- a picture from the file system.

9 Choose the dialing mode, and specify whether
- You would like to dial the number immediately, i.e. the connection will be immediately established, when you click on the button.
- the contents of the input field (or display) should be deleted before dialing. This means that only the number configured here will be shown in the display. No code or project code will precede the number.
- you would like to use the number for an Intercom connection. In this case, the connection will be made immediately and you give the other subscriber your message directly, without him having to pick up the call.

You can directly configure all of the Speed Dials you use, one after another. See also *8.9 Speed Dial and Status Signaling*, page 83.

8.9.2 STATUS SIGNALING

In addition, for subscribers in your company, the Speed Dial provides information about whether

- the subscriber can currently not be reached, is absent or logged off, or does not want to be disturbed (*8.9.3 Extended Status Information (Rich Presence)*, page 88).
- the subscriber's line is busy.

- no status information is available.

This status signaling must be defined by the system administrator. It can be defined as one-way or two-way, and may include multiple Swyx-Servers. See also help.enreach.com/cpe/latest.version/Administration/Swyx/en-US/index.html#context/help/status_signaling_$.

Icon	State	Explanation
	Available	By setting the status "Available", you are notifying call partners that you can be reached at present (*To set your status to "Available"*, page 88).
	Away	Setting the status "Away" lets your call partners know that you are not at your desk at the moment, so cannot be reached. This status is displayed for the following reasons: • You set the status manually, see *To set your status to "Away"*, page 88. • In the local settings you have specified a time, after the expiry of which, without any input by you, the status is automatically set to "Away". • In the local settings, you have specified that your status is set to "Away" as soon as your screen saver becomes active. • In the local settings, you have specified that your status is set to "Away" as soon as you disable your computer. • In the local settings, you have specified that your status is set to "Away" when you have an appointment according to your calendar. See also *10.3 Local Settings*, page 123.
	Do Not Disturb	Setting the status "Do Not Disturb" lets your call partners know that you do not want to receive any calls. If someone nonetheless tries to call you, neither your SwyxIt! nor your SwyxPhone will ring. The line is signalled as "Busy" to the caller and the call will be displayed as missed in the call journal see *To set your status to "Do Not Disturb"*, page 88.
	In a call	This status is set automatically as soon as you pick up the handset.

Icon	State	Explanation
	Logged off	The "Logged off" status indicates to your call partners that you are currently not logged in to SwyxIt!.
-	Enter status text	This option lets you store any text you want as additional information for your call partners. The text is limited to 252 characters, and is displayed a speed dial created for you and in the phone book. It will still be displayed when you switch off your computer, see *To enter status text*, page 89.
-	Select user picture	The picture selected within this option will be displayed on the Speed Dial, if your call partner has set the "User Pictures" option to "<Automatic>" in the properties of your Speed Dial button. You can choose a standard picture from the SwyxWare database or an individual one from the file system, see *To specify your own user picture*, page 89.

8.9.3   EXTENDED STATUS INFORMATION (RICH PRESENCE)

All set statuses are displayed for your call partners, not only on the Speed Dial but also in the phonebook.

To set your status to "Available"

To set your status to "Away"

To set your status to "Do Not Disturb"

To enter status text

To specify your own user picture

You can use Extended Status Information to give your call partners precise information about your availability. If your call partner uses Extended Status Information, you will also see his availability, on the Speed Dial assigned to him.

⚠️ When saving and processing personal data, observe the respective applicable legal data protection regulations. If you have any questions especially regarding data protection in SwyxWare, please contact your administrator.

To set your status to "Available"

1 Click on your profile picture.
   ✓ A pop-up window opens where you can configure the status settings.

2 Select the status **Reachable** in the **Presence status** drop-down menu,.
   ✓ The status is displayed on your profile picture and appears on the speed dial set for you by your call partner. In addition, the status is also displayed in the Global Phonebook.

To set your status to "Away"

1 Click on your profile picture.
   ✓ A pop-up window opens where you can configure the status settings.

2 Select the status **Away** in the **Presence status** drop-down menu,.
   ✓ The status is displayed on your profile picture and appears on the speed dial set for you by your call partner. In addition, the status is also displayed in the Global Phonebook.

The status **Away** can also be assigned automatically. Specify the preconditions for this to happen within the Local Settings. See also **"Local Settings" tab**, page 123.

When logging on to SwyxIt! or restarting SwyxIt!, you are asked, if you would like to set your status back to **Available** or keep your **Away** status.

ℹ️ If you use more than one SwyxIt!, e.g. on your computer and on your laptop and you set the status manually to **Away** in one SwyxIt!, then the status is shown on the call partner's Speed Dial as **Away**. If SwyxIt! switches automatically to **Away** - according to its configuration - then the status **Away** only appears on the Speed Dial if all clients have switched automatically to **Away**.

To set your status to "Do Not Disturb"

1 Click on your profile picture.
   ✓ A pop-up window opens where you can configure the status settings.
2 Select the status **Do Not Disturb** in the **Presence status** drop-down menu.
   ✓ The status is displayed on your profile picture and appears on the speed dial set for you by your call partner. In addition, the status is also displayed in the Global Phonebook.

Once you have selected the status **Do Not Disturb**, incoming calls are not put through. The line is signalled as "Busy" to the caller and calls are displayed as missed in the call journal.

When logging on to SwyxIt! or restarting SwyxIt!, you are asked, if you would like to set your status back to **Available** or keep your **Do not disturb** status.

> ℹ️ If you set the status to Do Not Disturb while it is ringing, the ringing then falls silent. The call is then signaled only by the animation of the line, or an information balloon.

To enter status text

1 Click on your profile picture.
   ✓ A pop-up window opens where you can configure the status settings.
2 Enter the desired text under **Status text**. You can enter up to 252 characters.
   ✓ The status text is adopted and displayed in the phonebook or on the Speed dial assigned to you by your call partner.

> ℹ️ The last five entries are saved. This makes it easier to quickly set recurring status messages.

> ℹ️ The input status text is always displayed. The display of the text is thus independent of the selected status. In other words, even if you shut down your computer, and are then not indicated on the Speed Dial as logged on, the entered text still appears. This option lets you store more details, about your leave times for example (e.g. "Holiday from 01. - 09.10"). While you are absent, your call partner can then see from your Speed Dial how long you are away, and when he will be able to reach you again.

To specify your own user picture

1 Click on your current profile picture.
   ✓ A pop-up window opens where you can configure the status settings.
2 Click on the profile picture.
   ✓ The **Change user picture** pop-up window opens.

3 Click on   ⬆️   .
4 Select an image from your file system.
5 Click on **Save**.
   ✓ The image is saved and is visible to your contacts on your profile.
   or
1 Click with the right mouse button next to the Enreach logo in the call control window.
   ✓ A context menu will open.
2 In the **Settings** menu, select the option **Rich Presence | Set Own Picture**.
   ✓ The **Se Own Picture** window opens.
3 Select the picture of your choice in the dropdown list.
   The selected picture will be displayed for your call partner on the Speed Dial, provided you have chosen automatic user picture display.
   You can choose between
   • a standard picture from the SwyxWare database. These pictures are in the dropdown list and are marked (template). They were stored by your administrator.

or

- a picture that you choose from your file system. Pictures recently chosen from your file system will then also appear in the dropdown list.

or

no picture, if you don't want to display any. In this case a standard image with a gray portrait will be displayed on the Speed Dial.

8.9.4   STATUS SYNCHRONIZATION WITH MICROSOFT TEAMS

If you also have an MS Teams account, your status can be synchronized with your Microsoft Teams account in SwyxIt!. The status that you have set in Microsoft Teams will be automatically adopted by SwyxIt! after five seconds at the latest.

ⓘ   This function must be configured for your system by your administrator.

ⓘ   The status text set in SwyxIt! is not affected by the MS Teams synchronization.

In MS Teams (set by user)	In MS Teams (set automatically, based on activity)	Resulting SwyxWare status
Available	Available	Available
	Available, Out of Office	Available
Busy	Busy	Away
	In a call	In a call
	In a meeting	Away
	On a call - out of office	In a call

In MS Teams (set by user)	In MS Teams (set automatically, based on activity)	Resulting SwyxWare status
Do Not Disturb	-	Do Not Disturb
	Presenting	In a call
	Focusing	Do Not Disturb
Away	Away	Away
	Away; last seen at <time>	Away
Be right back	-	Away
Appear offline	-	Away
	Offline	No synchronization with Microsoft Teams
	Status unknown	
	Out of Office	

8.10   CALL NOTIFICATION AND PICKUP

In the case of a signaled call, you will be shown that another user or a group has received a call. Signaling is set up by the administrator. You can pick up a signaled call.

A call is signaled as follows:

- A call symbol with a **Call notification** popup will appear in the Windows taskbar, containing the number and the name of the caller. (You can also deactivate the call notification in the taskbar in the user settings). See also *8.10.1 Configuration of Call notification*, page 91.
- If you have set a Speed Dial with the called subscriber, the icon will blink.
- If the call is not picked up by the subscriber originally called, you will hear a beep after 10 seconds.

To define the options for Call notification

To pick up a signaled call

To pick up the call,

1 Click on the SwyxIt! user interface on **Pick up Call**.

Or

1 double-click on the call symbol in the tray (taskbar).

Or

1 lift the handset.

2 Click on the Pick Up button or on the Speed Dial.
  ✓ The speakers and the microphone are cleared or the SwyxIt! Handset or the SwyxIt! Headset is activated so that you can speak with the caller.

To pick up a phone call if you are currently involved in a different phone call

1 Click on **Pick up Call** or on the Speed Dial on the SwyxIt! user interface.

Or

1 Select a second line (Call Swap) and then click on the Pick Up button.

Or

1 Double-click on the call icon in the tray (taskbar).
  ✓ The previously active connection is put on hold, the subscriber hears music on hold, and the incoming call is picked up.

8.10.1 CONFIGURATION OF CALL NOTIFICATION

You can specify in the user settings whether you want a call notification in the taskbar as well as acoustic call signaling.

To define the options for Call notification

1 Click on ⚙ and on **User profile**.

or

1 Press the key combination **Alt + Shift + U**.
  ✓ The **Properties of...** window appears, which contains several tabs with settings.

2 Select the **General** tab.
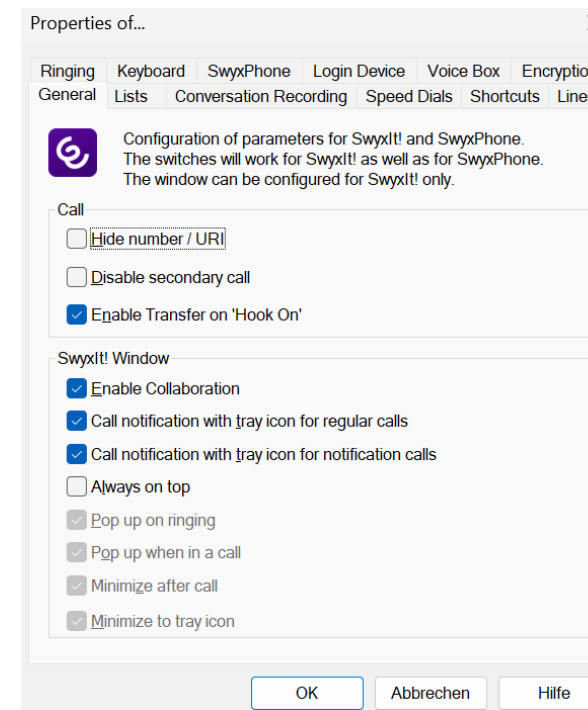
3 In the SwyxIt! area, activate the checkbox **Call notification with tray icon**.
  ✓ Calls for other users or group calls are no longer shown to you in the information balloon in the taskbar.

ℹ You can enable/disable the taskbar display in your user settings, but the call signaling will continue to be displayed in SwyxIt!.

8.11   COLLABORATION BY MOUSE CLICK

The following collaboration applications and functions are available to you with SwyxIt!:

- Swyx Meeting
  Online video conferencing
  Chat
  Screen sharing
  File sharing
  More information about Swyx Meeting can be found here:
  help.enreach.com/meeting/1.00/web/Swyx/en-US/

⚠️ For the provision of the Swyx Meeting service, user-related data will be transmitted to our processor Voiceworks B.V. (also part of the Enreach Group) on the basis of a corresponding contract and processed there. By using the products, various data such as IP address, login data, chat messages, names of communication partners, dial-in number (Swyx Meeting), files sent and screenshare content (Swyx Meeting) are transmitted.

- Third party application

8.11.1   REQUIREMENTS

The following requirements must be fulfilled in order to use the Collaboration functions:

- Your administrator must allow Collaboration (or Application Sharing) for you. See also *10.2.1 General*, page 110.
- You must have activated Collaboration in your user settings. See also *10.2.1 General*, page 110.
- Collaboration with TeamViewer: You have selected the corresponding function when installing the SwyxIt!. See also *15.3.2 Custom Setup Installation*, page 158.
- Collaboration with SwyxIt! Meeting: You have selected the corresponding function when installing the SwyxIt!. See also *15.3.2 Custom Setup Installation*, page 158.
- Collaboration with Swyx Meeting: You are using Chrome or Firefox as your browser. See also *To specify a default tool for Collaboration*.

8.11.2   START COLLABORATION

You can start collaboration via SwyxIt!.

To start the collaboration

1. During a call, click on ⋮ .
2. Click on ⬀ to open the call control window.
3. Click on the 🗔 **Collaboration** button.
   ✓ The Collaboration application defined as default is then started.
   Or
1. During a call, click on ⋮ .
2. Click on ⬀ to open the call control window.
3. Right click on the 🗔 **Collaboration** Button.
   ✓ The context menu with the available collaboration applications (tools) will be displayed.
4. Click on the application you want.
   ✓ The corresponding Collaboration tool is started. The operation then depends on the particular tool.

ℹ️ The Collaboration function with SwyxIt! Meeting and TeamViewer is only available during an active call. Outside calls, Swyx Meeting is available as a collaboration application.
help.enreach.com/meeting/1.00/web/Swyx/en-US/

8.11.3   PARTICULARITIES IN CASE OF COLLABORATION WITH TEAMVIEWER

In certain scenarios the communication behaviour between SwyxIt! and TeamViewer is different:

- If you start a collaboration session within SwyxIt!, and TeamViewer is not active and/or you are not logged in with your TeamViewer account, you have to log in as organizer in the TeamViewer window by clicking on **Log on as organizer**, if you want to start a Team-Viewer session.
  Participants of a TeamViewer session do not need a TeamViewer account.

- The collaboration session remains active on the organizer side, if the participants ends the session. The session thus has to be manually ended by the organizer.

- The collaboration button on the participant side remains "blocked" (red), until the call has been ended within SwyxIt!, irregardless if the TeamViewer sessions is still active or not.

- The collaboration session remains active after the call has been ended. The TeamViewer window has to be closed manually by all session participants.

8.11.4 DEFINING THE DEFAULT APPLICATION FOR COLLABORATION

If several plug-ins (tools) are available on your system for the use of Collaboration, you can specify which of these should be adopted as the default option. The default option selected here will be started directly when you click the Collaboration button.

All available applications are displayed for you in the context menu of the Collaboration button, so that even the tools that are not defined as default can be started with a simple mouse click.

The definition of a default tool is not stored in your user settings: it is a local setting, i.e. it applies only for the particular computer. This ensures that the chosen application starts even if there are different installations present on your system.

To specify a default tool for Collaboration

1 Right-click the 🖵 **Collaboration** button and select **Properties** in the context menu.
   ✓ The dialog field for the local configuration is opened.
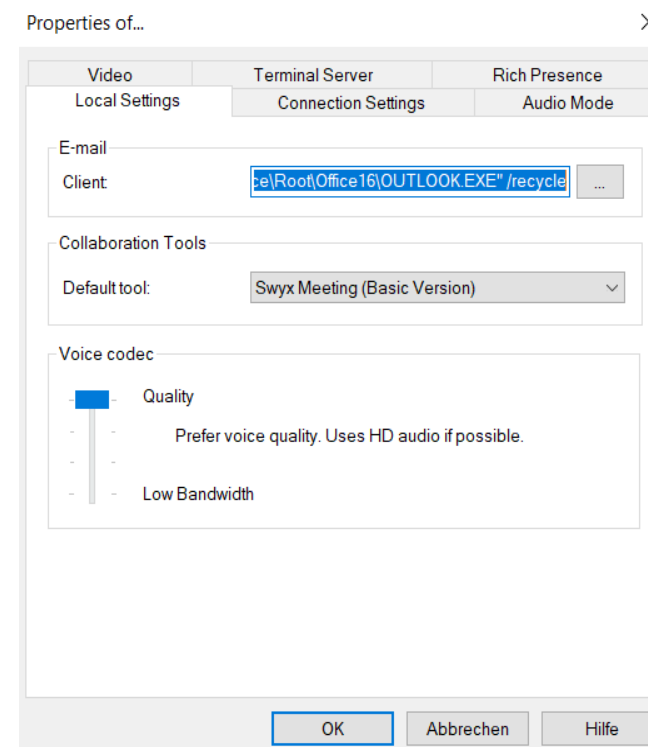
2 Under **Collaboration Tools**, select the default application.

8.12 CONVERSATION RECORDING

SwyxIt! makes it possible to record phone conversations. This function must be permitted by the administrator. There are two options for this:

- the general recording of all conversations and
- the recording of individual conversations by the user.

⚠️ When saving and processing personal data, observe the respective applicable legal data protection regulations. If you have any questions especially regarding data protection in SwyxWare, please contact your administrator.

⚠️ Personal data cannot be deleted automatically. In order to meet the valid data protection regulations, it may be necessary to delete the entries manually.

General recording of all conversations

In many telephoning environments, e.g. in the case of hotlines, it is necessary to record all conversations of a specific user. This function is managed by the administrator. If this function has been activated by the administrator, you, as a user, cannot define any other recording options; the relevant options on the tab for configuration of recordings are grayed out. All your calls are recorded, and saved as a .wav file. These calls are listed in the call journal in the list of recorded conversations, and you can listen to them or delete them there if you have the relevant access.

Recording of conversations by the user

When a user records conversations, he can record the entire conversation or individual parts of the conversation.

All the calls you have recorded are displayed under **Call Recordings**. This list contains all recorded conversations as well as additional information, e.g. date and time of the call, the phone number of the conversation partner, and the extension used.

The recorded calls are saved in your user directory as .wav file and can be called up on the **Call Recordings** tab. See *8.12.2 Configuring Conversation Recording*, page 95.

Recording Conversations

8.12.1 RECORDING CONVERSATIONS

During a call, you can click on the ⦿ button to record the conversation which follows. A start signal and the color coding of the button will signal that the conversation is being recorded. The recording is also displayed with a icon on the corresponding line.

Clicking once again on the ⦿ button will interrupt the recording.

The caller is made aware of the recording by a beep. You can switch recording on or off a number of times during a call. The individual parts of the conversation will be stored together in one file-this results in only one entry per call being added to the list of recorded conversations.

To record a phone call

You are having a phone conversation.

1 Click ⋮ on the line display.

2 In the pop-up window, click on **Start recording** ⦿ .
   ✓ Your conversation partner will hear a sound signal and the conversation is recorded.
   To record individual parts of the conversation, switch the recording function on or off repeatedly during the call.

To end the recording of a phone call

1 Click on 📞 to end the call.
   ✓ The recording is ended.
   or

1 Click   ⋮   on the line display.

2 In the pop-up window, click on **Stop recording**   ⦿ .
   ✓ The recording is ended or interrupted.
   If you deactivate Conversation Recording, no other sound signal will be produced.
   To record only individual parts of the conversation, switch the recording function on or off repeatedly during the call.

To listen to your Call recordings

1 Click on   ⦿   in the menu bar.
   ✓ The overview of your Call recordings appears.

2 Move the mouse pointer over the desired call recording and click on
   ▶ .
   ✓ The Call recording is played.

To record a phone call

8.12.2 CONFIGURING CONVERSATION RECORDING

The conversations are stored by default on your PC under application data, or in a directory specified by the administrator. You can change this directory, if this is permitted by the administrator. You will also see whether all conversations are recorded or whether you can record your conversations yourself as needed. The corresponding checkboxes are greyed out because only the administrator can change the settings.

To define the directory for the recorded conversations

1 Click on   ⚙   and on **User profile**.

or

1 Press the key combination **Alt + Shift + U**.
   ✓ The **Properties of...** window appears, which contains several tabs with settings.

2 Select the **Conversation recording** tab.
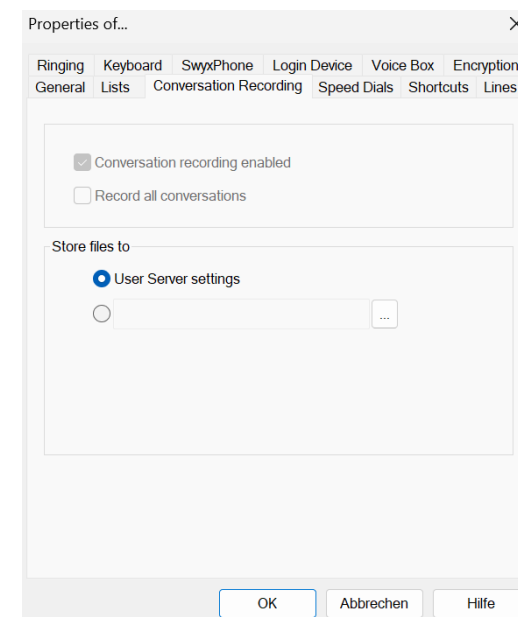
3 Click on   …   under **Store files to**, to search for the directory you want.
   The option is automatically activated as soon as the field contains a directory.
   If the recordings should be stored in a standard directory preset by the administrator, activate the option "Use Server Settings". If your administrator has used the standard settings, your recordings will then be stored in your Windows user directory (usually on your local PC). Enter the following address into your Windows Explorer to start the directory:

   `%APPDATA%\Swyx\Recording`

4 Click on **OK** to close the window.

8.13 PROJECT CODES

SwyxWare can record the data of individual telephone calls in CDRs (Call Detail Records) and assign different project codes to them. This data can then be evaluated later. See also help.enreach.com/cpe/latest.version/Administration/Swyx/en-US/index.html#context/help/CDR_$.

To associate a call to a project, you must enter the assigned project code before making the call.

The use of project codes is also possible when dialing from Outlook.

To assign a call to a project

1 Enter '*' and then the project code.
2 End the entry of the project code with '#'.
3 Then immediately dial the destination number as usual.
   ✓ The project code will now be recorded in the Call Detail Record (CDR) by SwyxWare.

You can also, for example, assign a project code to a Speed Dial (e.g. *123#, Option: Activate **Clear display before calling** and deactivate **Immediate dial**) and then assign a corresponding contact partner to a second Speed Dial (e.g. 00123 4567, please do not activate **Clear display before calling** here). If you would now like to assign a conversation with your contact partner to a project, press the Speed Dial with the code first and then the button with the telephone number.

To assign a call to a project when dialing from Outlook or Lotus/IBM/HCL Notes

1 Select the contact and click on the SwyxIt! icon.
   ✓ The following window appears: SwyxIt! **Phone Dialer**.
2 Enter a project code or select a project code from the drop-down list.
3 Then click on **Dial** behind the number you would like to use.

4 The number entered, preceded by the project code, will be dialed.
   ✓ The project code will now be recorded in the Call Detail Record (CDR) by SwyxWare.

8.14 CALLBACK REQUEST

If you call another subscriber within your company and the connection can not be established (e.g. speaking, busy, call not picked up, absent), you can make a callback request.

There are two different situations:

- Callback on busy, i.e. the person called is speaking
- Callback (when the line is idle and the call is not picked up or is forwarded to Voice Box)

SwyxIt! offers you a list for the management of your callback requests.

If another user leaves a callback request for you, it will be shown in the call journal under **All** and **Missed**.

Callback on busy

Callback request for unanswered call

8.14.1 CALLBACK ON BUSY

You call another subscriber in your company and this person is currently speaking on the phone. You receive the message "Busy" or "Call waiting", depending on whether the person called has allowed a second call. (In the Caller List of the person called, an entry appears - as is the case for every call). If the person called ends his call, this will be signaled to your SwyxIt! phone and – after an inquiry call – a new call (callback) will be started.

The "Callback on busy" function always uses the same line as for the original call, even when a different line is defined as default.

To start Callback on busy

Requirement: You have made a Callback on busy request.

1 The person called ends his call.
   ✓ A signal tone is produced and an information balloon, offering a redial, will appear in the Windows tray.

2 Confirm the new call by clicking on the information balloon in the Windows tray.
   ✓ The call is initiated.

If you do not confirm the new call within 20 seconds, the entry in the list **Callback** will change to **Was free. Retry?**.

Then click on the entry to call back from this list.

If a connection is made to the person originally called, the entry in the **Callbacks** list will be deleted automatically.

To reject Callback on busy

Requirement: You have made a Callback on busy request. The line of the other subscriber is free and you will be prompted to call again. A signal tone is produced and an information balloon, offering a redial, will appear in the Windows tray.

1 In the call control window, click on **Reject callback** in the **Functions** menu.
   ✓ The entry in the "Callbacks" list will be deleted.

To delete Callback on busy

Requirement: You have made a Callback on busy request.

1 In the call journal click on **My Callbacks requests**.

2 Click on 🗑 and confirm with **Delete**.
   ✓ The entries in the call journal are deleted.

ⓘ When deleting entries, the current filter setting is taken into account, i.e. only the entries currently displayed are deleted.

or

3 Click on one or more entries and then on 🗑 to delete only the selected entries.

8.14.2 CALLBACK REQUEST FOR UNANSWERED CALL

You call another internal subscriber and this call is not picked up. You receive the message "Outgoing Call, Ringing" or the Voice Box announcement (the called person's call journal shows an entry - as for any call -, and the option "Missed Calls" is active).

If you now select the **Request Callback** option in the **Functions** menu, this entry in the called person's call journal acquires the status "Callback Requested".

This request will be entered with **Callback requested** in your **My Callbacks requests** list. When the called person edits his call journal, he can

- start the callback from the call journal.
  If you then pick up the callback, the callback request in your list will be deleted.
  If no connection is made, the callback request will remain unchanged.

- ignore the Callback Request.
  If the person called ignores the entry in his list, the status of the entry will change to **Callback obsolete**.

- delete the callback request in the call journal.
  The complete entry will be deleted in the list of the person called, and in your **Callbacks** list, the entry will change to **Callback obsolete**.

ⓘ Callback requests in case of calls that have not been picked up can only be made for subscribers on the same SwyxServer server.

To answer a callback request

1 Open the Call Journal.
2 Click on the **Missed** tab.
   ✓ The list of your missed calls appears und Callback requests are

   marked with ☎ .

3 Move the mouse pointer over the desired entry and click on **Call**.
   ✓ The call control window appears and the call is established.

My Callback Requests

In the **My Callbacks requests** list you will find all callbacks that you have requested yourself.

In this list you will see the status of the callback you have requested:

- Callback on busy

  You have made a callback request of a subscriber whose line is busy. This subscriber is still telephoning.

- Was free. Retry?

  You have made a callback request of a subscriber whose line is busy and signaled this request to the subscriber later. You did not pick up the callback. You can execute this callback again with **Dial**.

- Callback requested

  You have made a callback request of a subscriber whose line is idle. No connection was successfully made.

- Callback obsolete

  You have made a callback request of a subscriber whose line is idle. After this, the callback has either been ignored by the other subscriber, was answered per e-mail or deleted.

You can select an entry in this list, delete individual entries or the entire list. When deleting, the **Callback requested** entries will be deleted from the list of the other subscriber.

8.15 DIAL FROM ANY APPLICATION

You can dial directly from any Microsoft Windows application. Mark the number you want. If the entire number is highlighted, press the "F11" key on your keyboard. SwyxIt! will be activated and the number will be dialed immediately. Lift the handset in order to speak.

The highlighted text is dialed as follows by SwyxIt!:

- Letter sequence
  is directly dialed by SwyxIt!, e.g. a user name. This must be stored in the corresponding form in the Global or Personal Phonebook.

- Canonical number (e.g. +123 4567-890)
  will be directly dialed.

- SIP-URI (e. g. john.jones@company.com)
  will be directly dialed. The connection will usually be established completely via the Internet.

- String with more than 4 characters
  will be dialed as an external number with public line access.

- Strings with 4 or less characters
  will be dialed directly as an internal extension.

To find out how to assign another button with this function, see *10.2.8 Keyboard*, page 116.

8.16 CONFERENCE

With SwyxWare you can join internal and external subscribers to form a conference. Furthermore, you can add new subscribers to an existing conference. Alternatively, you can also arrange to meet with other subscribers in a conference room. In a conference room you can take an active part in the conversation or only act as a listener.

8.16.1 STARTING A CONFERENCE

You have at least two lines with the state of "Active" or "On Hold". This provides you with the option of creating a conference between these subscribers and yourself.

To add an additional subscriber to a conference

To start a conference call

Requirement: You have at least two lines with the state of "Active" or "On Hold".

1 Click on the **Conference** button 👥 .

Or

1 In the context menu of the line button in the call control window, select **Conference (All Lines)**.
- ✓ All of the individual calls which you are currently having, both the active and held calls, will be joined into one conference.
- ✓ All lines, except for the conference line, will be free again. The message **Conference** appears on the conference line. A welcome signal will be produced for all conference participants.

> ℹ️ Please remember that you can only start one conference at a time. However, it is possible to participate in more than one conference call simultaneously, provided these conferences have been initiated by other participants.

8.16.2 STARTING INQUIRY CALLS AND ADDING SUBSCRIBERS

If you are a participant of a conference, you can start an Inquiry Call to another subscriber during this conference. You can add further conference participants during such an Inquiry Call. The other subscriber can then create a conference of which you are a member. In such a situation, you can then use the **Conference** button to join both conferences into one.

To start an Inquiry Call from a conference

Requirement: You are a participant of a conference.

1 Click on the speed dial, if applicable.
- ✓ In each case the line with the conference will be put on **Hold**.

Or

1 Click on a free Line button.
- ✓ In each case the line with the conference will be put on **Hold**. You can now enter the phone number for the Inquiry Call on the next free line.

2 Complete the inquiry and switch back to the conference by clicking on the appropriate Line button.
- ● Call Swap between conferences
  If you are participating in different conferences, e.g. the subscriber you made an inquiry of has created a conference with you and a third person, you can now use "Call Swap" to switch between these conferences.

3 If you would like to end the call to the subscriber you made an inquiry call to, put the handset on the hook or press the corresponding Line button.

> ℹ️ If you are logged in to the same SwyxWare as the initiator of the conference, you can put the conference line on "Hold" in this manner. If this is not the case, for example if you are connected externally or via a SwyxLink with the initiator, the other participants will hear your standard music on hold when you put the connection on "Hold".

To start a conference call

To add an additional subscriber to a conference

Requirement: You are a participant of a conference.

1 If you have a call on another line, drag & drop the line key onto the conference line.
- ✓ The call is added to the conference and the line becomes idle.

Or

1 Switch to a free line and call the new subscriber.
  You can enter the number directly or select it from the Phonebook or your lists.

2 If you have reached a new subscriber, i.e. the connection exists, press the **Conference** 👥 button or confirm the menu item **Functions | Start / Add to Conference** in the call control window.

Alternatively, you can use Drag & Drop to put the second line onto the conference line.

You will then find yourself in a conference with the new subscriber; the other line will once again be free. A welcome signal will be produced for all conference participants because a new subscriber has been added to the conference.

> **i** If one conference participant puts his conference line on "Hold" and then returns to the conference, **no** welcome signal will be produced.

To start a conference call

8.16.3 LEAVING OR ENDING A CONFERENCE

When going on hook, there are two different situations:

- You started the conference.
  In this case, the conference will be ended for all participants if you put the handset on the hook.
- Another subscriber started the conference.
  If you put the handset on the hook, you will leave the conference. A goodbye signal will be produced for all other subscribers and the remaining subscribers can continue to speak to one another.

> **!** All those subscribers whom you added to this conference will leave the conference with you. The conference will continue for all other subscribers.

To leave a conference

Requirement: Another subscriber started the conference.

1 Simply go on hook.
  If a subscriber leaves a conference, a goodbye signal will be produced for all other subscribers.

To end a conference

Requirement: You started the conference.

1 You have several options:
  - If the conference line is active, simply go on hook.
  - If the conference line is on hold, click with the right mouse button on the Line button and select the entry **Terminate Conference**.

  The conference is ended. The line is free again and the **Conference** button is deactivated.

> **i** If Subscriber A of the original conference added other subscribers, e.g. B and C, to this conference, a second conference between A, B and C will continue to exist until Subscriber A, as initiator of the second conference, terminates the connection and thus ends the conference.

8.16.4 CONFERENCE ROOMS

Conference rooms are set up by the administrator. A number is assigned with which the conference room can be "entered". In contrast to a conference held only via SwyxIt!, all participants can leave the conference independently of one another, without the conference being terminated. All subscribers can then dial this Conference Room and participate in a conference with other users, who have dialed this number. You can enter a Conference Room as a member of a conference or as a listener (*8.16.5 Silent conference participation*, page 101).

To reach a Conference Room

Requirement: Your administrator has set up a Conference Room.

1 Dial the number of this Conference Room.
  You will be connected to the conference. All participants in the conference room will hear a welcome signal.
  If you are the only conference participant, an appropriate announcement will be played.

2 To leave the conference, simply go on hook. All those present in the Conference Room will hear a goodbye signal. The conference between the other subscribers continues to exist.

You can also start Inquiry Calls from a Conference Room (*To start an Inquiry Call from a conference*, page 99).

Furthermore, you can add other subscribers to this Conference Room (*To add an additional subscriber to a conference*, page 99.

Please remember that in this case, all of the conference participants you have added will also leave the conference with you.

In addition, you can connect another subscriber to the Conference Room. This subscriber is then an independent member of the conference and must end the connection to this conference himself.

To connect another subscriber to the Conference Room

Requirements:

- You have a connection to the Conference Room and
- you have a second line to another subscriber.

1 Press the Call Transfer button or confirm the menu item Call Transfer.
The other subscriber is connected to the Conference Room and a welcome signal is produced in the conference. Both of your lines are free again.

⚠️ Please remember that in this case, the person who created the connection between you and the other subscriber will incur the costs of the connection.

ℹ️ It is not possible to directly connect conference rooms to one another. If you would like to allow the participants from two different conference rooms to confer with one another, in this case you should start a conference between both of the lines. This 'Conference of the Conference Rooms' will be maintained as long as you, as initiator, participate in this conference, and it will end when you go on hook.

8.16.5 SILENT CONFERENCE PARTICIPATION

You can also dial in as a listener to conferences in conference rooms. You can then follow the conference, but not take part in the conversation.

To dial in as a silent conference participant, dial the number of the conference room plus the string '#OWC'; e.g. "219#OWC". However, your administrator can individually adapt this dial-in option with a script. See also help.enreach.com/cpe/latest.version/Administration/Swyx/en-US/index.html#context/help/silent_conference_$.

⚠️ Please note that the complete string of digits (number of conference room#OWC) must be dialed as a block number.

ℹ️ The entry / departure of a silent conference participant is also announced by an audio signal. This signal is different from the usual entry/departure signal to indicate that this participant cannot take part in the conference call.

8.17 CALL INTRUSION

The "SwyxMonitor" option pack enables, in addition to permanent call recording (only for the administrator), intrusion into another user's conversation. A supervisor (e.g. in a call center) can listen in on an ongoing conversation ("Listening only" mode), give directions to the speaking agent (e.g. advice on presenting the case) or even actively join in the call (speaking modes).

⚠️ You are obliged to adhere to any legal requirements when using the option pack. If you have any questions especially regarding data protection in SwyxWare, please contact your administrator.

The "SwyxMonitor" option pack must be installed for Call Intrusion, and the SwyxWare administrator must activate this function appropriately for each individual user.

> To be able to use call intrusion, the respective user (agent) whose calls a supervisor wants to intrude on must have a **Premium license**.

Also, calls can only be listened in on if they are made directly with SwyxIt! (and not in CTI mode). Conversations that are made via a Swyx-Phone, cannot be intruded.

To listen in on a call

1   Dial the number of the agent whose call you want to hear, followed by the DTMF command *24*1#, and start the call as usual. Please note that you can only start the call set-up with the DTMF command for the "Listening only" mode. However, if another supervisor is already listening in on this call in a speaking mode, you will also be switched immediately into this mode.
    The number of the agent will be dialed. There is no call signaling to the agent, the call is accepted directly and coupled with the active call. You are now listening in on the call, but you are not heard by the two call partners.
    If the agent is not on an active call at the time, the call set-up is aborted. The agent's call redirections (e.g. forwarding of a second call to the Voice Box or to a colleague) are ignored, i.e. the call is always accepted. An exception is Unconditional Call Forwarding - in this case even Call Intrusion is redirected.

2   Choose the appropriate DTMF command to speak with the agent or both call partners.

3   End the listening like a normal call, e.g. by replacing the handset.

If the agent's call partner (e.g. the customer) terminates the conversation, you are automatically connected to the agent, unless you are in "Listening only" mode, in which case the call will be ended.

DTMF command	Explanation
*24*1#	Listening only You hear both call partners.
*24*2#	Listen to both sides, speak with agent. You hear both call partners, and the agent hears you. The other call partner (e.g. the external customer) hears only the agent.
*24*3#	Listen to both sides, speak with both sides. You can participate directly in the conversation.

8.17.1 MULTIPLE CALL INTRUSIONS

A call can also be listened to by several people. These supervisors are always switched into the same mode. Thus if one supervisor switches with a DTMF command from the "Listening only" mode to a speaking mode, the agent also hears all other supervisors who are connected with him.

The supervisors can always speak directly to one another, even if they are in "Listening only" mode. Neither the agent nor his call partner can hear them.

8.17.2 CONFIGURATION OF A SPEED DIAL FOR THE CALL INTRUSION

If you often use Call Intrusion, it is a good idea to configure a corresponding Speed Dial for the DTMF command. Then you only have to enter the agent's number and you can start Call Intrusion with the configured Speed Dial.

To configure a speed dial for the call Intrusion

1   Click ⋮ on the Speed dial.

2   In the pop-up window, click on   🖉   .

✓ The **Properties of...** window will appear.

3   In the "Number/URI" field, enter the DTMF command to start Call Intrusion,*24*1#.

4   Always deactivate the checkbox "Clear display before dialing", as otherwise the number of the agent whose call you want to hear would be deleted.

To send feedback

1   Click on   ✉   .

✓ The standard app for e-mails is started and a new e-mail is generated that already contains recipient, subject and information about the installed SwyxIt! version.

2   Enter your text under the line **Add feedback below** and send the e-mail.

✓ Your feedback is sent to us.
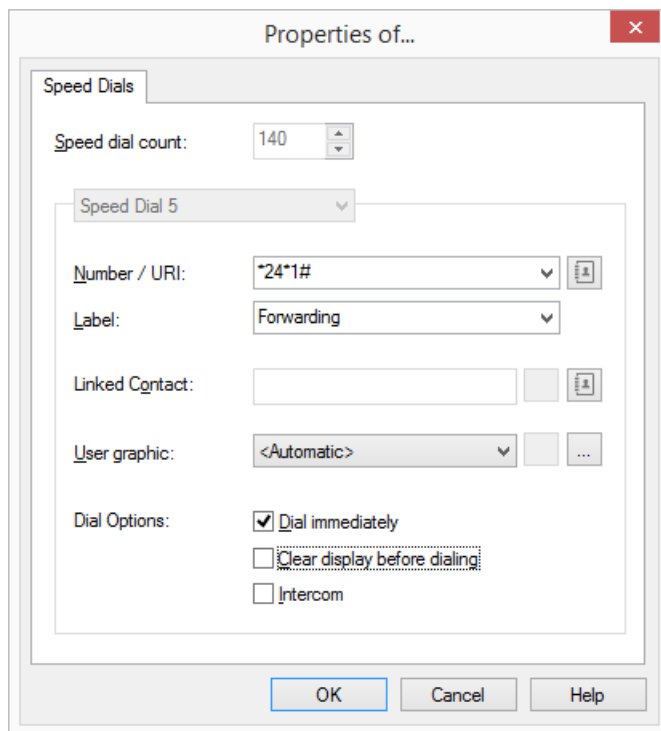
8.18   SENDING FEEDBACK

As a beta user, you can use the feedback function to test new functions and send your feedback to the development team. To send feedback, you must have installed the beta version, see *10.1.4 Receive Beta Versions*, page 110.

9   SWYX MESSENGER

SwyxIt! provides you with a extensive instant messaging function. The use of this messenger must be activated by your administrator during installation.

> ⚠️ For the provision of the Swyx Messenger / Swyx Meeting service, user-related data will be transmitted to our processor Voiceworks B.V. (also part of the Enreach Group) on the basis of a corresponding contract and processed there. By using the products, various data such as IP address, login data, chat messages, names of communication partners, dial-in number (Swyx Meeting), files sent and screenshare content (Swyx Meeting) are transmitted.

9.1   OPTIONS IN SWYX MESSENGER

For sending and receiving messages the Swyx Messenger window with further options is available.

Showing the message history

You can view the last 50 messages in a chat. These are also available when you are in offline mode. Further message history is displayed when you scroll past the last 50 messages in online mode.

Emojis

By clicking on the emoji icon in a chat, you can add emojis to your message. You can also search for emojis via the search function.

Sending files

To send a file to a contact or group, click ▤ in the appropriate chat window and select the file you want to send.

By clicking ⤓ , you or your contact can download the file and save it anywhere on his or her computer.

Searching participants

When you start a chat, you can use the search function SwyxWare to find participants. To do this, enter the name of the participant you are looking for and press the Enter key.

You can search for contacts from the global phonebook, groups or chats.

Confirmation of receipt

When you send a message, a dot appears next to it:

Symbol	Explanation
🟣	The message has been read by your chat partner.
⭕	The message has not yet been read by your chat partner.

In group chats, the blue notification dot appears when one of the participants has read your message.

Taskbar and Windows tray icons

After starting the program, a symbol will be displayed in the taskbar. The Swyx Messenger uses the following icons for the taskbar:

Symbol	Explanation
	The Swyx Messenger window is open.
	You have new messages in Swyx Messenger.

The Windows tray is on the right side of the taskbar.
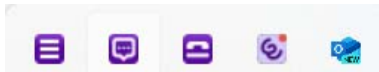
The following icons can be displayed in the Windows tray, when Swyx Messenger is open:

Symbol	Explanation
💬	The Swyx Messenger is active. Click on the icon to open Swyx Messenger.
➕	You have new messages in Swyx Messenger. Click on the icon to open the conversation.

Message draft

To save a message as a draft, type your message in the message field of a chat. If you return to this chat later, the message will remain. You can edit and send it.

You can also save a message as a draft when you are in offline mode.

Notifications

You will be notified about new messages both on the SwyxIt! interface and in Swyx Messenger. The number of messages is shown in a red dot.

Depending on the notification settings on your Windows system, you will also receive a pop-up notification on your desktop.

Status information and status text

Advanced status information allows you to give your chat partner accurate information about your availability. In Swyx Messenger you will receive the status information and status text that your contacts set in SwyxIt! or in Swyx Messenger.

To set your status text and status information in Swyx Messenger, click

on and set the status text or status information.

Cross platform chats

You can send messages across platforms (e.g. from Windows to iOS, Android).

Adjust window size

You can use the sizing handles on the border of the window to adjust its size. If you close the Swyx Messenger window and open it again, the set size of the window will be kept.

Settings

Click on to open the settings. The following information appears:

Label	Explanation
Pop Up Notification	Activate the check box to turn on notifications for messages.
Language	Language in which your Swyx Messenger is set
Autosave Interval	Interval at which your messages are automatically saved (in seconds)
Messages retrieved	Number of messages retrieved and displayed in a chat history
Max Download Size	Maximum size of files that can be downloaded

9.2   SINGLE CHATS IN SWYX MESSENGER

To start a single chat

1   Click on ➕ .
2   Select the appropriate contact or enter a name in the search field.
    If you select more than one contact, you start a group conversation. See also *9.3 Group chats in Swyx Messenger*, page 107.

3 Click on **Start chat**.

4 Enter your message in the message box.

5 Press the Enter key.
  ✓ The selected contact receives the message.

or

1 Click ⋮ on a speed dial.

2 In the pop-up window, click on 🗩 .
  ✓ Swyx Messenger opens and you can send messages to the contact.

or

1 Move the mouse pointer over one entry in n the phone book and

  click under **Action** on 🗩 .
  ✓ Swyx Messenger opens and you can send messages to the contact.

To resume a single chat

1 Click on **Single** if applicable.
  ✓ The list of contacts with whom you have already communicated via chat opens.

2 Click on the appropriate contact to resume the conversation.

3 Enter your message in the message box.

4 Press the Enter key.
  ✓ Your message will be sent.

To edit a message

ⓘ You can only edit text messages.

1 Click on **Single** if applicable.
  ✓ The list of contacts with whom you have already communicated via chat opens.

2 Click on the appropriate contact to resume the conversation.

3 Click with the right mouse button on the message you want to edit and select **Edit**.
  ✓ A window opens in which you can edit your message.

4 Edit your message and click **Save changes**.
  ✓ Your contact sees the edited message, marked as **edited**.

To copy a message

ⓘ You can only copy text messages.

1 Click on **Single** if applicable.
  ✓ The list of contacts with whom you have already communicated via chat opens.

2 Click on the appropriate contact to resume the conversation.

3 Click with the right mouse button on the message you want to copy and select **Copy**.
  ✓ The message will be saved to your clipboard.

To delete a message

ⓘ You can only delete text messages.

1 Click on **Single** if applicable.
  ✓ The list of contacts with whom you have already communicated via chat opens.

2 Click on the appropriate contact to resume the conversation.

3 Click with the right mouse button on the message you want to delete and select Delete.

4 Click on ☑ to confirm the request.
  ✓ The message is deleted.

To start a call from a single chat

1 Click on Single if applicable.
  ✓ The list of contacts with whom you have already communicated via chat opens.

2 Click on the appropriate contact with whom you want to initiate a call.

3 Click on 📞 to initiate a call.

4 If applicable, select the phone number you want to dial from the drop-down list.
  ✓ The call is initiated.

To start a Meeting from a single chat

ⓘ If you start a Swyx Meeting from Swyx Messenger, you will use the Swyx Meeting Basic Version, see also help.enreach.com/cpe/latest.version/Administration/Swyx/en-US/index.html#context/help/feature_profiles_$.

1 Click on Single if applicable.
  ✓ The list of contacts with whom you have already communicated via chat opens.

2 Click on the appropriate contact with whom you want to start a Meeting.

3 Click on 🖥 to start a Meeting.
  ✓ Swyx Meeting opens and your chat partner receives a message with which he/she can access the meeting room, see also help.enreach.com/meeting/1.00/web/Swyx/en-US/index.html.

To delete a single chat

1 Click on Single if applicable.

2 In the chat preview of the contact you want to delete, click on 🗑 .

3 Click on ☑ to confirm the request.
  ✓ The chat is deleted.

9.3 GROUP CHATS IN SWYX MESSENGER

To start a group chat

1 Click on ➕ .

2 Select the contacts with whom you want to start a group chat.

3 Enter a name for the group chat, if applicable.

4 Click on Start chat.

5 Enter your message in the message box.

6 Press the Enter key.
  ✓ Your message is sent to the group.

To add another contact to a group chat

You can add other contacts to a group chat only if you are the administrator of that group. This is displayed in the info area of a group chat.

1 Click on Groups, if applicable.

2 In the chat preview of the group chat in which you want to make another contact, click on ⚙.

3 Select the contacts you want to add to the group chat.

4 Click on Save.
  ✓ The contact is added to the group.

To remove a contact from a group chat

You can remove contacts from a group chat only if you are the administrator of that group. This is displayed in the info area of a group chat.

1   Click on **Groups**, if applicable.

2   Click on ⚙ in the chat preview of the corresponding group chat.

3   Click on 🗑 next to the respective contact.

4   Click on **Save**.
    ✓ The contact is removed from the group.

To change the name of a group chat

You can change the group name only if you are the administrator of this group. This is displayed in the info area of a group chat.

1   Click on **Groups**, if applicable.

2   Click on ⚙ in the chat preview of the corresponding group chat.

3   Enter a group name in the "Group name" field.

4   Click on **Save**.
    ✓ The group name is changed.

To edit a message

See also *To edit a message*, page 106.

To copy a message

See also *To copy a message*, page 106.

To delete a message

See also *To delete a message*, page 106.

To leave a group chat

If you leave the group chat, you will lose access to all previous messages in that group.

1   Click on **Groups**, if applicable.

2   Click on ➡ in the chat preview of the corresponding group chat.

3   Confirm the query by clicking on ✅.
    ✓ You are removed from the group.

ⓘ You cannot leave a group chat if you are the administrator. YYou must first delete the chat.

To delete a group chat

You can delete a group chat only if you are an administrator of that group. This is displayed in the info area of a group.

If you delete the group chat, all participants lose access to all previous messages in that group.

1   Click on **Groups**, if applicable.

2   Click on 🗑 in the chat preview of the corresponding group chat.

3   Confirm the query by clicking on ✅.
    ✓ The group is deleted.

10   SWYXIT! CONFIGURATION

This chapter describes how to configure various SwyxIt! functions.

Most settings are stored in your user settings, which means that you will find these personal settings again on any PC, on which SwyxIt! is started. If you use SwyxPhone, certain settings are also used for your SwyxPhone. See also *10.2 User Profile*, page 110.

Some settings, however, only apply to the computer on which you are currently working. See also *10.3 Local Settings*, page 123.

> ⚠️ When saving and processing personal data, observe the respective applicable legal data protection regulations. If you have any questions especially regarding data protection in SwyxWare, please contact your administrator.

10.1   APP SETTINGS

Under **App settings**, you can set the display mode of your SwyxIt! and the resolution of the call control window. Here you can also switch between SwyxIt! and SwyxIt! Classic or specify whether you would like to receive beta versions of the app.

10.1.1   DESIGN

You can set the display mode of SwyxIt! under **Theme**.

To define the design of your SwyxIt!

1   Click on ⚙ and on **App settings**.

or

1   Press the key combination **Alt + Shift + P**.
   ✓ A pop-up window opens where you can configure the settings.

2   Select a display mode:
   - Use operating system theme
   - Light
   - Dark

3   Click on **Save**.
   ✓ The selected design is used.

10.1.2   RESOLUTION OF THE CALL CONTROL WINDOW

You can define the resolution of the call control window.

To set the resolution of the call control window

1   Click on ⚙ and on **App settings**.

or

1   Press the key combination **Alt + Shift + P**.
   ✓ A pop-up window opens where you can configure the settings.

2   Select the desired resolution:
   - Auto detect
   - HD
   - UHD

3   Click on **Save**.
   ✓ The selected resolution is used.

10.1.3   SWITCH BETWEEN SWYXIT! AND SWYXIT! CLASSIC

With the appropriate authorizations, you can switch between SwyxIt! and SwyxIt! Classic at any time.

To switch between SwyxIt! and SwyxIt! Classic

1 Click on ⚙ and on **App settings**.

or

1 Press the key combination **Alt + Shift + P**.
   ✓ A pop-up window opens where you can configure the settings.

2 Activate the 'SwyxIt! Classic' slider.

3 Click on **Save**.

4 Confirm the change by clicking **Yes**.
   ✓ SwyxIt! is restarted and logged on to the server again.

You can return to SwyxIt! via the **View** menu in SwyxIt! Classic.

10.1.4 RECEIVE BETA VERSIONS

Within a version of SwyxIt! you can receive beta versions to test new functions in advance and send feedback.

To receive Beta versions of SwyxIt!

1 Click on ⚙ and on **App settings**.

or

1 Press the key combination **Alt + Shift + P**.
   ✓ A pop-up window opens where you can configure the settings.

2 Activate the **Receive Beta versions** slider.

3 Click on **Save**.
   ✓ You will receive the beta versions and a dialog will inform you of the update when you start SwyxIt!.

4 Click on **Install now**.
   ✓ The update is installed and SwyxIt! is restarted.

If you click on **Later** in the dialog, an icon 🛡 appears in the header. The icon is displayed until SwyxIt! is updated.

ℹ If you no longer wish to receive the beta versions, deactivate the **Receive Beta versions** slider in the settings. SwyxIt! is restarted and the previously installed version is opened.

10.2 USER PROFILE

The user profile contains user-specific information, such as the assignment of numbers to lines, the assignment of Speed Dials, and much more.

These user settings are stored on the SwyxServer. Therefore, you will find your own personal settings on any PC you use to start SwyxIt!. SwyxIt! recognizes you based on your user name and loads your configuration of SwyxServer.

In your user profile you can also define the button assignments for your SwyxPhone. As soon as your SwyxPhone logs on to SwyxServer, you will find your button assignments on this SwyxPhone.

This applies to all settings except for those you have entered under **Local settings**. This includes, for example, the adjustment of your audio equipment (SwyxIt! Handset, SwyxIt! Headset etc.). These settings are computer-specific.

To display your user profile

1 Click on ⚙ and on **User profile**.

or

1 Press the key combination **Alt + Shift + U**.
   ✓ The **Properties of...** window appears, which contains several tabs with settings.

2 Click on a tab to configure it.

10.2.1 GENERAL

The basic telephoning behavior of SwyxIt! is defined on this tab.

Properties of...   ✕

| Ringing | Keyboard | SwyxPhone | Login Device | Voice Box | Encryption |
| General | Lists | Conversation Recording | Speed Dials | Shortcuts | Lines |

Configuration of parameters for SwyxIt! and SwyxPhone.
The switches will work for SwyxIt! as well as for SwyxPhone.
The window can be configured for SwyxIt! only.

Call
- ☐ Hide number / URI
- ☐ Disable secondary call
- ☑ Enable Transfer on 'Hook On'

SwyxIt! Window
- ☑ Enable Collaboration
- ☑ Call notification with tray icon for regular calls
- ☑ Call notification with tray icon for notification calls
- ☐ Always on top
- ☑ Pop up on ringing
- ☑ Pop up when in a call
- ☑ Minimize after call
- ☑ Minimize to tray icon

OK   Abbrechen   Hilfe

Call

Under **Call**, you can define the basic behavior of your SwyxIt! and your SwyxPhone:

- Hide Number/URI

  Activate this option in order not to signal your own phone number when making outgoing external calls.

  Selecting this option has the same effect as clicking on "Hide number" on the skin. See also *8.5 Hiding your number*, page 78.

- Disabling Secondary Call

  If you activate this option, no other calls will be displayed while you are on the telephone. A subscriber trying to call you will hear the busy signal or his call will be redirected according to your setting for Redirect if busy. See also *6.3 Call Forwarding Busy*, page 60.

  Selecting this option has the same effect as clicking on "Disable Secondary Call" on the skin. See also *8.4 Disabling Secondary Call*, page 78.

- Connect by going on hook

  If this option is activated, you can automatically connect two calls to one another by going on hook:

  This requires that you have two calls. If the call you have initiated is active, you can connect the two callers to one another by placing the handset on hook. Here, you can activate the Transfer on 'Hook on' function. If you did not initiate the active call (i.e. you received the call), the connection will be terminated by hook on. The second call will remain on hold.

  Example:

  Subscriber A is called by C. Then subscriber A begins a second call on another line to subscriber B (e.g. Inquiry Call). If A goes on hook, subscribers B and C are then connected to one another.

⚠ You must place the handset of the device on hook. Click on the SwyxIt! user interface, to end the connection. Both lines will **not** be connected with one another.

If this option is not activated, the active call will be ended and the other one will be kept on hold.

SwyxIt! Window

These settings only affect the behavior of the SwyxIt! window.

- Allow Collaboration

  Activate this option if you want to release your screen during a phone call. See also *8.11 Collaboration by mouse click*, page 92.

- Call notification with tray icon for incoming calls

  In this case, a call is indicated by an information balloon, i.e. the active window does not change. You can then pick up the call by lifting the handset or by double-clicking on the tray icon.

- Call notification with tray icon for call signaling

  In this case, a signaled call for another subscriber is indicated by an information balloon, i.e. the active window does not change. You can pick up the call by double-clicking the tray icon.

- Always on top

  If this option is activated, the SwyxIt! window will always be shown on top.

- Pop up on ringing

  Activate this option in order have the SwyxIt! window pop up and be immediately ready for entries when a call is received.

- Pop up when in a call

  If you activate this option, the SwyxIt! window will appear in the foreground if you lift the handset.

- Minimize after call

  If this option is activated, the SwyxIt! window closes automatically after all calls have been completed, and will be shown as a tray icon.

- Minimize to tray icon

  Activate this option in order to display SwyxIt! only as a symbol in the Windows tray. If you deactivate this option, SwyxIt! will be shown in the tray **and** in the taskbar.

10.2.2 LISTS

This tab is used to configure the Caller List and the behavior of Redial.

You can specify the following options:

- the maximum number of entries in the Caller and Redial Lists
- the behavior for automatic redial
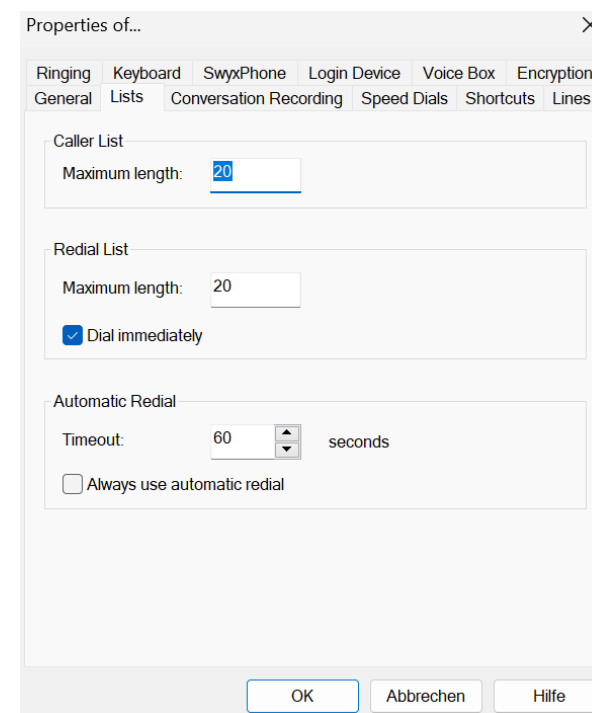
To define the length of the lists in the call journal

10.2.3 CONVERSATION RECORDING

The conversations are stored by default on your PC under application data, or in a directory specified by the administrator. You can change this directory, if this is permitted by the administrator. You will also see whether all conversations are recorded or whether you can record your conversations yourself as needed. The corresponding checkboxes are greyed out because only the administrator can change the settings.
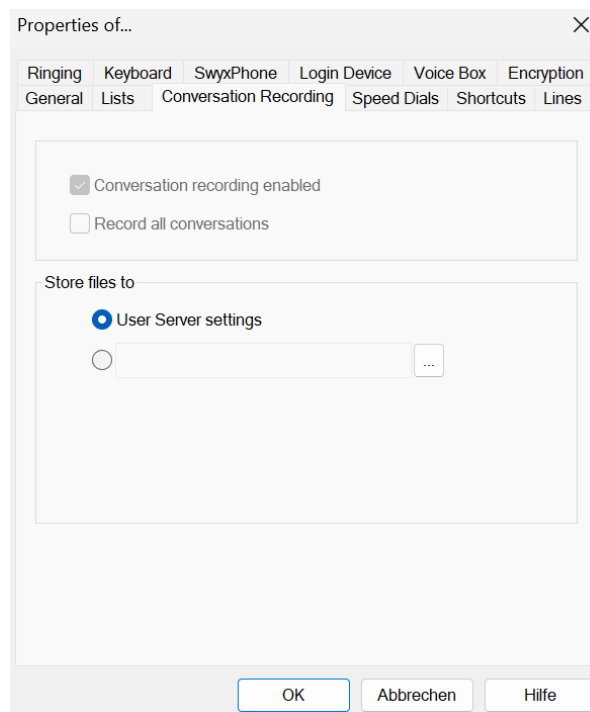
To define the directory for the recorded conversations

10.2.4 SPEED DIALS

You can use this tab to configure your Speed Dials:

- Number of Speed Dials
- Number and label for a button
- Linked contacts
- Immediate dialing of the number
- Clearing of the input field (display) before dialing
- Use of the Intercom
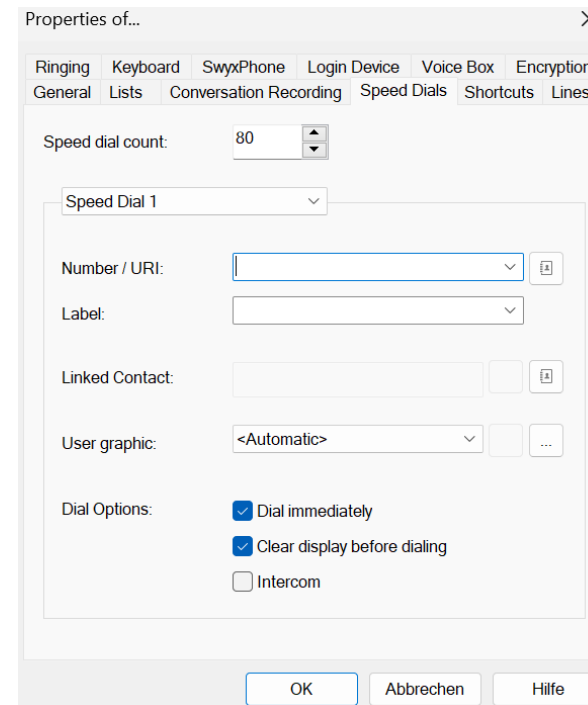
See also *8.9.1 Configuring Speed dials*, page 83.

To configure the speed dials in the user settings

10.2.5 SHORTCUTS

This tab is used to configure your Shortcuts.

Shortcuts are used to create links to frequently used programs and web pages. This allows you to call, for example, an Internet search machine or start a customer database by just clicking on the button.

- Disabling of the line after a call for a certain time (*5.1.7 Disabling Lines (Wrap-up Time)*, page 50).
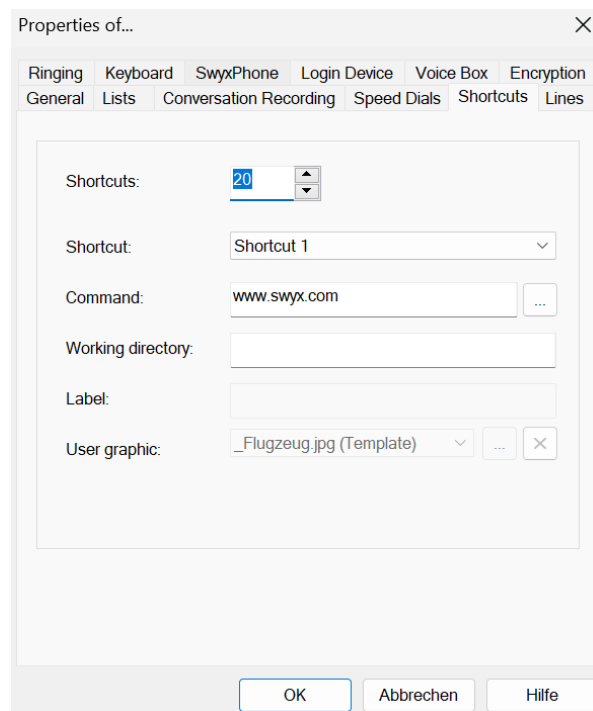
10.2.6 LINES

This tab is used to configure your Lines. You can specify the following options:

- Number of lines
- Labeling of the line buttons
- Use of a line for certain incoming calls only (e.g. only group calls or calls to a specific number)

    This number is usually shown to the called subscriber, and can be used for invoicing. If you only have one number, this number will automatically be used for outgoing calls on this line.

- Setting of the number that should be used for outgoing calls from a line
- Phone number suppression for outgoing calls for this line

To define the properties of a Line button

To disable a line

10.2.7 RINGING

You can define the phone ring for calls on the Ringing tab.

It is now possible to select ringing tones which are dependent on the caller or on the extension dialed (*10.2.7.1 Number Dependent Ringing Sounds*, page 115). Proceeding you can only configure a signaling via the interface, see *10.2.7.3 Silent "Ringing"*, page 116. The call waiting tone for the secondary call can be switched off (*10.2.7.2 Secondary Call Signaling Only Visually*, page 116).

You can use any type of files that are supported by Windows Media Player (e.g. WAV, MP3, WMA) as a ringing signal, or record new ringing sounds using SwyxIt!.

To define different ringing sounds

10.2.7.1 NUMBER DEPENDENT RINGING SOUNDS

Depending on the number of the caller, SwyxIt! can select different ringing sounds. Alternatively you can also enter your extension here. In this case it will ring differently depending on the extension called.

To define different ringing sounds

1 Click on ⚙ and on **User profile**.

or

1 Press the key combination **Alt + Shift + U**.
   ✓ The **Properties of...** window appears, which contains several tabs with settings.
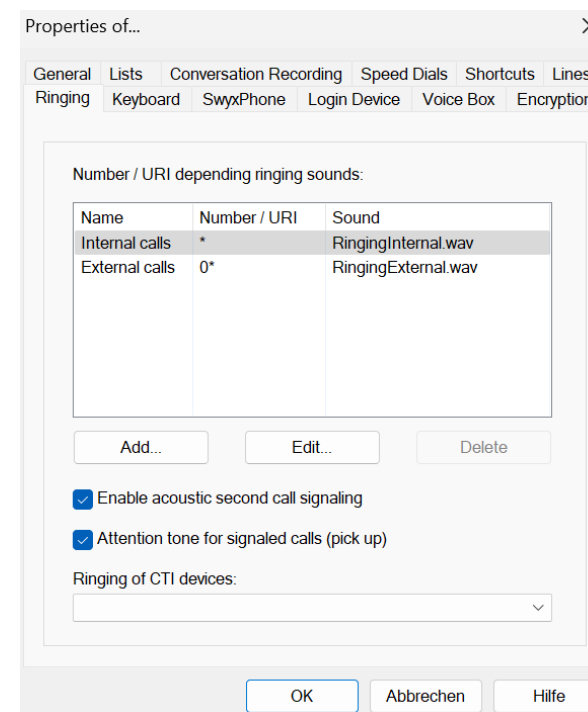
2 Select the **Ringing** tab.

3 On this tab you will find all numbers or number masks with the ringing sounds assigned to them. You can change or delete the existing entries or add new entries.

4 Click on **Add...** to define a special ringing sound.

5 Define the name and number of the caller.
   Alternatively you can enter one of your extensions or MSNs here. In this case, the ringing sound is selected if this extension is called.
   You can use the placeholders "*" for more than one character, "?" for exactly one character.
   The ringing sound selected is always the one providing the best possible match.
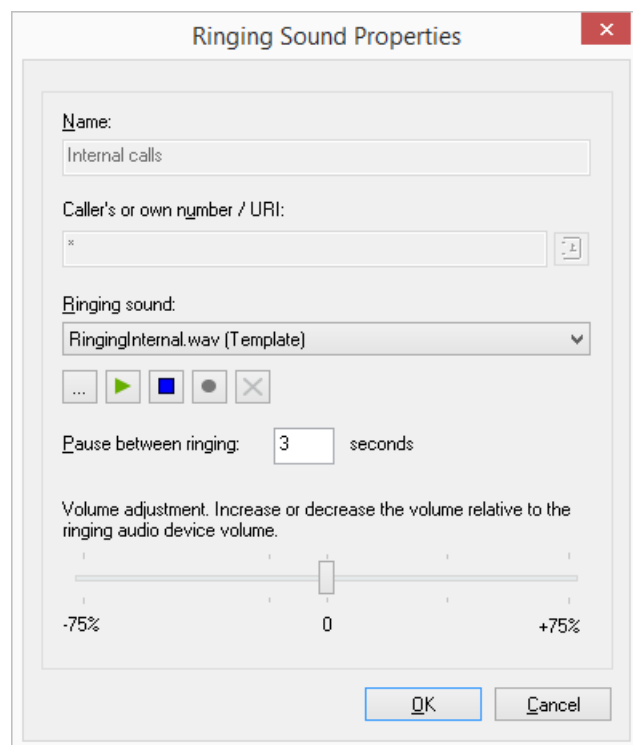
6 Define the ringing sound. To do this select a file from the drop-down list, look for a sound or record a sound here.

7 Define the interval between the two rings.

8 Select the volume of the ringing sound.
If necessary, use the slider to increase or reduce the volume of this ringing in relation to the volume setting in the menu Ringing Audio Configuration (*To configure the settings for the use of the audio devices*, page 125).

9 Click on OK.

10 You return to the Ringing tab.

11 Activate Attention tone for signaled calls (pick up) in order to receive a warning signal if the call has not been picked up by the subscriber originally called within 10 seconds, see *1.3 Call Signaling*, page 10.

12 Define whether you would like to hear a call waiting tone in the handset when a second call is received.
If the checkbox is not activated, a secondary call will only be signaled on the PC interface (silent secondary call signaling).

13 Under CTI Devices Ringing you can define which terminal device rings when SwyxIt! is in CTI mode. You can select between:

- only the controlling CTI SwyxIt! rings
- only the controlled device (SwyxIt! or SwyxPhone) rings
- both ring.

14 Click on OK.

⚠ The ringing sounds for internal and external calls cannot be deleted, only changed.

10.2.7.2 SECONDARY CALL SIGNALING ONLY VISUALLY

You can indicate whether a secondary call is only signaled optically (on the SwyxIt! Skin) or whether a call waiting tone should be audible in the handset. In the default setting the call waiting tone is on. To do this, open the Ringing tab and deactivate the option Call Waiting for Secondary Calls, see *To define different ringing sounds*, page 115 step (12).

10.2.7.3 SILENT "RINGING"

If you do not wish to have any acoustic signal when a call is received, select the option "no sound" from the drop-down list "Ringing" for this number, see *To define different ringing sounds*, page 115 step (6). SwyxIt! will then signal an incoming call via the interface, e.g. an animation of the line or – if it has been configured in the user settings – by a SwyxIt! window in the foreground or an information balloon.

10.2.8 KEYBOARD

The Keyboard tab will help you to define individual Hotkeys for the most important SwyxIt! functions.

- Bring SwyxIt! to Foreground
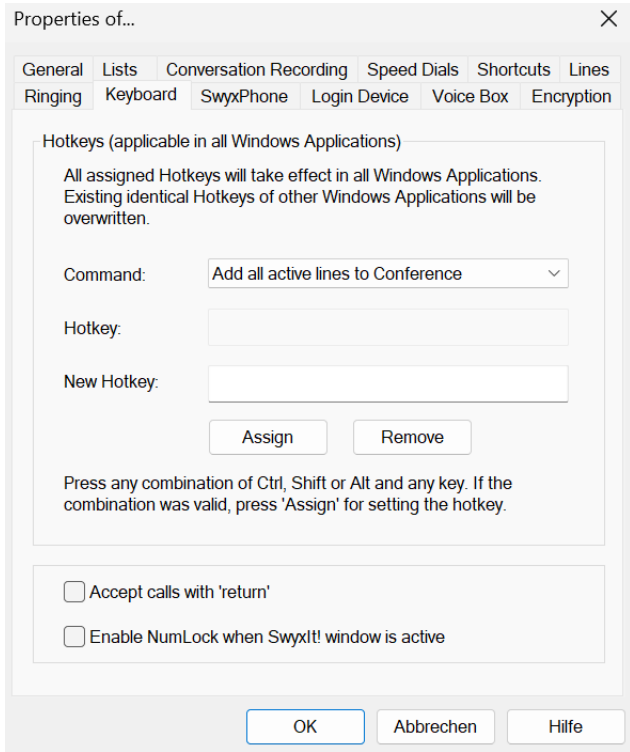
- Hook off / hook on
- Numbers 0-9, hash button, star, backspace
- Redial, Hold, Phonebook, Call Swap, Call Transfer
- Minimize window
- Add all active lines to the conference
- Pick up call to a group member
- Request callback
- Pick up signaled callback
- Dial highlighted number
- Personal Phonebook
- Quieter, Louder
- All Speed Dials

ⓘ   These Hotkeys will then be valid for all programs. If you define the F5 key as a Hot key for a SwyxIt! function, the standard Windows function "Refresh" (eg. of the current view) will no longer work; the corresponding SwyxIt! function will be started instead. If you would like to restore the original function, just delete the Hotkey defined for SwyxIt!.

To define the behavior of additional keyboard entries

1 Click on ⚙ and on **User profile**.

or

1 Press the key combination **Alt + Shift + U**.
  ✓ A pop-up window opens where you can configure the settings.

2 Select the **Keyboard** tab.

3 Select a function from the drop-down list.
If a hot key has already been assigned, this will be indicated in the field **Hotkey**.

4 Click on the field **New Hotkey**.
You can now enter a Hotkey by pressing the key sequence.

5 Click on **Assign** to assign the Hotkey you have chosen.
SwyxIt! will now check whether the Hotkey you have chosen has already been assigned elsewhere. If it has, you will receive a message.
You must then repeat step **(4)**.

6 If you activate **Accept calls with 'Return'**, you can pick up the call by pressing the 'Return' button. If you are telephoning with a headset, this will be activated. If you are telephoning with a handset or a

phone (in CTI mode), hands-free telephoning will be activated - if it is available. Otherwise only the speakers will be activated.

7 If you activate Switch on Num key when SwyxIt! window is active, you can immediately enter the number using the numeric keypad in the case of an **activated** SwyxIt! window. If this checkbox is not activated, you can still enter a number after pressing the Num key, even if the SwyxIt! window is not active. The SwyxIt! window will open with the entered number in the input field.

8 Click on OK.

To delete a Hotkey

1 If you would like to delete a Hotkey, select the associated function from the drop-down list.

2 The assigned Hotkey will be shown under Hotkey.

3 Click on Remove to delete the entered Hotkey.

4 Click on OK.

> ⓘ When you delete a SwyxIt! Hotkey, the original Windows Hotkey function is restored.

10.2.9 SWYXPHONE

With the help of the SwyxPhone tab in the user settings, you can easily assign the buttons of the different IP telephones.

To configure the SwyxIt! buttons for SwyxPhone

1 Select the type of telephone you would like to configure from the dropdown list and then click on Configure....
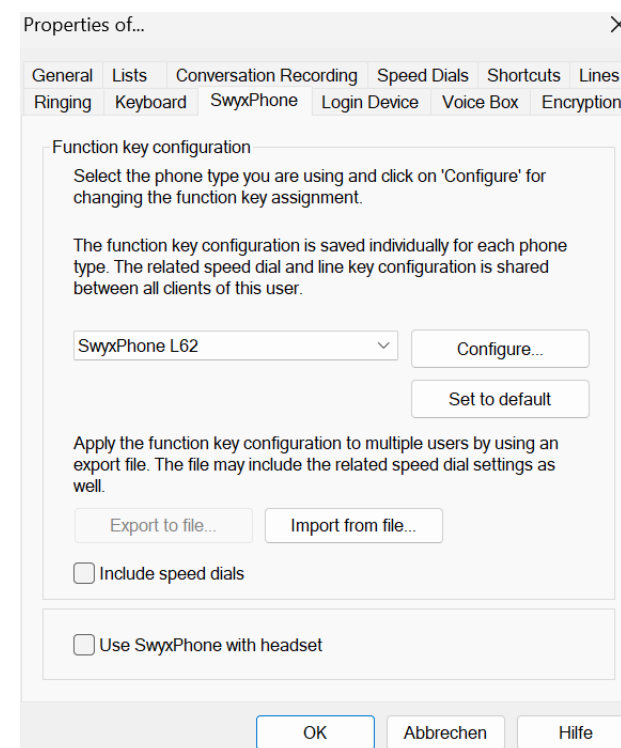
✓ A new dialog with the properties of the selected telephone will open.
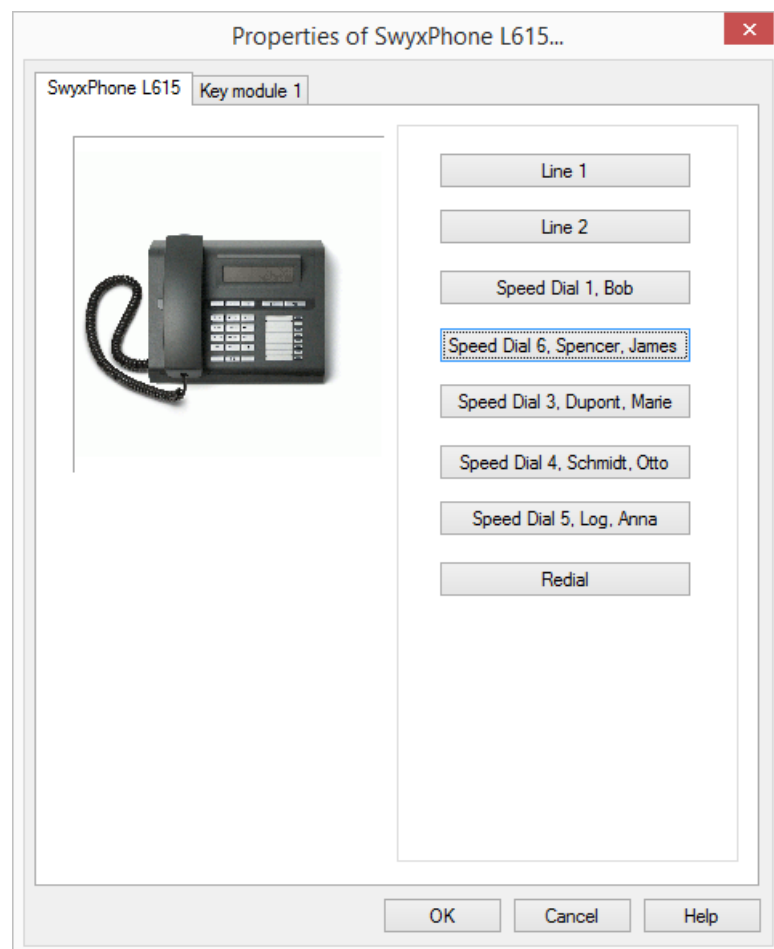
You will see a picture of the selected phone and the buttons, which are assigned according to the keys on this phone.

2 Click on a button to configure the corresponding key.
   ✓ The Properties page of the key will open.
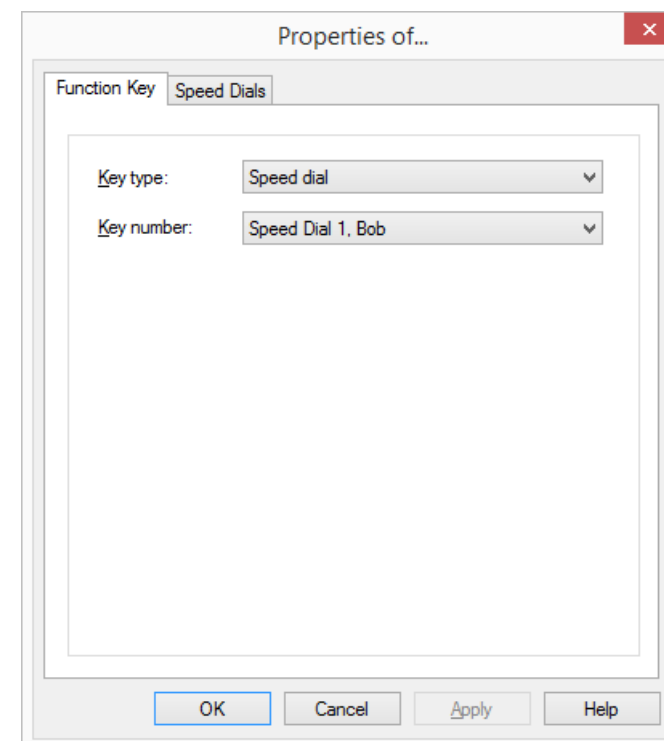
Depending on the selected function of the key, there is another tab provided for defining the properties of this key in more detail.

3 Use this method to configure all keys of the selected phone.

If the user uses different telephone types, you can configure all keys for these telephone types here. Depending on the selected telephone type, the user is also provided additional tabs for key modules for configuration.
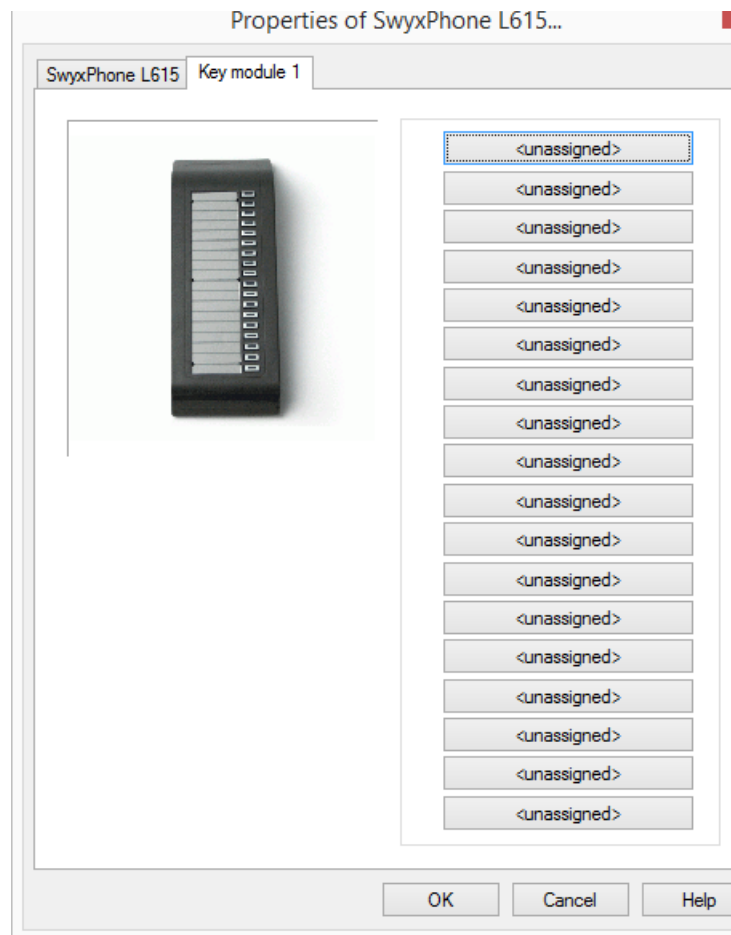
4   Select the module you would like to connect.

5   Assign the buttons as you would for a telephone, and click on **OK** to return to the **Properties of...** tab.

Please take care that all Speed Dials and Line buttons for SwyxIt! and Swyx-Phone are identically configured, when you are logged on under the same SwyxServer user account. This means that the Speed Dial 1 is identical for all telephones and the SwyxIt! of a user.

6   You can also import and export the button assignment for the telephone in the **Properties of...** dialog.
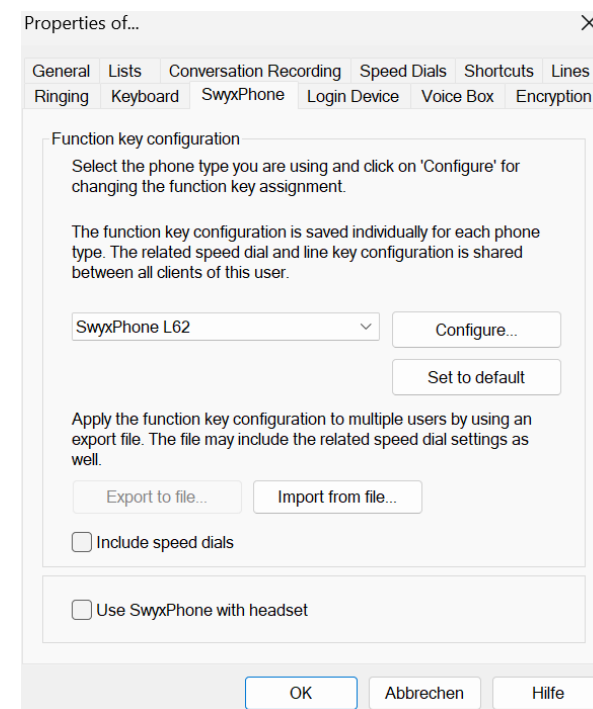
In order to do this use the buttons **Export to file** and **Import from file**.

Here you can define whether, while exporting or importing the datasets, the numbers and names with which the Speed Dials are associated should be included or not. If you deactivate the checkbox **Include Speed Dials**, only the function (e.g. Speed Dial 3) will be exported, but not the name and number.

All datasets will be exported that are configured for this user account. If you log on to a SwyxPhone, the default configuration will automatically be saved under your user account.

7   Define whether you would like to connect a headset to the SwyxPhone.

- If the handset is down, the hands-free functionality is enabled in case of an incoming call. In this case, the connected headset will not be activated until the Headset button on the phone is activated.

- If this option is activated, you will hear the call via the headset connection. The handsfree phone is then activated by pressing the Speaker button on the phone.

This option is only relevant if the user uses a SwyxPhone to which he can connect a headset. See also *App. E: Devices*, page 175.

Encryption of call data with SRTP

SwyxWare supports the encryption of call data via "Secure Real Time Transport Protocol" (SRTP). The protocol, designed for real-time communication, means security for voice data transmission. The data is encrypted.

The terminal devices of the SwyxPhone Lxxx series and SwyxIt! support this technology, and can be used for calls via SRTP.

See also *10.2.12 Encryption*, page 122.

10.2.10 DEVICES

A user can show other users his status (*1.4 Status Signaling*, page 10). If a user is logged on to SwyxServer with several devices, you can define here, which device is used to signal the status of the user.

Example:

A user has a SwyxPhone installed on his desk and SwyxIt! installed on his workstation computer. The SwyxPhone is always logged on, the computer is only turned on when the user is at his/her workplace. It makes sense to have the logon status signaled by the SwyxIt! only.

To define the terminal device that will signal the status

1   Define whether you would like to use the default setting of the server.

2   If you deactivate this checkbox, you can select from the list the types of terminal devices. Activate the corresponding checkbox in the list. Only the terminal device activated here will signal your status to other users.

10.2.11 VOICE BOX

Under the tab **Voice Box** you can view information about the storage space for voice messages and set the behavior when the quota limit has been reached. To manage the storage space you have the following options:

- The oldest Voice Messages are replaced by the new ones: The oldest voice messages are automatically deleted by the system to free up space for new ones.
- No new Voice Messages will be recorded: You may need to manually delete your voice messages to free up the storage if you want to continue receiving voice messages.

To set the behavior when the voice box quota limit has been reached

1   Click on ⚙ and on **User profile**.

or

1   Press the key combination **Alt + Shift + U**.

   ✓ The **Properties of...** window appears, which contains several tabs with settings.

2   Select the **Voice Box** tab.
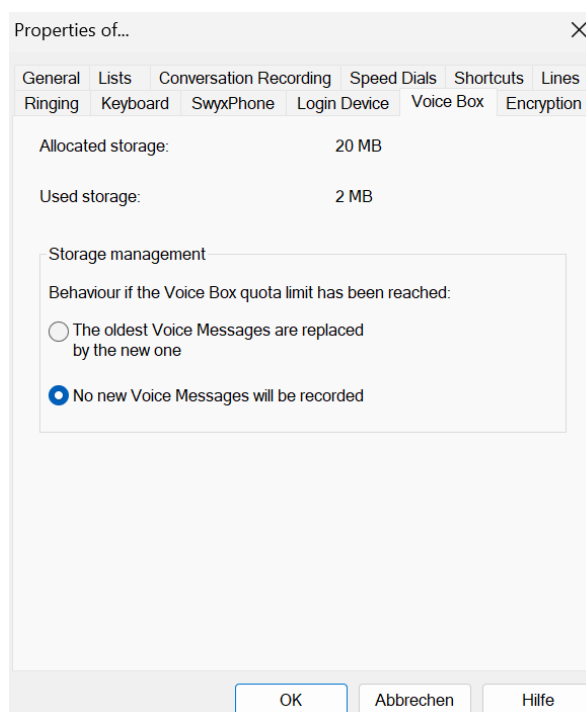
3   Select the desired option.

4   Click on **OK**.

   ✓ The setting is saved and used when storing voice messages.

10.2.12 ENCRYPTION

You can use the "Encryption" tab to set the encryption mode. Call data is encrypted via "Secure Real Time Transport Protocol" (SRTP). The protocol, designed for real-time communication, means security for voice data transmission. The data is encrypted, so that listening to calls is prevented.

The following encryption modes are available:

- No encryption
  The voice data is not encrypted. If this field is deactivated, the administrator has already selected **No encryption** in the global settings for SwyxServer.

- Encryption preferred
  Encryption only occurs if your call partner has configured either **Encryption preferred** or E**ncryption mandatory**. If this is not the case, the voice data is not encrypted, but phoning is still possible.

- Encryption mandatory
  When **Encryption mandatory** is selected, voice data encryption is obligatory. This means that either encryption always occurs or the call is aborted with the reason **Incompatible encryption settings**. This is the case, for example, when the other party has configured **No encryption**.

ℹ️ Encryption settings can be specified globally in SwyxServer by the administrator. The selection made by him influences the configuration options which are possible here.

See also help.enreach.com/cpe/latest.version/Administration/Swyx/en-US/index.html#context/help/encryption_$.

To specify the encryption mode

1   Select the encryption mode you want:
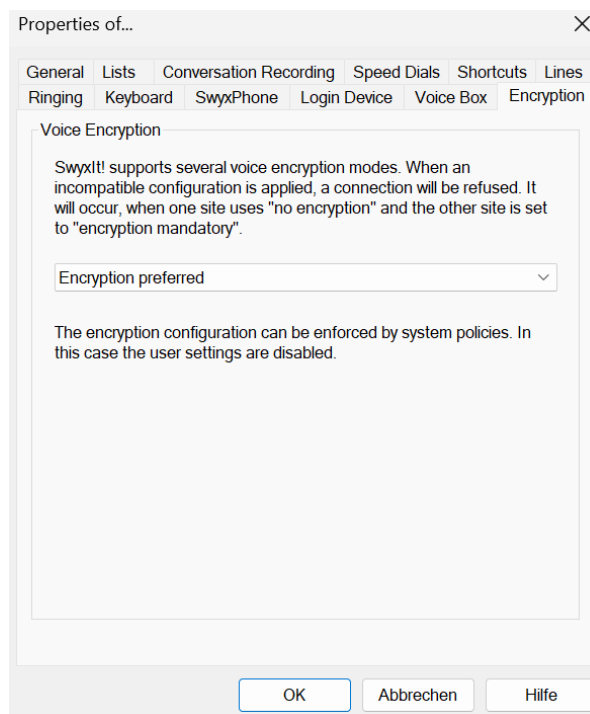
2 Click on **OK**.
  ✓ The setting is saved.

⚠️ SwyxServer does not save the parameters configured here under your user account, but rather on your PC.

10.3 LOCAL SETTINGS

All local settings are defined here, i.e. all information which only apply to the computer currently in use. A dialog field with several tabs is available for this:

"Local Settings" tab

- Specifying the email application to retrieve your voice message

- Selection of the Collaboration application you want to use as default
- Setting for voice compression

To define the local settings for your SwyxIt! computer

1 Click on ⚙️ and on **Local Settings**.

or

1 Press the key combination **Alt + Shift + L**.
  ✓ A pop-up window opens where you can configure the settings.
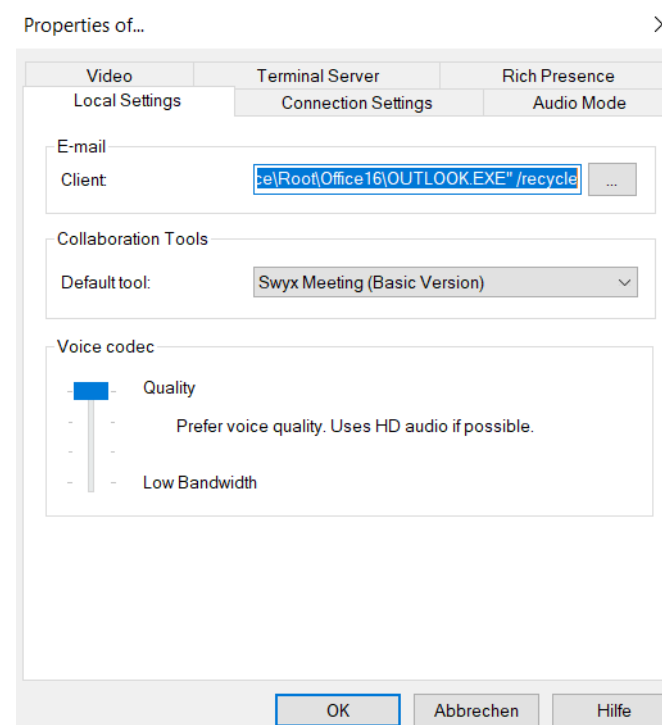
2 Select the **Local Settings** tab.

3 In the field **Client** you can define the email application, which is used for delivering voice messages or when using the E-mail functionality in SwyxIt!. If any e-mail program is already installed at the time of the

SwyxIt! installation, then the call for this program will be automatically entered here.

Or click on … to search in the network environment.

4 Under **Collaboration Tools**, select the default tool for the Collaboration function. See also *8.11.4 Defining the Default Application for Collaboration*, page 93.

5 In the **Voice Codec** area, you can use a slider to specify how the voice is compressed during transmission. The following options are available:

● Highest voice quality

If possible, the voice data is transferred in HD audio quality. An attempt is made in this case to use Codecs in the order G.722/G.711a/G.711µ/G.729.

● Prefer voice quality

Voice data are only compressed when necessary. An attempt is made in this case to use Codecs in the order G.711a/G.711µ/G.729µ.

● Prefer low bandwidth

To spare bandwidth, the voice data is compressed. An attempt is made in this case to use Codecs in the order G.729/G.711a/G.711µ.

● Use lowest bandwidth

In order to use the lowest bandwidth, the voice data is always compressed. The Codec G.729 is used.

"Rich Presence" Tab

Configuring when your status should be set to "Away".

● Your status is automatically set to "Away" when you have been inactive for the minutes specified here.

● Your status is automatically set to "Away" as soon as your screen saver becomes active.

● Your status is automatically set to "Away" as soon as your computer is disabled.

● Your status is automatically set to "Away" when you have an appointment according to your calendar.

  ● You can have the subject of the appointment displayed as status text.

To determine the local settings for Extended Status Information

1 Click on ⚙ and on **Local Settings**.

or

1 Press the key combination **Alt + Shift + L**.

  ✓ A pop-up window opens where you can configure the settings.
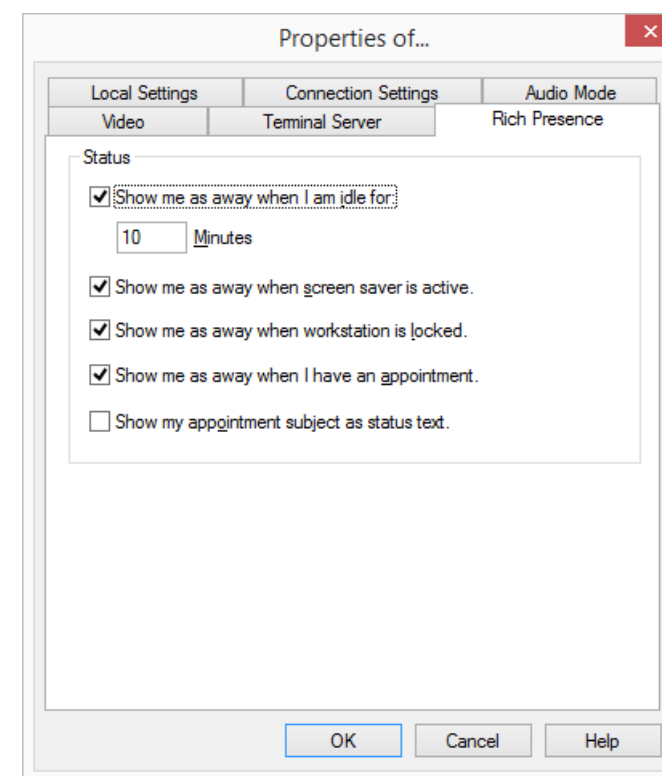
2 Choose the **Extended Status Information** tab.

3 Specify in the **Status** area,

  ● whether your status should automatically be set to "Away" when you have been inactive for the minutes entered here (default: 10 minutes),
   and/or

  ● whether your status should automatically be set to "Away" as

soon as your screen saver becomes active,
  and/or
- whether your status should automatically be set to "Away" as soon as your computer is disabled,
  and/or
- whether your status should automatically be set to "Away" when you have an appointment according to your calendar,
  and/or
- whether the subject of your appointment should be displayed as status text.

> **ⓘ** If you disable your computer during an active call, or the screen saver becomes active during it, then - even with this configuration - your status will not automatically be set to "Away". It remains as "Speaking". The same is true if you have been inactive for your preconfigured minutes during an active call, i. e. actuating neither the mouse nor the keyboard.

"Audio Mode" tab

Use this tab to configure the settings for the use of the audio devices:

- Assign audio devices to the audio modes
- specify a speaker for the "Open listening" option
- specify a speaker for output of the ringing tone
- set the volume and the microphone sensitivity for the audio modes
- set the volume for the "Open listening" option
- set the volume for output of the ringing tone
- specify additional signaling of the ringing tone via the PC housing speaker (e.g. if using a headset).

To configure the settings for the use of the audio devices

1 Click on ⚙ and on **Local Settings**.

or

1 Press the key combination **Alt + Shift + L**.
   ✓ A pop-up window opens where you can configure the settings.

2 Select the **Audio Mode** tab.
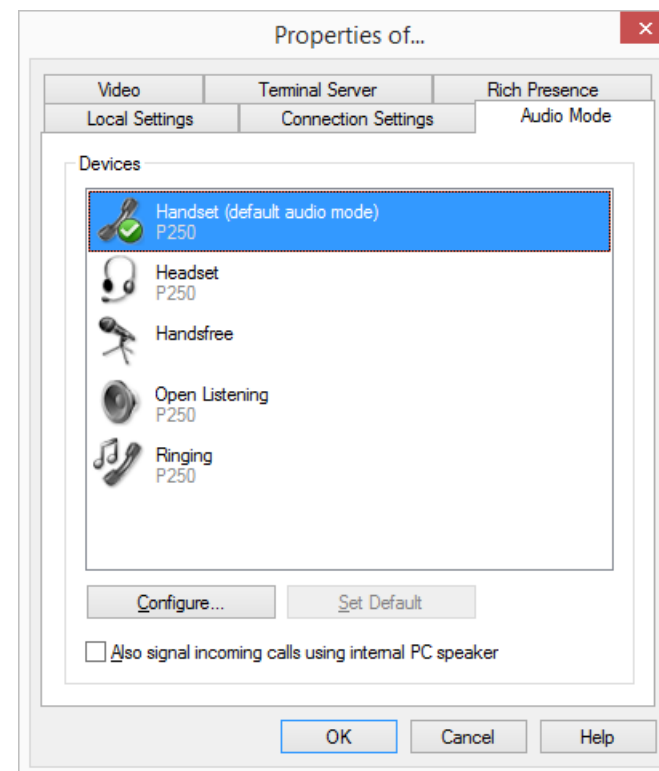
3 In the **Devices** area, click on the respective audio mode or option.
   ✓ The line is highlighted.

4 Click on the **Configure** button.
   ✓ The window **Audio Configuration** appears.
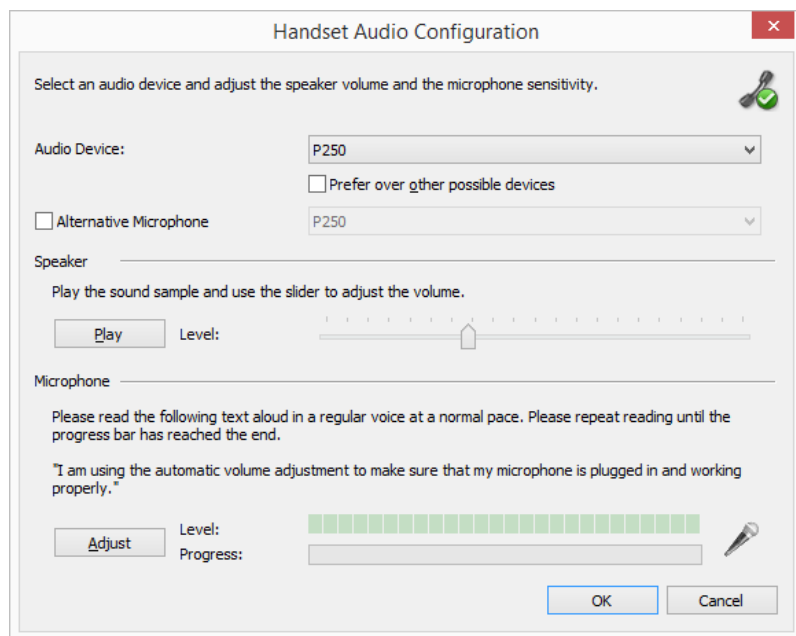
5 In the list box **Audio Device**, choose an installed terminal device which is to be used in this audio mode. By selecting **deactivated**, the audio mode will be turned off.

Using the **Ringing** option, assign the audio device you want to use for the call signal in case of incoming calls. For further information on audio modes and the **Open listening** option, see *8.3 Audio-Modes*, page 76.

6 Activate the check box **Prefer over other possible devices**, so that the selected device will be preferred to others, when the audio mode is assigned automatically.

If you leave the box unchecked, the order of the audio devices will be set by SwyxIt! automatically. If a new device is installed, which supports the audio mode, it can automatically replace the existing configuration.

7 If you want to use the microphone of another audio device, click the **Alternative microphone** checkbox and select the desired device from the list box.

Setting of the microphone is not available in the options **Open listening** and **Ringing**.

8 To configure the volume of the sound or voice output for the audio mode, click on the **Play** button and move the slider until the required volume is set.

9 To configure the microphone sensitivity, click on the **Adjust** button and read out the text in quotation marks until the configuration process is completed (the progress indicator in the status bar is at the end).

10 Click on **OK**.

11 When you switch on the option **Also signal incoming calls using internal PC speaker**, a signal will also be produced over the PC speakers in addition to the telephone ring for incoming calls.
This is particularly helpful if you use a SwyxIt! Headset but you do not wear it all the time.
The audio configuration is saved.

12 If you want to set the highlighted audio mode (**Handset**, **Headset**, or **Handsfree**) as default, click on the button **Set Default**.
✓ The audio mode is marked accordingly.

13 Click on **OK**.
✓ The settings in the **Audio Mode** menu are saved.

"Terminal Server" tab

You can specify settings here for use of a terminal server.

To define the options for the Terminal Server

1 Click on ⚙ and on **Local Settings**.

or

1 Press the key combination **Alt + Shift + L**.
✓ A pop-up window opens where you can configure the settings.

2 Select the **Terminal server** tab.
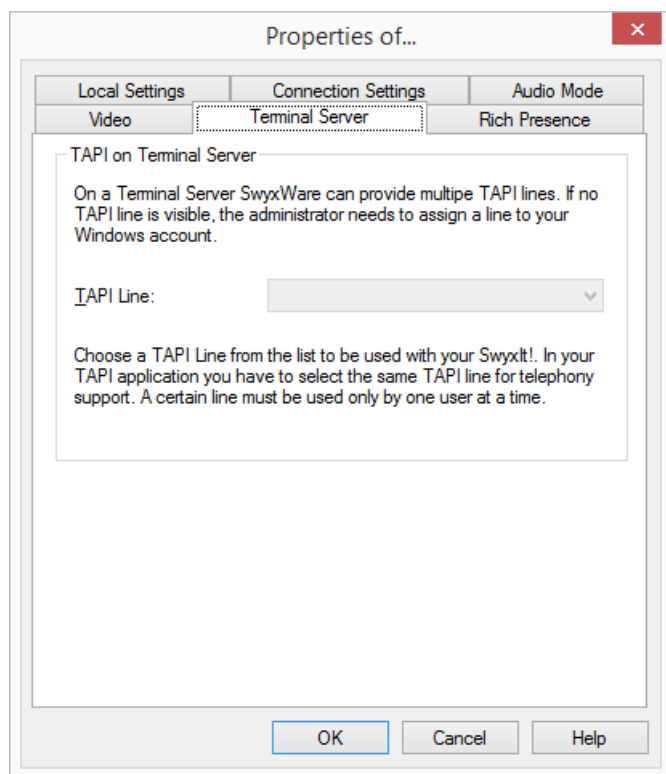
3 If SwyxIt! is operated on a terminal server, you can assign a TAPI line to this SwyxIt!.
See also *App. F: Operate SwyxIt! in a Terminal Server Environment*, page 178.

4 Click on **OK**.

The "Connection Settings" tab

- Computer name of SwyxServer or fallback server or automatic server recognition
- Login with user name and password or Windows authentication
- Connection settings for SwyxRemoteConnector

To specify the connection settings

1 Enter the name of the computer on which the SwyxServer is installed, in the **Server** field.
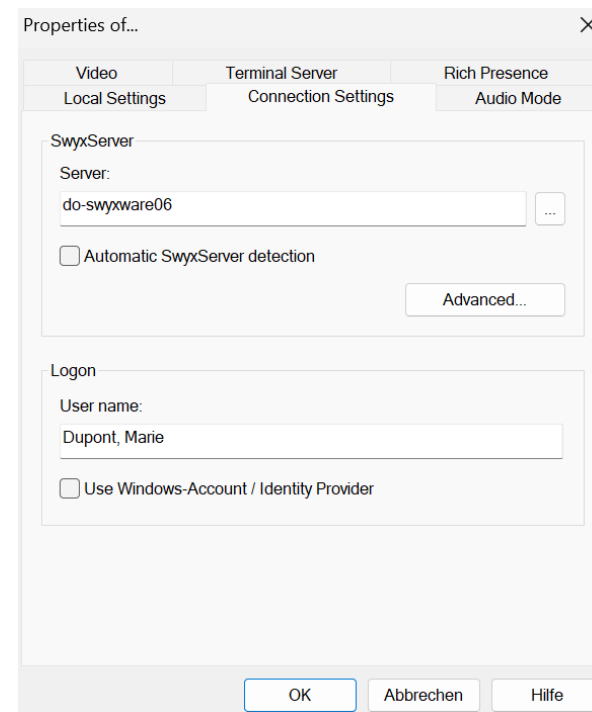
Or click on `...` to search in the network environment.

2 Activate the **Automatic** SwyxServer detection option so that SwyxIt! automatically recognizes which SwyxServer you want to log in to. Depending on the configuration of your network, detection is made by DNS. Please consult your administrator about this.
Entry of a server and fallback server is not possible with automatic SwyxServer detection.

3 Use the **Advanced** button to see the connection settings dialog for SwyxRemoteConnector.
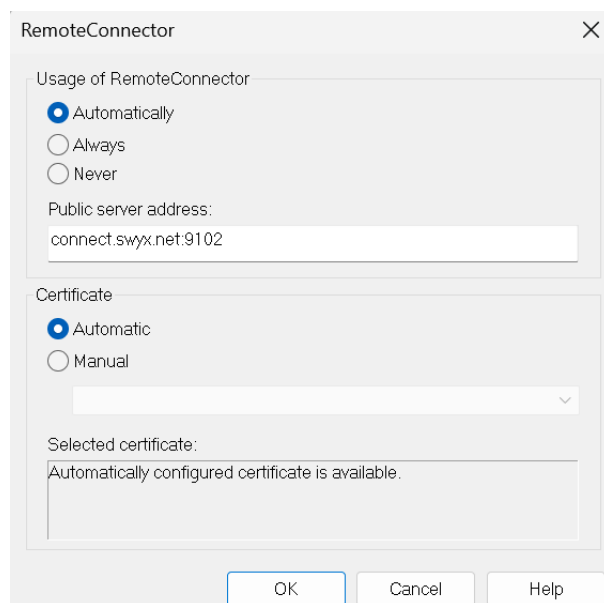
SwyxRemoteConnector can be connected to SwyxServer, when you are outside your company network. Encryption is ensured via TLS (Transport Layer Security). Necessary certificates are managed and provided by your administrator.

ⓘ When connecting via SwyxRemoteConnector, DATEV, the SwyxIt! video function and SwyxIt! on a terminal server are not available in the current version.
When using a VPN connection, however, above functions can be used in their full scope.

4 Under Logon, you can define, if you want to logon to SwyxServer with your SwyxWare user name and/or a Windows account or identity provider.
Logon with Windows account / Identity Provider:
If you select the checkbox Use Windows Account / Identity Provider, the system first attempts to authenticate with your Windows Account or an identity provider. If several SwyxWare users are assigned to your user account, you are asked during the logon process, which user to select for logging on to SwyxServer.

Logon with SwyxWare user name:
In the field User Name, enter the UPN or the name of the user account on the SwyxServer, with which you would like to work. This account must be set up by the administrator. If you do not use authentication via Windows or identity provider (i.e. you have not selected the Use Windows-Account / Identity Provider checkbox), you need a password for logging on.

5 Click on OK.

To define connection settings for SwyxRemoteConnector

⚠ To enable SwyxIt! to connect to the SwyxServer via SwyxRemoteConnector, enter the following information in the field "Public Server Address" from v12.20:
The public endpoint (as FQDN or IP address) of the company network with corresponding ports through which the **Authentication Service** can be reached must be entered in the connection settings of SwyxIt!.
For example, connect.server.net:9101

1 In order to connect to SwyxServer via SwyxRemoteConnector, select one of the three following options under " Usage of RemoteConnector":

● Automatic
First, an attempt is made to establish a direct connection via SwyxServer. If the connection fails, e.g. because you are outside your company network, you are connected to SwyxServer via SwyxRemoteConnector.

ⓘ This option is set by default. You can only change these settings, if your administrator has activated the selection of connection options for you.

● Always
Always connects you to SwyxServer via SwyxRemoteConnector. If no connection via SwyxRemoteConnector is possible, no attempt will be made to establish a connection via your company network.

● Never

A direct connection to SwyxServer via your company network is always established.
SwyxRemoteConnector is not used.

2 In the field **Public server address** enter the server address and/or the server name according to the information provided by your administrator in connection with SwyxRemoteConnector.

> Depending on your administrator's configuration, the server addresses may already be entered.
> If you log on to SwyxServer via the welcome e-mail, the server addresses are taken from the URL, see *To log onto SwyxServer via welcome email*, page 15.

3 Under **Certificates**, you can chose between the following options:
- Automatic

  If your administrator has generated a certificate for the connection via SwyxRemoteConnector, it is retrieved automatically from SwyxServer.

> This option is set by default. Certificates are automatically imported irregardless of the connection option selected. If your administrator has generated a valid certificate for you, you can also use it, if the connection option "Never" has been selected beforehand.

- Manually

  If you have selected this option, you can chose any certificate from the drop-down list, which is installed on your computer.
  For more information on the installation of certificates, please contact your administrator.

> Connection options for SwyxRemoteConnector, server addresses, as well as import options for certificates could be preset by the administrator.

> If you have any questions concerning certificates, please contact your administrator.

The "Video" Tab

This is where you specify the behavior of the video functionality.

Within the video configuration, a distinction is made between
- Video data that you receive from your call partner (incoming video data).
  and
- Video data that you send to your call partner (outgoing video data)

To define the options for the video functionality

1 Click on ⚙ and on **Local Settings**.

or

1 Press the key combination **Alt + Shift + L**.
- ✓ A pop-up window opens where you can configure the settings.
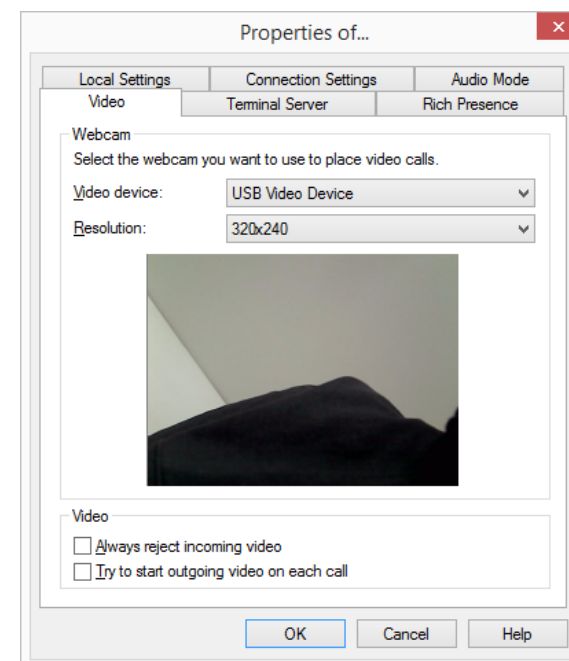
2 Select the Video tab.

3 In the field Video device, select the web camera with which you want to make video calls.
Your camera's transmission begins after a few seconds. You will see your own video image in the dialog window.

> The web camera must be connected to your computer, and you must have installed the drivers supplied with the web camera. The web camera must also be switched on.

4 Select the resolution you want. The resolution varies from web camera to web camera. In brackets you will find the bandwidth that is needed for the selected resolution.

5 By activating the option Always reject incoming video data, you specify that you never want to receive the video data that a call partner sends, and this will be rejected. Consequently, your call partner's video image will never be displayed.
However, if you always want to receive the video data sent by your call partner, then deactivate this option (default setting). Then whenever your call partner transmits video data, his video image is displayed in a separate window.

6 If you want your own video image to be transmitted automatically to your call partner on every call (whether incoming or outgoing), then activate the option Try to start outgoing video on each call.
If you would rather decide for the individual call whether a video data transmission should occur, then deactivate this option (default setting).
You can then activate video data transmission spontaneously during an active call, with the help of the video button on the skin.

7 Click on OK.

> A video data transmission can only occur during an active call!

11 SWYXIT! STATUS SIGNALING OF MICROSOFT OFFICE CONTACTS

The Office Communication Add-In is a SwyxWare extension, which allows users to see the SwyxIt! user status, if Microsoft Office contacts are displayed (e.g. in the Outlook e-mail header).

Contact cards in MS Office thus show information about contacts. From these contact cards, different means of communication can be used to contact that person, e.g. per e-mail, instant message or by phone. By using the Office Communication Add-In, SwyxIt! calls can be made directly from a contact card.

> ⚠ When saving and processing personal data, observe the respective applicable legal data protection regulations. If you have any questions especially regarding data protection in SwyxWare, please contact your administrator.

The Office Communication Add-In offers the following functions:

- Displaying the SwyxIt! user status of MS Office contacts
- Placing SwyxIt! calls directly from MS Office contact cards
- Displaying SwyxIt! status messages on MS Office contact cards

11.1 INSTALLING THE OFFICE COMMUNICATION ADD-IN

If Microsoft Office is already installed on the computer, the Communication Add-In will be installed automatically during the installation of SwyxIt!. However, it is possible to install this component subsequently, by starting the SwyxIt! installation file and selecting the installation type Modify.

To install the MS Office Communication Add-In

1 Close all MS Office applications.
2 Start the SwyxIt! installation wizard and follow the instructions.
3 As installation type, select Modify. By selecting this option, you can install components separately.
4 Select the component Office Communication Add-In and proceed with the installation.

See also *15.3 SwyxIt! – Installation of the Software*, page 157.

> ⚠ In order to use the MS Office Communication Add-In, certain settings have to be made in SwyxWare Administration. Ask your system administrator should you have questions about this.

> ⚠ After installing the MS Office Communication Add-In, MS Office only shows SwyxIt! status messages.

> ℹ The MS Office Communication Add-In of SwyxIt! supports all Microsoft Office applications as of version 2010.

11.2 OFFICE COMMUNICATION ADD-IN FEATURES

After installing the Communication Add-In, you can see the SwyxIt! user status in the MS Office applications, you can make calls directly from MS Office contact cards, and you can see the SwyxIt! status message.

To see the SwyxIt! user status

The status of another internal SwyxIt! subscriber (e.g. ringing, speaking, logged on, away etc.) is displayed in MS Office applications (e.g. in Outlook) as a coloured box next to the name.

To make SwyxIt! calls directly from your MS Office contact cards

1 Hover the mouse over the coloured box to open the Outlook contact card.

2 Click on the handset symbol to make a call via SwyxIt!.
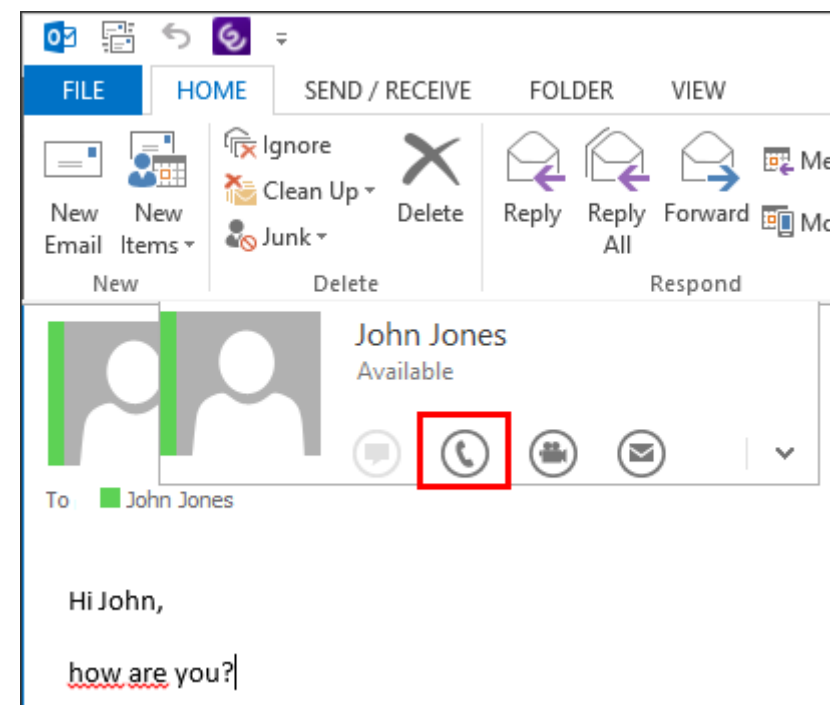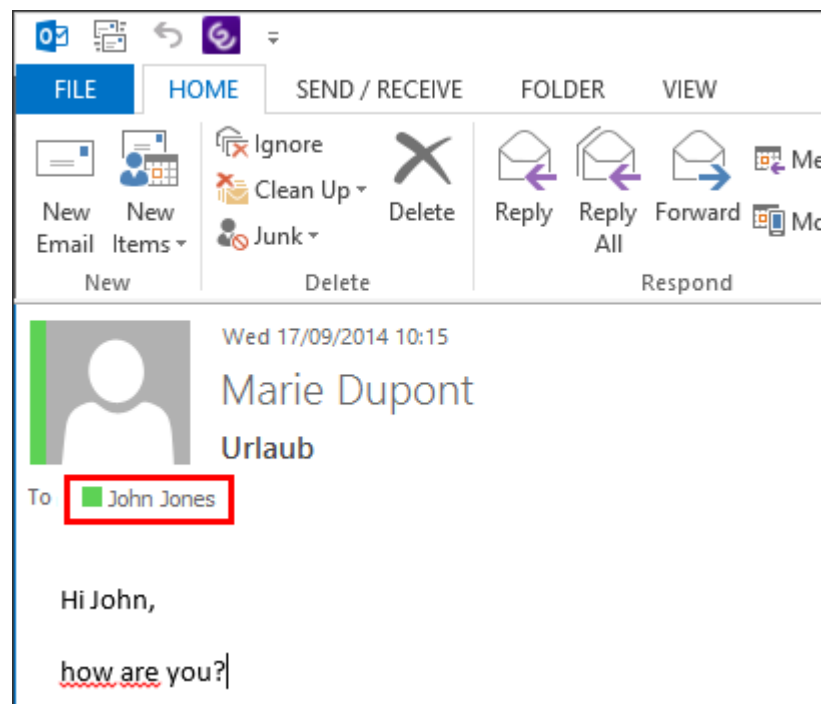
To see the SwyxIt! status message on MS Office contact cards

1 Hover the mouse over the coloured box to open the Outlook contact card.
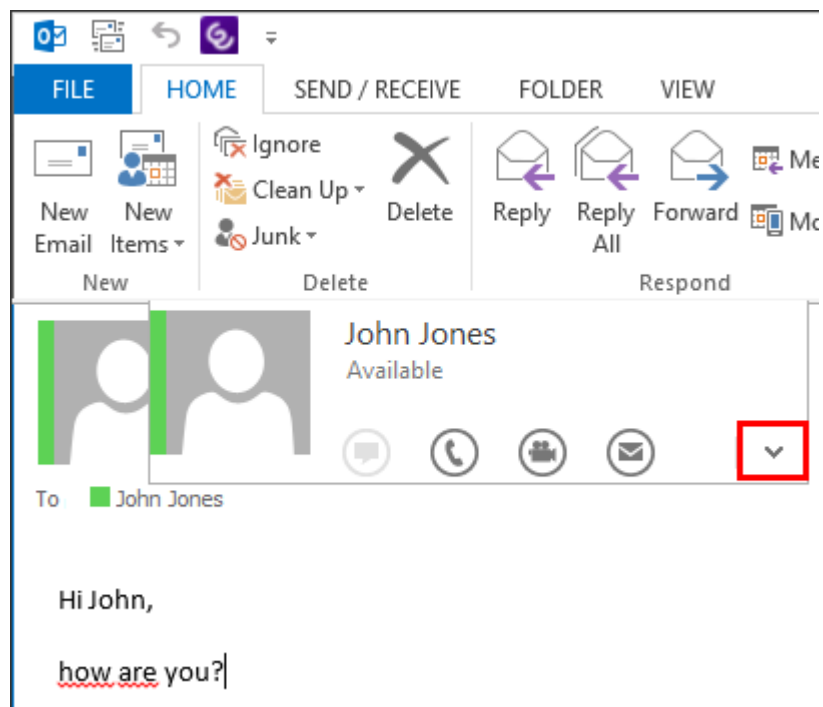
2 Click on the arrow to extend the contact card. The status message, which the user has set in SwyxIt! is shown in the headline.
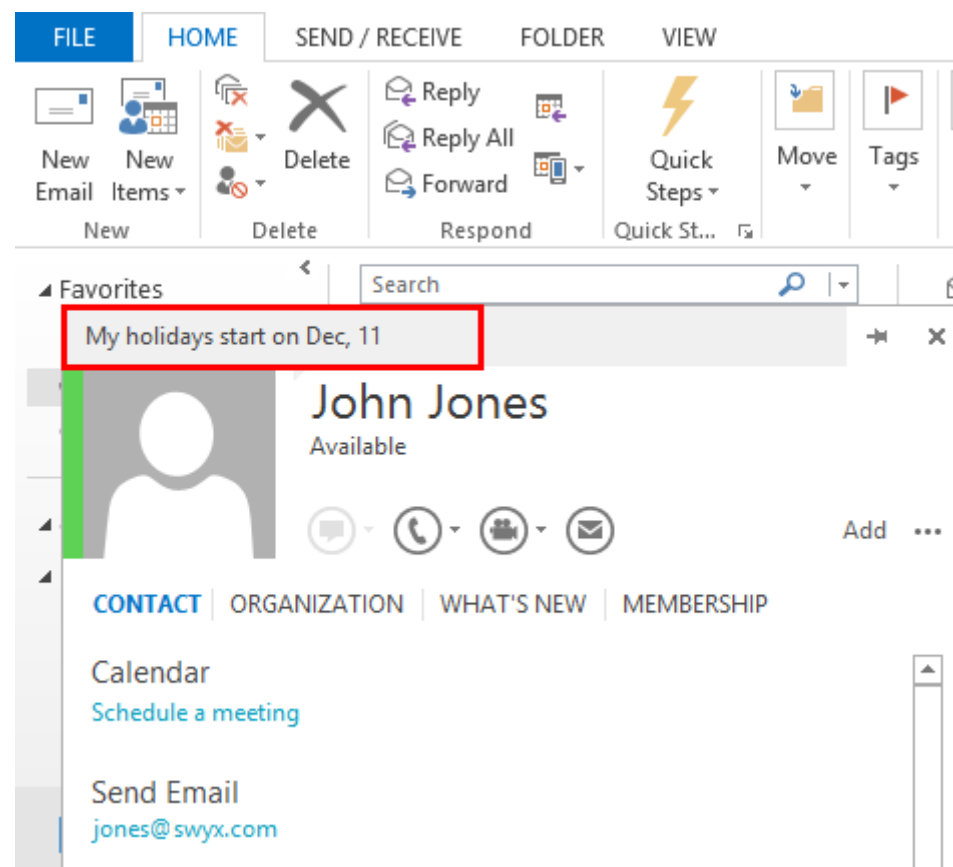
12 MICROSOFT OUTLOOK – TELEPHONING WITH SWYXIT!

In this chapter, you will find out how you can use SwyxIt! directly in Microsoft Outlook.

The integration of SwyxIt! into Outlook gives you significant support when making calls. The settings which are necessary for this will be dealt with in detail in this section.

Outlook for Windows is supported as of version 2010 or higher.

The component necessary for the Outlook integration will automatically be installed with SwyxIt!, when an existing Outlook version is recognised on your computer.

If you have installed SwyxIt! before installing Outlook, you can subsequently install the Outlook Add-In for SwyxIt! by opening the SwyxIt! installation file and selecting the installation type "Modify". See also *15.3 SwyxIt! – Installation of the Software*, page 157.

> ⚠ MS Outlook has to be installed with the ".NET Programmability Support" component to secure a proper integration of SwyxIt!.

> ℹ Please note that many of the settings and functions described here only apply to older versions or the classic version of Outlook.

SwyxIt! and Microsoft Outlook

12.1 TELEPHONE NUMBER FORMATS IN OUTLOOK

To be able to effectively use Outlook together with SwyxIt!, the external numbers in Outlook Contacts must be saved –as recommended by Microsoft– in the so-called "canonical telephone number format". A canonical number always begins with a plus sign. This is followed by the country code (e. g. '44' for Great Britain), the local area code without the preceding zero in parentheses, and then the number.

Example of a number in London, Great Britain:

+44 (20) 12345678

You can add spaces to improve the clarity of the number, however, it is not necessary. Extension numbers, in the case of private branch exchanges, can also be separated from the subscriber number by a hyphen.

Example:

+44 (20) 12345-67

> ⚠ Pay attention to the country-specific particularities, as in Italy, for example: The preceding zero must be included here in the local area code.

12.2 SWYXIT! AND MICROSOFT OUTLOOK

With Outlook, you can use SwyxIt! not only as a dialing aid but also to identify incoming calls. If the number of the incoming call can be identified in the Outlook Contacts, the assigned name will be displayed during the ringing, and it will be added to the Caller List and the Redial List. In doing so, SwyxIt! searches all of the contact folders which are available to you (*12.3 Name Resolution From Outlook Contacts*, page 142).

Outlook Contacts

Furthermore, you can indicate in your Outlook that the corresponding contact from your Outlook Contacts should be opened automatically. The Outlook folders to be used can be selected in the Outlook configuration. Depending on the type of call (internal or external), a differentiation will be made between:

- the display of only those contacts for callers which are already recorded in Outlook – Contacts or
- the display of one contact for every caller, which means creating a new contact if necessary.

Journal entries

You can also customize the journal functionality as you like. In this case, a differentiation is made between incoming and outgoing calls.

- The behavior when incoming calls are received depends on whether it is an internal call or an external call. Here you can define whether a journal entry should only be created or whether it should also be displayed.
- You can define whether you want to create a Journal entry for incoming calls and if you want it to be displayed directly.
- The behavior in the case of outgoing calls can be configured for calls made from Outlook Contacts and for calls made from other applications. Depending on whether the calls were successful or not, you can indicate whether journal entries should only be created or also displayed.

⚠️ It is only possible to associate the number of an incoming call to an Outlook-Contact if Outlook has already been started.

To call a subscriber from Outlook

To deal with Outlook - Contacts for incoming calls

To use Outlook Journal

12.2.1 CONFIGURATION

You can customize the behavior of Outlook for incoming and outgoing calls to meet your requirements.

To define the behavior of Outlook Contacts, the Swyx Voicemail Players and the Outlook Journal

1 Start Outlook.

2 Under "File | Options | Add-Ins" click on the "Add-In Options..." button.
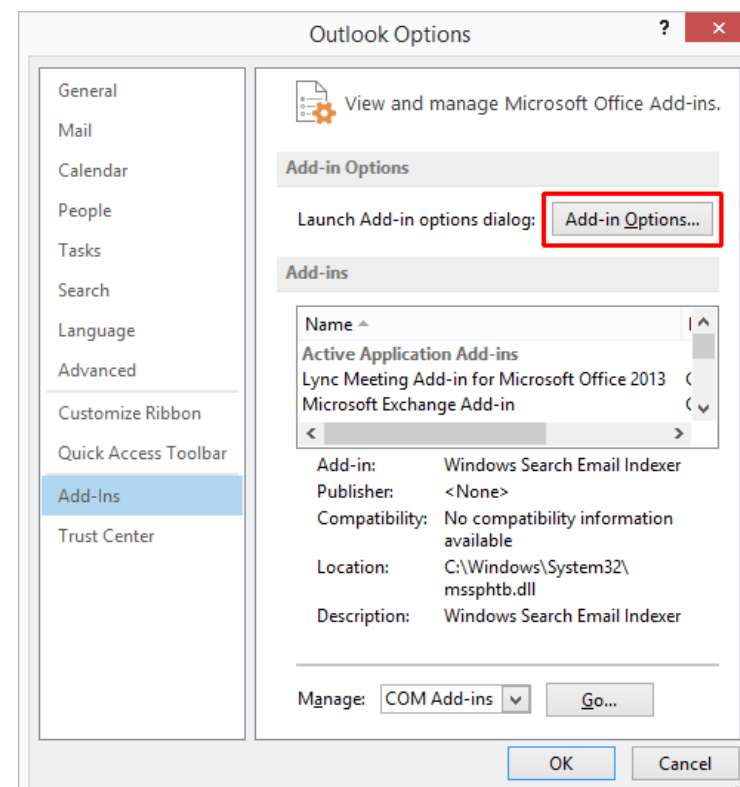
The dialog window "Add-In Options" ("Options") appears.

3 Select the "SwyxIt!" tab.

Add-In-Options   ✕

SwyxIt!   SwyxIt! Name Resolution

Search Caller in Contacts

Show contact: Show on external calls   ⌄

Unknown caller: No action   ⌄

Journal for incoming calls

External calls: Enter in journal   ⌄

Internal calls: No action   ⌄

Journal for Outgoing Calls

Outgoing calls   Entrer successful calls in journal   ⌄

Swyx VoiceMail Player

☑ Use Swyx Player for voicemails in e-mail preview
☑ Use Swyx Player in opened voicemail items
☐ Delete voicemails from temp folder at startup
Delete start delay (ms)

0   ⮝⮟

OK   Cancel   Apply

4 In the "Show contact" drop-down list, select the option
- "Do not show" to disable notification by Outlook Contacts, or
- "Show on external calls" to search in Outlook Contacts for external calls only and, if necessary, to display them, or
- "Show on internal calls" to search in Outlook Contacts for internal calls only and, if necessary, to display them, or
- "Show on all calls" to search in Contacts for all incoming calls and, if necessary, to display them.

5 In the "Unknown caller" drop-down list, select the option
- "No action" in order not to create an Outlook Contact for the

caller, or
- "Create new contact" to create a new contact in Outlook Contacts.

6 To configure the journal for incoming calls, find the drop-down lists "External calls" and "Internal calls" and select the option
- "No action" in order not to create journal entries in the Outlook Journal for incoming calls, or
- "Enter in journal" to enter incoming calls in the Outlook Journal. Available information is then noted in the journal entry, or
- "Enter in journal and display" to enter incoming calls in the Outlook Journal and to display them immediately. With this option you can edit the journal entry directly during the phone call - though certain details of the call, such as the call duration or charging information, are not noted in the journal entry.

7 To configure the Journal for outgoing calls, go to the drop-down list and select the option
- "No action" if you do not wish to create a journal entry while you telephone from Outlook , or
- "Enter successful calls in journal" to create an entry in the Outlook Journal if the telephone call is successfully connected, or
- "Enter all calls in journal" to create an entry for every call which is initiated, or
- "Enter successful calls and display" to create and save an entry in the Outlook Journal if the telephone call is successfully connected, or
- "Enter all calls in journal and display" to create and save an entry for every call which is initiated.

8 Choose the appropriate options to configure your Swyx Voicemail Player. With the Swyx Voicemail Player, you can listen to your voice messages directly without any additional software (*12.2.9 Swyx Voicemail Player*, page 140).
- "Use Swyx Player in opened voicemail items": If you activate this option, the Swyx Voicemail Player automatically starts, when a voicemail is opened in Outlook.
- "Use Swyx Player for voicemails in E-mail preview": If you activate this option, then the Swyx Voicemail Player is automatically activated when you click on a voicemail in the preview list.

9 Select the "SwyxIt! Name Resolution" tab. You will see all Contacts folders which you can select in your Outlook.
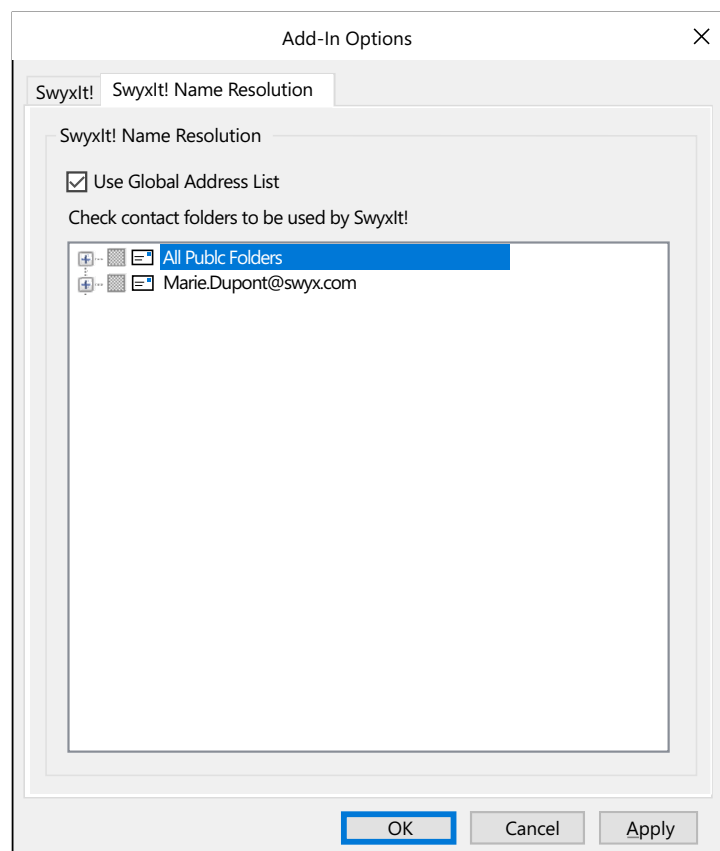
10 Select the folder to be searched for contacts when calls are received. In the default setting, all available folders are selected.

11 Click on "OK".

Depending on the settings you have chosen, incoming calls will be signaled by showing Outlook Contacts.

⚠ The correct telephone number format – as described in detail in *12.1 Telephone Number Formats in Outlook*, page 134, is required in order for SwyxIt! to be able to support you when placing and receiving calls.

12.2.2 CALLING SUBSCRIBERS DIRECTLY FROM OUTLOOK CONTACTS

You use your contacts in Outlook to call subscribers directly from Outlook.

To call a subscriber from Outlook

1 Open the Outlook "Contacts" folder.
The list of your contacts is then displayed.
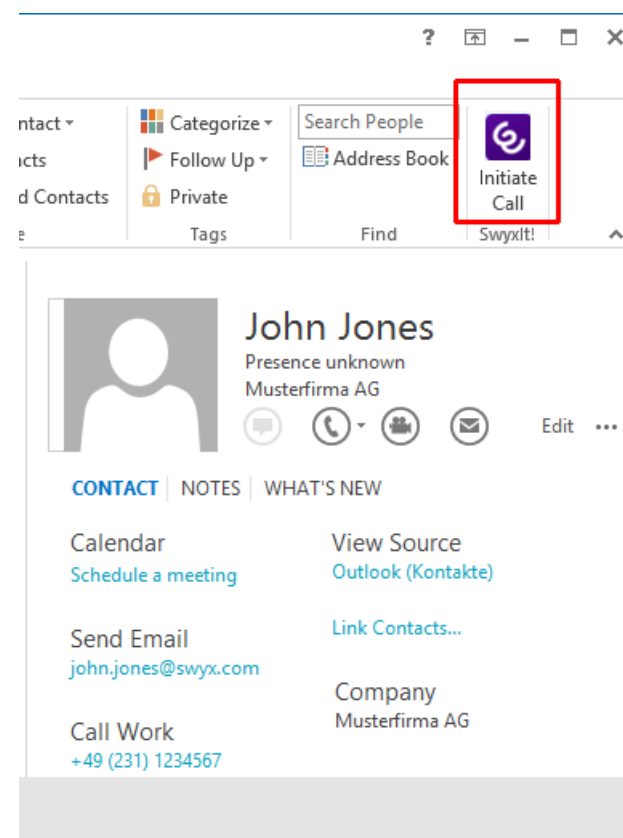
2 Click on the desired contact.
- In the menu bar click on the SwyxIt! icon or (depending on the Outlook version)

● select "Call" in the context menu of the contact.
The following Outlook window will appear: "SwyxIt! Phone Dialer"

3   In the search field "Name", you can search for another Outlook
    contact.

4   If you would like to assign the call to a project, enter the project
    number or select the number from the existing dropdown list.
    See also *8.13 Project Codes*, page 96.

5   Click on the number you want.
    The SwyxIt! window displays on top and the number will be dialed by
    SwyxIt!.
    If you have enabled the option "Enter all calls in journal and display"
    under "File | Options | Add-Ins | Add-In Options..." in Outlook, the
    window with the journal entry will be displayed.
    Now you can make your telephone call as usual using SwyxIt!.
    or

6   Click on the desired fax number.
    SwyxFax Client starts. A dialog window will open, which you can use
    to send a Quickfax. Any receiver information will be transferred from
    the Outlook contact into the respective input fields. See also

help.enreach.com/cpe/latest.version/FaxClient/Swyx/en-Us/
index.html#context/help/quickfax_$.

⚠ In order for SwyxIt! to be able to use the numbers entered in Outlook, the
   Outlook number must be recorded in the correct format. See also *12.1
   Telephone Number Formats in Outlook*, page 134.

⚠ Please pay attention to the country-specific particularities, as in Italy, for
   example: The preceding zero must be included here in the local area code.

12.2.3 CALL FROM AN E-MAIL

You can call the sender of an e-mail directly from the e-mail. SwyxIt!
Phone Dialer provides the numbers found in the address book or Con-
tacts.

To call the sender from an Outlook e-mail

1   Highlight the e-mail message in your inbox.
    ● Click on the SwyxIt! symbol in the menu bar.
      or (depending on Outlook version)
    ● select "Call" in the context menu of the message.
    SwyxIt! Phone Dialer opens and provides you with all available
    numbers for this subscriber.

2   Select the number you want to call.
    You can alternatively search for a name or open your address books.

ⓘ If the e-mail is a Voicemail, the caller and not the sender (SwyxServer) will
   be applied in the SwyxIt! Phone Dialer.

12.2.4 CALL FROM A CALENDAR ENTRY

You can call the sender of an invitation directly from a Calendar entry. SwyxIt! Phone Dialer provides the numbers found in the address book for this.

To call the sender of a Calendar entry

1 Open your Calendar.
   Highlight this Calendar entry.
   - Click on the SwyxIt! symbol in the menu bar.
     or (depending on Outlook version)
   - select "Call" in the context menu of the entry.
   SwyxIt! Phone Dialer opens and provides you with all available numbers for this subscriber.

2 Select the number you want to call.
   You can alternatively search for a name or open your address books.

12.2.5 USING OUTLOOK CONTACTS FOR INCOMING CALLS

You work with Outlook and you would like to use the name display in SwyxIt! to match incoming calls to your Outlook Contacts and, perhaps, to be able to create new contacts.

To deal with Outlook - Contacts for incoming calls

Customize the behavior of Outlook contacts by selecting "File | Options | Add-Ins | Add-In Options..." on the "SwyxIt!" tab and edit the option "Search caller in contacts". See also *12.2.1 Configuration*, page 135.

1 You hear a telephone ring and, for "Search Caller in Contacts", you have selected the options "Show on all calls" and
   - "Create new contact" or
   - "No action".
   If a contact already exists in Outlook for this caller, it will now be opened. If no contact exists for this number, depending on the

options selected, a new contact will be created or no further action will be taken.

2 You place calls as usual with SwyxIt! and, if necessary, update the contact data, e.g. add notes in the open contacts window.

The contact which is the best possible match will always be displayed. If an internal call from the extension number 123 is received and you have a contact "Meyer" with the number "+44 (20) 444123" and a contact "Jones" with the number "123", in this case the contact "Jones" will be displayed.

> ⚠ In order for Outlook Contacts to be opened, the caller must transmit his number. The contact entry can only be opened correctly, if the caller actually uses a number which has been previously stored especially for him.

> ℹ If you have write authorization for the contacts folder in which this contact has been identified, your changes will be saved there. If the contact originates from a folder for which you have read only rights, you must then save the contact in another folder.

> ℹ Depending on your selections on the SwyxIt!" tab under "File | Options | Add-Ins | Add-In Options", no calls, all calls or internal/ external calls by Outlook contacts will be displayed.

12.2.6 DISPLAYING AND CREATING OUTLOOK CONTACTS DURING A CALL

You can configure Outlook in such a way that an Outlook Contact is automatically displayed and/or created for telephone calls (*12.2.5 Using Outlook Contacts for Incoming Calls*, page 139).

If you have disabled this function in general or enabled it for certain calls only, you can display and/or create an Outlook Contact for the respective caller during a call (or even during the ringing tone). If no contact is present, a new Contact is created, but not yet saved directly. You can then process the new Contact as necessary in Outlook and save it.

To open an Outlook Contact during a call

You receive a call or have just dialed a subscriber or you are currently on a call, and you want to create or display an Outlook contact for this call.

1 In the "Functions" menu or the context menu of the relevant line button, select the option "Show contact".
An existing Outlook Contact is opened, or a new contact is created. A call is correlated to a contact by means of the number.

2 When you have created a new contact, adjust it as necessary and save it in Outlook.

12.2.7 CREATING AND DISPLAYING OUTLOOK JOURNAL ENTRIES

You can manage your telephone calls in the Outlook journal, so that you have an overview of telephoning activities and can take notes for telephone calls. If you use the journal function, your telephone calls are automatically entered in the journal. You can define which telephone calls (incoming internal, incoming external or outgoing calls) are generally entered in the Outlook journal. You can create journal entries as necessary during a call (*12.2.8 Creating a journal entry during a call*, page 140).

To use Outlook Journal

Customize the behavior of the Outlook journal by selecting "File | Options | Add-Ins | Add-In options" on the "SwyxIt!" tab and editing the "Journal for incoming calls" and "Journal for outgoing calls" options. See also *12.2.1 Configuration*, page 135.

1 If, for example, you have selected the options
- "Enter in journal and show", then a journal entry will be created for all incoming calls and immediately displayed. You can now enter notes during the call.
- "Enter in journal", then journal entries will be created for incoming calls, but they will not be displayed.

2 You have selected, for example, the options
- "Enter successful calls in journal" and "Enter all calls in journal". This will result in journal entries being created for calls made from Outlook, in which you have successfully reached the desired subscriber, and for calls made from SwyxIt!, however, these journal entries will not be displayed.

3 Depending on the settings you have made, you will find journal entries for telephone calls in the Outlook Journal. In the subject line, these calls are labeled with "SwyxIt! Call to/from Number or Name" and with the entry type "Phone call". Double-click on the journal entry you want and add your notes.

12.2.8 CREATING A JOURNAL ENTRY DURING A CALL

You can configure Outlook so that for incoming internal, incoming external or outgoing calls a journal entry is automatically created and if necessary displayed (*12.2.7 Creating and displaying Outlook journal entries*, page 140).

If you have disabled this function in general or enabled it for certain calls only, you can create a journal entry for a call during the call (or even during the ringing tone).

To create a journal entry during a call

You receive a call or have just dialed a subscriber or you are currently on a call, and you want to create a journal entry for this call.

1 In the "Functions" menu or the context menu of the relevant line button, select the option "Create Journal Entry".
The phone call will be noted in the Outlook journal.

12.2.9 SWYX VOICEMAIL PLAYER

The Swyx voicemail player is not displayed in the new Outlook. Voice messages must be downloaded and listened to with an audio program.

With the Swyx Voicemail Player, you can listen to your voice messages directly in Microsoft Outlook, without having to install any additional software.

You can specify whether the Player is started after opening a Voicemail, or before, by clicking on the closed Voicemail in the reading panel. In a new installation these functions are activated as default. You will find information on activating/deactivating the function under *To define the behavior of Outlook Contacts, the Swyx Voicemail Players and the Outlook Journal*, page 135.

You can open several voicemails and play them alternately, while simultaneously searching for further voice messages.

> By default, the Opus codec is used for the storage. Voice messages in Opus format cannot be played with SwyxVoicemail Player. They must be downloaded from the email application and listened to with an audio program.

To listen to your voice messages in Outlook

1 Start Outlook.
2 Click on a voicemail in the navigation pane or open the message (according to configuration). The Swyx Voicemail Player appears on top of the message:

Swyx Voicemail Player   Speakers / Headphones ⌄

▶ ◼   ————○———————— 00:00:00 / 00:00:23 🔊 ——●——— 🔊
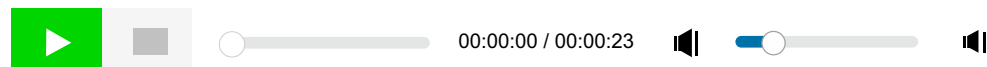
↩ Answer   ↩ Answer all   ↪ Forward

Tue 4/23/2019 2:20 PM

S   **SwyxWare**

Voice Message from 297 Jones, John, Duration: 00:23

To   ✓ Dupont, Marie

📀 voicemessage-190423-142008-297-Jones, John.wav
41 KB

SwyxWare Voice Message
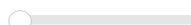
From
 CallerID: 276
 Name: Jones, John
 Date: 23.04.2019 14:20:08
 Duration: 00:23

- Click ▶ to listen to the voice message.

- Click on ⏸ to pause playing the file.

- Click on ◼ to stop playing the file.

- Use the search bar ○————— 00:00:00 / 00:00:23 to get to another part of the message.

- Use the volume control 🔊 ——●——— 🔊 to adjust the volume.
  The volume corresponds to the SwyxIt!'s volume by default, which

is adjusted separately for each audio mode.

- Use the dropdown list (top right) ⌄ to select the audio mode for the output.

  If you select none, the audio mode set as standard in SwyxIt! will be used. You can select the audio mode with the audio device by using the hook off/ hook on function.

  In the SwyxIt! local settings, you can assign the audio devices to the audio modes (*To configure the settings for the use of the audio devices*, page 125).

12.3 NAME RESOLUTION FROM OUTLOOK CONTACTS

If the number of a caller is known (e.g. in Outlook Contacts or in the Phonebook), SwyxIt! will immediately show the name of the caller instead of the number. You can indicate which Contact folder should be searched in the case of an incoming call in order to resolve the number. You have the choice of all those Contacts folders that you already see listed in your Outlook.

To select the Outlook Contacts for name resolution

1 Under "File | Options | Add-Ins" click on the "Add-In Options..." button.
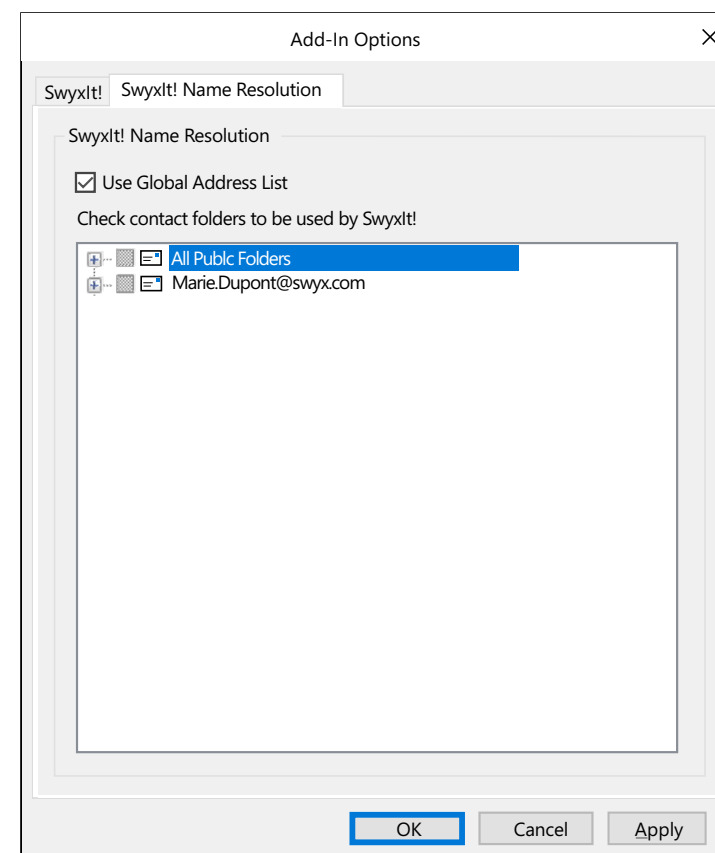
Select the SwyxIt! **Name Resolution** tab. You will see all Contacts folders which you can select in your Outlook.

2 Select the folder to be searched for contacts when calls are received. In the default setting, all available folders are selected.

13 VISUALCONTACTS AND DATEV

By various additional functions it is possible to integrate third-party applications into SwyxWare.

> ℹ This function is not available for SwyxON.

> ⚠ When saving and processing personal data, observe the respective applicable legal data protection regulations. If you have any questions especially regarding data protection in SwyxWare, please contact your administrator.

Option Swyx VisualContacts

Swyx VisualContacts enhances SwyxIt! with the integration of ESTOS MetaDirectory 4.0 Professional or C4B XPhone Connect Directory V6.0.81 SR 1.

ESTOS MetaDirectory or C4B XPhone Connect Directory V6.0.81 SR 1 are server applications which enable connecting external data sources with SwyxIt!.

Swyx VisualContacts offers you the chance to access contact data such as name, addresses, numbers, images and customer-specific information, efficiently and individually. With large and distributed datasets, the search for contact data is simplified and the display of search results is faster.

See also *13.3 Swyx VisualContacts*, page 145.

If you have any questions concerning ESTOS MetaDirectory and C4B XPhone Connect Directory, please contact your Administrator.

Option Swyx Connector für DATEV

The linking of ESTOS MetaDirectory or C4B XPhone Connect Directory also enables the integration of DATEV into SwyxWare. Thereby, the DATEV contact data and the telephony function are merged with SwyxIt!, the computer telephony client. Telephone communication and data administration become more effective, and can be handled in fewer steps.

SwyxIt! serves as the interface between the telephone line and the data administration in DATEV.

- Contacts that you call from DATEV are dialed via SwyxIt!.
- The data of all incoming calls is compared with the DATEV master data, in order to detect any correlation with a DATEV addressee. If a correlation is found, i.e. the call has come from a DATEV addressee, the quick infos for the person and context-related links to the DATEV work area are dynamically retrieved, and displayed in SwyxIt!.
- The call data (status, duration) is displayed in the SwyxIt! call journal and forwarded to DATEV telephony on request.

LDAP server

ESTOS MetaDirectory

DATEV master data
(replicated)

DATEV master data

User PC

SwyxIt!

VisualContacts

Line

Contact   DATEV

Contact

Call data

DATEV pro

DATEV telephony

Master data overview

Outgoing call via SwyxIt!
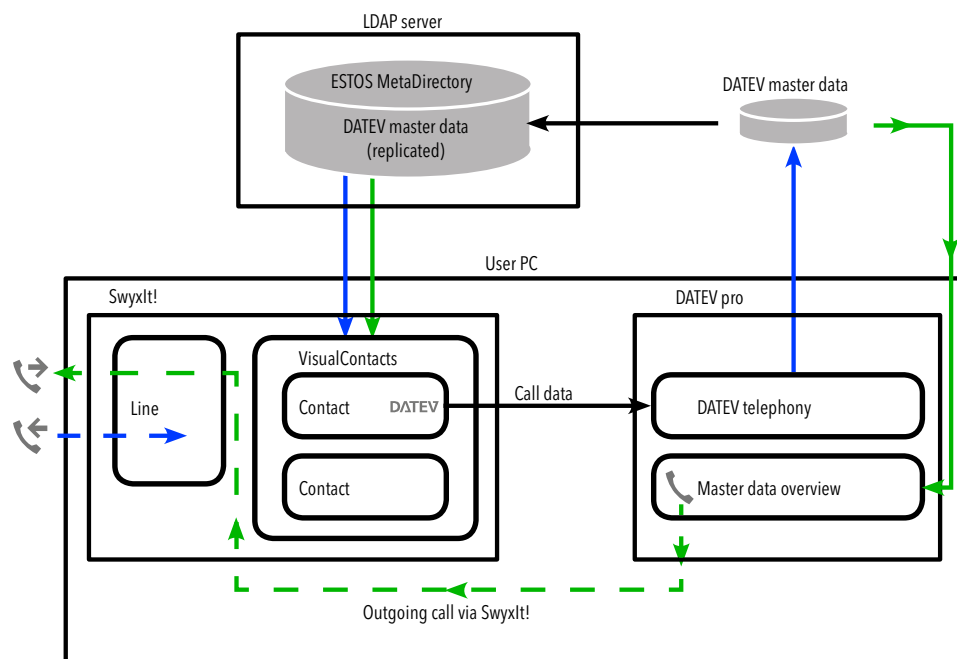
outgoing call

incoming call

13.1   REQUIREMENTS FOR THE USE OF SWYX VISUALCONTACTS

Swyx VisualContacts

- ESTOS MetaDirectory as of version 4.0 Professional C4B XPhone Connect Directory or must be installed on a server in the local network.
- Microsoft .NET Framework 4.0 must be installed on the local computer.

- SwyxIt! Version 2011 R2 MP1 or later must be installed.

Swyx VisualGroups

For more information on Swyx VisualGroups version 1.1 on, see help.enreach.com/visualgroups/1.40/web/Swyx/en-US/index.html.

13.2   INSTALLATION AND SETUP OF SWYX VISUALCONTACTS

This section contains a brief overview of the installation and essential settings for the necessary programs.

13.2.1 REQUIREMENTS

Please refer to *15 Installing and Uninstalling SwyxIt!*, page 156 for requirements and instructions concerning customized SwyxIt! installation.

Swyx VisualContacts

For a new installation of SwyxIt!, you must select the option **Customized** in the installation wizard.

For the integration of Swyx VisualContacts, the component **VisualContacts AddIn** must be activated.

⚠️ When SwyxIt! is updated, Swyx VisualContacts is not automatically installed. After an update, re-start the Setup and select Modify in order to start a customized installation. Then, activate the function VisualContacts AddIn.

13.2.1.1SPECIFY LDAP SERVER PARAMETERS

ESTOS MetaDirectory 4.0 Professional and C4B XPhone Connect Directory is based on an LDAP (Lightweight Directory Access Protocol) server. The LDAP server provides a directory service for the contact details.

To enable access to the ESTOS MetaDirectory or C4B XPhone Connect Directory via SwyxIt!, the access parameters of the LDAP server must be specified in the VisualContacts tab.

You can call up the LDAP server parameters by clicking 🎚️ on the VisualContacts tab:

- The IP address, or the name of the server on which ESTOS MetaDirectory is installed, must be entered in Server.
  The port must also be specified if necessary. ESTOS MetaDirectory or C4B XPhone Connect Directory uses port 712 by default.

- If an authorization is required for access to the server, the option Use login must be activated, and the user name and password must be entered.
- For access to a particular LDAP node in the MetaDirectory, the option Use different LDAP node must be activated, and the required node specified.

Contact your administrator for further information.

13.3 SWYX VISUALCONTACTS

You use Swyx VisualContacts to search for contacts in preselected data sources. Furthermore, SwyxIt! automatically retrieves contacts matching the numbers of incoming and outgoing calls from the ESTOS Meta-Directory or C4B XPhone Connect Directory, and displays them on the VisualContacts tab.

The VisualContacts tab consists of control elements and a contacts list.

- In the Search field, you can enter sequences of numbers or letters, in order to search for phone numbers, addresses or contact names.
- Search results and context information are displayed in the Contacts list.

- Use 🎚️ to call the VisualContacts settings.
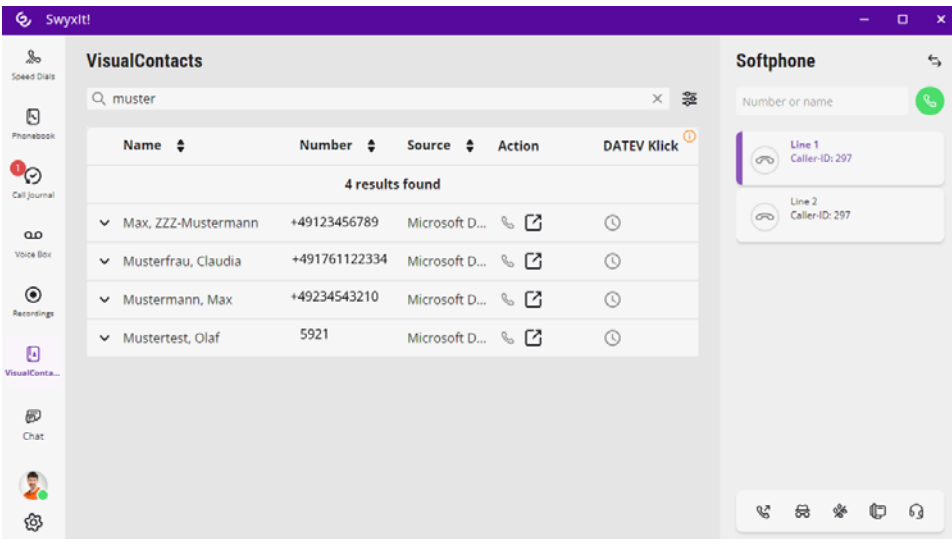
13.3.1 SEARCHING FOR CONTACTS

You can search by addresses, names and phone numbers. The search can also be performed during the phone call.

⚠️ Only a limited number of search results can be displayed. Narrow your search, if the contact you are looking for has not been listed.

To search for contacts

1 Click on 📇 .

2 Enter the search term into the **Search** field.
   ✓ The search results are displayed in the Contacts list:
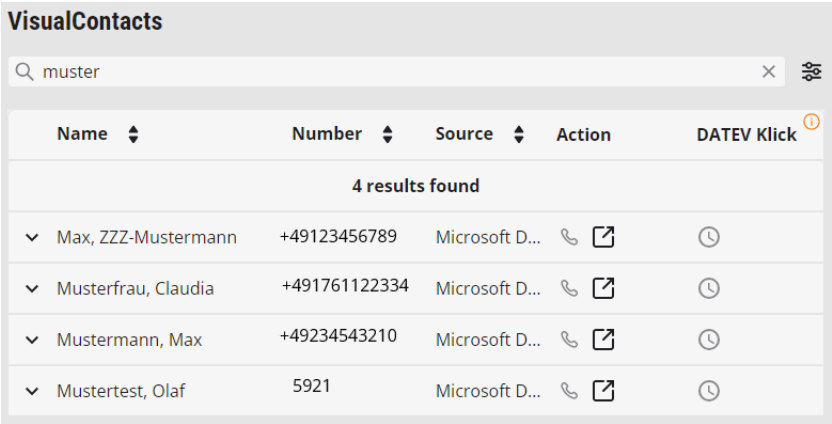
3 Click on ⌄ to the right of the desired entry to access all the information stored in this contact (name, addresses, phone numbers, pictures, customer-specific information, etc.).
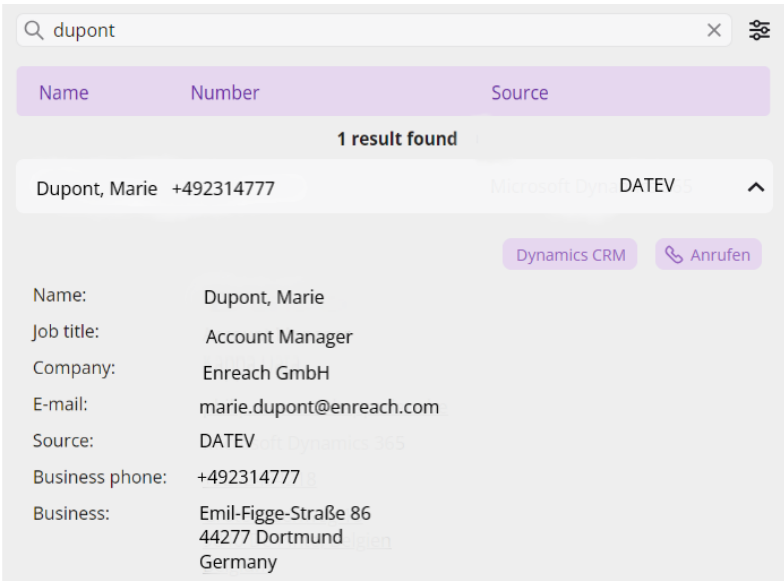
If the search term is not found in any contact data source, a message appear: **0 results found**.

VisualContacts

Mario Rossi

Name	Number	Source	Action	DATEV Klick

0 results found

Try a different search term.

Please see the ESTOS MetaDirectory or C4B XPhone Connect Directory documentation for details relating to search criteria.

Sorting search results

You have the possibility to sort the search results in ascending or descending order according to the following categories: Name, Number, Company, Source.

> Depending on the size of the window, a category may be hidden. This is indicated by the ⓘ icon. Change the window size to display it.

Category	Explanation
Name	Name entered for the contact in the database
Phone number	Phone number of the contact
Company	Name of the company entered for the contact in the database
Source	Contact database in which the contact was found

To sort the search results

1   Click on ☎ in the menu bar.
    ✓ The VisualContacts tab opens.

2   Enter the search term or a phone number in the field Search.
    ✓ The search starts automatically and the results are displayed in a list.

3   Click on ⬍ next to the category (Name, Number, Company, Source) by which you want to sort.
    ✓ The icon changes and the entries are sorted accordingly:

    • ▲ : the entries are sorted in ascending order.

    • ▼ : the entries are sorted in descending order.

4   Click on the displayed icon to change the sorting order (▲ or

    ▼) or to cancel the sorting (⬍).

13.3.2 DISPLAY OF THE CONTACTS IN PARALLEL TO THE CALL

When receiving an incoming call, SwyxIt! automatically uses the caller's phone number to search for the contact data within the ESTOS MetaDirectory.

If the number cannot be mapped to a contact data source, a message appears in the VisualContacts window: "The search "Search_term" did not match any contacts".

If a contact involves a DATEV addressee, the contact is flagged with a "DATEV click" icon.

Click on the arrow to the right of the relevant entry, to call up all the information stored in this contact (name, addresses, numbers, images, customer-specific information, etc.).

For outgoing calls it makes no difference whether you make them via the SwyxIt! input field, or e.g. initiate them from DATEV - SwyxIt! shows you the matching contact data on the VisualContacts tab.

• A click on a telephone number starts a call to the contact person via SwyxIt!.

- A click on an e-mail address in the contact details will open your standard e-mail program and transfer the e-mail address into an empty e-mail window.
- By clicking on a fax number, you automatically start the SwyxFax Client. A dialog window will open, which you can use to send a Quickfax. See also help.enreach.com/cpe/latest.version/FaxClient/Swyx/en-Us/index.html#context/help/quickfax_$.
- A click on an address opens Google Maps in the external browser.

It is also possible to start applications from the contact details. This must be set up correspondingly in the MetaDirectory beforehand.

13.3.3 MULTIPLE CALLS

The quick infos and context-related information are displayed for the contact person who is currently calling. In the case of two or more parallel connections, the information is displayed for the contact who is on the active line at the time. If you switch to a connection on hold, and activate the line you choose, the display of contact details is updated accordingly.

For further information on how to switch between active connections and those on hold, please refer to *4.6 Switching between several subscribers*, page 44.

14 PHONE CONTROL VIA PC WITH SWYXCTI AND SWYXCTI+

Using SwyxIt! in the CTI mode (CTI SwyxIt!) allows the control of your phones from your PC.

⚠️ When saving and processing personal data, observe the respective applicable legal data protection regulations. If you have any questions especially regarding data protection in SwyxWare, please contact your administrator.

With SwyxCTI the following options are available:

- SwyxIt! controls a SwyxPhone or a certified SIP phone
- SwyxIt! on a terminal server controls SwyxIt!

With SwyxCTI+ the following options are available:

- SwyxIt! controls a Third Party device, e.g. a DECT device or a certified SIP phone
- SwyxIt! controls an external phone via the phone's number

ℹ️ For certified SIP phones both, SwyxCTI and SwyxCTI+, are available. You will find the available SwyxCTI features in the following table.

Overview of the SwyxCTI functions for certified SIP phones

Function	Support
Callback on busy	No
Configuration of speed dials	No
Answering calls	Yes
Start call	Yes
Start or accept another call	Yes
Hold call	Yes
Call Swap	Yes
Transfer call without accepting	Yes
Forward the active call	Yes
Connects two subscribers to one another.	Yes
Starting a Conference	Yes
Using DTMF tones	Yes
Displaying DTMF tones	No
How to Make a Call with More Than Two Subscribers	No
Call Signaling	Phone only
Group Call	Yes
Overlap Dialing	No
Name recognition (e.g. of Outlook contacts)	No
Intercom	No

ℹ️ In CTI mode you can only record Voice Box announcements via remote inquiry, see also *1.18 Remote Inquiry*, page 14.

14.1 SWYXIT! CONTROLS A SWYXPHONE OR A CERTIFIED SIP PHONE

SwyxIt! is installed on the user PC and controls a SwyxPhone or certified SIP phone with enabled CTI mode, which has to be registered under the same SwyxWare user. In this case, the phone is independent from the PC and works even when the computer is turned off.

In CTI SwyxIt! the following options for controlling SwyxPhones are available:

ℹ️ For information on the CTI functionality for certified SIP phones see *Overview of the SwyxCTI functions for certified SIP phones*, page 149.

- Dialing can be made directly from Outlook or another application, the Caller/ Redial List or the phone books.
- Hold, Call Swap, Transfer, Start Conference, Callback or Callback on busy
- Start or accept another call
- Collaboration
- Video function
- Settings
- Speed dial buttons (names and links)
- Call and status signaling
- Forwarding, Voice Box and call routing manager are assigned to the user account and are thus the same for SwyxPhone and CTI SwyxIt!.

Not available:

- Conversation recording
- Speaker button and microphone of the CTI SwyxIt!

To activate SwyxCTI for the control of a SwyxPhone or certified SIP phone

1 Click on the user interface on 📳 .
   ✓ A pop-up window opens where you can configure the settings.
2 Mark the checkbox **Use CTI to control a device**.
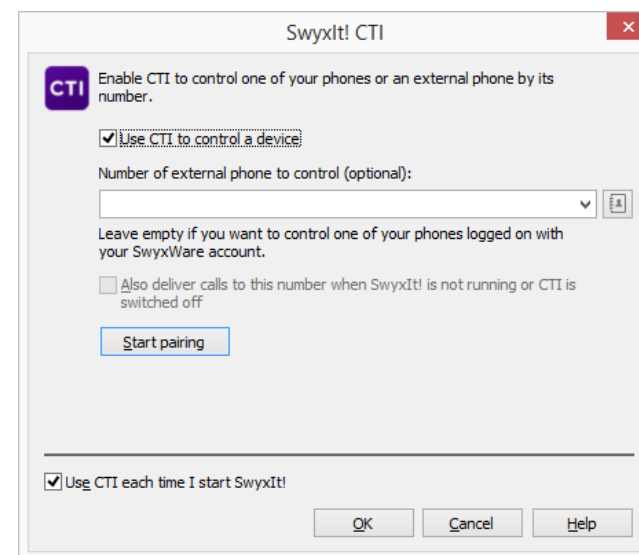
3 Select the **Device** radio button and select the desired device with the corresponding option from the drop-down list.

⚠️ Only devices that have been previously registered to your user account by your administrator are available.

4 Then, click on **Start pairing**.
5 Click on **OK**.
6 By activating the checkbox **Use CTI each time I start** SwyxIt!, you select whether the CTI mode is active for the current session only or set as default for every start.

When you lift the SwyxPhone handset and thereby activate a line, the line in the CTI SwyxIt! is also activated. In the CTI mode two lines are available on the SwyxPhone.

⚠️ For every SwyxWare user account, only one SwyxIt! can be operated in CTI mode at the same time.

⚠️ If you use the CTI SwyxIt! to control your SwyxPhone, and an additional handset is connected to your PC, the handset control will be deactivated. Thus, you can no longer accept Calls or activate a line by lifting the handset. This is only possible with the controlled SwyxPhone.

14.2 CTI SWYXIT! ON THE TERMINAL SERVER CONTROLS A LOCAL SWYXIT!

CTI SwyxIt! runs on a terminal server and controls a SwyxIt! at the user computer. This local SwyxIt! is mainly used for voice output and recording via a handset or a headset.

When installed on a terminal server, CTI SwyxIt! shows a special behavior:

- SwyxIt! always runs on the Terminal Server as a CTI master
- Recording wizard does not start
- No warning if there are too many colors

When installing the TAPI service provider, create one TAPI line for each SwyxIt! user that will use CTI SwyxIt! on the terminal server.

To activate SwyxCTI in SwyxIt! on a terminal server to control a local SwyxIt!

1 Click on the user interface on 📱 .
   ✓ A pop-up window opens where you can configure the settings.
2 Mark the checkbox **Use CTI to control a device**.
3 Select the **Device** radio button and select SwyxIt!/SwyxPhone from the drop-down list.

4 Then, click on **Start pairing**.
   CTI SwyxIt! now searches for a SwyxIt!, which is logged on to this SwyxServer under the same user.
5 Confirm the inquiry in the local SwyxIt! by selecting **Accept**. Within CTI SwyxIt!, click **OK** in the terminal server environment to start the pairing.

ℹ️ Using SwyxIt! in a terminal server environment is only useful, if SwyxIt! is operated in CTI mode. In this case the CTI mode can be preset by the administrator, see help.enreach.com/cpe/latest.version/Administration/Swyx/en-US/index.html#context/help/CTI_$.

⚠️ In this scenario the video functionality is not available.

14.3 SWYXIT! CONTROLS A THIRD PARTY DEVICE

SwyxIt! is installed on the user's PC and controls a telephony device which is running in CTI mode (e.g. a SIP device or a DECT device), and is logged on under the same SwyxWare user. In this case, the phone is independent from the PC and works even when the computer is turned off.

The SwyxCTI+ option contains the following functions:

- Dialing
  Dialing can be made directly from Outlook or another application, the Caller/ Redial List or the phone books.
- Call Swap, Transfer, Start Conference
- Callback on busy (SwyxIt! only)
- Start or accept another call
- Collaboration

Not available:

- Conversation recording
- Speaker button and microphone of the SwyxIt!
- Accepting incoming calls at SwyxIt!

To enable SwyxCTI+ for the control of a certified SIP phone

1 Click on the user interface on 📱 .
  ✓ A pop-up window opens where you can configure the settings.
2 Mark the checkbox **Use CTI to control a device**.

3 Select the **Device** radio button and select SwyxIt!**/**SwyxPhone from the drop-down list.

⚠️ Only devices that have been previously registered to your user account by your administrator are available.

4 Then, click on **Start pairing**.
5 Click on **OK**.
6 By activating the checkbox **Use CTI each time I start** SwyxIt!, you select whether the CTI mode is active for the current session only or set as default for every start.

⚠️ Please make sure that the appropriate SIP settings are activated within the SwyxCTI+, if you use telephony devices with SwyxWare Administration. Ask your system administrator should you have questions about this.

⚠️ Please note that only telephony devices registered at the same SwyxServer and under the same user can be found. Ask your system administrator should you have questions about this.

ⓘ Please refer to *CTI+*, page 187 for further information on using DTMF strings with CTI+.

14.4 SWYXIT! CONTROLS AN EXTERNAL PHONE

SwyxIt! is installed on the user's PC and controls an external phone via the user's phone number when CTI+ mode is activated. This could be a mobile phone or the phone number of another SwyxWare user.

When on business trips, you can use your hotel room's phone via SwyxCTI+ for incoming calls. Outgoing Calls can also be made with an external phone. However,in SwyxCTI+ only outgoing calls made directly from SwyxCTI+ are listed. Calls made directly from an external device are not displayed in the SwyxCTI+. Regular charges apply.

You can also enter your mobile number, so that incoming calls are automatically forwarded to your mobile phone.

Another user scenario could be, when a SwyxWare user is not at his/her workplace, but instead attending a meeting or using a colleague's workplace. Log-on with SwyxIt! , start the CTI mode and activate the pairing to the extension of the meeting room or the colleague.

With SwyxCTI+, you have the following options to control an external phone via its phone number:

- Dialing
  Dialing can be made directly from Outlook or another application, the Caller/ Redial List or the phone books.
- Call Swap, Transfer, Start Conference
- Start or Pick up a Second Call
- Collaboration

Not available:

- Conversation recording
- Speaker button and microphone of the SwyxIt!
- Accepting incoming calls at SwyxIt!

To enable SwyxCTI+ for the control of an external phone

1 Click on the user interface on ⬚ .
   ✓ A pop-up window opens where you can configure the settings.
2 Mark the checkbox Use CTI to control a device.
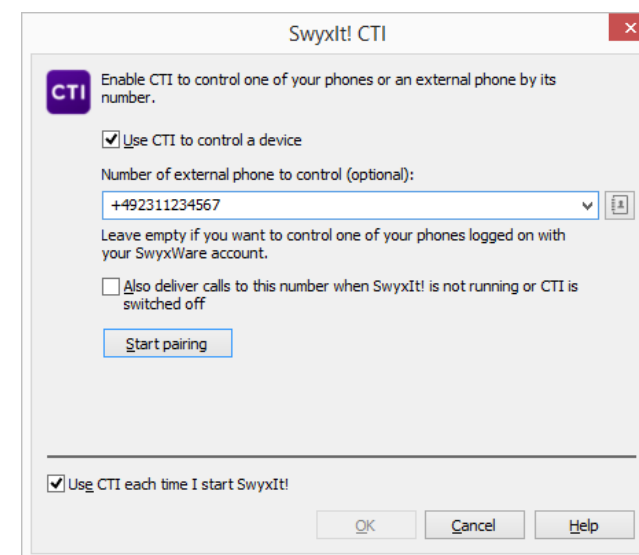
3 Select the option field Phone number.
4 Enter the phone number of the phone you want to control with your CTI SwyxIt!.
5 By activating the option Also deliver calls to this number when SwyxIt! is not running, you ensure that all incoming calls are forwarded to the external phone independently from SwyxIt!, even when the computer is shut down or CTI is deactivated.
6 Then, click on Start pairing. The external phone rings.

7 Pick up the handset and follow the instructions of the voice message. Put back the handset.

8 Click on **OK**.
Now you can execute the above mentioned functions for the external phone within CTI SwyxIt!.

9 By activating the checkbox **Use CTI each time I start** SwyxIt!, you select whether the CTI mode is active for the current session only or set as default for every start.

⚠ Please note that you need the rights in the SwyxWare Administration to control an external phone by its number. For more information, please contact your administrator.

⚠ Please note that you can continue to place Calls directly from the external phone, independently from SwyxIt!. Regular charges for this phone connection apply.

⚠ Please note that you cannot do a CTI pairing with a phone number that is assigned to your user account within the SwyxWare Administration.

ℹ Please refer to *CTI+*, page 187 for further information on using DTMF strings with CTI+.

14.5 CONFIGURING RING TONES IN CTI SWYXIT!

To set ring tones within CTI SwyxIt!

1 Click on ⚙ and on **Forwarding settings**.

or

1 Press the key combination **Alt + Shift + U**.
✓ A pop-up window opens where you can configure the settings.

2 Select the **Ringing** tab.
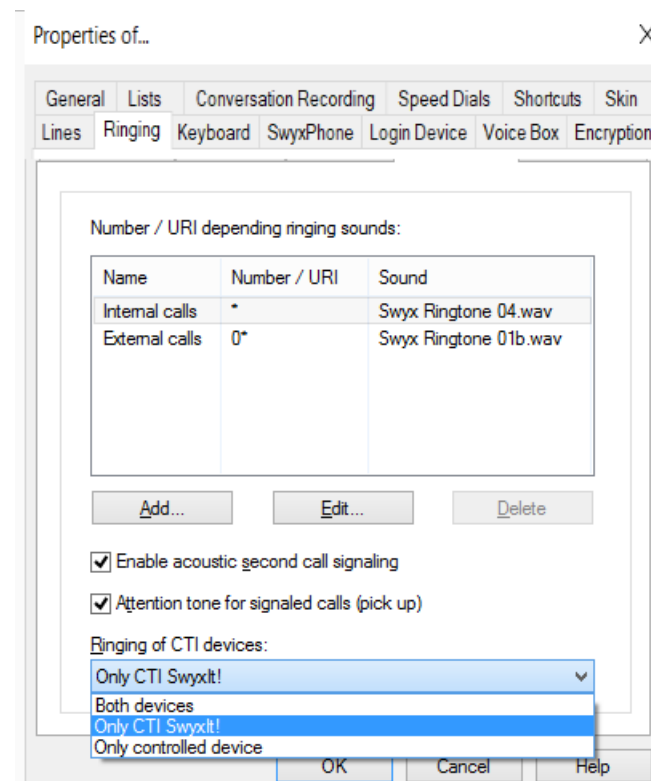
3 Select the corresponding option in the list **Ringing of CTI devices**:
- **Only controlled device**
In this case, only the controlled telephony device rings.
- **Both devices**
CTI SwyxIt! and the telephony device ring.

⚠ When you use CTI SwyxIt! with a SwyxPhone only the option **Both devices** can be activated.

14.6 ENDING CTI MODE

To end the CTI mode

1 Click on the user interface on   .
   ✓ A pop-up window opens where you can configure the settings.

2 By deactivating the option **Also deliver calls to this number when SwyxIt! is not running or CTI is deactivated**, you ensure that incoming calls are no longer forwarded to the external phone after the CTI mode is deactivated.

3 Deactivate the check box **Use CTI to control a device** and click on **OK**.
   The paired device will be disconnected and SwyxIt! is not in the CTI mode anymore.
   See also *14.4 SwyxIt! controls an external phone*, page 153.

⚠️ The CTI Mode cannot be ended via the controlled devices, but only from CTI SwyxIt!.

⚠️ If the checkbox **Activate CTI** is greyed out, and you cannot close the CTI mode, please contact your administrator.

14.7 CHANGING THE CTI+ MODE OF AN EXTERNAL TELEPHONE AFTER

LOGGING OFF, SHUTTING DOWN AND RESTART OF SWYXIT!

By activating the checkbox **Use CTI each time I start** SwyxIt!, you select whether the SwyxIt! CTI mode is active for the current session only or set as default for every start.

When this option is activated before shutting down SwyxIt! , the following note appears after restarting the program (depending on whether the CTI pairing could be established automatically or not:

CTI mode has been established automatically

● Click on **Continue Using CTI** to further control , the telephony device or an external phone with SwyxIt!.

● Click on **Change CTI configuration** to configure your CTI pairing.

● Click on **Switch off CTI** to end the CTI mode and use SwyxIt! in normal mode.

CTI mode could not be established automatically

If a charging circuit appears next to the **CTI** button after the program has been restarted, this means that the CTI link could not be restored automatically.

It is possible that either SwyxPhone, the telephony device or the external telephone are switched off, or you are not logged on to. Switch on the device or external telephone.

15 INSTALLING AND UNINSTALLING SWYXIT!

This chapter describes how to both install and uninstall SwyxIt! and the external audio devices (SwyxIt! Handset and/or SwyxIt! Headset).

After the installation has been completed successfully, you will find, according to the installation configuration, a link to SwyxIt! on your desktop, and SwyxIt! in the Windows Start menu/ Windows startup menu.

⚠️ When uninstalling SwyxIt!, please note that some data can only be deleted manually from the respective directory. This includes the trace files in the user directory of the operating system (%localappdata%\Swyx\SwyxIt!\Traces) and the encrypted credentials of the SwyxIt! user in the Windows registry (Computer\HKEY_CURRENT_USER\Software\Swyx\CommonLogin\CurrentVersion\Options\).

Requirements

Preparation for Installation

SwyxIt! – Installation of the Software

15.1 REQUIREMENTS

SwyxServer

SwyxServer must be installed in the network and ready for operation. If you use SwyxON, SwyxServer is not within the network.

SwyxIt!

Your PC must fulfil following requirements in order for you to be able to use SwyxIt!:

- Operating system: Windows 10 (x64), Windows 11 (x64), Windows Server 2016, Windows Server 2019, Windows Server 2022 and Windows Server 2025
- Hard disk space: at least 200 MB free
  On a terminal server, approx. 200 MB is used per started and logged on SwyxIt!.
- Hard disk space: at least 1 GB free
  On a terminal server, approx. 550 MB of hard disk space is used for the first user who logs on to a computer in Windows and SwyxIt!. For each additional SwyxIt! started and logged on to the same computer, 460 MB is used.

ℹ️ Please always use the latest Windows update officially released by Microsoft on all operating systems, which is provided via the General Availability Channel. It is supported for Windows 10 and Windows 11. The LTSC is supported for Windows Server.

- Microsoft .NET Framework (is included on the SwyxWare DVD).

ℹ️ For information regarding hardware requirements, see service.swyx.net/hc/en-gb/articles/13916515322908-Supported-operating-systems-for-Swyx-14 (You may need to be logged in to view the content).

⚠️ If you use desktop firewall software, you must configure this appropriately.

Integration into Microsoft Outlook

SwyxIt! supports the integration of Microsoft Outlook 2021 and Outlook 365 (64bit), see *SwyxIt! Components:*, page 158.

⚠️ MS Outlook has to be installed with the ".NET Programmability Support" component to secure a proper integration of SwyxIt!.

15.2   PREPARATION FOR INSTALLATION

The SwyxIt! installation program checks whether the installation requirements have been fulfilled. If not, a message indicating this will be displayed and the installation will be cancelled.

You can connect a handset or headset before installation, or at any time later.

15.2.1   INSTALL SWYXIT! HANDSET

In *App. E: Devices*, page 175 you will find an overview of the different headsets and handsets that can be operated with SwyxIt!.

Installation of the SwyxIt! Handset P280

Connect the USB plug on the SwyxIt! Handset to a USB port of the PC. The handset will be recognized by the operating system and is available in SwyxIt! as a sound device. See also *App. D: SwyxIt! Handsets*, page 168.

15.2.2   INSTALL SWYXIT! HEADSET

The SwyxIt! Headset enables you to telephone comfortably and, for example, lets you type with both hands at the same time.

If a SwyxIt! Headset is connected to the PC via USB, the adapter will be recognized by the operating system and is directly available to you in SwyxIt!.

15.2.3   OPERATING THE SWYXIT! HANDSET / SWYXIT! HEADSET WITHOUT ADDITIONAL SPEAKERS

If you use the SwyxIt! Headset or if you operate the SwyxIt! Handset without additional speakers, you will not have an output device for the ringing sounds. However, in this situation you can activate an option to have incoming calls signaled using the internal PC speakers. You can activate this option in the "Audio Mode" tab under the menu item "Settings| Local Settings...".

15.3   SWYXIT! – INSTALLATION OF THE SOFTWARE

During installation, SwyxIt! Classic and the new SwyxIt! UI are installed. With the appropriate authorizations, you can switch between SwyxIt! and SwyxIt! Classic in the settings, see *10.1.3 Switch between SwyxIt! and SwyxIt! Classic*, page 109.

The SwyxIt! will be installed simultaneously with SwyxFax Client. To use SwyxFax Client, you need the option pack "SwyxFax".

To update your SwyxIt! version

To install SwyxIt!

To uninstall SwyxIt!

15.3.1   INSTALLING

The installation is carried out with the help of the standard buttons "<Back", "Next>" and "Cancel". If you would like to change entries in a previous window, click on "<Back" until you reach the respective window, change your entries, and then continue by clicking on "Next>". If you want to cancel the installation, click on "Cancel".

> ⚠️ To install SwyxIt!, you will need administrator rights on this PC.

To install SwyxIt!

1 Close Microsoft Office applications or Lotus/IBM/HCL Notes before installation. Otherwise it is possible that not all components will be correctly installed.

2 Double-click on the installation file.

3 Select the option "Install SwyxIt!".
   The installation program now checks whether the Microsoft .Net Framework is already installed on the system. This component is relevant for the installation of SwyxIt! and is included in the scope of

supply. If this component is not installed, click on the corresponding link.

4 If you want to display the readme file containing important information, click on the relevant link under "Installation/Update. Then, to start the installation, select the option "Install SwyxIt!" under "Install or Update".
The SwyxIt! setup start page will appear.

5 Please follow these instructions and then click on "Next".

6 License agreement:
You have several options:
- Activate the checkbox "I accept the license agreement." and click on "Next>".
- If you do not accept the license agreement, stop the installation by clicking on "Cancel".

7 User information:
Please take note of the latest information for this version.
Click on "Next>".

8 Installation type:
You have several options:
- Click on "Typical" to run the SwyxIt! default installation process". Then click on "Next" and proceed with step (11).
- Click on the option "User defined" to specify the installation directory and the components to be installed. You should only choose this option if you are familiar with the SwyxIt! components. Then click on "Next" and proceed with step (9).
- Click on the option "Complete" to install all available components of SwyxIt!. Then click on "Next" and proceed with step (11).

9 If you have chosen "Custom Setup", you can now select additional installation options. See also *15.3.2 Custom Setup Installation*, page 158.
If you do not want to install SwyxIt! in the specified directory, you can change the installation directory using the "Browse" button.
You can use the "Disk space" button to find out the available memory space on your computer. This takes into account all local drives and all linked network drives. This allows you to determine whether there is sufficient memory available for the components you have selected.

You can restore the default settings for the components with the "Reset" button (this sets the installation type to "Typical").
Click on "Next>".

10 Read carefully the information on how to use SwyxIt! Analytics and select the "EnableSwyxIt! Analytics" checkbox to allow anonymous usage statistics to be created. The data cannot be traced back to a specific person. This gives us the opportunity to learn more about the use of the SwyxIt!application and to tailor it even more to your needs in the future. You can disable the feature at any time by restarting the installation and clearing the check box.

11 Start the installation.
You can use "<Back" to check or correct your entries.
Click on "Install" to start the installation of SwyxIt!.

12 After the installation has been successfully completed, this is indicated in the installation wizard. You can then close the wizard with the "Exit" button.

15.3.2 CUSTOM SETUP INSTALLATION

During the installation, you can install certain functions and components for SwyxIt!.

SwyxIt! Components:

- Grafischer Skript Editor
  This component expands the Call Routing Manager to enable a graphical representation to be shown during the process of creating rules for call handling. See also help.enreach.com/cpe/latest.version/GSE/Swyx/en-US/index.html#context/extended_call_routing_$.

- Video
  This component enables a video connection to another SwyxIt!. You can then talk face to face with your call partner by video.

- TeamViewer
  The TeamViewer plugin offers collaboration functions via TeamViewer. This lets you show your conversation partner your screen contents during a call, and, if necessary, even give him access to your computer (*8.11 Collaboration by mouse click*, page 92).

- Outlook AddIn

  This component enables the integration of Outlook, see *12 Microsoft Outlook – Telephoning with SwyxIt!*, page 134.

- Office Communication Add-In

  With this component it is possible to see the SwyxIt! user status when showing the Microsoft Office contacts, and to initiate a call with SwyxIt! from a Microsoft Office contact card, see *11 SwyxIt! Status signaling of Microsoft Office contacts*, page 131.

- Swyx Connector for Microsoft Teams

  With the Swyx Connector for Microsoft Teams you can use SwyxIt! functions directly on the Microsoft Teams Windows interface. For further information, see help.enreach.com/teamsconnector/2.00/web/Swyx/en-US/.

- Notes AddIn

  This component enables the integration of Lotus/IBM/HCL Notes. For the complete installation of all Lotus/IBM/HCL Notes functions, a further installation step is required, see *15.1 Swyx Connector für Notes Installation*, page 188.

- Swyx VisualContacts

  This component enhances SwyxIt! by integrating Swyx Contact-Server. Swyx ContactServer is a server application and merges different data bases into a single consistent LDAP directory (*13 VisualContacts and DATEV*, page 143).

- Swyx Meeting - Internal and external

  With Swyx Meeting you can start your online meeting directly from your browser without having to download any additional software. For further information, see help.enreach.com/meeting/1.00/web/Swyx/en-US/.

- DATEV-AddIn

  This component enables the integration of DATEV into SwyxWare. DATEV contact data and the telephony function are thus merged with SwyxIt! (*13 VisualContacts and DATEV*, page 143).

- TAPI Service Provider

  TAPI allows you to make phone calls from third-party applications (*App. A: SwyxIt!Telephoning from Third Party Applications*, page 163).

- Auth0 Authentication

  With this component, you can use the identity provider Auth0 to log on to SwyxIt!.

If you choose "Typical" when installing SwyxIt!, der Grafische Skript Editor will be installed. The components "Outlook Add-In" or "Notes AddIn" are only being installed, if the corresponding Outlook or Lotus/IBM/HCL Notes version is installed on your computer.

SwyxIt! Functions

- Desktop link

  A link is automatically created on the desktop during installation.

- Add SwyxIt! to Startup group

  SwyxIt! is automatically added to the Startup group during installation; i.e., it is automatically started each time Windows is started.

- Quickstart documentation

  A link to the "Quickstart" guide is created in the Start menu during installation. This document consists of a PDF file that you can print out for speedy reference.

If you choose "Typical" when installing SwyxIt!, all three functions will be installed.

SwyxFax Client:

- SwyxFax Client

  You can use SwyxFax Client to send and receive documents by fax and manage them. To use SwyxFax Client, you need the option pack "SwyxFax". See also help.enreach.com/cpe/latest.version/FaxClient/Swyx/en-US/index.html#context/help/faxclient_$.

- Desktop link

  A link is automatically created on the desktop during installation.

- Add SwyxFax Client to Startup group

  SwyxFax Client is automatically added to the Startup group during installation; i.e., it is automatically started each time Windows is started.

If you choose "Typical" when installing, the SwyxFax Client will be installed. However, no desktop link will be set up, and SwyxFax Client will not be added to the Startup group.

If you want to modify the scope of the functions later, execute the installation file again, select "Modify" and change the settings accordingly.

15.3.3 UPDATE OR MODIFY SWYXIT! VERSION

SwyxIt! offers you the following options for updating the software to the latest version:

- Auto-update
- New installation

Auto-update

Updating through installation

15.3.3.1 AUTO-UPDATE

SwyxIt! an auto-update function for which no administrator rights are required. With the auto-update, you can add new functions to your

SwyxIt! without an installation file. If an update is available, the 🛡️ icon is displayed on the user interface. The icon is displayed until SwyxIt! is updated.

To update your SwyxIt! version

1 Click on the user interface on 🛡️ .
   ✓ A pop-up window opens with options for performing the update.
   - What is new?
   - Later

- Install now

2 Click on **What's new?** to see an overview of the new features.

3 Click on **Later** if you want to perform the update at a later time.

4 Click on **Install now**.
   ✓ The update is installed and SwyxIt! is restarted.

15.3.3.2 UPDATING THROUGH INSTALLATION

If you are using SwyxIt! in an older version, or want to modify the scope of the installation, you can update your version. Your personal settings will remain unchanged. New features can be added by using the **Modify** option, as they are not automatically selected during an update.

Verify, which version of SwyxServer is installed in your company. The server components should be updated before you update your SwyxIt! to a new version.

To update your SwyxIt! version

1 If SwyxIt! is currently active, quit SwyxIt!.

2 If necessary, close all Office applications and Lotus/IBM/HCL Notes.

3 Double-click on the installation file.

4 Select the option Install / Update SwyxIt!.
   ✓ The Setup will now update your SwyxIt!.

5 Follow the instructions to perform the update.

Popup notification

ℹ️ In order to receive popup notifications regarding new SwyxIt! versions, the administrator must activate this feature.

If a new SwyxIt! version is available, an update request with the following options may appear after login:

- **Skip**: The update is discarded The notification only reappears when a newer version is available.

- **Remind later**: The update is discarded. The notification appears, when you login again.
- **Yes**: The installation file is stored in the directory set for downloads in your browser, e.g. "C:\Users\<Use namer>\Downloads".

To install SwyxIt! you can execute the downloaded file at the desired time. Then follow the steps of the installation wizard.

15.3.4 UNINSTALLING

Uninstallation of SwyxIt! is carried out in a user-friendly manner via the Control Panel.

To uninstall SwyxIt!

⚠️ To uninstall SwyxIt!, you will need administrator rights on this PC .

1   If necessary, close all Office applications and Lotus/IBM/HCL Notes.
2   Open the Windows Control Panel.
3   Click on **Uninstall program**.
4   In the selection list, highlight SwyxIt! and click on **Remove**.
5   Confirm the message asking whether you really want to uninstall SwyxIt! with **Yes**.
    ✓ The uninstall process will be carried out automatically.
6   Click on **OK** to close the "Program Properties" window.

⚠️ When SwyxIt! is uninstalled, your user settings on the SwyxServer are not deleted. Thus, all previously created announcements and ringing sounds can still be used after reinstalling the software.

15.4 INSTALLING SWYXIT! OUTSIDE THE COMPANY NETWORK

If SwyxIt! is connected to the SwyxServer via a remote connection (WAN), the voice compression has to be configured according to the minimum bandwidth. The highest audio quality should always be used, if a sufficient data transmission rate is available for SwyxIt!. In case of a transmission rate lower than 84 kbit/s (during upload or download), voice compression has to be used.

All of the other necessary settings will be made by the administrator in SwyxServer.

To configure SwyxIt! for a WAN connection

1   Click on ⚙ and on **Local Settings**.
or
1   Press the key combination **Alt + Shift + L**.
    ✓ A pop-up window opens where you can configure the settings.
2   Select the **Local Settings** tab.
3   Select a bandwidth in the **voice codec** field that corresponds to the bandwidth of the connection.

⚠️ There are no limitations to the functionality of the telephony client when using a HomeOffice connection. Please remember that starting SwyxIt! and playing and listening to announcements can take some time because in these cases the necessary files must be loaded from SwyxServer via the WAN connection. Saving recordings may take longer and use additional bandwidth, if the directory for the recorded calls are not locally stored on the user PC.

15.5 TRACE FILES FOR TROUBLESHOOTING

SwyxWare offers the possibility of logging the activities of the software. As default, only those outputs will be created which correspond to the level of "error" at the very least.

For exact error analysis it is often necessary to trace the individual actions in more detail. There are different options for doing this and these are briefly described here.

The so-called trace depth is determined using a number of registration entries.

The SwyxIt! program directory contains files (TraceOn.reg, TraceOn-x64.reg), which activate a trace depth that is sufficient for most application cases.

⚠️ Use these REG files only if you are asked to do so by a Swyx Support employee.

Please choose the 64-bit directory (TraceOn-x64.reg or TraceOff-x64.reg). Activate the tracing by double clicking on the respective file.

Where can I find trace files?

You'll find the trace files in the temp directory of the user who executes SwyxIt!. The traces can be found in the directory: *%LOCALAP-PDATA%\Swyx\SwyxIt!\Traces*.

SwyxIt! automatically deletes all SwyxIt! trace files from the temp directory after seven days.

If you want to collect the trace files for a longer period in special cases, you can adjust the target directory for the trace files. Open the registry editor and adjust the value "Logfile" under the key "HKEY_LOCAL_MA-CHINE\SOFTWARE\Swyx\Client Line Manager\CurrentVersion\Tracing". If only a file name is specified there, the trace files are written to the temp directory. If a full path is given there (e.g.: c:\trace\CLMgr-20240507-101517.log), the trace files are written to the corresponding directory.

Deactivate tracing

After completing the error search please change the trace depth again, because the files created in this way will require a great deal of storage space over a longer period of time. You will find the files necessary for this (TraceOff.reg, TraceOff-x64.reg) in the program directory of SwyxIt!. To reduce the trace depth and to restore the standard state, double-click on the corresponding file.

APP. A: SWYXIT!TELEPHONING FROM THIRD PARTY APPLICATIONS

This appendix describes how you can use SwyxIt! to start calls in third party applications.

SwyxIt! provides a TAPI2.x (Telephony Application Interface) for these applications.

A.1   INSTALLATION OF THE TAPI 2.X

During the SwyxIt! installation, you must have selected user-defined installation and in doing so have installed the TAPI Service Provider component (*15.3.2 Custom Setup Installation*, page 158). If this is not the case, you can also install the TAPI 2.x later.

To install the TAPI 2.x at a later point

1   In "Start | Settings | Control Panel", double-click on "Software".
    A list of the currently installed programs will appear.

2   Mark SwyxIt! and click on "Modify".
    Windows Installer will now call the SwyxIt! Installation Wizard.

3   Mark "Modify" and click on "Next".
    The following window appears: "Select the functions"

4   Select the type of installation from the function "TAPI Service Provider" from the dropdown list.

5   Click on "Next" and start the installation.
    The TAPI 2.x will then be installed. You can see the "SwyxIt! TAPI Service Provider" entry in the Tab "Advanced" of the Menu: "Start | Settings | Control Panel | Phone and Modem options".

Please make the appropriate settings in the third party application, which is to access the TAPI just installed. Select "Swyx Line" there as the TAPI connection.

A.2   CONFIGURING THIRD PARTY APPLICATIONS FOR SWYXIT! BASED ON THE EXAMPLE OF MICROSOFT PHONE DIALER 1.0

You have installed the TAPI Service Provider component and you must now define the following parameters in the third party application – based on the example of Microsoft Phone Dialer 1.0:

●   the location,
●   the local area code,
●   external line code for local and long distance calls and
●   dialing procedure.

The following is a description of the necessary settings based on the example of Microsoft Phone Dialer 1.0 in Windows 2000.

To configure the telephone options

1   In the Windows Phone Dialer, select the menu entry "Edit | Options..."

2   Then, under "Preferred Line for Calling", click on "Telephone".

3   Select from the dropdown list "Line Used for Telephone Calls" the option "Swyx Line".

4   Click on "Telephone and Modem Options...".
    The "Telephone and Modem Options" window will appear.

5   Select your location and click on "Edit" or "New" to define a new location.
    The following window appears: "New Location" or "Edit Location".

6   From the "Country/Region" drop-down list, choose the country from which you would like to place calls.

7   Enter the area code of your current local network, without the preceding zero, in the "Area code" field.

8   Then, in the fields for the external line code, enter the number you use to get an external line for placing a local and a long distance call.

9 Click on "OK".

10 Click on "OK" in the "Telephone and Modem Options..." window.

11 Then, in the "Options" window, click on "OK".
If you would like to check your settings, select the menu entry
"Telephone | Dial..." and call a subscriber.

⚠️ When using TAPI 2.x applications, it is usually necessary that the location be configured correctly and the number must be entered in canonical format. Any public line access numbers or local area codes will only be automatically added by the TAPI 2.x if the number is in canonical format.

APP. B: OVERVIEW: DRAG & DROP

This chapter provides an overview of the options offered by the drag & drop function on the SwyxIt! interface.

If you move a button per Drag & Drop over an area, you will usually see a QuickInfo (ToolTip). This gives information on the action which is performed if you drop the button in this place by releasing the mouse button.

Active line button

Button	is dragged to:	Explanation
Active line button	Line button on hold	The subscribers are connected; both Lines are free again.
Active line button	Conference Line on hold	The subscriber is added to the conference; the conference line is activated.
Active line button	List entry (Phonebook, Voice Box, Call journal, Call recordings)	You can select the entry to which the active line should be connected.
Active line button	Speed Dial	The subscriber is connected to the telephone number, which has been assigned to the Speed Dial, without an inquiry call.

Line Button On Hold

Button	is dragged to:	Explanation
Line Button On Hold	Active line button	A conference is initiated on the active line, the line on hold is free again.

Button	is dragged to:	Explanation
Line Button On Hold	Line Button On Hold	A conference is initiated on the active line, the other line is idle again.
Line Button On Hold	Active Conference Line	The subscriber on hold is added to the conference; the line on hold is free again.
Line Button On Hold	Conference Line on hold	The subscriber on hold is added to the conference, the conference line is activated and the line on hold is free again.
Line Button On Hold	Speed Dial	The subscriber is connected to the telephone number, which has been assigned to the Speed Dial, without an inquiry call.

Speed Dial

Jones, John

Button	is dragged to:	Explanation
Speed Dial	Free Line Button	The subscriber is dialed depending on the configuration of the Speed Dial.

Example:

If you drag an active Line button per Drag&Drop onto a Line button on hold, both subscribers will be connected to one another.

APP. C: TASKBAR AND WINDOWS TRAY

Certain states and processes for SwyxIt! are signaled in the Windows taskbar and/or Windows tray. Here, you will find an overview of the icons used, and their significance.

C.1   TASKBAR ICONS

After starting the program, a icon will be displayed in the taskbar:

SwyxWare programs use the following icons for the taskbar:

Icon	Program	Meaning
	SwyxIt!SwyxIt!	SwyxIt! is open
	SwyxIt!	You have new missed calls
	SwyxIt!	You have new voice messages
	SwyxIt!	You have received callback requests
	Call Routing Manager	The Call Routing Managers window is open
	Grafischer Skript Editor	The des Grafischen Skript Editors window is open
	SwyxFax Client	The SwyxFax Client window is open

Icon	Program	Meaning
	Swyx Messenger	The Swyx Messenger window is open
	Swyx Messenger	You have new messages in Swyx Messenger

ℹ️ If you have missed calls, new voice messages and callback requests at the same time, the following priority applies for the display: **Callback Requests > Voice messages > Missed calls**.

⚠️ Taskbar icons are not displayed in case of missed calls, voice messages and callback requests, when the option **Use small icons** has been enabled in the taskbar settings (Windows 10).

C.1.1   JUMP LIST

SwyxIt! supports the Microsoft jump list feature.

```
⅄  Speed Dials
🔲  Phonebook
⊘  Call Journal
ᴏᴏ  Voice Box
◎  Call Recordings
🔲  VisualContacts
🔲  Messenger

🌀  SwyxIt! (3)
⤫  Von Taskleiste lösen
✕  Fenster schließen
```
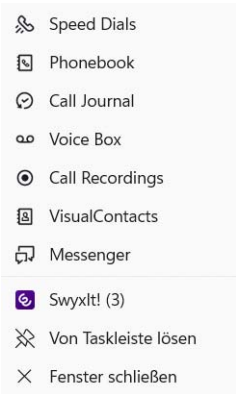
A right-click on the SwyxIt! icon in the task bar will open the jump list.

The jump list provides the following options:

- open the different sections of SwyxIt!
- Starting SwyxIt!

- Unpin SwyxIt! from the taskbar
- terminate SwyxIt! ("close window")

⚠️ Only one instance (active program) can be started via SwyxIt!.

ℹ️ The jump list can also be started when SwyxIt! is closed, provided the SwyxIt! icon is pinned to the taskbar.

C.2 WINDOWS TRAY ICONS

The Windows tray is on the right side of the taskbar.
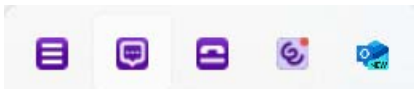
The following SwyxWare icons can be displayed in the Windows tray, when SwyxWare programs are active:

Icon	Meaning	Explanation
	SwyxIt! is active	SwyxIt! is started and you are logged in. You can make and receive calls.
	The handset is off hook	You are currently speaking or you can dial a number.
	SwyxIt! is logged off	SwyxIt! is started and you are not logged in. You cannot make and receive calls.
	You receive a call	You can now lift the handset and talk to the caller (only if Call Notification with tray icon is active in the user settings).

Icon	Meaning	Explanation
	SwyxFax Client is active	You can send and receive faxes.
	You have received a new fax	Click on the icon to open the fax inbox in SwyxFax Client.
	Swyx Messenger is active	Click on the icon to open Swyx Messenger.
	You have new messages in Swyx Messenger	Click on the icon to open the conversation.

⚠️ Icons are only visible, if the option Show icons and messages has been selected in the taskbar settings.

APP. D:SWYXIT! HANDSETS

SwyxIt! Handset is connected to the USB port of the computer; this connection also provides the power supply. Key phone functions (such as "Call transfer", "Hold", "Forwarding", or "Conference") can be easily accessed via the SwyxIt! graphical interface.

SwyxIt! Handset P280

The SwyxIt! Handset P280 offers HD audio voice quality and supports the operation of an additional headset under Windows 8.(1) and Windows 10.

The handset also offers other features such as "Open listening", "Hands-free", a "Hook On/Off" function, as well as visual call signaling. What's more, the integrated speakers allow you to customize call signaling to suit your requirements.

In addition to the handset, the SwyxIt! Handset P280 features:

- A speaker for open listening
- A headset connection (RJ11 connector)
- Five buttons on the right-hand side
- a LED for optical call or voice message signaling.

LED

Speaker button with LED

Headset button with

Volume control

"Mute" button with LED

Use the Plus and Minus buttons to control the volume. Volume control affects the output source (headset, handset, and speakers) currently in use. The Mute button activates/deactivates the microphone currently in use. The Headset button enables headset mode. The Speaker button activates the device speaker.

In general:

- The LED at the top flashes when there is an incoming call
- The upper LED lights up, when you have received a voice message
- The speaker button lights up when the speaker is activated
- The Headset button lights up when the headset speaker is activated
- The Mute button lights up when the microphone is off

All above functions can also be triggered by SwyxIt!.

SwyxIt! Handset P300

The SwyxIt! Handset P300 offers outstanding voice quality including HD audio and a microphone with noise canceling function.

The wireless handset has a range of up to 20 meters and a talk time of up to 15 hours.

The handset also offers other features such as "Open listening", "Hands-free", a "Hook On/Off" function, as well as visual call signaling.

In addition to the handset, the SwyxIt! Handset P300 features:

- a volume and a mute button
- a LED for optical call signaling

LED ——————————

"Mute" button with LED ——————————
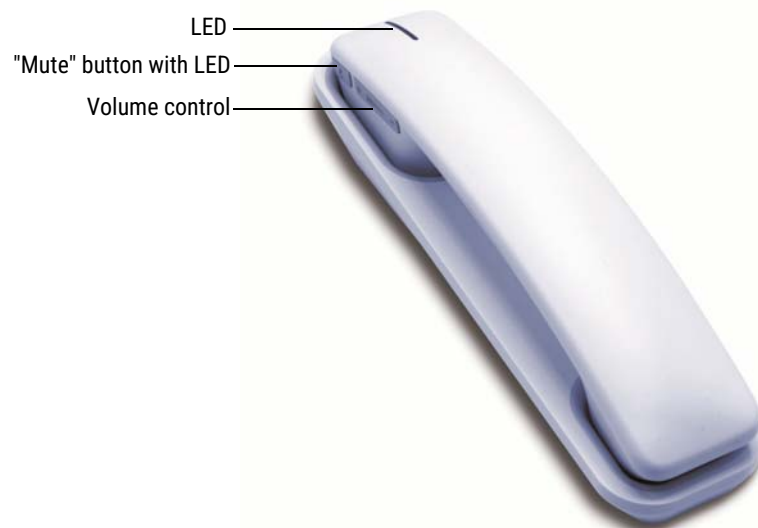
Volume control ——————————

Use the **Plus** and **Minus** buttons to control the volume. The **Mute** button activates/deactivates the microphone.

In general:

- the LED at the top flashes red when there is an incoming call
- the **Mute** button lights up red when the microphone is off

All above functions can also be triggered by SwyxIt!.

D.1   STANDARD BEHAVIOR OF SWYXIT! HANDSETS

- SwyxIt! uses the handset for the "Hook On/Off" function.
- SwyxIt! uses the handset for voice input and output.
- SwyxIt! uses the handset P280 for ringing sound output (speaker).

- If the **Speaker** button on SwyxIt! Handset P280 is pressed during a call, the speaker in the phone rest will be activated for open listening.
  The speaker button LED will light up.
- SwyxIt! uses the volume control on the SwyxIt! Handset P280 to adjust the volume of the ringing sound while it is ringing.
- SwyxIt! uses the volume control on the handset to adjust the volume during a call.

D.2   SWYXIT! HANDSET FUNCTIONS IN DETAIL

The information below describes the behavior of the SwyxIt! Handset P280 and SwyxIt! Handset P300 in detail.

D.2.1   SIGNALING VIA THE LED AT THE TOP OF THE SWYXIT! HANDSET P280

The Handset is on hook and LED flashes

You are receiving an incoming call. As soon as you answer it, the LED will turn off.

Handset is on hook and LED lights up

You have received a voice message. After listening to the voice message, the LED turns off.

D.2.2   SIGNALING VIA THE LED AT THE TOP OF SWYXIT! HANDSET P300

Handset is on hook and LED flashes red

You are receiving an incoming call. As soon as you answer it, the LED will light up green.

Handset is lifted and LED lights up

The line is active.

Situation	Press the following button:	Result
The handset is on the hook and the phone rings.	Speaker	The Handsfree mode is activated. The LED on the "Speaker" button lights up. The device speaker and room microphone of the handsfree equipment assigned to this audio mode are used. Pressing the "Speaker" button again will end the call.
The handset is on the hook.	Speaker	The LED on the "Speaker" button lights up. You hear the idle tone through the device speaker. You are free to dial a number. The resulting call will take place in "Handsfree" mode.
The handset is off the hook and you are in the middle of a call.	Speaker	The device speaker on the SwyxIt! Handset P280 is activated. The LED on the "Speaker" button lights up. If you want to speak, you must continue to use the microphone in the handset. By Pressing the "Speaker" button again, the device speaker is deactivated and the LED turns off.

Situation	Press the following button:	Result
The handset is on the hook and you are in the middle of a call via a connected headset.	Speaker	The device speaker on the SwyxIt! Handset P280 is activated. The LED on the "Speaker" button lights up. The handset and headset speakers are used for voice output. If you want to speak, you must continue to use the microphone in the headset. Pressing the "Speaker" button again deactivates the handset speaker and the LED turns off.
The handset is on the hook and you are in the middle of a call in "Handsfree" mode.	Speaker	The LED on the "Speaker" button goes out and the call is terminated.

ℹ️ If the Handsfree audio mode has been deactivated within the settings, calls can only be made via the handset or a connected headset.

D.2.3   HEADSET BUTTON (ONLY SWYXIT! HANDSET P280)

Situation	Press the following button:	Result
The handset is on the hook and the phone rings.	Headset	The call takes place via the headset. The LED on the "Headset" button lights up. Pressing the "Headset" button again will end the call.
The handset is on the hook and you are in the middle of a call in "Handsfree" mode.	Headset	The call takes place via the headset. The LED on the "Headset" button lights up. Pressing the "Headset" button again will end the call and the LED turns off.

Situation	Press the fol-lowing but-ton:	Result
The handset is on the hook.	Headset	You hear the idle tone through the headset speaker. You are free to dial a number. The LED on the "Headset" button lights up. The resulting call takes place via the headset. By pressing the "Headset" button again, the call is ended and the LED on the Headset button turns off.
The handset is on the hook and the phone rings.	Headset	You take the call via the headset. The LED on the "Headset" button lights up. By pressing the "Headset" button again, the call is ended and the LED turns off.
The handset is off the hook and you are in the middle of a call.	Headset	The call takes place via the headset and the LED on the "Headset" button lights up. You can put the handset back on the hook. To carry on the call with the handset, lift it off the hook again. To terminate the call, put the handset back on the hook again. If you are in "Headset" mode, press the "Headset" button again to terminate the call.

Configuration of a headset, which is not connected via SwyxIt! Handset P280

By default, the SwyxIt! Handset P280 is configured for usage with a headset connected to it.

To use a headset, which is not connected to the SwyxIt! Handset P280 but directly via an USB port, the headset mode of P280 must be disabled manually. Press the headset button of the P280 for at least 5 seconds. When the button is released afterwards, the red LED must blink for 2 seconds. Now P280 is no longer available for the "Headset audio mode" in the audio mode configuration dialogue in SwyxIt!. Additionally the headset button of P280 is inoperable.

By pressing the headset button of SwyxIt! Handset P280 for at least 5 seconds again, this setting is deactivated. For confirmation purposes, the red LED lights up continuously for 2 seconds when the button is released afterwards.

D.2.4   "PLUS/MINUS" BUTTON

Situation	Press the fol-lowing button:	Result
The handset is off the hook and you are in the middle of a call.	"Plus/Minus" Button	The handset volume level is set. All changes are saved and applied within the settings of the audio mode, see also *10.3 Local Settings*, page 123.
Only SwyxIt! Handset P280		
The handset is on the hook and the phone rings.	"Plus/Minus" Button	The ringtone volume is set on the SwyxIt! Handset P280. All changes are saved and applied within the settings of the audio mode, see also *10.3 Local Settings*, page 123.
The handset is on the hook and you are in the middle of a call via the headset.	"Plus/Minus" Button	The headset volume level is set on SwyxIt! Handset P280. All changes are saved and applied within the settings of the audio mode, see also *10.3 Local Settings*, page 123.
The handset is on the hook and you are in the middle of a call in "Handsfree" mode.	"Plus/Minus" Button	The volume level of the device speaker for SwyxIt! Handset P280 is set. All changes are saved and applied within the settings of the audio mode, see also *10.3 Local Settings*, page 123.

D.2.5   "MUTE" BUTTON

Situation	Press the fol-lowing but-ton:	Result
The handset is off the hook and you are in the middle of a call.	Mute	The LED on the "Mute" button lights up. The handset microphone is disabled. You will still be able to hear your conversation partner, but they will not be able to hear you. Pressing the button again reactivates the microphone and the LED goes out.
Only SwyxIt! Handset P280		
The handset is on the hook and you are in the middle of a call via a headset.	Mute	The LED on the "Mute" button lights up on SwyxIt! Handset P280. The headset microphone is disabled. You will still be able to hear your conversation partner, but they will not be able to hear you. Pressing the button again reactivates the microphone and the LED goes out.
The handset is on the hook and you are in the middle of a call in "Handsfree" mode.	Mute	The LED on the "Mute" button lights up on SwyxIt! Handset P280. The room microphone on the handset is disabled. You will still be able to hear your conversation partner, but they will not be able to hear you. Pressing the button again reactivates the microphone and the LED goes out.

Using the Buttons on the SwyxIt! Handset P280 when other devices are connected (e.g., a SwyxIt! Speakerphone P150)

The buttons on the SwyxIt! Handset P280 are only ever used to control the handset itself. They cannot be used to control other devices.

ⓘ If you select a different device than the P280 within the audio mode settings, the functions of the corresponding SwyxIt! Handset P280 buttons are disabled, see also *10.3 Local Settings*, and *To make the settings for using the SwyxIt! Handset manually (based on the example of the "Handset" audio mode)*, .

D.3   ASSIGNING AN AUDIO MODE TO THE SWYXIT! HANDSET

You can assign various audio modes to the SwyxIt! Handset. When you insert a SwyxIt! Handset into the USB port of your PC, the handset is entered automatically for the Handset, Headset, and Handsfree modes. If no audio device has been entered for Open listening and Ringing, the P280 is entered there automatically as well.

ⓘ You can assign SwyxIt! Handset P300 audio mode only to "Handset".

To make the settings for using the SwyxIt! Handset manually (based on the example of the "Handset" audio mode)

1 Click on the audio mode displayed next to 📱 .

2 Select the desired audio mode in the pop-up window.
   ✓ The **Properties of...** page opens.
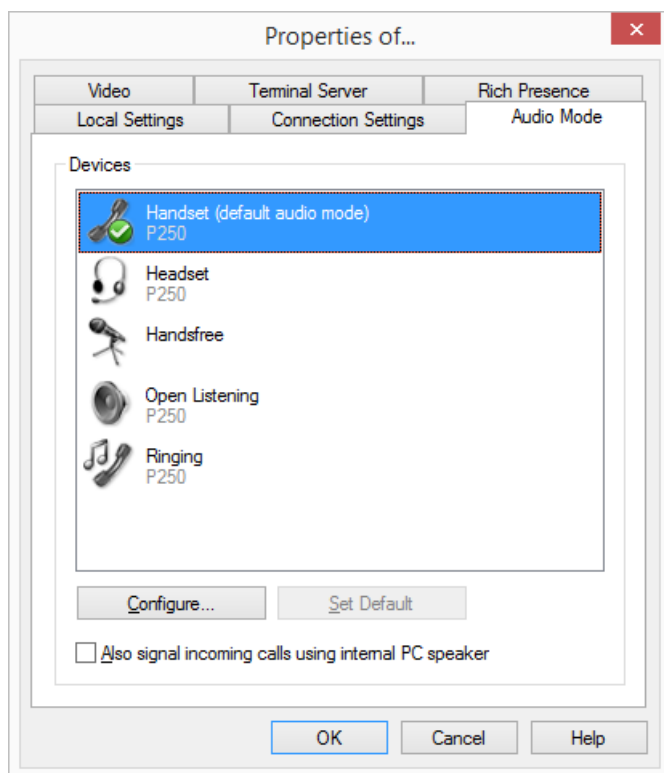
3 In the **Devices** area, click on the required line for an audio mode (e.g., handset) or an option.
   ✓ The line is highlighted.

4 Click on the **Configure** button.
   ✓ The **Handset Audio Configuration** window appears.
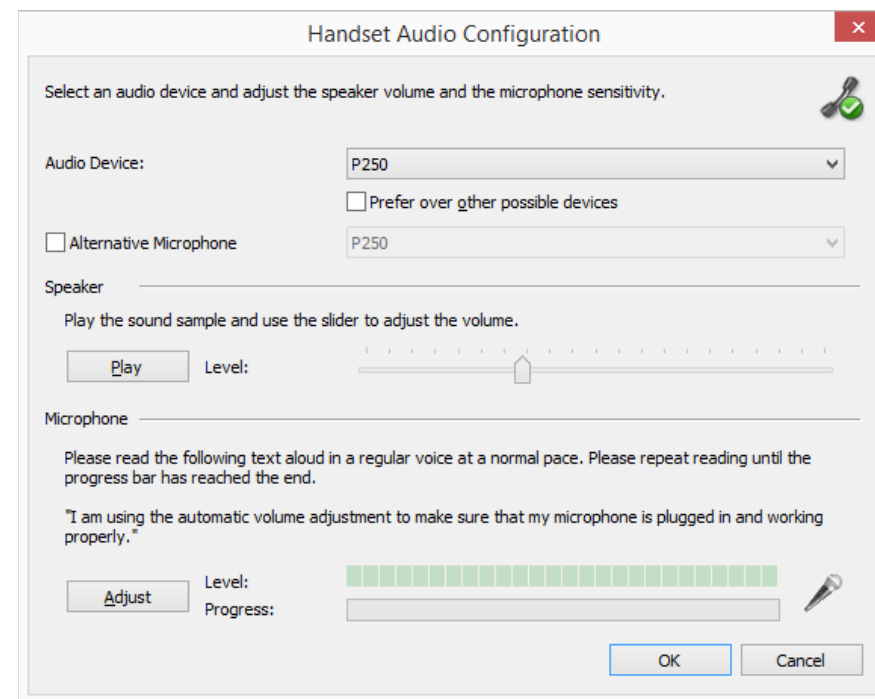
5 Select from list box **Audio Device P280** or **P300**.
   ✓ The SwyxIt! Handset will then be used in **Handset** audio mode.

ℹ To make the SwyxIt! Handset appear in the settings, you first have to insert it in the USB port on your PC.

ℹ To the **Ringing** option, assign the audio device that you want to be used for the ringtone of incoming calls. For further information on audio modes and the **Open listening** option, see *8.3 Audio-Modes*, page 76.

6 If you want to use the microphone of another audio device, click the **Alternative microphone** checkbox and select the desired device from the list box.

ⓘ   Setting of the microphone is not available in the options **Open listening** and **Ringing**.

7   To configure the volume of the sound or voice output for the audio mode, click on the **Play** button and move the slider until the required volume is set.

8   To configure the microphone sensitivity, click on the **Adjust** button and read out the text in quotation marks until the configuration process is complete.

9   Click on **OK**.

10 When you switch on the option **Also signal incoming calls using internal PC speaker**, a signal will also be produced over the PC speakers in addition to the telephone ring for incoming calls.
This is particularly helpful if you use a SwyxIt! Headset but you do not wear it all the time.
  ✓ The audio configuration is saved.

11 If you want to set the highlighted audio mode (Handset, Headset, or Handsfree) as default, click on the button **Set Default**.
The audio mode is marked accordingly.

12 Click on **OK**.
  ✓ The settings in the **Audio Mode** menu are saved.

APP. E:DEVICES

In this appendix you will find information on the different devices (Handsets and Headsets), which are suitable for use with SwyxIt!.

All devices deliverable by Swyx are recognized automatically, as well as some devices from other manufacturers. For these devices, the optimal settings are automatically used.

E.1 OVERVIEW OF AVAILABLE DEVICES

You can use various devices with SwyxIt!:

- Handsets
- Headsets
- Desktop phones
- Wireless DECT phones

For more information on all the supported devices, see here.

E.1.1 HANDSETS

The handsets are connected to the USB port.

Product	Explanation
SwyxIt! Handset P280, P300	Handsets with outstanding voice quality including HD audio and headset connection.

E.1.2 DESKTOP PHONES

If a SwyxIt! is installed on the PC, it can be used to interact with a phone. You can easily configure your phone via SwyxIt!. Furthermore, you can use SwyxIt! directly to operate a phone.

The following desktop phones are available:

Phone type	Headset connection	Explanation
SwyxPhone L62	Yes	IP phone with 2-line LCD display
SwyxPhone L64	Yes	IP phone with an extended LCD display, display light, connection for a Keypad module.
SwyxPhone L66	Yes	IP phone with a color TFT display (480x272) and a connection for a keypad module.
SwyxPhone Key Module 64		Additional Keypad module (with label templates) for extending SwyxPhone L64.
SwyxPhone Key Module 66		Additional Keypad module (key displays) for extension of SwyxPhone L66.
SwyxPhone L615		IP phone with 2-line LCD display
SwyxPhone L640	Yes	IP phone with an extended LCD display, display light, a connection for a Keypad module or for a Besetztlampenfeld.
SwyxPhone L660	Yes	IP phone with a color TFT display (320x240) and a connection for a Keypad module.
Key Module T6xx		Additional Keypad module (key displays) for extension of SwyxPhone L640 and SwyxPhone L660. A specific model is available for each of the phone types.
Busy Lamp Field		Additional Keypad module (with label templates) for extending SwyxPhone L640.

E.1.3 WIRELESS DECT PHONES

The Swyx product range also includes wireless phones. These allow you to be reached even if you are not at your desk. This requires an appropriate number of DECT base stations in the company premises where the phones are to be used.

SwyxDECT 500

- SwyxDECT 500 Base station
- SwyxPhone D510
- SwyxPhone D565
- Desktop charger

SwyxDECT 800

- SwyxDECT 800 Base station (Ascom BS330 GAP/CAP), Power over LAN
- Mains power supply for the base station
- SwyxPhone D843
- SwyxPhone D863

SwyxDECT 700

- SwyxPhone D710
- SwyxPhone D750
- SwyxPhone D765

E.2 CONFIGURATION OF THE TERMINAL DEVICES IN SWYXIT!

Most of the terminal devices can be configured in SwyxIt!.

Configuration of the Output

You can specify which terminal device should be used on the PC in the local settings for SwyxIt! (menu "Settings | Local Configuration", on the "Audio Mode" tab). Here, you can specify different devices for:

- the audio mode "Handset",
- the audio mode "Headset",
- the audio mode "Handsfree",

- the "Open listening" option and
- the output of the ringing tone.

Configuration of SwyxPhone Lxxx

The configuration of a SwyxPhone Lxxx can be carried out easily using SwyxIt!. While doing so, you can

- define the phone buttons and
- assign the phone buttons (e.g. with phone numbers).

Configuration of Call Signaling

A user status (available, away, speaking, logged off) can be signaled to other users.

If several terminal devices (SwyxIt!, SwyxPhone, SIP device) are logged on under the same user account, you can indicate which type of terminal device should signal the status of the user.

Use of a Headset with a SwyxPhone Lxxx

Frequent callers can connect a headset directly to a SwyxPhone Lxxx. If SwyxPhone Lxxx has a headset connection, you can configure its behavior in the user settings under the "SwyxPhone" tab. The following options are available:

- Option "Use SwyxPhone with headset" not activated
  If the handset is down, the hands-free functionality is enabled in case of an incoming call. In this case, the connected headset will not be activated until the Headset button on the phone is activated.
- Option "Use SwyxPhone with headset" activated
  The acoustic output of the phone is signaled through the headset connection. The handsfree phone is then activated by pressing the Speaker button on the phone.

E.3 TERMINAL DEVICES FROM THIRD PARTY MANUFACTURERS

You can also use other terminal devices from third party manufacturers in addition to the terminal devices supplied by Swyx. Because of the broad variety of available devices, Swyx cannot ensure the interoperability.

E.3.1 SIP DEVICES

SIP Devices of SwyxWare are supported. The following supplementary services are offered:

- incoming calls
- Incoming Calls
- Fax T.38
- Call Swap, active
  From the device it is possible to switch between an active call and a call on hold.
- Call Swap, passive
  The device can be put on hold by the conversation partner and activated once again.
- Call Forwarding, Unconditional
  The device calls another user, who then immediately forwards this call.
- Call forwarding, No reply
  The device calls another user, who then immediately forwards this call with a delay.
- Call Forwarding Busy
  The device calls another user, who then immediately forwards this call because the line is busy.
- Hold, active
  It is possible to put a call on hold from the device.
- Hold, passive
  The device can be placed on hold.

- Call Transfer, active
  You can transfer a call directly from the device.
- Blind Call Transfer, active
  You can conduct a blind transfer a call directly from the device.
- Call Transfer, passive
  The device can be transferred.
- Conference, active
  You can begin a conference directly from the device.
- Conference, passive
  The device can be added to a conference.
- Call Waiting
  An additional call can be signaled to the device (Call Waiting).
- Group Call
  The device can be a member of a group.
- Second Log On
  The device can be used as a second device (parallel operation).
- Sending and receiving DTMF tones
  It is possible to send or receive DTMF tones from the device. These are sent via SIP INFO (out-band) and are Cisco-compatible; RFC2833 and in-band in the RTP data stream are not supported by SwyxWare.

In case of issues with third party devices, please consult the third party manufacturer or the Swyx forum.

E.3.2 IP A/B ADAPTER

Adapter to connect analog devices (e.g. fax or DECT phones):

- AudioCodes MP 112 (2 SXS/AC/SIP-3)
- AudioCodes MP 118 (8 SXS/AC/SIP-3)
- AudioCodes MP 124 (24 S/AC/SIP)

APP. F: OPERATE SWYXIT! IN A TERMINAL SERVER ENVIRONMENT

In this appendix you will find information on how to operate SwyxIt! in a terminal server environment.

The transmission of audio data in a terminal server environment is always a critical process, especially if the quality should meet the demands of telephony.

For current information, please refer to our knowledge base.

F.1 CTI SWYXIT! ON A TERMINAL SERVER

CTI is the abbreviation for Computer Telephony Integration and implies the combination of telecommunication with electronic data processing. Using SwyxIt! in a terminal server environment is only useful, if SwyxIt! is operated in CTI mode. CTI SwyxIt! on a terminal server can e.g. control a local SwyxIt! on another PC. The CTI mode can be preset by the administrator. See also help.enreach.com/cpe/latest.version/Administration/Swyx/en-US/index.html#context/help/Swyx_CTI_$.

F.2 TAPI FOR WINDOWS TERMINAL SERVICES

On a Windows terminal server, the Swyx TSP (TAPI Service Provider) can provide any number of lines. When SwyxIt! is installed with an activated property "TSP", the properties dialog for TSP will automatically appear on a server. You can also open this dialog later within the telephony configuration of the server (**Start | Settings | Control Panel | Telephone and Modem Options**).

On a server you can configure the Swyx TSP and also define the number of lines you want. If you change this value later, you will have to restart the Windows telephony service.

To configure the Swyx TSP on a terminal server

A TSP line must be configured for every user of a terminal server:

1 Configure the number of lines the SwyxIt! user should have access to on the terminal server under the telephony configuration located under **Start | Settings | Control Panel | Telephone and Modem Options**.

2 Assign each TSP line to a Windows user account (*To assign lines to users*, page 179).
In a terminal window, only those lines which have been assigned to the user are visable. Only users with local administrator rights for the terminal server will see all TSP lines.

3 Select the corresponding TSP line in the TAPI application, which is run in the terminal client window of the same user.
If you have specifically assigned TSP lines to individual Windows user accounts, only this one line will be visible here.

4 Select the same TSP line in SwyxIt!, which is run in the terminal client window of the same user (under "SwyxIt! local configuration..." on the "Terminal Server" tab).
If you have specifically assigned TSP lines to individual Windows user accounts, only this one line will be visible here, too.

⚠️ It is important that a specific TSP line is used by only one user. This ensures that the assignment of TSP lines to terminal sessions can take place.

To activate the network provider

1 Click on **Start | Run...**.
The **Run** window will appear.

2 Enter **TapiMgmt.msc** and confirm the entry with the enter key.

3 In the console view, click on the plus sign (+) next to **Telephony** to extend the tree.

4 Highlight the server you would like to configure.

5 In the context menu, open the properties of the telephony provider.

6 Highlight the checkbox **Activate Telephony Provider** to start the service.

If the checkbox is inactive, you must first start the telephony service. To do this, open the service configuration under **Start | Settings | Control Panel | Administrative Tools | Services** and start the telephony service via the context menu.

7 After activating the telephony server, you assign administrator rights to the service.

Configure a User

A TSP line must be configured for every user of a terminal server.

To assign lines to users

1 From the console view, select the telephony configuration of the provider to be configured.

2 In the window on the right, highlight the line to be configured.

3 In the context menu, select "Edit user" and add a user.

The changes will go into effect after the next start of the telephony service.

APP. G:TECHNICAL TERMS

Here you will find more detailed explanations of technical terms used in connection to the "Voice over IP" technology.

Term	Explanation
Line	ISDN line for operating a single ISDN terminal. This is usually a telecommunications system with the option of dialing to an extension. In comparison to the multiple connection, the line has the advantage that the number of extension numbers is not limited.
ACD	Automatic Call Distribution Automatic call distribution
API	Application Programming Interface Interface for application programs
Block Dialing	All numbers of the destination phone number are entered before the handset has been lifted. In this case, it is still possible to change the phone number after it has been entered. The phone number will be dialed completely (as a block) when the handset is lifted. The opposite of this is 'Overlap Sending'.
CAPI	Common ISDN Application Programmable Interface CAPI is the software interface, which regulates the data transfer between the ISDN card and the applications. The CAPI is a standard, which also supports the D-channel protocol of the Euro-ISDN (DSS1) in the CAPI Version 2.0.
CCITT	Comité Consultatif International Télégraphique et Téléphonique International consulting committee for telegraph and telephone service; known as ITU-T today
CDR	Call Detail Record A call detail record provides statistical information, such as caller, duration and cost of the connection.
Client computer	The client computer is a single workstation computer (PC). Many client computers are connected to a server via the network.

Term	Explanation
CMI	Cordless Multicell Integration Multicellular wireless network for cordless equipment
CorNet®	A protocol developed by Siemens AG and used by SwyxPhone Lxxx to communicate with SwyxServer. This connection is only used to transmit information to the server, e.g. via an activated button, and to send display information from the server to SwyxPhone. The actual telephony functions are carried out in SwyxServer.
CTI	Computer Telephony Integration Term used for the connection of telecommunications systems and computer systems (e.g. databases) using a special interface. This enables the user to use telephony services from a computer.
DECT	Digital Enhanced Cordless Telecommunication European Standard for the digital cordless communication between a base station and a transportable device for the range of a few hundred meters.
DHCP	Dynamic Host Configuration Protocol Instead of permanently assigning an IP address to a computer in a LAN, DHCP makes it possible to assign IP addresses dynamically and variably. Applications, which depend on an IP address, are immediately assigned one upon request.
DDI	Direct Dial In DDI refers to the direct dial from a telephone network to a subscriber. Direct dial allows you to dial specific extensions directly via this number.
DMZ	Demilitarized Zone In the context of firewalls, a DMZ is a protected logical network segment which contains the publicly accessible services of a company. Thus, a DMZ prevents external access to internal IT structures.
DNS	Domain Name Server A server, which translates the symbolic name (e.g. www.microsoft.com) into an IP address.

Term	Explanation
DTMF	Dual Tone Multi Frequency Seven different frequencies and additional mixture frequencies are transmitted in the telephone line in order to clearly communicate the activated button.
DSP	Digital Signal Processor
Direct Dialing-In line	ISDN line, to which a telecommunications system with so-called extension numbers is connected, which can be used to directly contact a subscriber. In the case of the number "(0231) 4777-227", "227" is the extension number within a telecommunications system. An extension number allows you to dial a specific extension of a telecommunications system directly via this defined number.
E.164	ITU-T standard for global telephone numbering (country code, local area code and subscriber number, e. g.+44 (20) 123456-789.
ENUM	tElephone NUmber Mapping ENUM is an application of the Domain Name System for converting telephone numbers (in the E.164 format) to Internet addresses. An ENUM registration of a VoIP number allows calls to be placed directly via the Internet, for example.
Ethernet	Network for limited local operation (10 m to 10 km) in the LAN. The individual computers are connected via a cable network. Data is transferred within this network at a rate of 10Mbit/s, 100Mbit/s or 1Gbit/s.
FD	Full Duplex (DX, sometimes also FDX, permits simultaneous transmission of information in both direction, e.g. in telephony).
FTP	File Transfer Protocol (Network protocol for file transmission)
G.711	ITU standard for compression, here: Audicodec 64 kbit/s
G.722	ITU standard for compression, here: Audicodec 64 kbit/s

Term	Explanation
G.723.1	ITU standard for compression, here: Audiocodec 5.3 kbit/s and 6.3 kbit/s
G.729	ITU standard for compression, here: Audicodec 8 kbit/s
GAP	Generic Access Protocol Standard for DECT Handsets, which allows the communication between handsets and basis stations of different manufacturers.
Gateway	A gateway is a system, which connects two different networks and which can transfer the data in one network to the other network and vice versa. This means that the physical networks can be different and the protocols used (e.g. IP network and ISDN) can also be different.
GSM	Global System for Mobile Communication Global system for mobile communication
H.323	A collection of international specifications (ITU), which define the transmission of multimedia data to packet-oriented data connections.
H.323 Alias Name	A symbolic name (e.g. TOMMY), which can be used as the address of an H.323 terminal instead of an IP address.
H.450	Standard for additional performance specifications in H.323, such as Conference, Call Forwarding, Hold, Call Swap, etc.
HTTP	Hypertext Transfer Protocol. A protocol for transmission of data over a network. It is mainly used for loading websites and other data from the World Wide Web (WWW) into a Web browser.
Hub	A hub creates a network node in a star-shaped LAN and it connects several clients to the network.
ID	Identification
IEEE	Institute of Electrical and Electronics Engineers International standardization committee

Term	Explanation
Instant Messaging	Immediate message transfer. A service that uses the Instant Messenger software (client) to enable real-time communication (chat) with other subscribers. Short text messages are sent using push technology via a network (server) to the recipient (usually via the Internet), who can respond to them immediately. Files can usually also be exchanged by this means. In addition, many messaging programs offer video or telephone conferences.
IPEI	Hardware address (12 digits) of a DECT handset which allows an unique identification.
IP	Internet Protocol Fundamental protocol of the Internet, which combines packet-oriented networks with different technical bases to one large network. Thus this protocol (on layer 3 of the OSI layer model) is used for addressing and distributing data into packets.
IP-adress	An IP address is a 32-bit number, which is usually shown as a four-part number, e.g. 192.177.65.4, and which is assigned to every computer connected to the Internet. Domain names, which are unambiguously assigned to IP addresses using a DNS server, were introduced in order to make these addresses simpler and clearer for users.
IP PBX	IP Private Branch Exchange A telephone private branch exchange (PBX) which is created by a software application. It uses Voice-over-IP (VoIP) technology for voice transmission.
ISDN	Integrated Services Digital Network Service integrating digital network
ITSP	Internet Telephony Service Provider. An Internet telephony service provider offers an interface via a gateway between Internet telephony and the classic telephone network. Thus via an ITSP, VoIP users can also reach subscribers in the classic telephone network, and vice versa.

Term	Explanation
IVR	Interactive Voice Response Interactive Call handling
LAN	Local Area Network A local network, which is made up of numerous, interconnected computer terminals within one company location and which is used to transfer data.
LDAP	Lightweight Directory Access Protocol A network protocol that allows querying and modification of information of a directory service (a distributed hierarchical database in the network). The current version is specified in RFC 4511.
LED	Light Emitting Diode Light emitting diode (small light) for displaying status information, e.g. for SwyxPhone.
MAC-adress	Medium Access Control Address Each network card identifies itself with the MAC address. This address is an 8-byte address, which is uniquely defined worldwide.
MAPI	Mail Application Programming Interface This Microsoft interface can be used by applications to send E-mails.
Multiple connection	Basic Rate Interface for operating up to eight ISDN terminals (ISDN telephones etc.) on a S0 bus. It is possible to operate ISDN telephones, ISDN cards or ISDN telecommunications systems on a multiple connection. The devices are addressed via MSNs.
MSN	Multiple Subscriber Number A non-direct dialing-in line can have several numbers (MSNs). The assignment of these MSNs to the terminals takes place in the terminals themselves.

Term	Explanation
Name Resolution	Automatic association of a name to a phone number. *Example: You receive a call from the public telephone network and the caller's phone number is transmitted. SwyxWare then searches, e.g. in Microsoft Outlook Contacts and in the Personal Phonebook, for a contact matching this phone number. If a contact is found, SwyxIt! will show the name of the caller in addition to the phone number in the display.*
NAT	Network Address Translation is a method for replacing an IP address by another within a data package. This method is frequently used to map private IP addresses to public IP addresses.
NT mode	Network Terminator For ISDN (and other protocols) a different behavior is often required, depending on functionality. For ISDN, the exchange operates in NT mode and the telephones (terminals) operate in TE mode. An example of different behavior is the transfer of charging information, which is only possible from NT to TE, and not the other way around.
NetBIOS Name	A symbolic name (e.g. WS-SJONES), which is used for addressing a computer, if this computer should be contacted using the Microsoft NetBIOS protocol.
OPUS	Open standard RFC 6716 (.opus) Dynamically adjustable bit rate. Best audio quality/storage space ratio.
Overlap Sending	The numbers entered are dialed immediately. The destination phone number can no longer be edited. The opposite of this is 'Block dialing'.
P2P	see Peer-to-Peer
PABX	Private Automatic Branch Exchange Private branch exchange

Term	Explanation
PBX	Private Branch Exchange Controlling device for telephone systems within a small telephone network, including transition to a public telephone network.
PDA	Personal Digital Assistant. Small portable computer, usually equipped with a quick start operating system, and used along with many other programs mainly for personal calendar, address and task management.
PIN	Personal Identification Number This number is linked to the user name, and is used for user authentication.
Peer-to-Peer	Network principle in which the data exchange occurs decentrally, directly between the individual computers. In the VoIP field, this means that the connection exists directly between the two subscribers, without server or provider.
POTS	Plain Old Telephony System This is the classic analog telephone.
Power over LAN	Power over LAN is used to identify a property of devices with Ethernet connection, e.g. IP telephones. Thus, the power supply is provided via the Ethernet connection line and not via a power mains plug, as usual. In this case, the Switch or the Hub to which this device is connected per Ethernet must be able to guarantee the power supply via the Ethernet line.
PSTN	Public Switched Telephone Network Umbrella term for analog telephone networks, which usually use digital switches.
QoS	Quality of Service The quality in communication networks. Depending on the standard or protocol, different parameters are used for evaluating the properties, such as loss rate, availability, transfer rate and delay.

Term	Explanation
Router	A router connects different kinds of networks to each other. It recognizes the bordering networks and neighboring routers and it determines the path of the data packet. This connection can be created by using either a software or a hardware solution.
RSVP	Resource Reservation Protocol IETF standard to guarantee a certain transmission qualities, such as bandwidth and priority via TCP/IP.
Servers	The workstation computers are connected (e.g. via Ethernet) to the server, which is the "central computer".
SIP	Session Initiation Protocol A network protocol which establishes a communication session between two or more subscribers.
Smartphone	A smartphone unites the functional scope of a mobile phone with that of a PDA. You can use a full keypad or touch screen and speak from a PDA phone. Digital cameras are sometimes also incorporated, as in many mobile phones.
SNMP	Simple Network Management Protocol Network protocol developed by the IETF - an open international voluntary association of network engineers, manufacturers and users, which is responsible for proposals for Internet standardization -, to enable network elements (e.g. routers, servers, switches, printers, computers etc.) to be monitored and controlled from a central station.
SNTP	Simple Network Time Protocol Standard for synchronizing clocks in computer systems over packet-based communication networks. Although mostly handled via UDP, can also be transported using other layer 4 protocols such as TCP. Specifically developed to enable reliable timing over networks with variable packet propagation time (ping).

Term	Explanation
Voice Compression	The voice data are compressed and sent via the network. This reduces the amount of data to be transmitted. This is especially important for the Home Office connection and the coupling of several branch offices via the Internet.
STUN	STUN is a simple network protocol that recognizes the existence and type of firewalls and NAT routers and uses this information to bypass them.
Subnet	A network can be divided into several subnets. For example, it is possible to use the IP address 192.177.65.xxx to address all computers, which have the number 192.177.65. in common and which only differ from one another in terms of the last three digits (xxx). The subnet mask indicates which positions should be used for differentiation within the subnet. In a subnet, two subscribers communicate directly with each other. The IP packets only have to pass through the router if subscribers communicate outside of the subnet.
Switch	A Switch is an active hub, which functions as a kind of exchange. In contrast to the hub, the switch does not forward the incoming data packets to all lines, but rather only to that line which leads to the destination of the packet.
TA	Terminal Adapter
TAPI	Terminal Application Programming Interface Interface for programming terminal applications
TE mode	Terminal Endpoint, see *NT mode*, page 183.
TEI	Terminal Endpoint Identifier With the help of the TEI, different terminals are addressed to an ISDN bus on Layer 2.
TCP/IP	Transmission Control Protocol / Internet Protocol Two commonly used protocols for the transfer of data and for Internet connection, which can be implemented on different types of transport media.

Term	Explanation
TLS	Transport Layer Security Internet protocol for encrypted data transfer (SSL advancement)
TSP	TAPI Service Provider Driver for TAPI devices
Unified Messaging	Message management system developed in 1989. It denotes a method of bringing incoming and outgoing messages of any kind (e.g. voice message, email, fax, SMS, MMS, etc) into a standardized form, and granting the user access to this via a wide range of clients (fixed network or mobile phone, email client).
USB	Universal Serial Bus Bus system for connecting a computer to ancillary equipment. A USB port takes little space, and can supply power to simple devices such as a mouse, a phone or a keyboard. Devices equipped with USB can be connected to each other during active operation (hot plugging), and their properties can be detected automatically.
VLAN	Virtual LAN Virtual local network within a physical network. A widespread technical implementation of VLANs is partially defined in the standard IEEE 802.1Q.
VoIP	Voice over IP Collective term for all techniques for transmitting voice over IP networks.
WAP	Wireless Application Protocol The Wireless Application Protocol denotes a collection of technologies and protocols, whose aim is to make Internet content available for the slower transmission rates and the longer response times in mobile radio, as well as for the small displays of mobile telephones. WAP is thus in direct competition with the i-mode services.
WAV	A file format used for recording voice or music, for example, announcement texts, music on hold, or Voice message. 16KB of memory are required for each recorded second.

APP. H:FUNCTION CODES

This appendix provides an overview of the available function codes. This gives you quick access to certain functions by pressing the corresponding keys.

Within SwyxWare, certain functions can also be started by entering a function code. The character string is interpreted and executed as a command by SwyxServer. A differentiation is made between

- **Template Script Code**
  These character strings are detected and interpreted by the user's script template.
  Note that these codes can only be used within SwyxWare, and not externally.
- **CTI+ Code**
  These DTMF strings are being used in connection with CTI+ (control of telephony devices and control of phones via your phone number). Certain SwyxWare functions can be executed via DTMF function codes, independently of SwyxIt!, directly at the connected devices.
- **Call Intrusion**
  These function codes are only used in the context of intrusion on external calls (SwyxMonitor option pack required). They are only possible in block dialing, i.e. before the handset is lifted (e.g. with an abbreviated dialing button).

⚠️ When saving and processing personal data, observe the respective applicable legal data protection regulations. If you have any questions especially regarding data protection in SwyxWare, please contact your administrator.

- **Feature Codes**
  These character strings relate to remote inquiries of external voice messages. They are only possible in block dialing, i.e. before the handset is lifted (e.g. with an abbreviated dialing button).

The following function codes are available:

Template Script Code (internal only)

Code	Function	Description
##	-	Initial sequence, which routes a call directly to the user. Additional characters are processed by the user's script (template.vbs).
##10	Remote Inquiry	The remote inquiry for the user is activated; the PIN is not queried since the user himself is calling (from his own device)! Sub-menus of the remote inquiry can be reached directly by suffix.
##20nnn#	Call Forwarding Unconditional to nnn	• Enable Call Forwarding Unconditional to "nnn*". • If "*" is entered instead of "nnn", Call Forwarding Unconditional to Voice Box is activated. • Without "nnn", Call Forwarding Unconditional is deactivated.
##21nnn#	Call Forwarding Busy to nnn	• Enable Call Forwarding Busy to "nnn*". • If "*" is entered instead of "nnn", Call Forwarding Busy to Voice Box is activated. • Without "nnn", Call Forwarding Busy is deactivated.
##22nnn#	Call Forwarding No Reply to nnn	• Enable Call Forwarding No Reply to "nnn*". • If "*" is entered instead of "nnn", Call Forwarding No Reply to Voice Box is activated. • Without "nnn", Call Forwarding No Reply is deactivated.
##23	Deactivate Call Forwarding Unconditional	Deactivate Call Forwarding Unconditional
##24	Deactivate Call Forwarding Busy	Deactivate Call Forwarding Busy
##25	Deactivate Call Forwarding No Reply	Deactivate Call Forwarding No Reply
##70*	Call All Devices	Regardless of the redirection rules, all logged-on terminal devices of the calling user will ring.
##71*	Connect to Voice Box	Regardless of all forwarding settings, the calling user will be connected to his own Voice Box. He can then leave himself a voice message.

Code	Function	Description
##8nnn*ppp#	Call Forwarding Unconditional from nnn	For the user with the number "nnn", Call Forwarding Unconditional to the calling line is activated. The given PIN "ppp" is checked.
##9nnn#	Remote Inquiry from nnn	The remote inquiry of the user with the number "nnn" is called. The PIN is queried in the Remote Inquiry menu.

*. <nnn> stands for extension or external number with public line access or in format **49231123456
<ppp> stands for the PIN

CTI+

Code	Function	Description
*0	Disable DTMF recognition	The DTMF recognition is disabled. This can be necessary in order to send DTMF signals to the call partner. Please use the sequence ## for # here.
#0	Enable DTMF recognition	The DTMF recognition is enabled.
##	Send single #	Sends a # as a DTMF code to the caller (transparent), when the DTMF recognition is disabled.
*3	Starting a conference	A conference is started with active callers and those put on hold.
*7	Hold/Call Swap/Activate	The active call is put on hold. A switch is made to a free line or to another line on hold. If a call has already been put on hold, it can be re-activated by pressing *7.
*8	Exit	The currently active call is terminated.
*9	Call Transfer	The active call is connected to the call on hold.
*9nnn#	Blind Call Transfer	The active call will be connected to "nnn" without inquiry. Requirement: You have only one call. If the connection with the destination subscriber cannot be established within 20 seconds, the originally received call will be displayed in your SwyxIt! as a call on hold. By pressing *7, the call on hold can be re-activated.

⚠️ In order to use DTMF in connection with SwyxCTI+, the SIP termial devices must support DTMF via SIP-INFO.

ℹ️ The following applies for using DTMF in connection with SwyxCTI+: If there is an active call on hold and a second call needs to be aborted before being connected, then the DTMF code cannot be used. In this case, hang up on the controlled device. You'll now receive a call back for the line still on hold, and a second call can be initialized again by entering *7.

ℹ️ For SwyxDECT 500 in CTI mode function keys replace the function codes for "Starting a conference", "Hold/Call Swap/Activate" and "Transfer". The "Blind Call Transfer" feature is only available via function codes.

Call Intrusion (only possible as block dialing)

Code	Function	Description
nnn*24*1#	Call Intrusion (listening only)	A call that the agent is making with the number "nnn" is intruded in 'listening only' mode.
nnn*24*2#	Call Intrusion (speaking with agent)	A call that the agent is making with the number "nnn" is intruded on; the agent can hear the intruder.
nnn*24*3#	Call Intrusion (Conference)	The call that the agent is making with the number "nnn" becomes a conference.

Feature Code (only possible as block dialing)

Code	Function	Description
nnn* 71*	Voice Box	Calls the Voice Box of user "nnn", regardless of the selected call forwarding. You can leave a voice message directly.
nnn*72*	Direct Call	Calls the user "nnn" as a direct call (Intercom), i.e. a device of the called person is switched at once to output.

Code	Function	Description
nnn*ppp*8*	Call Forwarding Unconditional from nnn	For the user with the number "nnn", Call Forwarding Unconditional to the calling line is activated. The given PIN "ppp" is checked.
nnn*9*	Remote Inquiry from nnn	The remote inquiry of the user with the number "nnn" is called. The PIN is queried in the Remote Inquiry menu.

*. <nnn> stands for extension or external number with public line access or in format **49231123456
<ppp> stands for the PIN