SwyxIt!
User Documentation

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New Functions

This section provides an overview of the new features presented by Swyx-Ware.

SwyxIt! 11

Function	Explanation
SwyxPLUS Visual-Groups	SwyxPLUS VisualGroups offers the possibility of visually managing call queues in SwyxIt!, see also 17 *VisualContacts and DATEV*, page 203.
New desk phone models	The SwyxPhone range has been extended by the L62, L64 and L66 models, see alsoE.1.2 *Desktop phones*, page 270.
Support of SwyxIt! skins in HD resolution	New HD skins are available for optimal usage of SwyxIt! on high resolution screens. The skins are supported from SwyxWare 11 on and are included in the installation package, see also 19 *The Use of Skins*, page 218.

SwyxIt! 2015 R40.2

Function	Explanation
Skype for Business 2016 support	Swyx Connector for Skype supports Skype for Business 2016, 14 *Swyx Connector for Skype for Business*, page 163.

SwyxIt! 2015 R40

Function	Explanation
Extended Call Routing via Swyx Connector for Skype	You can start Call Routing Manager and the Graphical Script Editor directly out of Swyx Connector for Skype. See also 14.14 *Starting Call Routing Manager and Graphical Script Editor*, page 181.

SwyxIt! 2015 R3

Function	Explanation
Swyx Connector for Skype	With Swyx Connector for Skype, you are now able to use Microsoft Skype for Business features such as instant messaging, status indication and phonebook in combination with Swyx telephone functionalities. See also 14 *Swyx Connector for Skype for Business*, page 163.
Supported operating systems	SwyxIt! (incl. SwyxFax Client) now also supports the Windows 10 operating system.

SwyxIt! 2015

Function	Explanation
Connection to Swyx-Server outside the local company network now via SwyxRemote-Connector	SwyxRemoteConnector can be connected to SwyxServer, when you are outside your company network. Encryption is ensured via TLS (Transport Layer Security), the state-of-the-art encryption standard for internet data transmissions. See also *To specify the connection settings*, page 156.

Function	Explanation
New skins	The user profile contains new skins to be used with SwyxIt! 2015 (SwyxIt! 2015 [3x], SwyxIt! 2015 [3x HD], SwyxIt! 2015 [3x Visual Contacts], SwyxIt! 2015 [3x WebXT] and SwyxIt! 2015 [5x]).
Web-based online help	As of now, the online help for SwyxIt! is web-based and displayed in your standard browser.
Supported operating systems	SwyxIt! (incl. SwyxFax Client) now also supports the operating systems Windows Server 2012 R2 and Windows 8.1. SwyxIt! (incl. SwyxFax Client) can thus also be used in terminal server mode. Windows XP and Vista, as well as Windows Server 2003 and 2008 are no longer supported.

Contents

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 10.1 *Overview of the Functions of SwyxIt!*, page 88.

For more information on Swyx's new products, please visit our Internet website at
www.swyx.com

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.

The "Swyx Extended 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
- the Graphical Script Editor

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

The "SwyxFax Client" Manual

The "SwyxFax Client" Manual describes the functions for sending and receiving faxes via your computer. You will find information regarding the SwyxFax Server server components in the administrator documentation.

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, go to the menu bar and click on "Help|Help Topics...". Many dialogs contain a "Help" button. To receive help for the respective dialog, just click on "Help". Alternatively, press the function key "F1" to start the online help to the respective subject.

Further Information

For current information on the products, please see our homepage:

www.swyx.com

Under the 'Support' category of the homepage, you can download the most current version of the documentation (PDF):

https://www.swyx.com/products/support.html

Further online help

Product	WWW-Link
SwyxWare Administration	help.swyx.com/cpe/11.50/Administration/Swyx/en-US/index.html
SwyxFax Client	help.swyx.com/cpe/11.50/FaxClient/Swyx/en-US/index.html

Product	WWW-Link
Call Routing Manager	help.swyx.com/cpe/11.50/CRM/Swyx/en-US/index.html
Graphical Script Editor	help.swyx.com/cpe/11.50/GSE/Swyx/en-US/index.html

1 What is meant by … ?

This chapter defines in detail the terminology commonly used through-out the SwyxWare documentation.

You will find additional technical terms used in connection with the "Voice-over-IP" technology in App. G: *Technical Terms*, page 275.

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 (10.13 *Call Signaling and Pickup*, page 116).

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

You can enable/disable the warning tone and the taskbar display yourself in your user profile, 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 (10.9 *Speed Dial and Status Signaling*, page 105).

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 SwyxServer.

External numbers are directed to other subscribers in the public telephone network. They are called using your normal number. The appro-

priate 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, CarolJones.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).
carol.jones@company.com	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 chosen, e.g. an ISDN trunk to the normal telephone network.

See also the SwyxWare documentation for administrators.

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 Win-

dows 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 10.21 *Conference*, page 129.

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 16 and 1.11 *Connection on Hold*, page 16).

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 Voicemail.

Signal Sound	Meaning
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　Skin

You can design the appearance of your SwyxIt! software on the computer screen (shape, background image and texts) according to your own personal tastes (modifiable user interface) via skin.

Using Drop & Drag, you can combine exactly those telephone functions which you need for your every-day work. You can add new Speed Dials or change the configuration or the labels of these buttons with just a click of the mouse. All elements of the user interface can be arranged to fit your individual way of working.

In addition to flexibility in the functional design, SwyxIt! provides the option of customizing the interface according to your personal tastes.

The color, size and appearance of the "buttons" can be changed, or you can add any background image you want. The Skin can be designed to include corporate identity aspects or according to your own individual ideas. These changes can be quickly and easily implemented using the integrated Skin Editor.

See 19 *The Use of Skins*, page 218.

> Please remember that the administrator must grant you the right to change the Skin.

1.17　Call Routing

Call Routing refers to the treatment of incoming calls according to predefined 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 Rule Wizard to help you change or redesign rules.

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

The Graphical Script 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 the Call Routing Manager documentation.

1.18　Voicemail

SwyxWare provides its users with a personal answering machine.

The caller's voice messages are listed and forwarded per e-mail to you. This e-mail will be referred to as Voicemail in the following.

The Voicemail 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.

1.19   Remote Inquiry

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

1.20   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 IBM 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+)

1.21   Callback request

SwyxWare offers the option of leaving callback requests on other internal subscribers' phones. The subscriber can then call back later. If the sub-

scriber 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.

1.22   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.

1.23   Intercom Connection

You can directly speak to a colleague, who signals you his status. This means that when selected, the call will be immediately initiated if this colleague is logged on and is not currently on the phone. In the case of SwyxPhone the telephone speaker is activated and in the case of SwyxIt! the PC speakers are activated and the caller can immediately give his message. This is only possible if you have assigned a Speed Dial and status signaling is activated for the employee who is to be addressed.

2   How does SwyxIt! work?

This chapter introduces the basic technical concepts of SwyxIt!.

SwyxWare - the modern VoIP solution

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

- Use of a wide range of features, which go far beyond the possibilities of classic telephony systems.
- Flexibility in Call Forwarding
- User Concept Your settings are transferred to every SwyxWare device
- simple configuring of user data

2.1   SwyxWare - Interaction of the components

SwyxWare consists of various components.

Server components

SwyxServer

the SwyxServer takes care of call handling (e.g. transferring calls to another extension, the public telephone network or to your Voicemail) and manages the devices as well as the users which use it for communication purposes.

SwyxGate

SwyxGate is a supplementary component for SwyxServer and it enables you to make calls in the public telephone network.

Devices

SwyxPhone

 SwyxPhone Is a desk telephone that is not plugged into a traditional telephone socket, but rather to the PC network. You can operate SwyxPhone like any other desk telephone. Further information about the available terminal devices can be found underE.1 *Overview of available devices*, page 270

SwyxIt!

SwyxIt! is your telephone on the PC screen. You normally make calls using the SwyxIt! Handset, which is operated just like a normal telephone handset. Those who telephone a great deal can also use the SwyxIt! Headset. Further information about the available terminal devices can be found underE.1 *Overview of available devices*, page 270
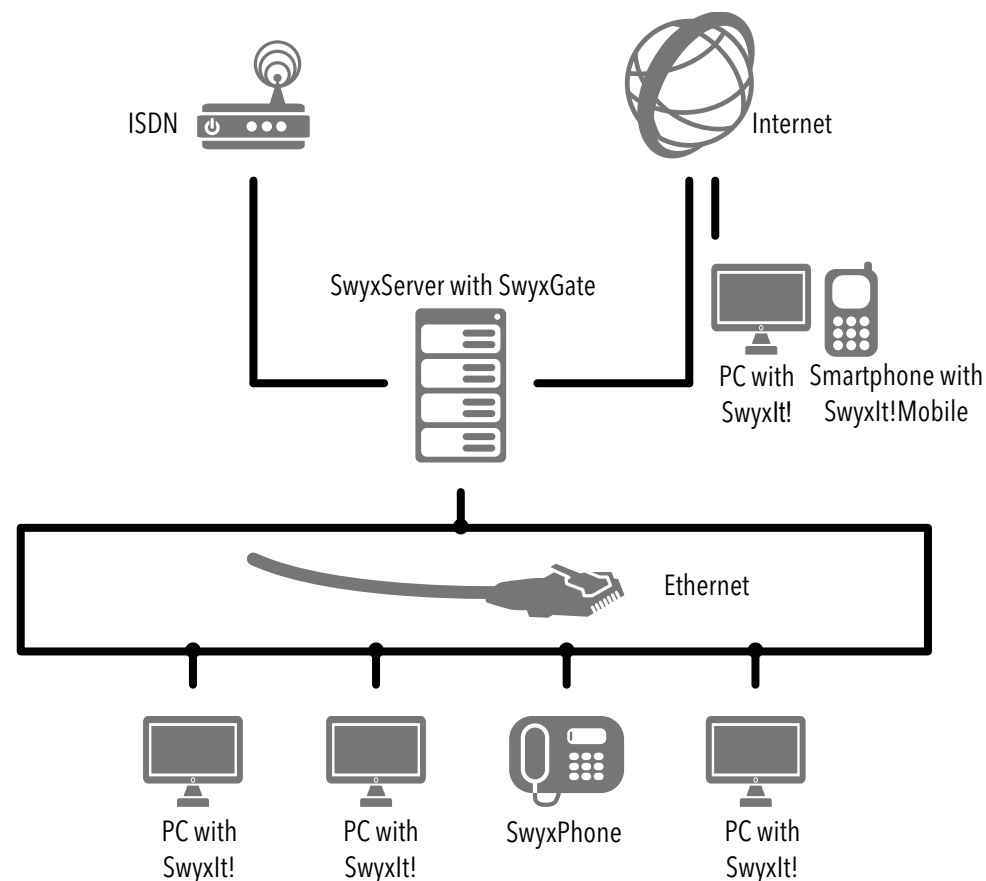
2.2   Scalable functional range with additional modules (Option packs)

The functional range of SwyxIt! is defined by the additional modules installed on the SwyxServer and the function authorizations granted by the administrator. The descriptions in this documentation always refer to the maximum functional range of all available option packs, if nothing otherwise is noted.

Contact your administrator for information about the functional range available in your system. For a more detailed description of the option packs, and the combination options and complete packages, please see the documentation for administrators. The table below offers an overview of the individual additional options:

Option Pack	Explanation
SwyxConference	The "SwyxConference" option pack offers professional conference management. You can hold conferences with numerous participants (more than three), and virtual conference rooms can be set up into which the individual subscribers can dial independently of one another, both from the company network and from outside. See also 10.21 *Conference*, page 129.
SwyxRecord	If the option pack "SwyxRecord" is available, you can record a call with a mouse click during the conversation. See also 10.15 *Conversation recording*, page 120.
SwyxFax	Enables you to send and receive faxes conveniently at your PC See also the SwyxFax Client documentation.

Option Pack	Explanation
SwyxECR(Extended Call Routing)	This package contains the full usage the Graphical Script Editor. This is an additional component of the SwyxIt! software, which offers you a comfortable interface especially for clearly defining and illustrating complex rules for call handling. See also the Swyx Extended Call Routing documentation.
SwyxStandby	The option pack "SwyxStandby" offers enhanced failure safety by use of a second server. See also the SwyxWare documentation for administrators.
SwyxMonitor	You are obliged to adhere to any legal requirements when using the SwyxMonitor option pack. See also the SwyxWare documentation for administrators. See also 10.22 *Call Intrusion*, page 132.
Swyx Option Pack for IBM Notes	The Swyx Option Pack for IBM Notes provides an extensive integration of SwyxIt! and IBM Notes. For instance, it allows you to dial directly from within IBM Notes. Or in SwyxIt!, you can use the name resolution feature based on your IBM Notes contacts, or display calendar information in the context menu of a speed dial. See also 16 *IBM Notes - Telephoning with SwyxIt!*, page 197.
SwyxCTI+	The option pack allows you to control a telephony device with CTI SwyxIt! or integrate an external phone into CTI SwyxIt! via its phone number. See also 18 *Phone Control via PC with SwyxCTI and SwyxCTI+*, page 210.

Option Pack	Explanation
Swyx Mobile	The Option Pack "Swyx Mobile" allows you to integrate mobile phones into your SwyxWare environment. This enables you to use special SwyxWare features (such as hold, transfer, swap, or record a call). To use these features, you can use a mobile phone with SwyxIt! Mobile, a special software for accessing the SwyxMobileExtensionManager in a comfortable way. However, even without SwyxIt! Mobile, you can access these features directly with DTMF/function codes.

3   Logon and Logoff

This chapter describes how to log on or log off SwyxIt! to or from Swyx-Server.

> ⚠ 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 not known to SwyxServer as a user, or no server is found in the automatic search, a logon dialog is displayed in which you can enter all necessary details.

After registering on SwyxServer, SwyxIt! is available to you in its entirety. It is now possible for you to receive incoming calls and to make outgoing calls.

When you quit or log off from SwyxIt!, 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 Voicemail.

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.

> ℹ In order to be accessible via SwyxIt! as soon as you have started your PC, put the SwyxIt! link into the "Startup" directory. SwyxIt! will be started automatically after the computer upload.

If you have a screen saver activated on your PC, it will disappear when an incoming call is received.

If your screen saver is linked to the entry of a password, then when an incoming call is received, you must first enter the password before you

can take the call on the SwyxIt! Headset or via the speakers in combination with the microphone. If you have installed a SwyxIt! Handset and the telephone rings, then all you have to do is pick up the handset and proceed with the telephone call without having to enter the password. However, the SwyxIt! user interface is only available to you on your PC after you have entered the password. Swyx also offers a special screen saver, which displays information about an incoming call and allows you to accept or reject a call without entering a password.

To find out how to call SwyxIt! from the command line, see 3.6 *Start from the command line*, page 27.

3.1   Logging on to SwyxServer using your Windows user data

Before you start SwyxIt!, you must already have logged on 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 on to SwyxServer by entering your user name and password (*Logging in to SwyxServer with user name and password*, page 22).

You can start SwyxIt! after logging on to the network, provided that a valid user license exists. 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 find out how to change these settings, see 12.2 *SwyxIt! - Local Settings*, page 152.

> ℹ This function is not available for SwyxON.

3.2   Logging in to SwyxServer with user name and password

If your logon to SwyxIt! with your Windows user account is not successful, you can also log on with your SwyxWare user data. For this you need the relevant logon data, which you can obtain from your administrator. You

can also change your password via the interface in the "File" menu (3.2.1 *Changing your password*, page 23).

To log on to SwyxIt! with your SwyxWare user data

If you start SwyxIt! for the first time after installation and the logon with your Windows user account is not successful, a logon dialog is displayed. You can also call this up from the menu if necessary.

1 To open the logon dialog, select the "Logon" option in the "File" menu.

2 Enter the server name and your user name. This information is stored, and will be preset for the next logon.

3 Enter the password.

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.

4 Confirm the dialog field with "OK". You are logged on to the server and your user name is displayed in the SwyxIt! display.
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 your network connection is available.

You can obtain the login data from your administrator. The server name can be present as a name in text format, or in the form of an IP address.

If you want to use the login via a Windows user account again, you can also activate that in this dialog. Select the option "Use Windows account for authentication" for this.

3.2.1   Changing your password

You can change your password via the SwyxIt! interface. This option is only available when you are logged on to SwyxWare with a SwyxServer user name and password. If you are logged on to SwyxServer with your Windows account, you cannot change the password.

To change your password

1 In the "File" menu, select the option "Change Password".
The dialog field to change your password appears.

2 Enter your old and the new password, and confirm your selection by re-entering the new one.

3 Close the change operation by clicking on "OK".

The password has been changed. If you activated automatic logon ("Remember password" activated in the logon dialog), then the password change is also transferred to this and there is no need to enter it separately.

Forcing password changes

If you log on with your user name and password, and an administrator has forced a password change within your configuration, the dialog window "Change Password" appears after log-on.

Enter your new password in the field "New Password" and repeat your entry in the field "Confirm new password".

⚠️ It is impossible to use the previous password again.

3.2.2   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 at least meet the following requirements:

- The passwords consists at least of eight characters.

- The password consists of any characters of at least 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 (&).

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

In order to ensure that the entered password is complex enough, a status bar appears, indicating whether the entered password fulfils the safety requirements.

The bar consists of five sections. Each section verifies, if the following password requirements have been met:
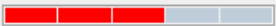
- At least eight characters
- At least one upper-case letter
- At least one lower-case letter

- At least one digit
- At least one special character

The bar gets longer, the more password requirements have been met.

The color of the bar changes accordingly. It also indicates, if the password is being accepted by the system.

Password status bar	Password require-ments	Accepted
	3 password require-ments fulfilled	Password not accepted
	4 password require-ments fulfilled	Password accepted
	5 password require-ments fulfilled	Password accepted

Enter your new password in the field "New Password". If the minimum requirements are met, you can repeat your entry in the field "Retype Password".

⚠️ It is impossible to use the previous password again.

You can change your complex password anytime you are logged on to the system. See also *Changing your password*, page 23.

3.2.3 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.

⚠️ The number of remaining attempts are not displayed.
Please always enter your password correctly.

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!, SwyxIt! Mobile, SwyxFax Client or another terminal device until your administrator has reactivated your account.

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

ℹ️ 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.

3.3 Switch user

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

To change the logged-on user

1 In the "File" menu, select the option "Switch user". The dialog field for the SwyxWare logon is displayed.
2 Specify whether you want to log on with a Windows account or using a SwyxWare user name and a password, see *Logging on to SwyxServer using your Windows user data*, page 22 and *Logging in to SwyxServer with user name and password*, page 22.
Note that you can only log on 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.
3 If you have selected the option "Login with User Name / Password", enter the user name and the password.
4 Click on "OK".
5 If you are logging in with your Windows account, select the SwyxWare user under which you want to log on.

You will now be logged on to the SwyxServer under the new user account.

3.4   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 In the "Help" menu, choose the option "Show Message Log".
The window with the messages is opened. Here, you can view details for the SwyxServer log-in (e.g. server name, user name).

2 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.

3.5   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 Voicemail.
  See also 8 *Forwarding*, page 71.
- Use Call Routing Manager(CRM)
  With the help of the Rule Wizard, the user himself can create a set of rules for call handling here. See also the Extended Call Routing documentation.
- Use Graphical Script Editor (GSE)
  In addition to the Rule Wizard of the Call Routing Manager, you are also offered a graphical representation of the rules here. The Graphical Script Editor is a component of the Option Pack SwyxECR.
  See also the Extended Call Routing documentation.
- 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 10.14 *Collaboration by mouse click*, page 117.

⚠️ 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 on to, and if the log-on is made via the local network or SwyxRemoteConnector. Further local configuration affect the username, the E-Mail-Client that is opened with the button "Voicemail" 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 12.2 *SwyxIt! - Local Settings*, page 152.

● Change User Profile
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 12.1 *User Profile*, page 139.

● Change Skin
The user is allowed to select a different skin.

● Editing Skin
The user is allowed to use and edit own skins with the Skin Editor.
See also the Swyx Skin Editor documentation.

● Record Conversation in SwyxIt!
The user can record calls that he makes with SwyxIt!.
This functionality is included in the option pack SwyxRecord.
See also 10.15 *Conversation recording*, page 120.

● Change settings of Mobile Extensions
The user can change the settings for using the Mobile Extension (Calling party number and Mobile ID) on his own e.g. with a mobile phone (SwyxIt! Mobile).
See also 8.4 *Mobile Extensions*, page 75.

● 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

3.6 Start from the command line

You can also start SwyxIt! from the command line. The following parameters apply in this case.

Parameter	Explanation
-M or **-m**	**Minimized start** Starts SwyxIt! in a minimized window.
-S <Server name> or **-s <Server name>**	**Name of SwyxServer** Defines the SwyxServer names in the network to which SwyxIt! should logon to.
-B <Standby-Serve rname> or **-b <Standby-Server name>**	**Name of the Fallback--SwyxServer** Defines the SwyxServer names in the network to which SwyxIt! should log-on to in the case of SwyxServer failure.

Parameter	Explanation
-U <User name> or **-u <User name>**	**User Account on SwyxServer** Defines the user account on SwyxServer, under which SwyxIt! should log-on.
-d <Phone number> or **-d <User name>**	**Dialing procedure** Initiates the dialing procedure directly after starting SwyxIt!.
-?	**Help** Displays a list of the possible parameters and their meaning on the screen.

It does not matter what order the parameters are in. If a name contains one or more spaces, it should be placed in quotation marks.

All of the parameters entered in the command line replace the parameters in the local configuration of SwyxIt! for this call.

Example:

In order for SwyxIt! to call the user "Zeus" and to logon to SwyxServer "Olymp", switch to the directory in which SwyxIt! is installed and enter the following commands in the command line:

```
SwyxIt!.exe -S "Olymp" -U "Zeus" -M
```

If SwyxIt! has already been started, any additional calls will be ignored.

4   Layout of the SwyxIt! Interface

This chapter will familiarize you with the elements of the SwyxIt! user interface. First, the SwyxIt! interface elements are specified. Subsequently, the menus SwyxIt! are explained in detail.

In this documentation, the standard user interface (Skin), which is installed during the initial installation of SwyxIt!, is used as an example. However, you can also work with one of the other supplied skins or, provided you have the relevant permissions from your administrator, you can customize your skin with the Skin Editor. You can also assign other functions to certain buttons, or develop a completely new skin.

See also 19 *The Use of Skins*, page 218.

However, in order to become acquainted with SwyxIt!, you should first try out this Standard Skin, which contains all important control options.

4.1   SwyxIt! Interface elements

The SwyxIt! standard skin has two feature tabs on the right side, between which you can navigate. On the right side, there are two tabs with configurable name buttons.

When starting SwyxIt!, you will see the tab „dial", which contains the most important SwyxIt! functions.
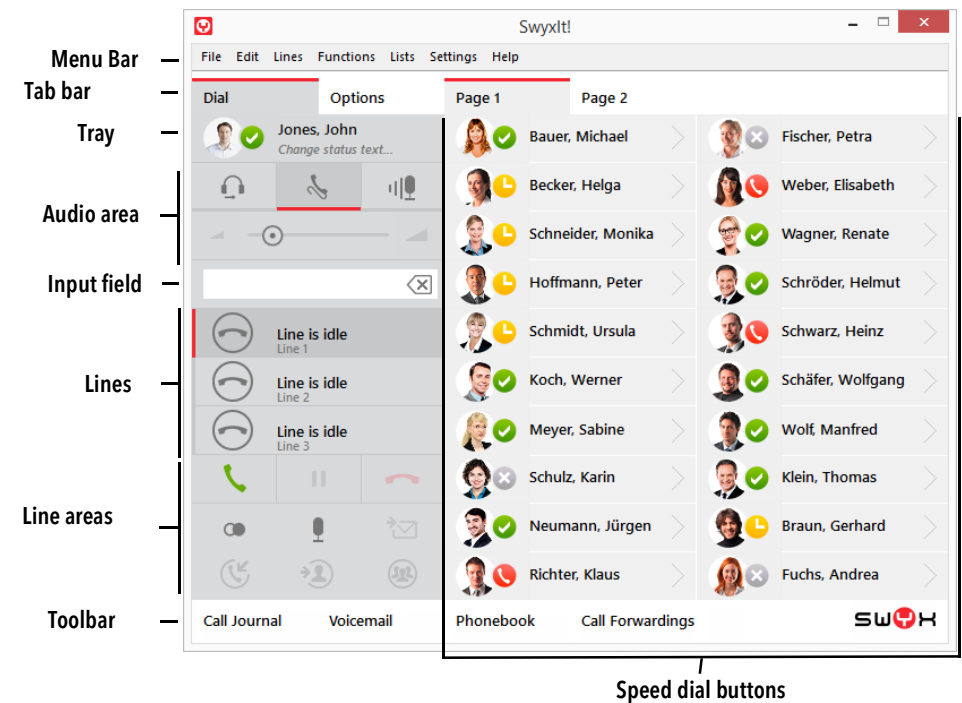
Further functions can be found under the „Options" tab.
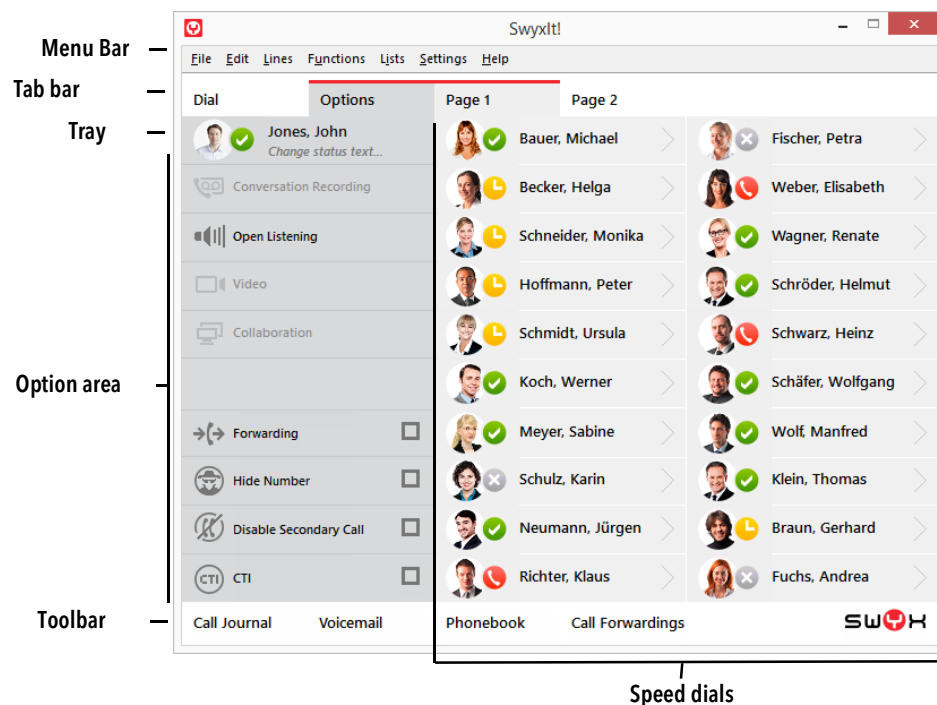
The menu bar, the tab bar, the tray and two tabs with configurable speed dial buttons are visible by default.

ℹ️ You also have the option of creating additional customized buttons with the Skin Editor. You need the editing rights of the administrator to edit the skin. See also 19 *The Use of Skins*, page 218.

4.1.1   Menu Bar

Irrespective of the tab currently active, the menu bar can be used to access the different menus.
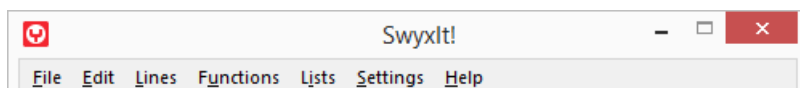
4.1.2   Tab bar

With the SwyxIt! tab bar, you can navigate between the different tabs.

⚠️ If you use a Skin with a transparent background, SwyxIt! will be displayed without a window frame and without a menu bar. In this case, you must always call the general context menu in order to use the menu elements. See also *Tab bar*, page 30.

4.1.3   Tray

The tray reflects your settings which you have stored within the extended status information. This lets you see very quickly what status you currently have, and what user picture you have chosen. Furthermore, you can quickly and easily change your status at this point, by clicking in the tray with the right or left mouse button. Furthermore, your status message appears, which can also be changed by a click of the mouse.

See also 5.10 *Making use of Extended Status Information (Rich Presence)*, page 48.
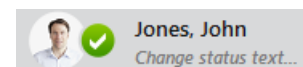
4.1.4   Extended Status Information (Rich Presence) - Overview

In addition to the previous status information for a user (e.g. logged off, speaking), you can provide your call partners with further information on your availability. This can let them know exactly when they will be able to communicate with you.

The status you have selected will be displayed for your call partners on the Speed Dial configured with your number, as well as in the phonebook and in the input field in a search.
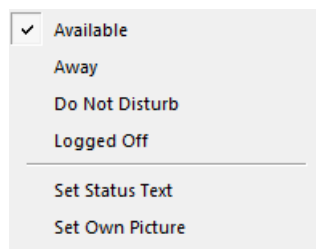
The following status can be selected:

Symbol	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 48).
🕐	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 48. • 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 12.2 *SwyxIt! - Local Settings*, page 152.
⛔	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 call will simply be displayed silently on the Line key or in the telephone display (*To set your status to "Do Not Disturb"*, page 48).

Symbol	State	Explanation
❌	Logged off	By setting the status "Logged off", you are notifying call partners that you are not logged on to SwyxIt! at present, see *To set your status to "Logged off"*, page 49.
-	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 in the contact card on your Speed Dial button. It will still be displayed when you switch off your computer, see *To enter status text*, page 49.
-	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 49.

Extended Status Information in the Phonebook

All set statuses are displayed for your call partners, not only on the Speed Dial but also in the phonebook.

4.1.5   Audio area

In the audio area on the „Dial" tab, the following audio settings can be made.

Symbol	Function	Explanation
🎧	Headset	This function key allows you to initiate a call (or pick up an incoming call) in "Headset" audio mode. You can switch to "Headset" mode during a call. See also 10.3 *Audio Modes*, page 92.
📞	Handset	This function key allows you to initiate a call (or pick up an incoming call) in "Handset" audio mode. You can switch to "Handset" mode during a call. See also 10.3 *Audio Modes*, page 92.

Hands-free	This function key allows you to initiate a call (or pick up an incoming call) in "Handsfree" audio mode. You can switch to "Handsfree" mode during a call. See also 10.3 *Audio Modes*, page 92.
Volume control	You can adjust the volume level for the active mode by using the volume control. See also 10.2.1 *Adjusting Volume*, page 91.
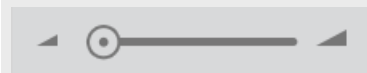
4.1.6 Input field with search function

Use the input field in the "Dial" tab to:

- enter a number or a SIP-URI directly by using the keyboard, and start the dialing process e.g. by pressing the „Hook off" handset button or
- by entering a name to start the search function. See also 10.6 *Search function in input field*, page 94.

The relevant number is also automatically transferred to the input field in other dialing procedures (e.g. dialing from lists, pressing F11 or via the Speed Dial button).

4.1.7 Lines

With SwyxIt!, you have access to three (default) or more lines. These are shown on the interface tab „Dial " as speed dial buttons with information area. The line buttons serve for display purposes, but also offer a wide range of functions.
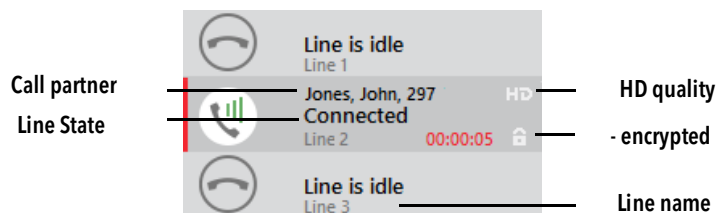
Functions

With a click of a mouse, you can select the line you want to speak on, switch between lines, and join lines by using the Drag & Drop function in order to connect two subscribers.

You will find detailed information about lines and their status in 6 *Lines*, page 50.

You will find an overview of the available Drag&Drop options in App. B: *Overview: Drag & Drop*, page 257.

Information

The line buttons show a variety of information about the current line, e.g.:

- The telephone number and name of the caller,
- Current connection duration, the state of the connection and any current charges

On older skins, this information appears in the display.

You can also adapt the line buttons to your needs. You can change certain functions directly via the line button configuration (6.2.2 *Configuring a Line Button*, page 62).

For other adjustments (e.g. the type of information displayed on the lines), you need the Skin Editor.
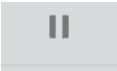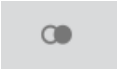
See also 19.2 *Editing Skin*, page 219.

4.1.8 Line areas

The area underneath the lines on the „Dial" tab contains the following information

Symbol	Function	Explanation
	Hook on/off "Pick Up"	The handset button "Hook off" allows you to pick up incoming calls or initiate connections / activate a line.
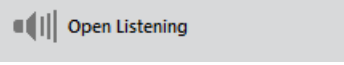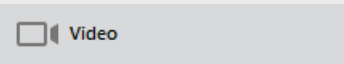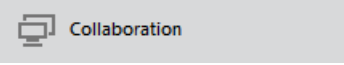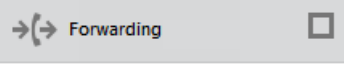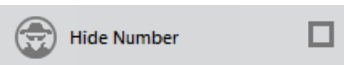
Symbol	Function	Explanation
	Hold	The active telephone call is put on hold. The subscriber will hear music on hold. Click once again on this button to re-activate a connection on hold.
	Hook on/off "Hook On"	You can terminate a call with the handset button "Hook on".
	Redial	Dials a number you have already used. Depending on the key configuration, the number will be redialed immediately or it will be redialed after you have selected it from a list and clicked on the Line Button.
	Microphone	You can activate or deactivate the microphone by pressing this function key. See also 10.2.2 *Muting Microphone*, page 91.
	Connect to Voicemail	The caller is routed directly to the individual voicemail.

Symbol	Function	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.
	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.
	Conference	If you have at least two connections, you can join all of your lines into a Conference.

4.1.9   Option area

In the „Options" tab, the following basic functions can be activated or deactivated:

Function	Explanation
Conversation Recording	You can record calls and listen to the recording later and, if necessary, send it as an e-mail (10.15 *Conversation recording*, page 120).

Function	Explanation
Open Listening	If you press this function key, the conversation is amplified along with your selected audio mode. Other people can then listen in to the call. You can select the speaker to be used for this option. See also *"Open listening" Option*, page 92.
Video	You can use the video button to start a video data transfer to your call partner during an active call. your call partner can subsequently see your video image. The video button is only active if there is an active call. It blinks if the window with your call partner's video image has opened, but you are not yet sending your own video image. Your video image will be sent when you click the button (10.23 *Video*, page 133).
Collaboration	This enables your conversation partner to display the contents of your screen (10.14 *Collaboration by mouse click*, page 117).
Forwarding	You can use this button to activate call forwarding. Calls are no longer put through directly to you, but instead are handled according to configured default forwarding. See 9.1 *Recording, Listening to and Editing Voice mails*, page 78.
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 (10.5 *Hide number*, page 94).

Function	Explanation
Disable Secondary Call	This button lets you specify whether you want to permit secondary calls during an active phone call.
CTI	Here, you can enable the CTI mode. With SwyxIt! in CTI mode, you can control one of your phones or an external phone via its telephone number. See also 18 *Phone Control via PC with SwyxCTI and SwyxCTI+*, page 210.

4.1.10 Tabs with speed dial buttons

The numbers of frequently called conversation partners can be assigned to Speed Dials. The Speed Dials enable you to dial quickly: Just click on the Speed Dial to call a subscriber. The status of the subscriber is also signaled on the Speed dial 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.

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

Certain functions, such as intercom connections, can only be executed via the Speed dial buttons.
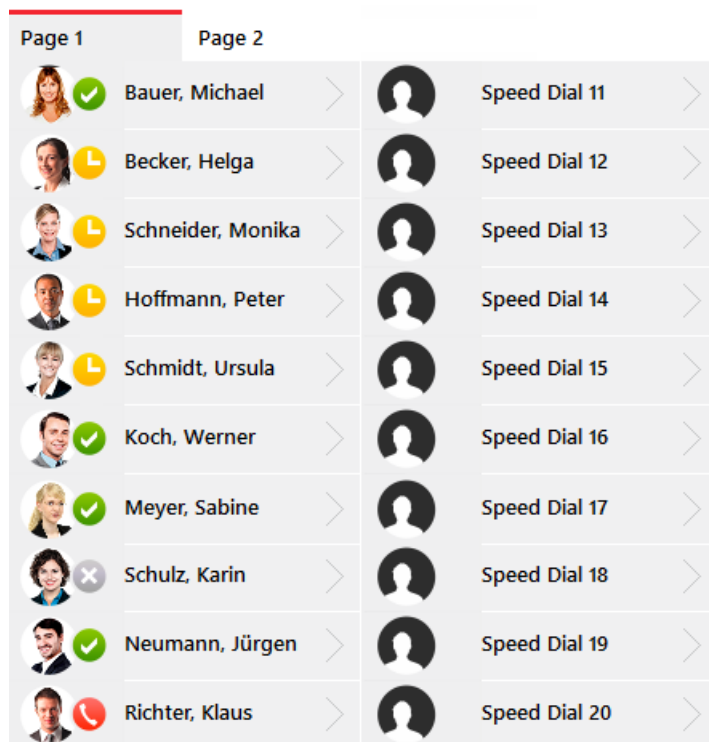
Configuring Speed Dials

The context menu for Speed Dial buttons

Contact Card

The contact card appears when you pause briefly with the mouse on the Speed dial button, or click on the arrow with the left mouse button.
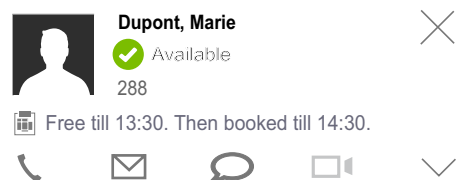
It contains the call partner's name, status and number. If available, the status text will also be displayed. If your call partner has specified that, when his calendar shows he has an appointment, the subject of the appointment should be displayed as status text, then this will also appear in the window.

By clicking the corresponding symbol you can call the subscriber, send him an e-mail, send him an instant message or start a video call. The activity of the symbols depend on the status of the contact stored on the Speed dial button. The camera icon is only active, when a webcam is installed.

Advanced contact card

If a contact is assigned to a Speed dial button, you can expand the contact card by clicking on the arrow in the lower right corner, in order to display further contact details.

The advanced contact card will be displayed immediately, when you click on the arrow on the speed dial button.

The information in the advanced contact card is taken from a connected application (e.g. Swyx VisualContacts, Microsoft® Outlook, IBM® Notes). See also *Linked contacts*, page 108.

The following information can be displayed:

- Phone number(s)
- E-mail address(es)
- Fax number(s)
- Information
    - Company name (organisation)
    - Department
    - Database
    - Source (e.g. "Outlook")
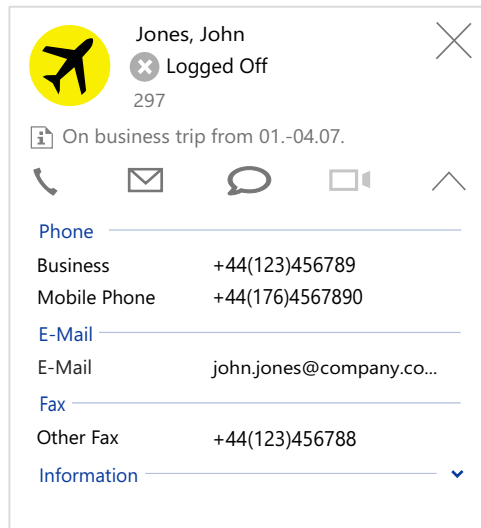
You may click on any phone number, e-mail address or fax number. The following functions are executed:

- By clicking on a phone number, it will immediately be dialed via SwyxIt!.
- By clicking on a fax number, SwyxFax Client starts and the dialog window "Send Fax" is being shown.
  The fax number will be transferred to the respective input field. For further information, please refer to SwyxFax Client user documentation, chapter "Send Fax".
- By clicking on an email address, the email application connected to SwyxIt! will start and a dialog window for a new email massage opens. The selected e-mail address will be transferred to the respective input field.

If Outlook does not recognize the name stored on the Speed Dial, a message will be displayed. You may first have to add the contact to your Outlook Contacts.

4.1.11 Toolbar

The toolbar allows an easy and quick access to many important functions. With the right mouse button, you can also start the context menu, which contains additional options and settings for each individual function.

The SwyxIt! toolbar contains the following information on functions and lists.

Function	Explanation
Call journal	The call journal contains the caller and redial lists. Missed calls are displayed by a number next to the button. The Caller List stores the numbers of all incoming calls (10.7.4 *Caller list*, page 98). The Redial list shows the last dialed numbers (10.7.5 *Redial list*, page 98).
Voicemail	New voicemails are displayed by a number next to the button. or: You can start your e-mail application directly by clicking on this button if it is correspondingly configured. You can also configure the "Voicemail" button to start the remote inquiry.
Phonebook	You can store numbers in the phonebook, and dial them directly from it (7 *The Phonebook*, page 64). 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 Forwardings	Use this button to call the dialog for configuring and activating your call forwarding. See also 8.1.1 *Forwarding Buttons*, page 71.

4.2   SwyxIt! Menus

This chapter contains information on menus used to control and configure SwyxIt!. Menus can be opened by using the menu bar or the general context menu.

4.2.1   General Context Menu

The general context menu is largely identical to the menu of the menu bar. It differs only in the vertical arrangement.
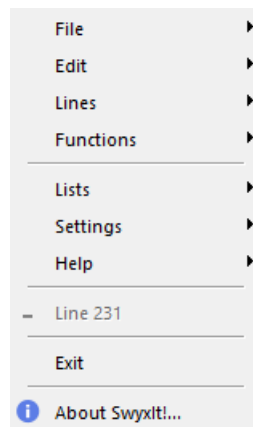
In addition to the general context menu, there are also specific context menus relating to the individual skin elements, e.g. to the Speed dial buttons or lines. Information on the specific context menus can be found in the relevant element sections.

To start the general context menu

1   In the user interface of SwyxIt! click on a free space which is not occupied by a button or a display (information area). The standard Skin, however, hardly has any free space. We recommend to right-click on the free space between the function keys in the Options area or on the free space right to the tab bar.

The context menu will appear.

4.2.2   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 on (Windows authentication). However, you can also log on with a SwyxWare user name and password. 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 3 *Logon and Logoff*, page 22.
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.

Menu Command	Explanation
Change user...	With this menu option you can change the user account with which you are logged on. If you work in Windows authentication with several SwyxWare user accounts, you can choose a different account when logging on. If you log on with a SwyxWare user name and password, you can also place calls at another workstation independently of the Windows logon via your SwyxWare account. See also 3.3 **Switch user**, page 25.
Change 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 (3.2.1 **Changing your password**, page 23). This option is only available when you are logged on with a SwyxWare user name and password.
Speed Dial / Shortcut buttons	**Import…** The external loading of Speed dial buttons / Shortcuts, which have already been defined. Assigned buttons will be overwritten. **Export...** The external storage of those Speed Dial / Shortcut assignments which you have created. See also 10.12 **Importing and Exporting Speed Dials and Shortcuts**, page 116.
Personal Phonebook	**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. **Export...** External storage of all or certain entries in the phonebook as a comma-separated file (.csv). See also 7.2 **Importing/Exporting Phonebook Entries**, page 67.

Menu Command	Explanation
Skin	**Load** Loading another existing Skin for your SwyxIt!. This is only available if the system administrator allows you to switch to other Skins. **Edit** Changing the Skin of your SwyxIt!. This is only available if the system administrator allows you to edit your Skin. **Save** Saving a Skin which you have changed for your SwyxIt!. This is only available if the system administrator allows you to edit your Skin.
Minimize	Minimizing SwyxIt!. Depending on the settings in the user profile, SwyxIt! will be found in the taskbar or only as an icon in the tray.
Terminate	Terminate SwyxIt!.

4.2.3   The Edit Menu

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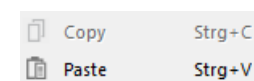
Menu Command	Explanation
Copy	Copies the highlighted Text/Element onto the Clipboard.
Insert	Inserts the Text/Element from the Clipboard.
Delete	Removes the highlighted Text/Element.

ⓘ   The "Remove" function only appears in the "Edit" menu, when the Skin is edited.

4.2.4   The Lines Menu

The commands in this menu are used for switching between your lines.

> Line 1
> Line 2
> Line 3
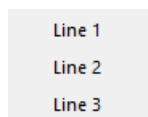
To switch to a different line, click on the line you want.

4.2.5   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 Voicemail	
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...	
Conversation Recording	
Voicemail Remote Inquiry	
Collaboration	
Shortcuts	▶

Menu Command	Explanation
Video	If the video data transfer starts during an active call, your call partner can subsequently see your video image. See also 10.23 *Video*, page 133.

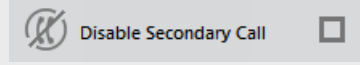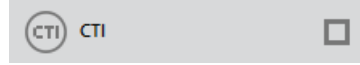| Menu Command	Explanation
Activate Call	Picks up an incoming call for another subscriber (Call Signaling). If call signaling has been configured between you and the subscriber, whose number is being called, his calls will be shown in the display, in the information balloon and on his Speed Dial (if 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 dial buttons	Abbreviated dialing, i.e. dialing a subscriber whose number/name you have assigned to a speed dial button. Click on the arrow to list your speed dial buttons. Click on the name you want in order to call this subscriber. Click on "Add/Change…" to reassign a Speed dial button or to change an existing Speed dial button (10.9 *Speed Dial and Status Signaling*, page 105).
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 (5.6 *Switching between several subscribers*, page 46).
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.
Connect to Voicemail	The caller is routed directly to the individual voicemail.
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.

Menu Command	Explanation
Request Callback	Make a callback request, only possible for subscribers in your company (10.17 *Callback request*, page 124). • 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 placemenet 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.
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 the SwyxFax documentation.

Menu Command	Explanation
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.
Voicemail Remote Inquiry	You will then be connected to your Voicemail. You can listen to your Voicemails.
Collaboration	This enables your conversation partner to display the contents of your screen (10.14 *Collaboration by mouse click*, page 117).
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.

4.2.6   Menu lists

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

Menu Command	Explanation
Call journal...	Show call journal. The call journal is opened, and all calls are listed. See also 10.7 *Call journal*, page 95.
Caller List...	The list of received calls is displayed in the call journal. See also 10.7.4 *Caller list*, page 98.
Redial list...	The list of outgoing calls is displayed in the call journal. See also 10.7.5 *Redial list*, page 98.
Missed calls...	The list of incoming calls that you did not pick up is displayed in the call journal. See also 10.7.6 *Missed calls*, page 99.
My Callback Requests…	Show list of the callback requests you have made (10.17 *Callback request*, page 124).
Recorded Calls…	Displays the list of the conversations you have recorded, see 10.15 *Conversation recording*, page 120.
Launch E-mail client...	The e-mail application configured under "Settings	SwyxIt! Local Settings…" is started, see 12.2 *SwyxIt! - Local Settings*, page 152. You can edit your e-mails or Voicemails.
Voicemail Remote Inquiry	Listen to recorded Voicemail(s). Your Voicemails can be checked in the same manner as Remote Inquiry (9.4 *Remote Inquiry*, page 83).
Phonebook...	Opens the Phonebook

4.2.7   The Settings Menu

This menu is used to customize the SwyxIt! settings and behavior.
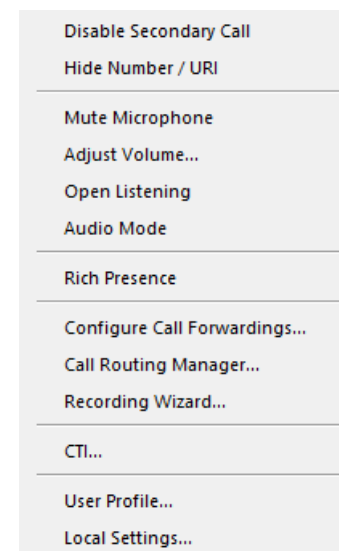
Menu Command	Explanation
Disable Secondary Call	This function is used to avoid the signaling of other calls during a phone conversation. See also 10.4 *Disabling Secondary Call*, page 94.
Hide Number/URI	If Hide Number is activated, your external conversation partner will not receive your number on his display. See also 10.5 *Hide number*, page 94.
Mute Microphone	You can switch the microphone on or off during a call. See also 10.2.2 *Muting Microphone*, page 91.
Adjust Volume…	A slider for adjusting the volume will appear. See also 10.2.1 *Adjusting Volume*, page 91.
Open listening	The conversation is amplified. Other people can then listen in to the call. See also *"Open listening" Option*, page 92.
Audio mode	The audio mode functions are called up via this menu item (*Audio area*, page 31)

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. See also *Extended Status Information (Rich Presence) - Overview*, page 30.
Configure Call Forwarding...	Configure Call Forwarding Unconditional, Call Forwarding No Reply, Call Forwarding Busy and Parallel Calls here. See also 8 *Forwarding*, page 71.
Call Routing Manager...	Use the Call Routing Manager to configure more extensive call handling. See also the Call Routing Manager and Extended Call Routing documentation.
Recording Wizard...	The Recording Wizard will help you to record announcements, e.g. your personal announcement for Voicemail. See also 9.2 *The Recording Wizard*, page 80.
CTI...	Via CTI, you can control one of your phones, either a SwyxIt! or an external phone, via its telephone number. See also 18 *Phone Control via PC with SwyxCTI and SwyxCTI+*, page 210.
User Profile…	Here you will find all other settings, which can be assigned to a user. See also 12.1 *User Profile*, page 139.
Local Settings...	Here you will find all other settings which can be made for this installation of SwyxIt!. See also 12.2 *SwyxIt! - Local Settings*, page 152.

4.2.8   The Help Menu

This menu contains the following information on SwyxIt!:
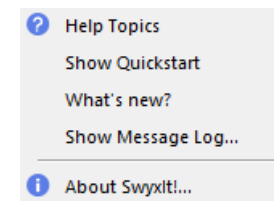
Menu Command	Explanation
Help topics...	Open the Online Help.
Show Quickstart	Displays the Quickstart document, which contains basic functional descriptions to assist you in your initial use of the SwyxIt! functions.
Swyx Help Center	Opens the Swyx Help Center, where you can find technical information 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 3.4 *Show Message Log*, page 26.
About SwyxIt!...	Shows version and copyright information.

5   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

Making use of Extended Status Information (Rich Presence)

> **i** All telephony functions that you call from the SwyxIt! skin (e.g. clicking on a handset button or line button) use the default audio mode, see ***Default Audio Mode***, page 92.

5.1   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 | Programs | SwyxWare | SwyxIt!" in the taskbar.

SwyxIt! is launched and you are logged on to SwyxServer.
See also 3 ***Logon and Logoff***, page 22.
After the logon process the SwyxIt! user interface will appear.

5.2   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.

> **i** 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 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,
- simply lift the SwyxIt! Handset or
- press Enter on your keyboard or
- click on the handset button "Hook off" or on a line button of the SwyxIt! user interface.

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. The subscriber is then immediately called.

5.3   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 15.3 *Selecting a number from Outlook Contacts*, page 196).

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

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 either on the handset button or on the line button which is animated.

   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.

5.4   Ending a call

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

To end a telephone call

1   To disconnect the call,
- Simply put the SwyxIt! Handset on hook.

   or
- click on the handset button on the SwyxIt! interface (this will end the call; the line will retain the state of "Off Hook")

   or
- click with the right mouse button on the Line Button and then on "Disconnect Call" in the context menu which 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 12.1.1 *General*, page 139.

5.5   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 6.2.1 **Line State**, page 55.

5.6   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.

5.7   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 6.1.5 **Call Transfer**, page 51.

To connect two subscribers

1 Click on the "Call Transfer" button.
or

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 inactive.
See also 6.1.5 **Call Transfer**, page 51.

⚠️ 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.

5.8   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 Click on a free Line button.
Your caller (subscriber A) will thus be put on "Hold" and he will hear music on hold.

2 Now select the number of the subscriber to whom you would like to transfer the call (Subscriber B).

3 Click on the "Call Transfer" button.

Or

1 Drag the Line button per Drag & Drop onto the Speed Dial, if one exists.
Subscriber A hears a ringing tone. The line on which you initiated the second call will become free and the first line will change its status from "Hold" to "Transferring". Your previous caller (Subscriber A) hears the phone ring.

2 The person called (subscriber B) will hear "Your call will be connected" when he picks up the phone and before he can speak to the forwarded caller (subscriber A).
If the call is not picked up within 20 seconds or if the call is forwarded to Voicemail, the connection attempt will be terminated and the caller

will once again be put on "Hold" and will hear the normal music on hold.

3 You can then pick up the call again by clicking on "Hold" or by activating the Line button.

⚠️ 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 Voicemail, the call transfer will automatically be interrupted, the caller is once again put on "Hold" and will hear the normal music on hold.

ℹ️ 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.

5.9   Directly forwarding a call

If you are receiving a call you can transfer this call to another subscriber or to your Voicemail without accepting the call. You can use the functions in the line's context menu for this, or the Drag&Drop function if a corresponding speed dial has been configured.

To transfer a call without accepting

You are receiving a call.

1 Click with the right mouse button on the Line.
A context menu will open.

2 You have now two options:
- Click on "Transfer to Voicemail" to transfer the call to your Voicemail
- Click on "Transfer to Number" to transfer the call to another subscriber. You can then enter the number of the subscriber or dial from the SwyxIt! phonebook.

The call is then immediately transferred.

Or

1 Drag the line button with the incoming call by Drag&Drop to a configured speed dial, or to the Voicemail button ("New Voicemails").

The call is then immediately transferred.

5.10   Making use of Extended Status Information (Rich Presence)

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 In the "Settings" menu, choose the option "Extended Status Information"
   or
2 Click with the right or left mouse button in the status area on your present status.
   A context menu will open.
3 Select the status "Available". The status then appears for your call partner on the Speed Dial set for you. In addition, the status is also displayed in the Global Phonebook and within the search in the input field.

To set your status to "Away"

1 In the "Settings" menu, choose the option "Extended Status Information"
   or
2 Click with the right or left mouse button in the status area on your present status.
   A context menu will open.
3 Select the status "Away". The status then appears for your call partner on the Speed Dial set for you. In addition, the status is also displayed in the Global Phonebook and within the search in the input field.

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 152.

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 In the "Settings" menu, choose the option "Extended Status Information"
   or
2 Click with the right or left mouse button in the status area on your present status.
   A context menu will open.
3 Select the status "Do Not Disturb". The status then appears for your call partner on the Speed Dial set for you. In addition, the status is also displayed in the Global Phonebook and within the search in the input field.

Once you have selected the status "Do Not Disturb", incoming calls are no longer signaled acoustically. SwyxIt! Only signals via the interface that you are being called, e.g. by animation of the line or - if selected in the user profile - by call notification with tray icon (balloon). The SwyxIt! window does not appear in foreground during the silent ringing.

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.

If you deactivate the status "Do Not Disturb" during an incoming call, then from this time there is no acoustic signal for this call, and the call is subsequently indicated only via the line animation or an information balloon.

To set your status to "Logged off"

1 In the "Settings" menu, choose the option "Extended Status Information"
or

2 Click with the right or left mouse button in the status area on your present status.
A context menu will open.

3 Select the status "Logged off". The status then appears for your call partner on the Speed Dial set for you. In addition, the status is also displayed in the Global Phonebook and within the search in the input field.

If you set your status to "Logged Off", the connection to SwyxServer is terminated and you remain inaccessible by phone.

To enter status text

1 In the "Settings" menu, choose the option "Extended Status Information"
or

2 Click with the right or left mouse button in the status area on your present status.
A context menu will open.

3 Select "Enter status text". The "Own Status Text" window will open. Enter here the text to be displayed in addition to your status on the Speed Dial contact card. You can enter up to 252 characters.

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 on the contact card. 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 In the "Settings" menu, choose the option "Extended Status Information"
or

2 Click with the right or left mouse button in the status area on your present status.
A context menu will open.

3 Select "Select own user picture". The "Select own user picture" window will open.

4 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.

6 Lines

This chapter describes the functions of the lines.

Lines are represented by Line buttons on the skin. 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 (*Calling*, page 50)
- Transfer a call (*Accepting or rejecting a call*, page 50)
- Hold a call (*Hold*, page 51)
- switch between two lines (*Switch between Lines*, page 51)
- Transferring calls (*Call Transfer*, page 51)
- Transferring calls without inquiry (*Connecting without Inquiry (Blind Call Transfer)*, page 52)
- Disable lines (*Disabling Lines (Wrap-up Time)*, page 53)
- Use of a specific line for outgoing calls (*Using a specific line (Signaling of the respective number)*, page 54)

2. of special line functions:
- Lines and line buttons (*Line State*, page 55)
- configuration options for line buttons (associated numbers, number and name of the lines) (*Configuring a Line Button*, page 62)

6.1 Telephony Functions

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

- Calling
- Transfer a call
- Hold a call
- switch between two lines

- Disable lines
- Use of a specific line for outgoing calls

> **ℹ** All telephony functions that you call from the SwyxIt! skin (e.g. clicking on a handset button or line button) use the default audio mode, see *Default Audio Mode*, page 92.

6.1.1 Calling

With your SwyxIt!, you can start a call very simply after logging on to SwyxServer.

To call a subscriber

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,
- simply lift the SwyxIt! Handset or
- press Enter on your keyboard or
- click on the handset button "Hook off" or on a line button of the SwyxIt! user interface.

6.1.2 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 either on the handset button or on the line button which is animated.

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 5.3 *Answering a call*, page 45.

To reject a telephone call

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

1 Click with the right mouse button on this object.

2 Click on "Reject Call".

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

6.1.3　Hold

Use the "Hold" function to put the currently active call on hold, for example if you want to make an enquiry or start a second call. When a call is put on hold, your conversation partner hears music on hold. The line button shows the message "On hold" and the line icon changes accordingly.

To re-activate the connection on hold, click once again on the "Hold" or the Line button.

To put a telephone call on hold

You are having a telephone conversation on a line.

1 Click on the "Hold" button.
The call is put on hold.
or

1 Click with the right mouse button on the line on which you are having a conversation.

2 In the context menu for the line, choose the option "Hold".
The call is put on hold.
or

1 Click on a different line or start a further call (e.g. from the phonebook or directly with a speed dial button). A further line will be activated and the current call will be put on hold.

To re-activate the connection on hold, click once again on the "Hold" or the Line button.

6.1.4　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 46.

6.1.5　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 46.

Here you must differentiate between two situations:

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

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

Call Transfer using Speed Dial

If a Speed Dial is occupied with a subscriber, 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 12.1.1 *General*, page 139).

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.

The Context Menu for the "Call Transfer" Button

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 inactive.
    or
1   Click on the "Call Transfer" button.
2   If you have several connections on hold, select now the line to be transferred.

The two subscribers are connected to one another and both of your lines become inactive.

6.1.5.1 The Context Menu for the "Call Transfer" Button

If you click with the right mouse button on the "Call Transfer" button, the context menu will appear.

Menu Command	Explanation
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. If you only have one connection on hold, both callers will be directly connected. If you have several connections on hold, a select list will appear. Click on the line to be connected to the active line.
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.
Help	Open the Online Help.
Click on the button "Call Transfer"	Transfers the currently active line to a line with a call on hold.

6.1.6 Connecting without Inquiry (Blind Call Transfer)

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

To make a blind call transfer

You are telephoning with a conversation partner.

A call comes in for you.

1   If you have assigned a destination subscriber to a Speed Dial, and you would like to transfer this call to this subscriber, just use Drag&Drop to drag the Line button onto the Speed Dial.

Or

1   Right-click on the line which is being used for the incoming call.

2   In the context menu, select the option "Call Transfer".

3   Enter the number of the destination to which you would like to transfer the first call.
The call is forwarded and your line becomes inactive.

If the connection to the destination subscriber is not successfully made within 20 seconds, the call originally received will appear as a call on hold in your SwyxIt!. You can either pick up this call or, if necessary, transfer it to another number. If the desired call partner has configured immediate or delayed call forwarding (with less than 20 seconds of delay), the call will be forwarded according to the respective configuration.

6.1.7   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.

> **i**   Incoming calls to a disabled line will be forwarded according to Forwarding if busy.

To disable a line after every call

1   Click with the right mouse button on the selected Line button.
The context menu will appear.

2   In the context menu, select "Properties".
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.

> **i**   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   Click with the right mouse button on the selected Line button.
The context menu will appear.

2   In the context menu, select the option "Disable Line".

The line is disabled until this line is enabled again.

To enable a disabled line

1   To enable a disabled line, call up the context menu and select the option "Enable Line".

You can also start a call in the normal way on the disabled line.

6.1.8   Using a specific line (Signaling of the respective number)

For outgoing calls you can specify which line should be used. 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 (*Selecting a specific line for one call*, page 54).
- define a standard line, over which all outgoing calls should be made unless you have explicitly selected another line. See also *Defining a Default Line for Outgoing Calls*, page 54.

6.1.8.1   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 *Configuring a Line Button*, page 62.

To call a subscriber using a specific line

1   Click on the Line Button of 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). The number will be dialed at once.

Or

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

2   Click on the Line Button of the line you would like to use to place a call. The call will be started.

6.1.8.2   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   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 *Configuring a Line Button*, page 62.

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.

Changing Skins

If you have less lines available after changing the skin, and the default line is no longer available (e.g. line 3 is the default line, but the new skin has only 2 line buttons), SwyxIt! behaves as if no default line was defined.

"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.

6.2 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 (*Disabling Lines (Wrap-up Time)*, page 53).

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 call a subscriber using a specific line

To accept a telephone call

To reject a telephone call

To switch between lines (Call Swap)

To define a standard line

6.2.1 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 Voicemail, 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.
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.
Busy		The connection you are calling is busy or the subscriber cannot be reached.

Line State	Ani-mated Graphic	Explanation
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.
Connect without Inquiry (Blind Call Transfer)		A call is transferred without making an inquiry call before-hand.
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 confer-ence but you leave the confer-ence 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.
Intercom Connection		The connection for Intercom will be created immediately. The caller can speak directly. The line state "Intercom" will only be seen by the person called. The caller's line looks like a normal call.

6.2.1.1 Context Menu for the Line button

If you click with the right mouse button on the Line button, the context menu will appear. The context menu depends on the state of the line.

Free - line is inactive (no existing call)

Menu Command	Explanation
Hook off and Dial	The handset is lifted. You can enter the number of the subscriber you would like to call, using the keyboard or the numeric keypad.
Disable line	The line is disabled for incoming calls during a wrap-up time (*Disabling Lines (Wrap-up Time)*, page 53).
Insert	The Clipboard contents are used as the telephone number and this number is dialed.
Use as Default Line	Use this option to define a default line. This will be used for all outgoing calls unless you select explicitly another line for a call.
Help	Open the Online Help.
Properties	Configuring this Line Button (*Configuring a Line Button*, page 62).
Click on Line button	Switching to the "Hook Off" state.

Hook off – you hear either an idle tone or a stuttered dial tone and you can begin dialing

Menu Command	Explanation
Cancel Call	The line is once again free (inactive).
Insert	The Clipboard contents are used as the telephone number and this number is dialed.

Menu Command	Explanation
Help	Open the Online Help.
Properties	Configuring this Line Button (*Configuring a Line Button*, page 62).
Click on Line button	Disconnect Call. The line is once again free (inactive).

Dialing - the dialing procedure is executed

Menu Command	Explanation
Cancel Call	The line is once again free (inactive).
Insert	The contents of the Clipboard are attached to the previously entered number.
Help	Open the Online Help.
Properties	Configuring this Line Button (*Configuring a Line Button*, page 62).
Click on Line button	Disconnect Call. The line is once again free (inactive).

Incoming call – it is ringing on this line

Menu Command	Explanation
Pick up Call pick up call	You pick up the call. The line becomes active.
Reject Call	The call is rejected without being picked up first, and forwarded to voicemail. The line is once again free (inactive).
Transfer to Number/ URI...	The call will be forwarded to the number/URI to be entered.
Transfer to Voicemail...	The call will be forwarded to Voice-mail.

Menu Command	Explanation
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.
Use as Default Line	Use this option to define a default line. This will be used for all outgoing calls unless you select explicitly another line for a call.
Copy	Adds the information of the line button (Number, Call partner's name) to the Clipboard.
Help	Open the Online Help.
Properties	Configuring this Line Button (*Configuring a Line Button*, page 62).
Click on Line button	Picking up a call. If you currently having a telephone conversation, this call will be held. Your conversation partner hears music on hold.

Outgoing call (Ringing) - the telephone of the subscriber being called rings

Menu Command	Explanation
Cancel Call	The line is once again free (inactive).
Transfer/Call transfer	The call will be forwarded to the line on hold (Connect without Inquiry).
Transfer to	Transfers the currently active line to one of the lines on hold.

Menu Command	Explanation
Request Callback	Your callback request will be entered in the called subscriber's caller list. The callback request will also be entered in your own callback list. The line is once again free (inactive). This is only possible internally.
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.
Copy	Adds the information of the line button (Number, Call partner's name) to the Clipboard.
Help	Open the Online Help.
Properties	Configuring this Line Button (*Configuring a Line Button*, page 62).
Click on Line button	Disconnect Call. The line is once again free (inactive).

Outgoing Call (Call Waiting) call waiting is signaled at the subscriber

Menu Command	Explanation
Cancel Call	The line is once again free (inactive).
Transfer/Call transfer	The call will be forwarded to the line on hold (Connect without Inquiry).
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.

Menu Command	Explanation
Request Callback	Your callback request will be entered in the called subscriber's caller list. The callback request will also be entered in your own callback list. The line is once again free (inactive). This is only possible internally.
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.
Copy	Adds the information of the line button (Number, Call partner's name) to the Clipboard.
Help	Open the Online Help.
Properties	Configuring this Line Button (*Configuring a Line Button*, page 62).
Click on Line button	Disconnect Call. The line is once again free (inactive).

Outgoing Call (Busy) - you hear the busy signal

Menu Command	Explanation
Cancel Call	The line is once again free (inactive).
Request Callback on busy	Your callback request will be entered in the called subscriber's caller list. The callback request will also be entered in your own callback list. The line is once again free (inactive). This is only possible internally.
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.

Menu Command	Explanation
Copy	Adds the information of the line button (Number, Call partner's name) to the Clipboard.
Help	Open the Online Help.
Properties	Configuring this Line Button (*Configuring a Line Button*, page 62).
Click on Line button	Disconnect Call. The line is once again free (inactive).

The connection is active – you can speak

Menu Command	Explanation
Hold	The connection is put on hold. Your conversation partner hears music on hold.
Disconnect Call	The line is once again free (inactive).
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.
Conference (All Lines)	All lines (the active one and all lines on hold) are added to a conference.
Start Conference on this Line	The active line becomes the Conference line. Other lines can then be added to this conference.

Menu Command	Explanation
Request Callback	Your callback request will be entered in the called subscriber's caller list. The callback request will also be entered in your own callback list.
Copy	Adds the information of the line button (Number, Call partner's name) to the Clipboard.
Insert	Transfers Clipboard contents. You can use this method, for example, to transmit your PIN in order to listen to your home answering machine messages.
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.
Help	Open the Online Help.
Properties	Configuring this Line Button (*Configuring a Line Button*, page 62).
Click on Line button	Puts a telephone call on hold. Your conversation partner hears music on hold.

On Hold – your conversation partner hears music on hold

Menu Command	Explanation
Pick up Call	Re-activates a telephone call on hold.
Disconnect Call	The line is once again free (inactive).
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.

Menu Command	Explanation
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.
Conference (All Lines)	All lines (the active one and all lines on hold) are added to a conference.
Start Conference on this Line	The active line becomes the Conference line. Other lines can then be added to this conference.
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.
Copy	Adds the information of the line button (Number, Call partner's name) to the Clipboard.
Help	Open the Online Help.
Properties	Configuring this Line Button (*Configuring a Line Button*, page 62).
Click on Line button	Re-activates a telephone call on hold.

CallTransfer(Blind Call Transfer)

Menu Command	Explanation
Pick up Call	Re-activates a transferred telephone call.
Disconnect Call	The line is once again free (inactive). The forwarded connection will be created.

Menu Command	Explanation
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.
Copy	Adds the information of the line button (Number, Call partner's name) to the Clipboard.
Help	Open the Online Help.
Properties	Configuring this Line Button (*Configuring a Line Button*, page 62).
Click on Line button	Re-activates a transferred telephone call.

Conference - you are participating in the conference

Menu Command	Explanation
Hold	The Conference line is on hold, all other conference participants can continue to speak to one another.
End Conference	You end the conference for all participants. This is only possible if you initiated the conference.
Conference (All Lines)	All lines (the active one and all lines on hold) are added to a conference.
Add to Conference	You can select the line, which you would like to add to the existing conference.
Create journal entry	You can create a journal entry in Outlook for the current call.
Copy	Adds the information of the line button (Number, Call partner's name) to the Clipboard.

Menu Command	Explanation
Help	Open the Online Help.
Properties	Configuring this Line Button (*Configuring a Line Button*, page 62).
Click on Line button	The Conference line is put on hold.

Conference on Hold - The conference is on hold, the other participants can continue to speak to one another

Menu Command	Explanation
Pick up Call	Re-activates a conference on hold.
End Conference	You end the conference for all participants. This is only possible if you initiated the conference.
Conference (All Lines)	All lines (the active one and all lines on hold) are added to a conference.
Add to Conference	You can select the line, which you would like to add to the existing conference. The Conference line is then active.
Create journal entry	You can create a journal entry in Outlook for the current call.
Copy	Adds the information of the line button (Number, Call partner's name) to the Clipboard.
Help	Open the Online Help.
Properties	Configuring this Line Button (*Configuring a Line Button*, page 62).
Click on Line button	The Conference line is activated again.

Disconnected - The conversation partner has gone on hook

Menu Command	Explanation
Hook On	The handset is put on the hook. The line is once again free (inactive).
Use as Default Line	Use this option to define a default line. This will be used for all outgoing calls unless you select explicitly another line for a call.
Help	Open the Online Help.
Properties	Configuring this Line Button (*Configuring a Line Button*, page 62).
Click on Line button	The handset is lifted. You can enter a number/URI via the keyboard or the numeric keypad.

Disabled - The line is temporarily disabled for incoming calls

Menu Command	Explanation
Hook off and Dial	The handset is lifted. You can enter the number of the subscriber you would like to call, using the keyboard or the numeric keypad.
Enable Line	Releases the line once again for incoming calls.
Insert	The Clipboard contents are used as the telephone number and this number is dialed.
Use as Default Line	Use this option to define a default line. This will be used for all outgoing calls unless you select explicitly another line for a call.
Help	Open the Online Help.
Properties	Configuring this Line Button (*Configuring a Line Button*, page 62).
Click on Line button	The handset is lifted. You can enter a number/URI via the keyboard or the numeric keypad.

Intercom – You are being spoken to

Menu Command	Explanation
Pick up Call	The Intercom becomes a connection, i.e. you can answer the call partner. The line returns to the normal call state. If the handset is still on hook, a switch to the "Handsfree" mode will be made if possible.
Reject Call	The active connection will be terminated.
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.
Use as Default Line	Use this option to define a default line. This will be used for all outgoing calls unless you select explicitly another line for a call.
Copy	Adds the information of the line button (Number, Call partner's name) to the Clipboard.
Help	Open the Online Help.
Properties	Configuring this Line Button (*Configuring a Line Button*, page 62).
Click on Line button	The line returns to the normal call state. If the handset is still on hook, a switch to the "Handsfree" mode will be made if possible.

6.2.2 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 with the right mouse button on the Line button.
The context menu will appear.

2 Click on "Properties".
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 (*Selecting a specific line for one call*, page 54).

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.

⚠️ If you have not configured **any l**ine buttons for "Group calls only" or "All calls", certain calls (group calls as well as personal calls) will be signaled on the first free Line button in spite of any configuration to the contrary. This is done to ensure that calls are connected even if there is a misconfiguration of the Line button.

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.
Define here whether the number should always be suppressed for outgoing calls.

7 If this line should be temporarily busy (disabled) after every call, activate the option "Disable line after call".
Define the time period for which this line should be disabled after a call (default value: 100 seconds).

8 Click on "OK".

ℹ️ The number of Line buttons is defined in the User Profile. There you can configure all Line buttons at once (*Configuring a Line Button*, page 62).

7   The Phonebook

This chapter contains information on the use of the Phonebook.

Frequently used numbers are stored in the Phonebook. You can then dial these numbers directly from the Phonebook. There are two different types of Phonebooks available to you:

- the Global Phonebook and
- the Personal Phonebook.

> ⚠️ 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 Global Phonebook

The Global Phonebook is available to all users and contains information about the availability of your company's subscribers, e.g. if they are available or currently making a call. The system administrator or the user with the appropriate authorization can add further phone numbers in this Global Phonebook, e.g. external service providers. However, the availability of these phone numbers is not signaled. The Global Phonebook also contains dial numbers of individual groups. Furthermore, in a server link-up the users of the other server are also shown in the Global Phonebook, provided the administrator has configured this appropriately.

The Personal Phonebook

You can store, edit or delete your personal numbers in the Personal Phonebook. This Phonebook can contain any number of entries. You are the only person with access to this Phonebook. You can also export or import these entries. See also *Importing/Exporting Phonebook Entries*, page 67.

Text search in the Phonebook

The phonebook offers an easy text search, with which you can simultaneously search the global and personal phonebooks and your contacts. See also *To search through the phonebooks and contacts*, page 65.

Contacts

SwyxIt! offers an interface to Microsoft Outlook and IBM Notes. Numbers held in your contacts can thereby be dialed directly with SwyxIt!. Furthermore, not only the SwyxIt! phonebooks but also your contacts will be used for identification of an incoming call. You can also display your contacts directly from the SwyxIt! phonebook, or create new contacts.

7.1   Using the Phonebook

To call the Phonebook

1 You have several options:
- Click on the "Phonebook" button or
- click on "Lists | Phonebook..." in the menu bar.

The "Phonebook" window will appear.

Private entries are only used by you for name resolution (e.g. in your lists or in case of an incoming call). For signaling of your calls to another subscriber, only the number is displayed.

⚠️ The status display is not available for all entries in the Global Phonebook. The status is only displayed for users who are logged on to the same SwyxServer, or to a SwyxServer that is linked by site coupling to your SwyxServer and has been appropriately configured for status signaling.

3 In the list, click on the subscriber you would like to call.

4 Click on "Dial".
      The number will be dialed. Alternatively, simply double-click on an entry.

ℹ️ All telephony functions that you start from the SwyxIt! skin (e.g. clicking on a handset button or line button) are using the default audio mode, see 10.3 *Audio Modes*, page 92.

To search through the phonebooks and contacts

1 Open the phonebook and choose the tab "Search in Lists".

To call a subscriber from the Phonebook

1 You have several options:
- Click on die Taste the "Phonebook" button or
- click on "Lists | Phonebook…" in the menu bar or
- click with the right mouse button on the SwyxIt! user interface and then on "Lists | Phonebook…".

The "Phonebook" window will appear.

2 Click on the corresponding tab to select the phonebook to be used (global or personal). You see a list of the entries saved in the Phonebook and status for the respective subscriber, if available. You also have the option of finding a subscriber with the search function (*To search through the phonebooks and contacts*, page 65).
If you have selected the Global Phonebook, you can use the "Refresh" button to update the status display for the current availability.
You can see in the Private Phonebook whether your entries are marked as "Private".

2 Enter in the "Search" field the name or a part of the name to be found. SwyxIt! displays all entries from the global and personal phonebooks and from the contacts, which contain the search text. The more characters you enter, the more the search is restricted.

3 Click on the desired entry to mark it, and then click on the "Dial" button to start to dial. You can also dial the entry directly by double-clicking.

You can also enter the search text directly in the input field on the SwyxIt! skin and confirm with the Enter key. If the text is not identified as a number, the search function is called directly. The results are displayed as a select list.

If a subscriber is logged on to the same SwyxServer as you, or to a linked SwyxServer with status signaling, you can also see the status from the search list.

For the search in the contacts, the Outlook or IBM Notes AddIn must be installed and the folders/databases to be searched must be appropriately configured.

To add a subscriber to the Phonebook

1 You have several options:
   - Click on die Taste the "Phonebook" button or
   - click on "Lists | Phonebook..." in the menu bar or
   - click with the right mouse button on the SwyxIt! user interface and then on "Lists | Phonebook...".
   The "Phonebook" window will appear.

2 Select the Personal or Global Phonebook with the corresponding tab. If you want to edit the Global Phonebook, you must have the appropriate permissions. Contact your administrator for further information.

3 Click on the "Add" button.
   A window opens: "Add Entry".

4 Enter the name and number of the subscriber.
   The name should not begin with a digit or the character #, in order to avoid misinterpretations by the system.

5 Activate the checkbox "Private" if applicable. This is only present in the Personal Phonebook.
   Checkbox "Private" activated: 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). For signaling of your calls to another subscriber, only the number is displayed.
   Checkbox "Private" deactivated: The new entry is then in general use for name resolution. The name is also used in call signaling to another subscriber.

Wherever possible, store the numbers in the public network in your phonebook in the "canonical telephone number format" (e.g. +49 (89) 12345-67), or as a SIP URI for VoIP numbers (e.g. thomas.meier@firma.de). If you add a call number not in the canonical number format (e.g. without a country code), please do not forget the number for the public line access.

6 Click on "Add".
The "Phonebook Entry" window will be closed.

7 Click on "Close".
The Phonebook will be closed.

To change an entry in the Phonebook

1 You have several options:
- Click on die Taste the "Phonebook" button or
- click on "Lists | Phonebook…" in the menu bar or
- click with the right mouse button on the SwyxIt! user interface and then on "Lists | Phonebook…".

The "Phonebook" window will appear.

2 Select the Personal or Global Phonebook with the corresponding tab.
If you want to edit the Global Phonebook, you must have the appropriate permissions. Contact your administrator for further information.

3 Click in this list on the entry you would like to change.

4 Click on "Modify".
A window opens: "Modify Entry".

5 Enter your changes.

Wherever possible, store the numbers in the public network in your phonebook in the "canonical telephone number format" (e.g. +49 (89) 12345-67), or as a SIP URI for VoIP numbers (e.g. thomas.meier@firma.de).

6 Click on "Modify".
The "Phonebook Entry" window will be closed.

To delete an entry in the Personal Phonebook

1 You have several options:
- Click on die Taste the "Phonebook" button or
- click on "Lists | Phonebook…" in the menu bar or
- click with the right mouse button on the SwyxIt! user interface and then on "Lists | Phonebook…".

The "Phonebook" window will appear.

2 Select the Personal or Global Phonebook with the corresponding tab.
If you want to edit the Global Phonebook, you must have the appropriate permissions. Contact your administrator for further information.

3 In the list, click on the subscriber you would like to delete.

4 Click on "Delete".

5 Click on "Yes" to confirm the deletion.

6 Click on "Close" to close the window.

7.2 Importing/Exporting Phonebook Entries

You can export entries from the Personal Phonebook into a comma separated file (CSV) or import entries from a comma separated file.

To export your entries from the Phonebook

1 You have several options:
- Click on die Taste the "Phonebook" button or
- click on "Lists | Phonebook…" in the menu bar or
- click with the right mouse button on the SwyxIt! user interface and then on "Lists | Phonebook…".

The "Phonebook" window will appear.

2 Go to the toolbar and click on "More|Export…".
The Export Wizard will appear. It supports you as you export the entries from the Phonebook.

3 Click on "Next>".
The following window appears: "Select the Phonebook entries to be exported".

4 Deactivate the checkbox in front of the entries that you do not want to export.

If you would like to deactivate/activate several entries at once, highlight them by clicking on one entry and then click on the other entries while pressing the CTRL key. All highlighted entries appear with a colored background. You can then switch the activation of the highlighted entries by pressing the space bar.

5 Click on "Next>".

The following window appears: "Select the destination file".

6 Select the directory and a file name under which the exported file should be saved.

7 You can also define whether the entries should be added to an existing file or whether an existing file should be overwritten.

8 If the column names (Name, Phone Number) should appear in the first line of the file, activate the corresponding checkbox.

9 Click on "Next>".
Before the export takes place, you will be shown an overview of the export parameters.
If you would like to make additional changes, click on "Back" and change the parameters.

10 Begin the export by clicking on "Next".

11 The following window appears: "End the Export Wizard for the Phonebook".

12 Click "Finish".
The export wizard will be closed.

13 Click on "Close" to close the window.

To import entries into your Phonebook

1 You have several options:
- Click on die Taste the "Phonebook" button or
- click on "Lists | Phonebook…" in the menu bar or
- click with the right mouse button on the SwyxIt! user interface and then on "Lists | Phonebook…".

The "Phonebook" window will appear.

2 Go to the toolbar and click on "More|Import...".
The Import Wizard will appear. It supports you while importing the entries into the Personal Phonebook.

3 Click on "Next>".
The following window appears: "Select the Source File".

4 Enter the file from which the entries should be imported.
Once the file is selected, the entries will be checked and displayed in the window. In addition, you will be shown how many entries (lines) this file contains and whether any damaged entries exist.
Damaged entries will be indicated with "**** Invalid lines ****".

You can edit the file here before importing.

5 To do so, click on "Edit…". A word processing program will open. You can then change or delete your entries or add new ones. Save and close the file.

6 If you have made changes in the import file, click on "Reload…".
The file will be checked again.

7 Click on "Next>".
A window opens: "Select the Phonebook entries to be exported".
Deactivate the checkbox in front of the entries that you do not want to import.

> If you would like to deactivate/activate several entries at once, highlight them by clicking on one entry and then click on the other entries while pressing the CTRL key. All highlighted entries appear with a colored background. You can then switch the activation of the highlighted entries by pressing the space bar.

8 Click on "Next>".

9 The following window appears: "Delete existing Phonebook before import".
Activate the checkbox "Delete existing Phonebook before import" if you would like to replace the existing Phonebook with the imported one.

> **STOP** All entries in the current phonebook will be deleted.

Leave the checkbox deactivated if the imported entries should be added to the existing Phonebook.
In this case, define
- whether existing Phonebook entries with the same number/URI but another name should be updated or
- whether existing Phonebook entries with the same number/URI but another name should be skipped.

Before the import takes place, you will be shown an overview of the import parameters.
If you would like to make additional changes, click on "Back" and change the parameters.

10 Click on "Next>".
  The following window appears: "End the Import Wizard".
  This will show how many and which entries have been added or updated or skipped.

11 Click "Finish".
  The import wizard will be closed.

12 Click on "Close" to close the window.

7.3 Special features when changing the Global Phonebook

If you want to edit the Global Phonebook, you must have the appropriate permissions. Contact your administrator for further information.

The Global Phonebook contains entries for SwyxWare users with their respective numbers, as well as manually created entries (e.g. external numbers which are relevant for all users). You can only edit the manually created entries in the Global Phonebook. Changes to users can only be made via the SwyxWare Administration. Contact your administrator for further information.
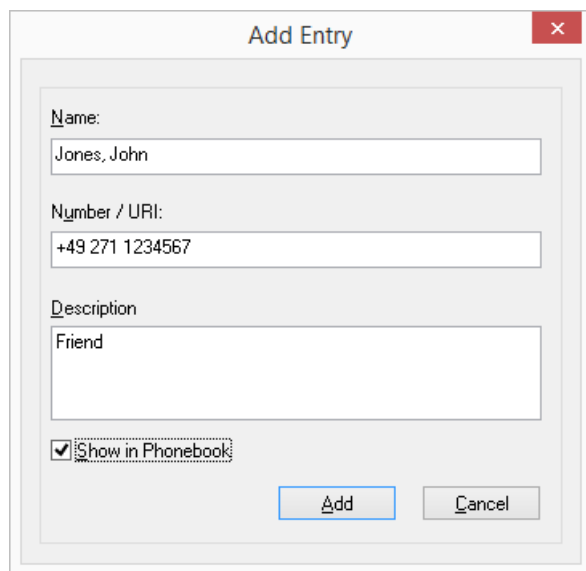
If you are authorized to change the Global Phonebook, then along with the number, description and availability for an entry you will also see in the Global Phonebook whether the entry can be edited by you, and whether it is visible for users who are not authorized to change the Global Phonebook.
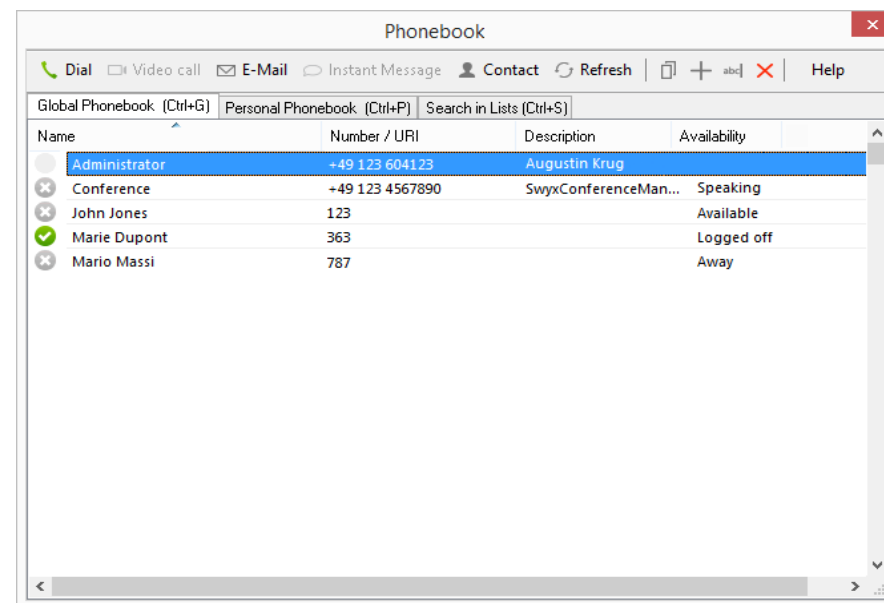
Entries are changed, created or deleted in the same way as for the Personal Phonebook (*To add a subscriber to the Phonebook*, page 66, *To change an entry in the Phonebook*, page 67, or *To delete an entry in the Personal Phonebook*, page 67).

The Global Phonebook can only be imported or exported via SwyxWare Administration. Contact your administrator for further information.

If you are changing the Global Phonebook, you can additionally input a description when creating or changing an entry. This description is then displayed in the relevant column in the Global Phonebook. You can also use the checkbox "Show in Phonebook" to say whether the entry should not be visible to all users. However, users with authorization to change the Global Phonebook will always see this entry (with the note "Hide" in the column).
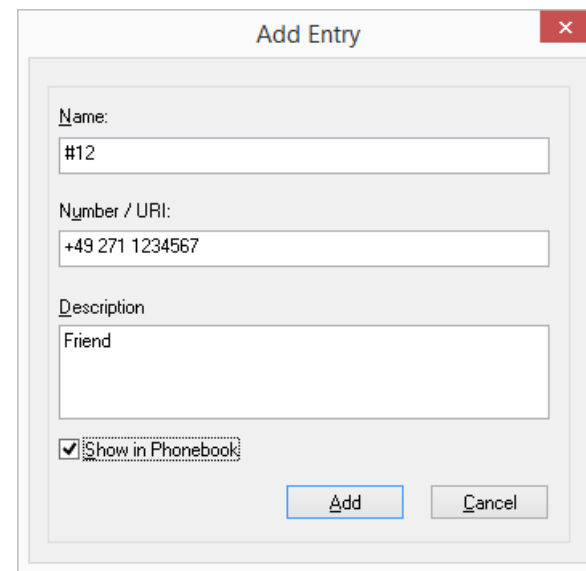
7.4   Global abbreviated dialing

Abbreviated dialing codes can also be stored in the Global Phonebook, for use by all users of this server. An abbreviated dialing code (e.g. #11) is stored instead of a name, and is linked to a number.

The global abbreviated dialing codes always begin with a hash symbol (#).

If you dial "#11", for example, this input is not interpreted as a number: it is resolved using the Global Phonebook. The stored number will be dialed.

If you are authorized to change the Global Phonebook, you can also store global abbreviated dialing codes with the help of SwyxIt!. To do this, create a new entry in the Global Phonebook and enter the dialing code of your choice in the "Name" field.

Remember that the entry must begin with exactly one hash symbol. Two hash symbols are used e.g. for controlling other functions: e.g. ##10 starts Remote Inquiry, and thus cannot be used as a global abbreviated dialing code.

8   Forwarding

This chapter describes the use and configuration of call forwarding. SwyxIt! offers various easy ways to forward calls:

- to another user
- to Voicemail
- 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 or integrate a SwyxIt! Mobile into your system.

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 the Call Routing Manager documentation.

> ⚠️ The use of the Call Routing Managers and the the Graphical Script Editor must be cleared for you by the administrator.

8.1   Call Forwarding Unconditional

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

You can activate Call Forwarding Unconditional:

- with the "Forwarding" button on the SwyxIt! Skin, see *Forwarding Buttons*, page 71
- in Call Forwarding Configuration (*To forward all calls (Unconditional Call Forwarding)*, page 72)

Calls are forwarded to your standard Voicemail 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 86.

If Call Forwarding Unconditional is not activated, you can also delay the forwarding of calls (*Delayed Call Forwarding*, page 74) or, if you are already telephoning, you can forward calls individually (*Call Forwarding Busy*, page 74).

8.1.1   Forwarding Buttons

The default skin has two forwarding buttons:

- Call Forwarding
- Call Forwardings

"Forwarding" button

The "Forwarding" button is located at the bottom of the "Options" tab. You can use this to activate your default call forwarding. Calls are forwarded to your standard Voicemail or to the given number, depending on your configuration.

If you have defined "Call Forwarding Unconditional" for your calls, a corresponding icon appears in the toolbar . If you click on "Forwarding" again, the call forwarding function is deactivated.

"Forwardings" button

The "Forwardings" button is located on the toolbar. You can use this button to configure your default call forwarding and/or define further call forwardings.

Call Forwarding Unconditional

Delayed Call Forwarding

Call Forwarding Busy

To forward all calls:

Requirement: You have configured your standard forwarding.

1   Click on the SwyxIt! Skin on the "Forwarding" button.

All incoming calls are immediately forwarded to your voicemail or another number according to your standard settings.

The Context Menu for the "Forwarding" Button

Right-click on the "Forwarding" button to start the context menu.

Menu Command	Explanation
Enable Call Forwarding Unconditional	Activate / Deactivate Call Forwarding Unconditional. See also *To forward all calls:*, page 71.
Help	Open the Online Help.
Properties	Configure forwarding.
Click on button "Forwarding"	Activates Unconditional Call Forwarding.

To configure Call Forwarding in detail, see *Standard forwarding and temporary forwarding*, page 72.

Call Forwarding Unconditional

Delayed Call Forwarding

Call Forwarding Busy

8.1.2   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.
You can activate a temporary call forwarding by clicking on the "Forwardings" button. Under the "Call Forwarding Unconditional" tab you must activate the option "Temporary Call Forwarding" and enter the number to which the call should be forwarded to. Alternatively, you can start the dialog for configuring your forwardings by right-clicking on the "Forwarding" button. Then, select "Properties" in the context menu.

If you have defined "Call Forwarding Unconditional" for your calls, a corresponding icon appears in the toolbar . If you click on "Forwarding" again, the call forwarding function is deactivated.

If your forwarding is appropriately configured, you can also change the parameters for "Unconditional Call Forwarding" per remote inquiry (9.4.1 *Changing Forwarding Unconditional by Remote Inquiry*, page 86).

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

See also *Changing Call Forwarding Unconditional from a different device*, page 73.

The Context Menu for the "Forwarding" Button

To forward all calls (Unconditional Call Forwarding)

1 Open the Properties dialog, e.g. in the menu "Settings | Configure Forwarding...", or by clicking on the "Forwardings" button: Switch to the "Call Forwarding Unconditional" tab.
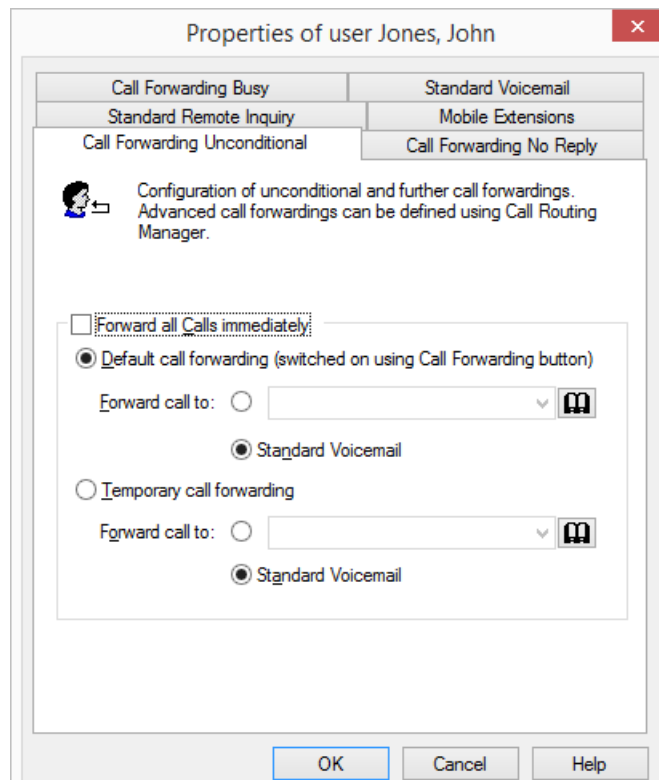
2 Activate the option "Forward all Calls immediately" if you would like to activate the defined forwarding rule immediately (equivalent to activating the "Call Forwarding" button on the user interface) or leave the "Forward all Calls immediately" checkbox unchecked, if you would like to activate the defined Call Forwarding Unconditional later by clicking on the Call Forwarding button.

3 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 "Call Forwarding" button on the user interface.
The Call Forwarding destination can be
- entered directly
      or
- you can select it from the Phonebook
      or

- you can activate your Standard Voicemail.

4 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 (switched on using forwarding button)" 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.

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

If you have forwarded to your Standard Voicemail, the settings that you defined under the "Standard Voicemail" tab will be applied.

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

See also 9.4 *Remote Inquiry*, page 83.

8.1.3   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 voicemail) 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 83.

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 282.

8.2 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 (if no reply)

1 Open the Properties dialog, e.g. in the menu "Settings | Configure Forwarding...", or by clicking on the "Forwardings" button:
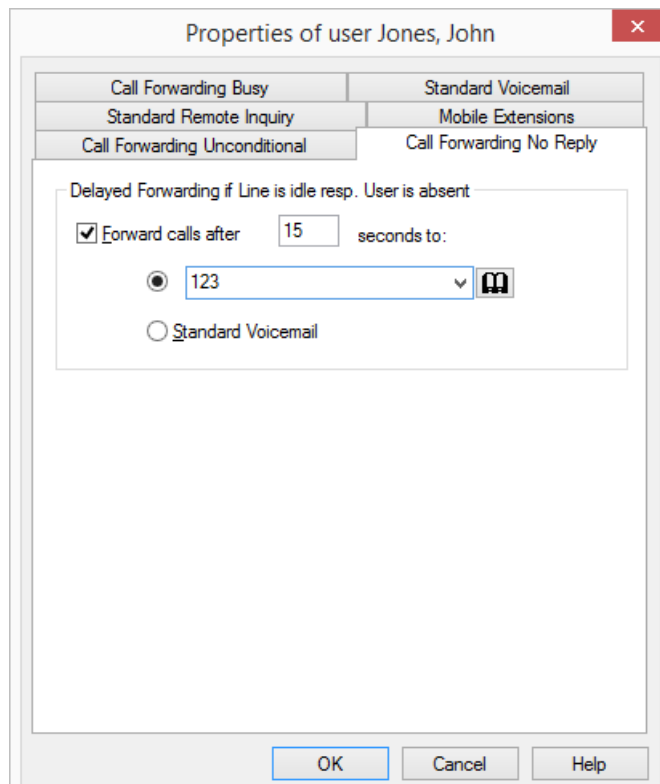
2 Click on the "Call Forwarding No Reply" tab. Under "Call Forwarding Busy if line is idle / user is absent", activate the option "Forward calls after number seconds to" in order to forward calls if you do not pick up the incoming call within this time period. This option is used when

- 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).

3 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.

4 Enter the forwarding destination. The Call Forwarding destination can be

- entered directly

or

- you can select it from the Phonebook

or

- you can activate your Standard Voicemail.

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

If you have forwarded to your Standard Voicemail, the settings that you defined under the "Standard Voicemail" 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.

8.3 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 Open the Properties dialog, e.g. in the menu "Settings | Configure Forwarding...", or by clicking on the "Forwardings" button:

2 Click on the "Call Forwarding Busy" tab.
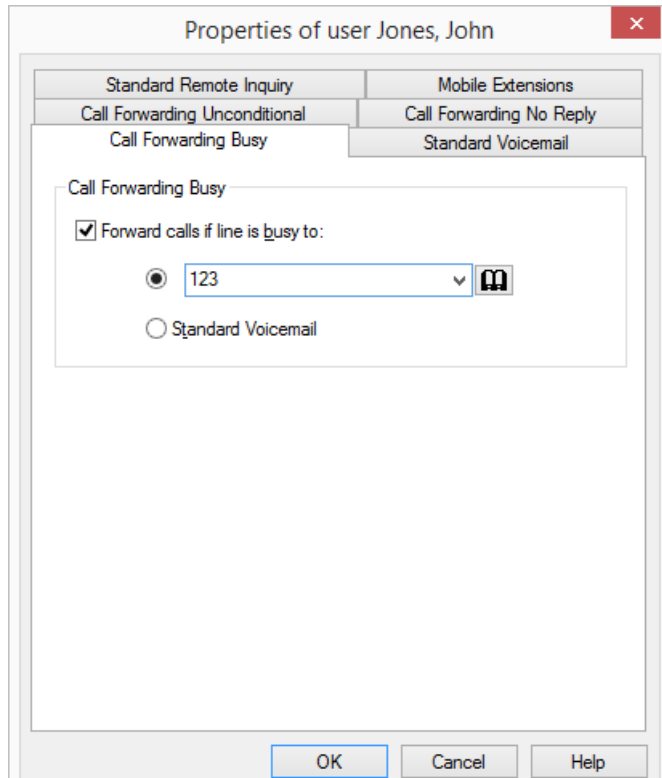
3 Activate the option "Forward calls if line is busy to:". Here you define how a call should be handled if it cannot be delivered to you because you are already on the telephone and no secondary call is permitted. Enter the forwarding destination. The Call Forwarding destination can be
- entered directly
    or
- you can select it from the Phonebook
    or

- you can activate your Standard Voicemail.

4 Click on "OK" or switch to another tab in order to configure other forwardings.

If you have forwarded to your Standard Voicemail, the settings that you defined under the "Standard Voicemail" 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.

8.4 Mobile Extensions

On the "Mobile Extensions" tab you can specify call signaling to an external device (*Parallel Call Signaling*, page 75) or to a SwyxIt! Mobile client (*SwyxIt! Mobile and MobileExtensionManager*, page 76).

In the case of parallel call signaling, 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.

You can integrate a mobile phone in your system with SwyxIt! Mobile. If you want to use this feature, Swyx Mobile has to be available and it must be enabled and configured by the administrator (*SwyxIt! Mobile and MobileExtensionManager*, page 76).

8.4.1 Parallel Call Signaling

In the case of parallel call signaling, 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 or with SwyxIt! Mobile, see *SwyxIt! Mobile and MobileExtensionManager*, page 76.

To specify numbers to which calls should be signaled in parallel

1 Open the Properties dialog, e.g. in the menu "Settings | Configure Forwarding...", or by clicking on the "Forwardings" button:

2 Click on the "Mobile Extensions" tab.

3 Activate the checkbox "Parallel call signaling", 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.

8.4.2   SwyxIt! Mobile and MobileExtensionManager

The MobileExtensionManager offers you access to the mobile extensions. You can then easily integrate your mobile phone into the SwyxWare environment. This function must be set up and activated by the administrator. You can use the mobile extensions directly with DTMF or conveniently with SwyxIt! Mobile.

Incoming calls that are directed to your public or internal call numbers are then signaled on all devices (e.g. SwyxPhone and/or SwyxIt! in the office) as well as on your mobile phone. This means that you can be reached at any time on your "normal" office number, on your mobile phone too. With the mobile extensions you can also use many of the familiar SwyxWare functions, such as conferences, on hold, call redirection, voicemail, recording.

To define the settings for SwyxIt! Mobile and the mobile extensions

1 Open the Properties dialog, e.g. in the menu "Settings | Configure Forwarding...", or by clicking on the "Forwardings" button:

2 Click on the "Mobile Extensions" tab.

the mobile device if e.g. at first only your SwyxIt! should pick up this call with corresponding call forwarding.

3 Activate the checkbox "Enable Mobile Extension functionality for this user". This option is only available to you if the administrator has appropriately set up the use of SwyxIt! Mobile and the mobile extensions.

4 In the field "Number of mobile Phone", enter the number of your mobile phone in canonical number format. This number is used to transfer incoming calls from SwyxServer to your mobile device.

5 In the field "Calling Party Number / Mobile ID", enter the number with which your mobile is recognized on the SwyxServer. This is normally identical to the number given in "Number of mobile phone".

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

You can also define rules for the handling of incoming calls using the Call Routing Managers. Thus for example you can set up delayed delivery to

9 Voicemail and Remote Inquiry

This chapter describes the use of the Voicemail functions and the Remote Inquiry.

A Voicemail is a spoken message in the form of a WAV file. This is delivered to you from the server as e-mail.

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

9.1 Recording, Listening to and Editing Voice mails

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

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

- a check mark next to the "New Voicemails" option on the skin
- the number of new voice mails appearing next to the "New Voicemails" option
- a briefly interrupted (stuttered) dial tone
- with the appropriate configuration you will find the voicemail in your e-mail inbox.

You can also check your Voicemail by Remote Inquiry from any phone connection. To do this, your Standard Voicemail must be configured appropriately, see *Configuring the Standard Voicemail*, page 81 and *Remote Inquiry*, page 83.

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.

A special feature allows callers to leave you a message, even if you are logged on and have not configured forwarding to your Voicemail. See also 10.9.1 **The context menu for Speed Dial buttons**, page 105.

Listening to voice mails

Voicemail Options in your E-mail Program

Editing Recorded Message

Remote Inquiry

To configure your Standard Voicemail

9.1.1 Listening to voice mails

If you have received a Voicemail, this will be indicated on the "New Voicemails" button.

You can now switch to your e-mail application to check the voicemail. You can start your e-mail application directly by clicking on "New Voicemails" if it is correspondingly configured. You can also configure the button to start the remote inquiry.

✅ You can also check your voice mails with the SwyxIt! Handset, by listening to the attachment in the e-mail program - the simplest way is with the Swyx Voicemail Player. If you want to hear the voicemail on the handset, hold down the Shift key while you lift the handset, and then play back the voicemail.

9.1.1.1 Voicemail Options in your E-mail Program

The voicemail delivery by e-mail offers you several options:

- *.wav file with the message as an e-mail attachment
- Starting of the voicemail player (if so configured) (15.2.14 *Swyx Voicemail Player*, page 195)
- 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 voicemail by remote inquiry (if you are working per CTI, for example, and your computer does not offer sound output).

9.1.1.2 The Context Menu for the "Voicemail" Button

If you click with the right mouse button on the "Voicemail" button, the context menu will appear:

Menu Command	Explanation
Launch E-mail client	The program which is linked as an e-mail client is opened (12.2 *SwyxIt! - Local Settings*, page 152).
Voicemail Remote Inquiry	The Remote Inquiry will be started. You can listen to your Voice mails.
Configure Call Forwarding...	You can configure your Call Forwarding.
Help	Open the Online Help.
Properties	You can change the default setting for the "Voicemail" button.
Click on button "Voicemail".	Depending on the settings you have chosen, the program that is linked as an e-mail client is opened, or the Remote Inquiry will be started.

9.1.1.3 Configuring the Voicemail button

You can set the behaviour of the Voicemail button (option "New Voicemails") on the Skin. You have two options:

- Your e-mail program is opened - you can see and edit your voice mails in your inbox.
- Remote Inquiry is started, i.e. the Voice mails are played for you.

To define the behavior of the Voicemail button

1 Right-click on the „Voicemails" option.
2 In the context menu, select the option "Properties".
3 Choose the option "Launch E-mail client" if the e-mail program should be opened, or choose the option "Voicemail Remote Inquiry" if the voice mails should be played.
or
1 In the "Settings" menu, choose the option "User Profile".
2 Click on the "Lists" tab.
3 Choose the option "Launch E-mail client" if the e-mail program should be opened, or choose the option "Voicemail Remote Inquiry" if the voice mails should be played.
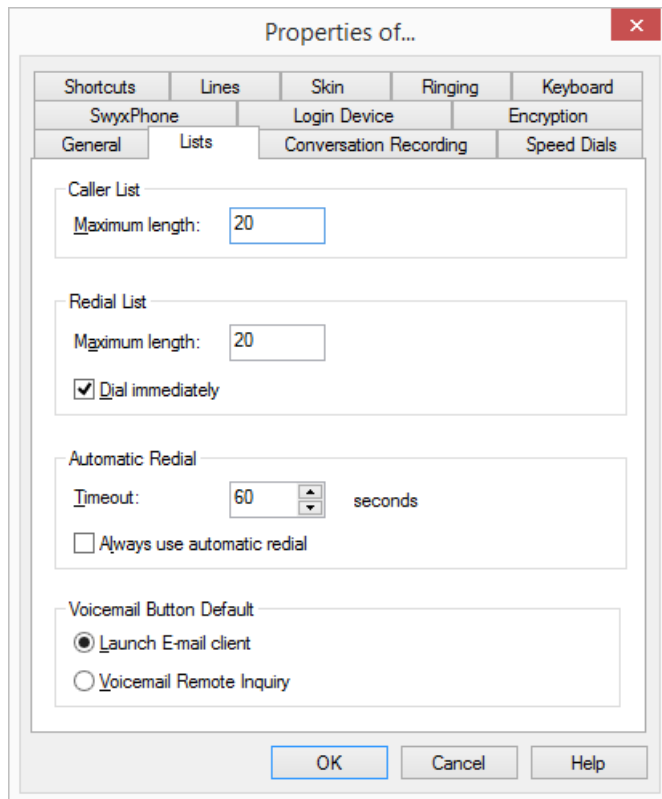
4   Confirm your selection with "OK".

9.1.2   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 voicemail is terminated

- when the caller goes on hook (In this case there are no further editing options, the voicemail 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 Voicemail and forward to the operator desk
1	Save and send the recorded message
2	Listen to the recorded message
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.

9.2   The Recording Wizard

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

Welcome Message for Voicemail

The welcome message for the voicemail is played when a caller is forwarded to voicemail. You can only record the welcome message when first starting with the help of the recording wizard. If you want to change the welcome message, this is only possible via voicemail configuration (*Configuring the Standard Voicemail*, page 81).

Name Announcement for Voicemail

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 Voicemail on

1 Go to the menu bar and select "Settings|Recording Wizard...".
The Recording Wizard will appear.

2 Click on "Next>".

3 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 [▶] .

4 Click on "Next>".

5 Voicemail Announcement
Record your welcome announcement. This function only is available in the recording wizard. If you want to change the welcome message, this is only possible via voicemail configuration.
You can also record this announcement later. In this case, skip this recording with "Next".

6 Click on "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.

To change the settings for Forwarding Unconditional per Remote Inquiry

9.3 Configuring the Standard Voicemail

In order to receive voice mails you should first configure your standard voicemail. This is usually done directly after the installation of SwyxIt!, using the recording wizard. However, you can change the standard voicemail at any time in the Call Forwarding Configuration (*To configure your Standard Voicemail*, page 81).

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 voicemail is sent
- the use of Remote Inquiry

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

You can design more extensive call handling using the Call Routing Manager. See also the Call Routing Manager documentation.

To configure your Standard Voicemail

You have several options:

1 Click on "Settings | Configure Call Forwardings" in the menu bar.
or

1 Click with the right mouse button on the SwyxIt! user interface.
The context menu will appear.

2 Click on "Settings | Configure Call Forwardings".
In each case, the "Properties of..." window will appear.

3 Open the tab "Standard Voicemail".

4   Activate the checkmark "Welcome" to define the welcome message. During installation, the Recording Wizard already prompted you to record the welcome message for voicemail - you can change it here.

5   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 ✕ .

> ℹ 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.

6   Turn "Record Voicemail"
- on in order to play an announcement for the callers and to record voice mails. Here you can also limit the length of the recording so that the files, in which the messages are stored, do not become too large.
- off, in order to play an announcement for the callers but not to record any Voice mails.

> ⚠ Please remember that it makes sense to limit the length of the message because, depending on the compression used, each recorded second of a Voicemail 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   In the "Send Voicemail to E-mail address" field, you must indicate the e-mail address to which all voice mails are to be sent.
You can enter several E-mail addresses here. They must be separated by a semicolon.
You will then find each recorded Voicemail in your e-mail client (e.g. Outlook) as an attachment to an e-mail. Double-click on the attachment in order to listen to this Voicemail.

8 Activate "Start Remote Inquiry using the *-key during Voicemail announcement" in order to listen to your voice mails or to remotely change your Call Forwarding Unconditional from another line.

9.4   Remote Inquiry

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

To access Remote Inquiry, you need to have configured your Call Forwarding to forward to voicemail (immediately or with a delay). During the voicemail announcement you can then switch to your Remote Inquiry menu with the help of the asterisk button (*), if this option has been appropriately configured (*Configuring the Standard Voicemail*, page 81).

The number of Voice mails available for remote inquiry is limited to the most recent one hundred Voice mails.

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 the Call Routing Manager documentation.

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 Voicemail and in doing so activate the option "Start Remote Inquiry using the * key" (*Configuring the Standard Voicemail*, page 81).

1 Click on "Settings | Configure Call Forwardings" in the menu bar.
or
1 Click with the right mouse button on the SwyxIt! user interface. The context menu will appear.
2 Click on "Settings | Configure Call Forwardings".
In each case, the "Properties of..." window will appear.
3 Move to tab "Standard Remote Inquiry".

4 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 and confirm it.

5 Enter the PIN in the field "Confirm PIN:" once again.

6 In the field "Mail server" enter the name of the mail server to which your voice mails shall be sent.
This is the server whose e-mail address you have already used in the configuration of the standard Voicemail.

7 In the field "User account" enter your user account for this mail server. Please ask your system administrator for the correct IMAP4 code of your user account (e. g. server/jones.tom/jones.tom).

8 Enter your password on this mail server and confirm it.

9 Enter the name of the e-mail folder containing the new voice mails. Use "INBOX" as a synonym for "mail received"

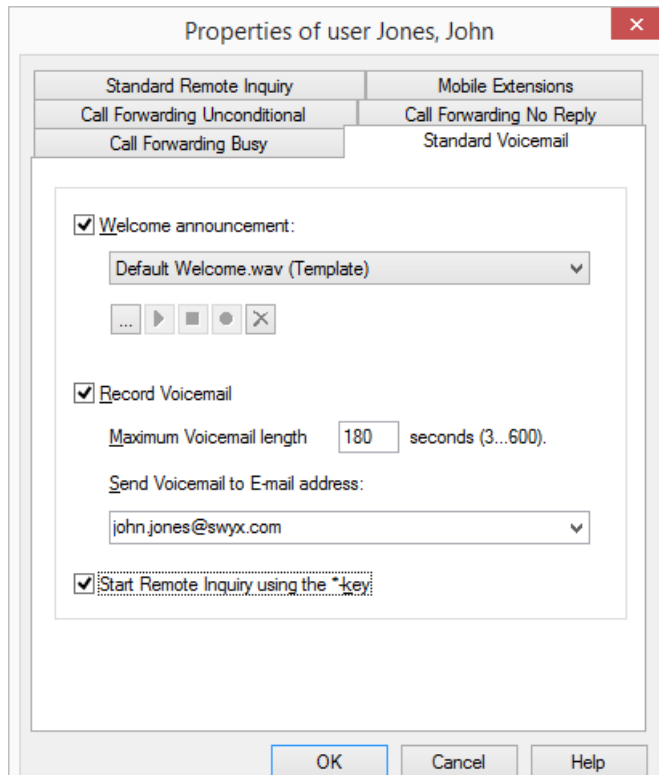> ⚠ Enter a subdirectory here and please make sure that the correct name, e.g. "INBOX/Voicemails", is completely entered, in this case use a '/' and not a '\'.

10 You can also define if SwyxServer shall use the security protocol SSL (Secure Socket Layer) during checking the voice mails at your mail server. Your mail server must support this protocol.

11 If you only want to listen to your voice mails, select the option "Use only E-mails from SwyxServer's originating voicemail address".

12 Confirm your input by clicking on "OK".

> ⚠ If your password for the mail server is changed, you must also change the password here.

With the help of your entries, it is now possible for SwyxServer to query the mail server as part of a Remote Inquiry and to provide you with the voice mails.

To configure Call Forwarding for the Remote Inquiry

To listen to Voice mails 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 Voicemail. 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 the Call Routing Manager documentation.

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

To listen to your Voice mails remotely

This requires:
- a configured Remote Inquiry, see *To define the parameters for Standard Remote Inquiry*, page 83 and
- an appropriately configured call forwarding, see *To configure Call Forwarding for the Remote Inquiry*, page 84.

In order for a received call to be picked up by your Standard Voicemail and in order for you to have the option of Remote Inquiry, you must configure your call forwarding accordingly. This means that an incoming call must reach your Standard Voicemail and may not be redirected. (8 *Forwarding*, page 71).

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

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 standard Voicemail), you can no longer use the remote inquiry option.

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

4 If new Voice mails have been received, you will first be given the total number of Voice mails.
Then all of the new Voice mails will be played, beginning with the one most recently recorded. The sender information of each Voicemail 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 Voicemail on*, page 81)

and finally

- the recorded Voicemail.

You can use the * key to skip the current message (sender information or recorded Voicemail).
The following options are available to you during the output of a Voicemail:

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

If you have no new Voice mails, you will find yourself in the main menu. Here you can listen to all available Voice mails and configure your Call Forwarding Unconditional (see *To change the settings for Forwarding Unconditional per Remote Inquiry*, page 86).

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

Button	Effect
0	Connects to the caller (if possible)
1	Repeats the current mail
3	Deletes the current mail, confirm with *****
4	Answer per Voicemail (only possible for internal use)
6	Forward to an internal number
7	Switches to the previous mail
8	Switches to the next mail
9	Main Menu
#	Help

After the new Voice mails 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 mails (most recent first)
3	Inquiry of all E-mails
4	Configuration of the Forwarding Unconditional
5	Record note
6	Change Voicemail Announcement
7	Deletes all Voice mails, confirm with *****
8	Switches to the next mail

Button	Effect
#	Help

6 End Remote Inquiry by going on hook.

> The menus for Remote Inquiry are also available as a print template on the SwyxWare DVD. For more information, please contact your administrator.

> If you end Remote Inquiry in the main menu with '0', other actions of the Call Routing Manager can still be applied. See the Call Routing Manager documentation.

If you have finished listening to a Voicemail, the corresponding e-mail in your e-mail folder will be marked as read. If a Voicemail was partially or completely skipped, the "unread" mark will remain in the e-mail folder.

9.4.1 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 Voicemail 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 83 and
- an appropriately configured call forwarding, see *To configure Call Forwarding for the Remote Inquiry*, page 84.

1 Dial your SwyxWare phone number.

The call is picked up and you hear the welcome announcement of your Voicemail.

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 mails, 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 mails (most recent first)
3	Inquiry of all E-mails
4	Configuration of the Forwarding Unconditional
5	Record note
6	Change Voicemail Announcement
7	Deletes all Voice mails, confirm with **✶**
8	Switches to the next mail
#	Help
0	End Remote Inquiry (=Hook on)

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 Voicemail** The Call Forwarding to your Standard Voicemail 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.
5	**Current status of Call Forwarding** The current status of Call Forwarding Unconditional will be given.
6	**Change Voicemail 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**

10   SwyxIt! Functions in Detail

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

10.1   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 / Voicemail	Voice messages can be recorded for you (9.1 ***Recording, Listening to and Editing Voice mails***, page 78). You can then listen to your messages directly or by Remote Inquiry later (9.4 ***Remote Inquiry***, page 83).
Audio configuration	SwyxIt!offers you several options for changing the volume (*Speaker and Microphone*, page 91) and for using terminal equipment such as hand- and headsets (*Audio Modes*, page 92).
Automatic Redial	Automatic Redial redials a desired number (*Automatic Redial*, page 103).
Editing a number during input	You can edit the phone number before it is dialed (5.2 ***Calling a Subscriber***, page 44).
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 (18 ***Phone Control via PC with SwyxCTI and SwyxCTI+***, page 210). See also the SwyxPhone documentation.
Call Routing Manager Graphical Script Editor	SwyxIt! enables you to develop complex call handling using these two components. See also the Call Routing Manager documentation.

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 (*Collaboration by mouse click*, page 117).
Intercom Connection	You can call another internal subscriber and speak to him directly with no need for him to lift the handset. See also *Speed Dial and Status Signaling*, page 105.
Sending a fax	From within 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 the SwyxFax documentation.
Remote Inquiry	You can even listen to your voice messages from another phone (9.4 ***Remote Inquiry***, page 83).
Group Call	Several subscribers can be combined as a group and be reached with a group call (1.2 ***Group***, page 14). Incoming calls are displayed for all members and can be picked up by any member (5.3 ***Answering a call***, page 45).
Integration in Outlook and IBM Notes	SwyxIt! provides seamless integration into Outlook and IBM Notes, so that you can e.g. use Outlook contacts or calendar information (15 ***Microsoft Outlook – Telephoning with SwyxIt!***, page 186 or 16 ***IBM Notes - Telephoning with SwyxIt!***, page 197).
Conference	Conference is used to carry on a conversation with several subscribers at the same time (*Conference*, page 129).

Function	Explanation
Speaker and Microphone	SwyxIt! offers you several options for adjusting the volume, see *Speaker and Microphone*, page 91.
Line keys	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 (6.2 ***Functions of the Line Button***, page 55).
Call Swap	Call Swap allows you to switch between different callers (6.1.4 ***Switch between Lines***, page 51).
Conversation recording	You can record calls and listen to the recording later and, if necessary, send it as an e-mail (*Conversation recording*, page 120).
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. See also *Using DTMF Signals as Post Dialable Digits*, page 113.
Speed dial buttons	Freely configurable Speed Dial buttons enable you to easily select frequently called communication partners (*Speed Dial and Status Signaling*, page 105).
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 (*Project Codes*, page 124).
Inquiry Call/ Hold	You can call another subscriber during a call and the original connection will not be disconnected (6.1.3 ***Hold***, page 51).

Function	Explanation
Callback request	The Callback Request function allows you to signal a subscriber you have not been able to reach: "Please call back!", see *Callback request*, page 124.
Call Intrusion	Call intrusion allows you to intrude on calls of another user, see *Callback request*, page 124.
Call journal	The call journal offers you an overview of your calls, callback requests and recordings (*Call journal*, page 95).
Call History	On a workstation where many calls are forwarded simultaneously (e.g. operator, call center) it can be useful to recognize directly which lines were already subject to connection attempts. SwyxIt! offers the option of creating the history of a call (e.g. connection attempts) on the interface (*Call History*, page 127).
Hiding your 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 (*Hide number*, page 94).
Call signaling and call pickup	Call signaling informs other subscribers that you have received a call. You can pick up a signaled call (*Call Signaling and Pickup*, page 116 and 5.3 ***Answering a call***, page 45).

Function	Explanation
Call Forwarding	The Forwarding function to another number (or voicemail) 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 Voicemail (8 *Forwarding*, page 71). Call Forwarding Unconditional can also be configured remotely (9.4.1 *Changing Forwarding Unconditional by Remote Inquiry*, page 86).
Remote Call Forwarding	You can also change Call Forwarding Unconditional remotely from within Remote Inquiry (9.4.1 *Changing Forwarding Unconditional by Remote Inquiry*, page 86).
Skin Editor	SwyxIt!, with its Skin concept, provides you with the option of individually designing the interface (19 *The Use of Skins*, page 218).
Status Signaling	Status signaling allows you to signal your current SwyxIt! status to other subscribers (*Status Signaling*, page 112).
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 (*Search function in input field*, page 94).
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.swyx.com/meeting/1.00/web/Swyx/en-US.

Function	Explanation
SwyxIt! Messenger	You can send instant messages with the SwyxIt! Messenger. Instant messages are short texts which you can input directly into the SwyxIt! Messenger window. After they are sent, the SwyxIt! Messenger is started at once for the recipient, and your message is displayed. See also 11 *SwyxIt! Messenger*, page 136.
Swyx VisualContacts	With Swyx VisualContacts you have access to contact data from different data sets (17.3 *Use of Swyx VisualContacts*, page 205).
Swyx Connector für DATEV	This option allows the exchange of contact and call data via DATEV. DATEV contacts can be called via SwyxIt! (17.5.2 *Anrufdaten an DATEV Telefonie weiterleiten*, page 208).
Key Configuration import/export	The properties of Speed Dials and Shortcuts can be imported or exported (*Importing and Exporting Speed Dials and Shortcuts*, page 116).
Phonebooks	You can store numbers in the phonebook, and dial them directly from it (7 *The Phonebook*, page 64). 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 (6.1.5 *Call Transfer*, page 51).
Call Transfer without Inquiry	You can forward calls without making an Inquiry Call first (5.8 *Transfering a call without Inquiry*, page 47).
Shortcuts	Shortcuts help you to quickly execute frequently used programs, e.g. a link to a frequently used website (*Shortcuts - Call Application or Internet address with SwyxIt!*, page 113).

Function	Explanation
Video	The video functionality enables you to use SwyxIt! with a webcam. Your call partner can then see you during a phone call. See *Video*, page 133.
Dial from Any Application	You can dial directly from any Microsoft Windows application (*Dial from Any Application*, page 128).
Redial	Redial lets you dial the last dialed numbers once again (*Redial*, page 102).
Disable Secondary Call	You can, e.g., disable further calls during a phone conversation. These additional calls are then directly forwarded to your standard Voicemail (*Disabling Secondary Call*, page 94).

10.2   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 270.

10.2.1 Adjusting Volume

The volume control on the skin 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 92).

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 (*Audio Modes*, page 92).

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

To adjust the volume

You have several options:

1 Use the slider on the interface (Skin) in the audio area on the "Dial" tab:

or

1 Go to the menu bar and click on "Settings | Adjust Volume...".

or

Click with the right mouse button on the wanted audio mode buttons in the audio area. The context menu will appear.

2 Click on "Adjust Volume...".
The volume menu appears.
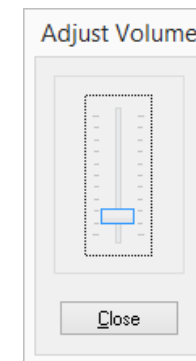
3 You can change the volume of the speakers by moving the slider. The changes go into effect immediately.

4 Click on "Close" to close the window.

10.2.2 Muting Microphone

If the microphone is set to mute (indicated by a microphone symbol which is crossed out on the SwyxIt! Skin or by the check mark in the menu), your conversation partner can no longer hear you.

To mute the microphone

You have several options:

1 Click on the microphone icon in the line area on the "Dial" tab.

or

1 Go to the menu bar and click on "Settings | Mute microphone".

or

1 Click with the right mouse button on the SwyxIt! user interface. The context menu will appear.

2 Click on "Settings | Mute microphone".

Start this function again, if you would like to speak to your conversation partner again.

10.3 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").

If no audio devices are installed which can be assigned to an audio mode, this mode is not available.

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 "Options" tab.
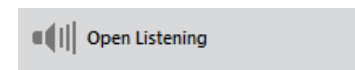
Configuration

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 the function key. See *To configure the settings for the use of the audio devices*, page 155.

Default Audio Mode
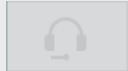
One audio mode is always set as default. By setting a chosen audio mode as default, you can determine which audio mode is used for telephony functions which you call from the SwyxIt! skin.

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 set an audio mode as default, click with the right mouse button on the required function key ("Handset", "Headset" or "Handsfree") and select "Set as Default Audio Mode"

The default audio mode is marked with the following icon:

Symbol	Hook off function "On hook"	Hook off function "Off hook"
	The audio mode is set as default.	The audio mode is active.
	The audio mode is currently not in use.	
	The audio mode is not available (no suitable audio devices installed)	

To initiate a call in a chosen audio mode

To pick up a call in a chosen audio mode

To switch between audio modes

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

2   To initiate the dialing procedure, in the "Dial" tab of the audio area, click on the function key for the desired audio mode.

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 pick up the call, click in the "Dial" tab of the audio area on the function key for the desired audio mode.
The connection is set up, and the speaker and microphone which are assigned to the audio mode become active.

⚠ If you initiate or pick up a call via the skin while you are in the default mode "Handset", the audio mode "Handsfree" or "Open listening" becomes active unless you lift the receiver.
If you click on the function key "Handset", only the microphone and speaker of the handset become active. To make the call, you have to lift the receiver or switch audio mode.

To switch between audio modes

You are currently speaking (e.g. in "Headset" audio mode)

1   In order to continue the call with a different audio device (or a different audio mode), click in the "Dial" tab of the audio area on the function key for the desired audio mode.
The speaker and microphone which are assigned to the audio mode become active.

ⓘ If the hook off function (hook off and hook on) is supported, you can press the relevant key on the device to initiate, pick up or resume the call. The call then proceeds in the audio mode to which the audio device is assigned.

✓ During a phone call, you can switch from "Handset" to "Open listening" or "Handsfree", by holding down the Shift key or the Ctrl key on your keyboard while replacing the handset. If you want to use Handset once more, take the handset out of its holder again.

10.4   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 (8 *Forwarding*, page 71).

To prevent a secondary call

You have several options:

1   Activate the option "Disable Secondary Call".

or

1   Go to the menu bar and click on "Settings | Disable Secondary Call".

Call this function again in order to permit secondary calls once again.

10.5   Hide 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 transmitted

You have several options:

1   Activate the "Hide Number" option.

or

1   Go to the menu bar and click on "Settings | Hide Number".

Start this function again in order to resume the transmission of your phone number.

> ℹ 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.

10.6   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 IBM 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. You will see an insertion mark in the input field.

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   Double-click on an entry. The subscriber is then immediately dialed. First, select the required entry first with a click or with the up and down keys. Then start dialing, e.g. with the handset button on the skin or by pressing Enter.

You can use the delete icon ⌫ to clear the field and thus cancel the search function.

10.7   Call journal

The call journal offers an overview of your calls. You can open the call journal with the "Call journal" symbol.

⚠️ 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 different tabs:

- All Calls
- Caller List: all incoming calls.
- Redial List: all outgoing calls.
- Missed Calls: incoming calls that were not picked up.
- My Callback Requests: outgoing calls which were not picked up by the called subscriber, and for which you have left a callback request.
- Recorded Calls: incoming and outgoing calls which you recorded.

The call journal can be called up via various options, and the relevant tab is displayed according to the call. For example, if you call up the call jour-nal from the "Missed Calls" option on the skin, the missed calls tab will be displayed immediately.

The list directly shows important information for the calls and recordings listed in the call journal; and various options are available for handling the calls. For example, you can call a subscriber directly from the lists, send an instant message or add the number to your phonebook.

Information on the calls

Status of the Calls

Functions in the Call journal

Caller list

Redial list

Missed calls

My Callback Requests

Recorded Calls

Configuring the call journal

10.7.1   Information on the calls

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

Status	Explanation
Number/URI	Number of calling/called party
Name	Name of calling/called party (for internal subscribers, or if the name can be resolved e.g. from the phonebook or contacts)
Date/Time	Time of Call
Status	For incoming calls only (Caller List, Missed Calls or All Calls). Here you can see, for example, whether a call was picked up or forwarded (*Status of the Calls*, page 96).
Callback request	This indicates that a caller has left a callback request.

Status	Explanation
Call for	Here you can see which number the caller originally dialed, i.e. if the call was forwarded or not.

You can easily alter the window size and the width of individual columns, simply by dragging the lines. The format for date/time display is governed by the Windows system settings.

Call journal

Status of the Calls

Functions in the Call journal

Configuring the call journal

10.7.1.1 Status of the Calls

In the "Status" column of the call journal, you can see the status of an incoming call ("Caller List", "All Calls")

Status	Explanation
Call accepted	You picked up the call.
Call not answered	You did not pick up the call. The call was terminated before it was forwarded.
Call forwarded/ accepted	The call was forwarded or was picked up by another member of the group (a group call or Call Signaling).
Forwarded to Voicemail redirected	The caller was forwarded to your Voice-mail.
Callback requested	The caller has left a Callback Request.
Callback obsolete	The caller has left a Callback Request. You have declared the callback as completed with the "Ignore" button.

Status	Explanation
Accepted by Transfer	You were transferred to another subscriber, or a call was transferred to you. This list entry helps you to identify the subscriber and the number you were connected to.

Call journal

Information on the calls

Functions in the Call journal

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Missed calls

Configuring the call journal

10.7.2 Functions in the Call journal

Various functions are available to you in the call journal. You can call these from the toolbar or from the context menu of a call in the list.

For the individual calls in the list, only the available functions are shown in the menu or activated in the toolbar.

Button	Function	Description
📞 **Dial**	**Dialing**	The number selected will be called.
▢◀ Video call	**Start video call**	This option starts a video call to the selected number.
✉ E-Mail	**E-Mail**	A new e-mail message containing information of the call (name of the person called, number, time of the call) will be created.

Button	Function	Description
💬 Instant Message	**Instant message**	This option launches the SwyxIt! Messenger. You can send an instant message directly by this means. This option is only available with list entries for internally logged on subscribers. See also 11 *SwyxIt! Messenger*, page 136.
👤 Contact	**Show contact**	You can show an Outlook Contact or create a new one. See also 15.2.7 *Displaying and creating Outlook Contacts from lists*, page 192.
✕	**Delete entry**	The highlighted entry will be deleted. The entry will be removed from the list. For recordings, the recorded .wav file is also deleted from the recordings directory. Note that deletion occurs without any further inquiry.
▶	**Play**	The highlighted entry will be played. If you select this option during a call, your conversation partner can listen to the recording too.
■	**Stop**	Playing is stopped.
More ▾	**More/Ring-tones**	You can assign a ringing sound to a phone number (12.1.8 *Ringing*, page 144).
More ▾	**More/ Ignore**	This option is only present if a caller has left you a callback request. The callback request will be ignored, the display disappears. In the "Own Callback Requests" list of the caller, the status "Callback obsolete" will be entered (*Callback request*, page 124).

Button	Function	Description
More ▾	**More/To Phone-book...**	You can use this option to transfer numbers to your Phonebook.
More ▾	**More/Clear list**	The entire list will be deleted.
More ▾	**More/ Export**	This function is available only for recorded calls. It enables you to export a recording (*Playing and Exporting Recorded Conversations*, page 122).

Call journal

Information on the calls

Status of the Calls

Caller list

Redial list

Missed calls

My Callback Requests

Recorded Calls

Configuring the call journal

10.7.3 All Calls

The "All Calls" tab offers you an overview of all incoming and outgoing calls. However, you do not receive your callback requests and recordings. On the other tabs in the call journal you can display your callback requests and recordings as well as your calls, filtered by status.

Call journal

Information on the calls

Status of the Calls

Caller list

Redial list

Missed calls

My Callback Requests

Recorded Calls

Configuring the call journal

10.7.4 Caller list

The Caller list contains information about the calls that have come in for you. The caller list is included in the call journal, and you can use the options of the call journal (*Functions in the Call journal*, page 96).

In the Caller List you see the numbers of the callers, their names (if known), the time of the call and what happened to it (e.g. whether it was picked up or forwarded).

You can also tell from the caller list whether you took the call, or whether a caller left a callback request. Under "Call for", the caller list shows, which number the caller dialed, so that you can see whether the caller wanted to reach you directly, or if the call was forwarded to you.

Information on the calls

Status of the Calls

Functions in the Call journal

Redial list

Missed calls

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Recorded Calls

Configuring the call journal

10.7.5 Redial list

The numbers you have dialed are listed in the Redial List. This gives you an overview of your outgoing calls, and you can use all options of the call journal (*Functions in the Call journal*, page 96).

An abbreviated form of the redial list appears in the context menu of the Redial button. But no duplicated entries are shown here.

1 Click on an entry to call the subscriber's number.
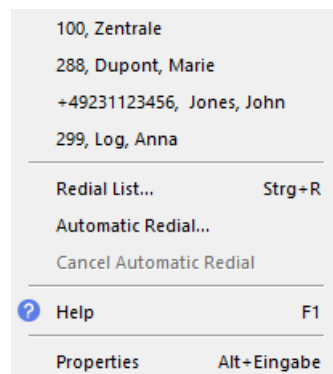
You can also switch directly from the context menu to the full list in the call journal, by means of the option "Redial List". See also *Redial*, page 102.

Call journal

Redial

Information on the calls

Functions in the Call journal

Caller list

Missed calls

My Callback Requests

Recorded Calls

Configuring the call journal

10.7.6 Missed calls

Missed calls are incoming calls that were not picked up directly by you. This also includes calls that were forwarded (e.g. to your voicemail 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 "Missed Calls" tab, in the Caller List and under "All Calls". The latest missed calls will also be displayed in the jump list (C.1.3 **Call information in the SwyxIt! jump list**, page 260).

If you have not picked up a call, this is indicated by:

- An icon in the taskbar

- A windows tray icon

- Displayed on the skin - next to the "Call journal" function key and the toolbar, the number of missed calls is shown

and the callback icon is shown in the Windows tray.

1 Double-click on the tray icon or click on the "Call journal" function key. Then select the "Missed calls" tab to display the list of missed calls. New missed calls are highlighted in bold.

In the "Missed Calls" list you can use the standard functions of the call journal (*Functions in the Call journal*, page 96).

After closing the "Missed calls" list, any highlighted missed calls are cleared and the Skin display 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.

Call journal

Callback request

Information on the calls

Status of the Calls

Functions in the Call journal

Caller list

Redial list

My Callback Requests

Recorded Calls

Configuring the call journal

10.7.7 My Callback Requests

The callback function allows you to leave a callback request for another subscriber. These callback requests are stored in the list "My Callback Requests" in the call journal.

In the list of callback requests you can use the standard functions of the call journal (*Functions in the Call journal*, page 96).

If another subscriber has left you a callback request, this is indicated in the caller list and/or under "Missed Calls". You will find further information concerning callback requests in *Callback request*, page 124.

Call journal

Callback request

Information on the calls

Functions in the Call journal

Caller list

Redial list

Missed calls

Recorded Calls

Configuring the call journal

10.7.8 Recorded Calls

SwyxIt! enables the user to record phone calls. You can record the entire conversation or individual parts of it with a mouse click. The recorded conversations are managed in a list in the call journal. You will find further information concerning recording in *Conversation recording*, page 120.

⚠️ 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.

In the list of recorded conversations you can use the standard functions of the call journal along with other functions to manage your recordings (*Functions in the Call journal*, page 96).

You have the following options:

- display the recordings and listen to them (*Recorded Calls*, page 101)
- dial the conversation partner
- send an e-mail to the call partner, with information on the call (e.g. the date, time and number) automatically copied into the e-mail
- export the recording (*To export recorded conversations*, page 122)

- assign a ringing tone to the number of the call partner
- apply the number of the caller to the Personal Phonebook
- display the call partner's contact or create a new contact
- send an instant message
- delete individual recordings or the entire list.

Conversation recording

Call journal

Information on the calls

Functions in the Call journal

Caller list

Redial list

Missed calls

My Callback Requests

Configuring the call journal

10.7.9 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 Calls" and "Missed Calls" 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 with the right mouse button on the "Voicemail" button.
The context menu will appear.

2 Click on "Properties".
The "Properties of…" window will appear.
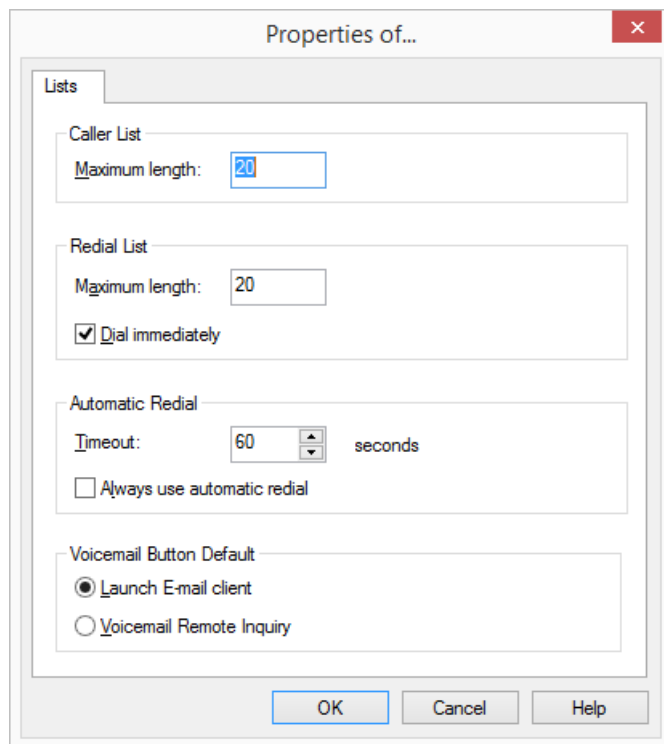
3 Enter the maximum number of entries to be included in the Caller List in the field "Maximum length" located under "Caller List".
If this length limitation is exceeded, the oldest entry in the list will be deleted. Remember that this may also mean the deletion of callback requests.

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".

In this dialog field you can define further options for redialing and voicemail. See *To define the properties of Redial*, page 105 and **To define the behavior of the Voicemail button**, page 79.

10.8   Redial

Redial allows you to call previously dialed numbers once again.

In doing so you can:

* dial directly from the SwyxIt! Skin: There is a Redial button on the Skin for this.
* start the Redial List, From the Redial List you can start the redial feature or other functions (*Redial list*, page 98).
* start the jump list: You can redial the last dialed number via the jump list (C.1.3 **Call information in the SwyxIt! jump list**, page 260),
* start automatic redial: The target number is dialed automatically until the line called is no longer busy or until you cancel the automatic redial.

By clicking the Redial button, the last dialed number is dialed again (standard setting), or the number is simply shown in the input field first, and is only dialed after the corresponding handset or line button is clicked.

This action depends on whether the option "Dial immediately" is activated or deactivated in the configuration of the Redial List (*Configuring Redial*, page 104).

If the Redial List is configured so that Automatic Redial is always used (option "Always use automatic redial"), then clicking on the Redial List will cause the automatic redial of the last number to start. This option is deactivated by default. You can activate this option in the Properties of the Redial List. See *Configuring Redial*, page 104.

If you click with the right mouse button on the Redial button, the numbers last dialed and possibly the names corresponding to these numbers will be listed in the context menu. Click on an entry to recall the subscriber's number. If the option "Dial immediately" has been deactivated in the configuration of the Redial List, you have to start the dialing by clicking on the handset button or line button.

To define the properties of Redial

To start Automatic Redial

To end Automatic Redial

10.8.1 Context Menu for the Redial Button

If you click with the right mouse button on the Redial button, the context menu will appear.

Menu Command	Explanation
Numbers Previously Dialed	All previously dialed numbers. The number of entries depends on the configured length of the Redial List. Duplicate entries are not listed here. Depending on the key configuration, the number will be redialed immediately or it will be redialed after you have selected it from a list and clicked on the Line Button.
Redial list…	This menu item opens the Redial List in the Call Journal. In this you will see the last numbers you dialed.
Automatic Redial…	A number is redialed. After selecting this menu item, you can select a number from the Redial List and enter 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 a previously initiated Automatic Redial.
Help	Open the Online Help.
Properties	Configures the Redial List (*Configuring Redial*, page 104).
Click on the "Redial" button	Depending on the key configuration, the number will be redialed immediately or it will be redialed after you have selected it from a list and clicked on the Line Button. See also *Configuring Redial*, page 104. If the option "Dial immediately" has been deactivated in the configuration of the Redial List, you have to start the dialing by clicking on the handset button or line button.

To define the properties of Redial

To start Automatic Redial

To end Automatic Redial

To start the last number redial

1 Click on the Redial button on the SwyxIt! Skin.
The number dialed last will be dialed once again (with the standard configuration).
If the option "Dial immediately" has been deactivated in the configuration of the Redial List, you have to start the dialing by clicking on the handset button or line button.

To define the properties of Redial

To start Automatic Redial

To end Automatic Redial

To start the redial for a specific number

You have several options:

1 Click with the right mouse button on the Redial button on the SwyxIt! Skin. The last dialed numbers and the menu options are shown in the context menu.

2 Click on the number you want. The dialing is started at once (with the standard configuration).
If the option "Dial immediately" has been deactivated in the configuration of the Redial List, you have to start the dialing by clicking on the handset button or line button.

10.8.2 Automatic Redial

Automatic Redial offers you the option of redialing a target number until the selected line is no longer busy. You are free to define the time period between two dial attempts. If Automatic Redial is activated, the Redial button is animated. The selected number is shown in the input field during the dialing procedure, and the state of the line changes. However, no ringing is produced. If the connection is made, you will then hear a ringing signal.

The line last used is always used for automatic redial. If you make a call during the automatic redial, the redial is interrupted for the duration of

the call, and resumed afterwards. If you are called by the target number and you pick up this call, the Automatic Redial will be cancelled.

If you call Automatic Redial again using a different number, before the connection is made, then the first order expires. Automatic Redial always exists for one target number only.

You can cancel an Automatic Redial operation at any time.

To start Automatic Redial

You have several options:

1 Go to the menu bar and click on "Functions | Automatic Redial…".

or

1 Click with the right mouse button on the Redial Line.
The context menu will appear.

2 Click on "Automatic Redial…".
In each case, the "Automatic Redial" window will appear.
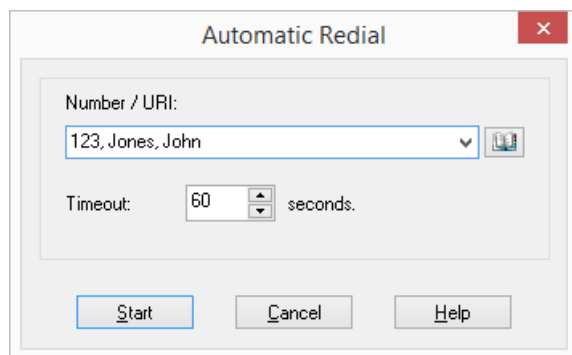
3 Enter the target number here to which you would like to start an Automatic Redial.

4 Enter the time period in seconds, which should pass between two dial attempts.

5 Click on "Start".

The number you have entered will now be dialed until the line is no longer busy, you cancel Automatic Redial, or you dial another number. When dialing, the icon in the tray will change and you will hear a dialing tone.

The state of the Line button when using automatic redial only changes from "Free" to "Dialing" if SwyxIt! is dialing the desired number.

If the Redial List is configured so that Automatic Redial is always used (option "Always use automatic redial"), then clicking on the Redial List will cause the automatic redial of the last number to start. This option is deactivated by default. You can activate this option in the Properties of the Redial List.

See also *Configuring Redial*, page 104.

To end Automatic Redial

You have several options:

1 Click on the Redial button.

Or

1 Click with the right mouse button on the Redial button.
The context menu will appear.

2 Click on "Cancel autom Redial".

Or

1 Click in the menu bar on "Functions | Cancel autom. Redial".

Or

1 Click with the right mouse button on the SwyxIt! user interface.
The context menu will appear.

2 Click on "Functions | Cancel autom. Redial".
The Automatic Redial will be cancelled.

10.8.3 Configuring Redial

You can configure the following options for the redial:

- You can set the length of the Redial List.
- You can say whether the last number is immediately dialed when the Redial button is clicked, or whether you still want to confirm the dialing with the handset or line button.
- You can define whether the Redial button always uses simple or automatic redial.

To define the properties of Redial

1 Click with the right mouse button on the Redial button.
The context menu will appear.

2 Click on "Properties".
The "Properties of…" window will appear.
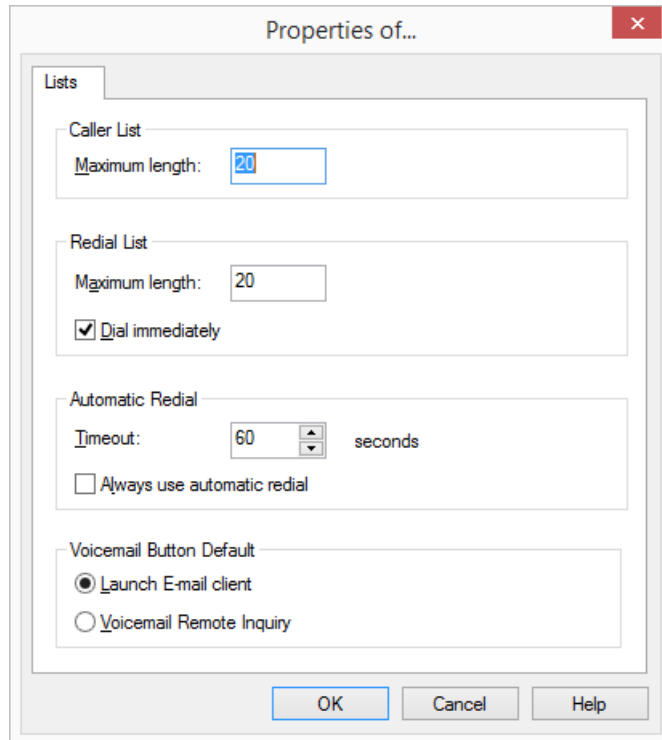
3 Enter the maximum number of entries to be included in the Redial List in the field "Maximum length" located under "Redial List".

4 Activate the option "Dial immediately" if the number or subscriber selected should be dialed immediately (default setting: active).
If this option is deactivated, you can still change the phone number before the actual dialing procedure takes place. You can also switch through the numbers of the Redial List by repeatedly clicking the Redial button.

5 Under "Automatic Redial", activate the option "Always use automatic redial", if you would like to directly initiate the automatic redial of the last number using the Redial button.
If this option is deactivated, only a single Redial of the number dialed last will be started.

6 Click on "OK" to close the window.

Configuring Redial

10.9 Speed Dial and Status Signaling

The numbers of frequently called conversation partners can be assigned to Speed Dials. The Speed Dials enable you to dial quickly: Just click on the Speed Dial to call a 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 Signaling and Pickup

The context menu for Speed Dial buttons

Configuring Speed Dials

10.9.1 The context menu for Speed Dial buttons

Some options of the context menu are optional and depend on the current status of the subscriber, whether the speed dial is linked to an external contact source (e.g. Microsoft Outlook), and whether a webcam is installed or not.

To start the context menu of the speed dial buttons

1 Click with the right mouse button on the desired Speed dial button. The context menu of the speed dial buttons appears.

Call	▶
◻ Start video call	
Call to Voicemail	
Intercom	
Request Callback on Busy	Strg+B
Send Fax	▶
◠ Send Instant Message...	
◉ Show Contact...	
Send E-mail	▶
↱ Delegate Task...	
Schedule Meeting...	
▣ Show Calendar...	
❓ Help	F1
Properties	Alt+Eingabe
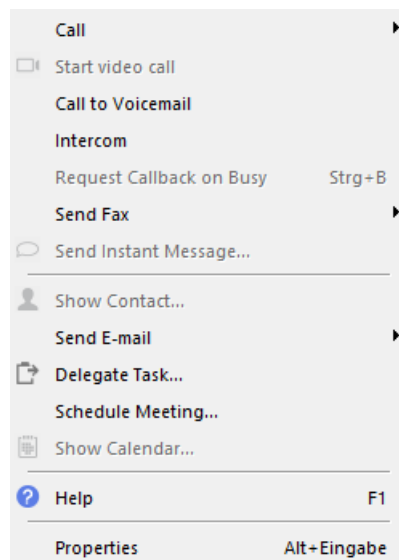
Standard phone number

You can dial multiple numbers via the context menu. The standard number will be dialed, when you click on the speed dial button or the name in the context menu.

The standard number is defined during the configuration of the speed dial button in the "Number/URI" field, see*Configuring Speed Dials*, page 108.

Menu Command	Explanation
Configure Speed Dial N°	This option is displayed if the Speed Dial is not assigned.

Menu Command	Explanation
Calling	The standard number for the respective speed dial button is stored under "Call | Name (Status)". "Status" displays the current status of the subscriber (e.g. "Available" or "Away") If available, an alternative number can be selected under "Call| phone Number (Number type)". "Number type" is the classification of the phone number (e.g. "Tel. business"). According to the configuration of the Speed Dial button, the number will either • be dialed immediately or • transferred to the input field.
Start a video call with <Name>	This option is activated, when a webcam has been installed. With this option, you start a video call with the contact stored on the Speed Dial.
Send voice message	You can send a voice message directly to a subscriber. You can use this option to make a direct call to the user's voicemail, even if he is available and has not activated corresponding call forwarding. You can leave your voice message and this will then be delivered as voice-mail. The call is not signaled to the user, and no corresponding advice appears in the call journal.
Intercom Connection	The connection for Intercom will be created immediately. The caller can speak directly. See also *Intercom Connection*, page 127.

Menu Command	Explanation
Answer/ Pick up Call	You can pick up the incoming call. 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.
Request Callback	Your callback request will be entered in the called subscriber's Call Journal. The callback request will also be entered in your own Call Journal. The line is once again free (inactive). This is only possible internally. See also *Callback request*, page 124.
Send Fax	Via "Send Fax	Name" or, if available, "Send Fax	Fax number (Fax number type)" you can start SwyxFax Client. A dialog window will open, which you can use to send a Quickfax. See also the SwyxFax documentation.
Send Instant message	This option launches the SwyxIt! Messenger. Instant messages are short texts which you can input directly into the SwyxIt! Messenger window. After they are sent, the SwyxIt! Messenger is started at once for the recipient, and your message is displayed.

Menu Command	Explanation
Show contact, information on <Name>	You can see here whether a contact stored on a Speed Dial can be assigned to an Exchange or IBM Notes user or to one of your contacts, or whether no assignment is possible. The menu item changes according to the assignment: • Show details of Exchange name (An Outlook Exchange user was found.) • Show contact <Contact_name> (An Outlook or IBM Notes contact was found). • Show contact... (no assignment), see 15.2.13 *Resolution of the Outlook contact on the Speed Dial*, page 194 or 16.8.4 *Resolution of the IBM Notes contact on the Speed Dial*, page 201.
Send E-mail	You can send an e-mail directly from a speed dial. When you select this option, your E-mail application is launched. The application must be able to assign name configured for this shortcut to an E-mail address. If available, an alternative e-mail address can also be selected. This e-mail address will be transferred to the respective input field of your e-mail application.
Show calender (or information on availability)	You can use this option to call up the calendar of the person stored on the Speed Dial. The availability information from the calendar is also displayed. See 15.2.10 *Outlook Calendar on Speed Dial*, page 193 or 16.8.1 *Calendar on the Speed Dial*, page 200
Schedule Meeting	You can use this option to schedule a meeting. The person assigned to the speed dial button will be added as participant. See 15.2.11 *Creating a meeting request from a Speed Dial*, page 194 or 16.8.2 *Creating a meeting request from a Speed Dial*, page 201

Menu Command	Explanation
Delegate Task	You can use this option to create a new task. The person assigned to the speed dial button will be added as recipient. See 15.2.12 ***Creating a task request from a Speed Dial***, page 194 or 16.8.3 ***Creating a task request from a Speed Dial***, page 201
Help	Open the Online Help.
Properties	Configure the Speed dial button (*Configuring Speed Dials*, page 108).
Click on Speed dial	According to the configuration of the Speed Dial button, the number will either • be dialed immediately or • transferred to the input field. 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.

Configuring the Context Menu of the Speed Dials

A special supplementary function allows you to create additional customized options in the context menu of the Speed Dial buttons. This allows you to combine external applications with SwyxIt!. For example, these applications can be launched with a parameter of this Speed Dial or of the current or latest call. Please note, that this requires changes in the Windows Registry.

Call Signaling and Pickup

Configuring Speed Dials

10.9.2 Configuring Speed Dials

You can customize a single Speed Dial directly, or configure multiple Speed Dials via the user profile. 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 configure a Speed Dial for Call Intrusion

To move/copy a Speed Dial

Linked contacts

You can assign contact data from a connected application (e.g. Swyx VisualContacts, Microsoft Outlook, IBM Notes) to a speed dial button. The contact data on this speed dial button will be updated anytime you start the context menu or the contact card, see*The context menu for Speed Dial buttons*, page 105 and **Contact Card**, page 35.

For further information on the configuration of applications, please refer to the respective chapters:

17 ***VisualContacts and DATEV***, page 203

15 ***Microsoft Outlook – Telephoning with SwyxIt!***, page 186

16 ***IBM Notes - Telephoning with SwyxIt!***, page 197

> The contact name ("Label" field) and the standard number ("Number/URI"field) are not being considered during the retrieval (update of advanced contact information) and can only be manually changed by the user.

To define the properties of a Speed Dial

1 Click with the right mouse button on the Speed Dial button. The context menu will appear.

2 Click on "Properties".

The "Properties of…" window will appear.
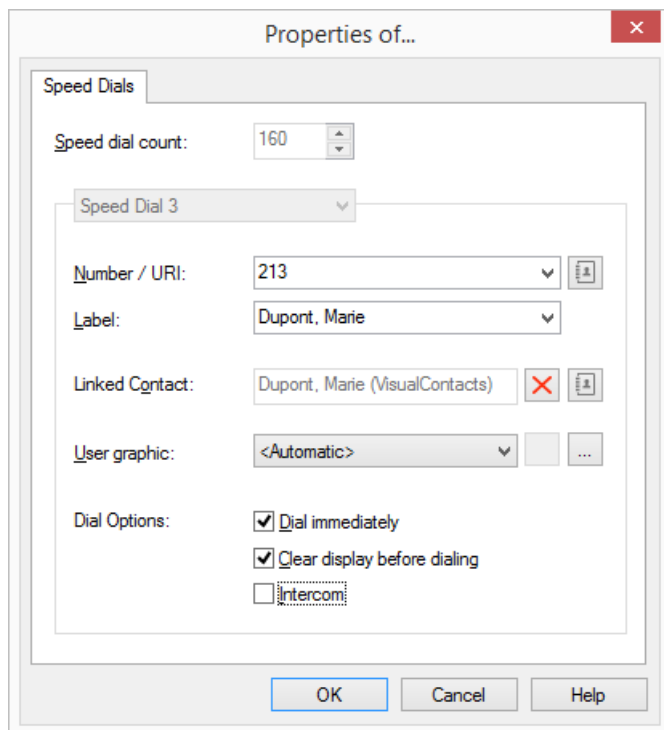
3 Enter the standard number into the "Number/URI" field,, which can be selected by clicking on the speed dial button (valid numbers are numeric sequences or SIP-URIs)
or
click on [icon] next to the "Number/URI" field, in order to retrieve the SwyxIt! Phonebooks.

- 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 button, click on [icon] 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 will be displayed on the Speed Dial button.

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 only select a graphic if the Skin you use allows a user-defined image.

  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. (activate the option)

If this option is deactivated, you can still change the phone number before the actual dialing procedure takes place.

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 (10.19 *Intercom Connection*, page 127).

10 Click on "OK".

  The speed dial button is assigned.

> ⓘ If you have assigned a linked contact to the speed dial button, the respective contact data will also be assigned to the context menu and the contact card of this speed dial button.

To configure a Speed Dial for Call Intrusion

To move/copy a Speed Dial

To configure the Speed Dials in the user profile

1 In the menu bar click on "Settings | User Profile" and select the "Speed Dials" tab.

The contact's number and name will be entered in the "Number/URI" and "Label" fields respectively.

5 Enter the text for the label of the Speed Dial in the "Label" field.

6 If you want to assign a linked contact to a speed dial button, click on ⊞ next to the "Linked Contact" field.
The dialog window "Select Linked Contact" will open:
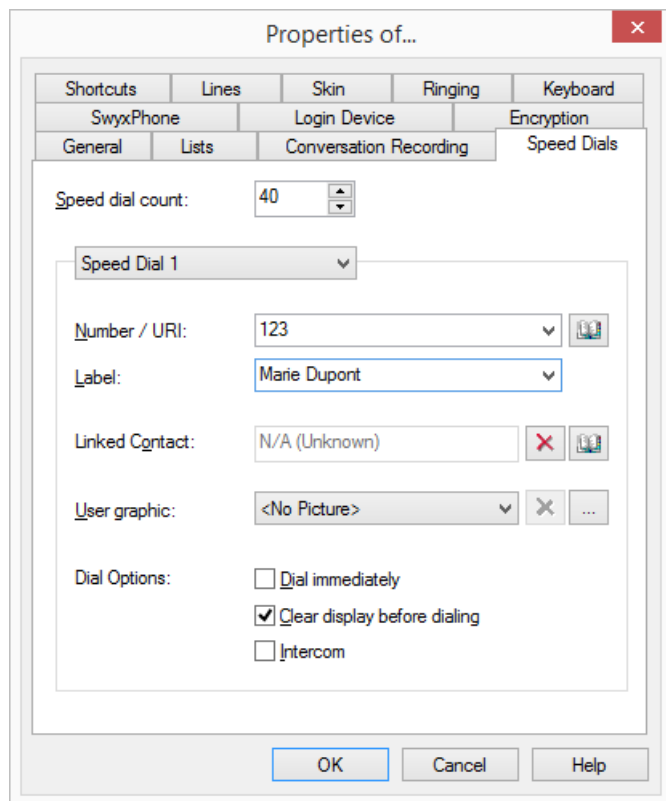
2 In the first field, you define the maximum number of Speed Dials to be displayed.

3 Open the "Speed Dial" drop-down list and select the Speed Dial to be configured.

4 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.

● 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.

7 Choose a picture (if the Skin allows this). 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.

8 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 *Speed Dial and Status Signaling*, page 105.

Only buttons, which have been defined according to the Skin definition (e.g. Buttons 1-5 and Button 7) will be shown on the Skin.

You can export or import speed dials and shortcuts.

See also *Importing and Exporting Speed Dials and Shortcuts*, page 116.

You can also configure a post dialable digits on a speed dial. See also *Using DTMF Signals as Post Dialable Digits*, page 113.

10.9.3 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 (5.10 *Making use of Extended Status Information (Rich Presence)*, page 48).
- 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 SwyxServers. See also the SwyxWare documentation for administrators.

Speed dial buttons	Status
	• Green: Anne is available. • Red: Tom is on the phone. • Grey: Frank is logged off. • Red: Marie does not want to be disturbed. • Yellow Thomas is away. • Red, blinking There is an incoming call for Valentin (ringing), which can be picked up. • Transparent No status signaling is available for Tobias.

10.9.4 Moving/Copying Speed Dials

You can also copy or move Speed Dials by Drag & Drop within the area of the Speed Dials. You can conveniently rearrange your configured Speed Dials by moving them. The Speed Dial (with corresponding number, e.g. no.3) is not only moved: the assignment and settings are assigned to another Speed Dial (e.g. no.6).

⚠️ Any previously existing configuration of the target button (here no.6) will be overwritten.

To define the properties of a Speed Dial

To configure a Speed Dial for Call Intrusion

To configure the Speed Dials in the user profile

To move/copy a Speed Dial

1 To move a Speed Dial, simply drag&drop the Speed Dial to the desired position within the area of the Speed Dials.
Please note the tooltips when doing this - they indicate whether you have selected a valid destination position.

2 Confirm the operation in the next message dialog with "OK".

To copy a Speed Dial, proceed in the same way as for moving it. Hold down the Ctrl key during the drag&drop action.

10.10 Using DTMF Signals as 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. You can also configure a post dialable digits on a speed dial.

Syntax

Post dialable digits are separated from the dialed number by an "x". In addition, you can use a comma to set a pause of two seconds. To insert a longer pause, you can add several successive commas.

Example:

1234x567,,89

This string dials the number "1234". When the call is accepted, the numbers "567" are transmitted with DTMF. After a pause of four seconds "89" is transmitted.

10.11 Shortcuts - Call Application or Internet address with SwyxIt!

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 with just one click on the button.

You can easily change the target link of an existing shortcut button. Only the Swyx logo is defined on the Standard Skin as a shortcut button. You can configure further shortcut buttons with the Skin Editor. See also 19 *The Use of Skins*, page 218.

The context menu for the Shortcut

To link a program or an Internet address to a Shortcut button

To configure your Shortcuts

The context menu for the Shortcut

If you click with the right mouse button on the Shortcut, the context menu will appear.

Menu Command	Explanation
Help	Open the Online Help.
Properties	Assigns a program or an Internet address to a Shortcut.

To link a program or an Internet address to a Shortcut button

1 Click with the right mouse button on the Line button.
The context menu will appear.

2 Click on "Properties".
The "Properties of…" window will appear.
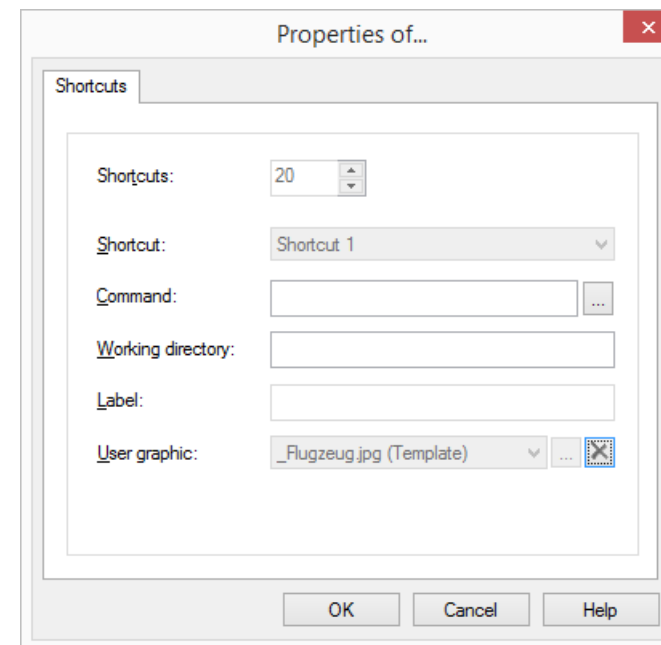
3 Enter the name and the path of the program to be run or the web page you want in the "Command" field.
Examples:

- www.swyx.com

- Outlook:
  Public Folder/All Public Folders/Swyx Employees

- C:\Programme\Microsoft Office\Office\winword.exe

Click on […] to search for the appropriate files.

4 Then, in the field "Working directory", you have the option of entering the path to the working directory you want.
Programs sometimes require files which are stored in another location. For this reason, you enter the path to the working directory here so that these file can be located.

5 Enter the text to be shown on the button in the "Label" field.

6 Enter the file name of a graphic into the "User bitmap" field. This image will be displayed on the Shortcut.

Here, for example, you can include the logo of a program or of a company. Click on ⬜… to search for the appropriate files.
You can only select a graphic if the Skin you use allows a user-defined image.
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 shortcut button.

7 Click on "OK".

You can export or import speed dials and shortcuts.

See also *Importing and Exporting Speed Dials and Shortcuts*, page 116.

To configure your Shortcuts

1 In the menu bar click on "Settings | User Profile" and select the "Shortcuts" tab.

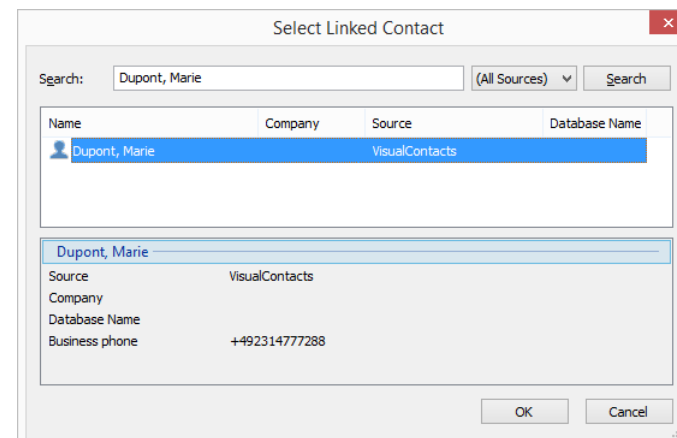**2** In the first field, you define the maximum number of Shortcut buttons to be displayed.
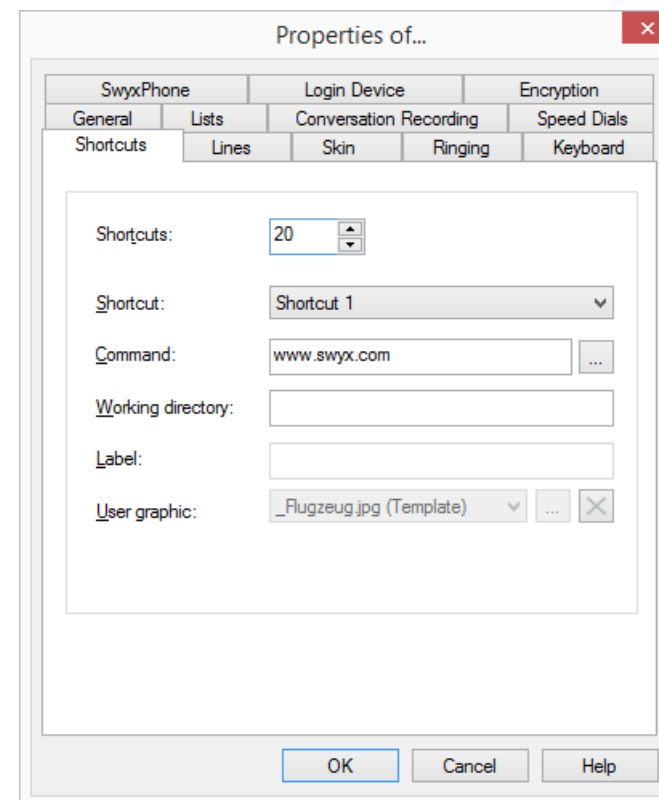
3 Open the "Shortcut" drop-down list and select the Shortcut button to be configured.

4 Then enter all of the necessary parameters, such as the command line, the working directory and the label of the button.

See also *To link a program or an Internet address to a Shortcut button*, page 114.

Only buttons, which have been defined according to the Skin definition (e.g. Buttons 1-5 and Button 7) will be shown on the Skin.

10.12 Importing and Exporting Speed Dials and Shortcuts

It is possible to import or export the numbers of frequently called conversation partners, as well as shortcuts to frequently used programs.

⚠️ 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.

To export all Speed Dials and Shortcuts

1 Click on "File | Speed Dials / Shortcuts | Export…"
The following window appears: "Save File As…".

2 Select the directory in which you would like to store the configuration of your Speed Dials and Shortcuts.

3 Enter a file name and confirm this step with "Save".
The user picture configuration, as well as any configured Speed Dial and Shortcut buttons will be saved in the defined file.

To import Speed Dials and Shortcut buttons

⚠️ During the import, any speed dial and shortcut buttons are overwritten. I.e. if the *.key file only describes the assignment of one speed dial button, any other buttons will be deleted (reset).

1 Click on "File | Speed Dials / Shortcuts | Import…"

2 Confirm the warning message by clicking on "OK", or click on "Cancel".
The "Open" window appears.

3 Select the directory containing a Speed Dial and Shortcuts file "*.key".

4 Highlight the file you want and confirm this selection by clicking on "Open".

The Speed Dial and Shortcut buttons defined in the selected file will be imported. The buttons are assigned according to their label (e.g. Speed Dial 1" is assigned to "Speed Dial 1" again). The number of buttons visible on the Skin of your SwyxIt! is not modified by the import. Linked contacts are imported, regardless if the respective applications are connected to SwyxIt! or not.

10.13 Call Signaling 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 signaling" information balloon 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 profile). See also *Configuration of Call Signaling*, page 117.
- The Pick up button is active.
- If you have set a Speed Dial with the called subscriber, the symbol 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 Signaling

To pick up a signaled call

To pick up the call,

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 the Pick Up button or on the blinking green 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   Use Drag and Drop to move the Pick Up button to a free Line button

Or

1   double-click on the call symbol 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.

ℹ️ A call can also be picked up by opening the context menu of the respective Speed Dial and selecting the entry "Pick up Call".

If several subscribers, whose calls are signaled to you, receive a call at the same time, only one name will be shown in the status bar. The other calls will only be indicated on the corresponding Speed Dials. If you would like to pick up one of these calls, use the corresponding Speed Dial and lift the handset.

10.13.1 Configuration of Call Signaling

You can specify in the user profile whether you want a call notification in the taskbar as well as acoustic call signaling.

To define the options for Call Signaling

1   Go to the menu bar and click on "Settings | User Profile…".
The "Properties of…" window will appear. It contains several tabs with your settings.

2   Select the "General" tab.
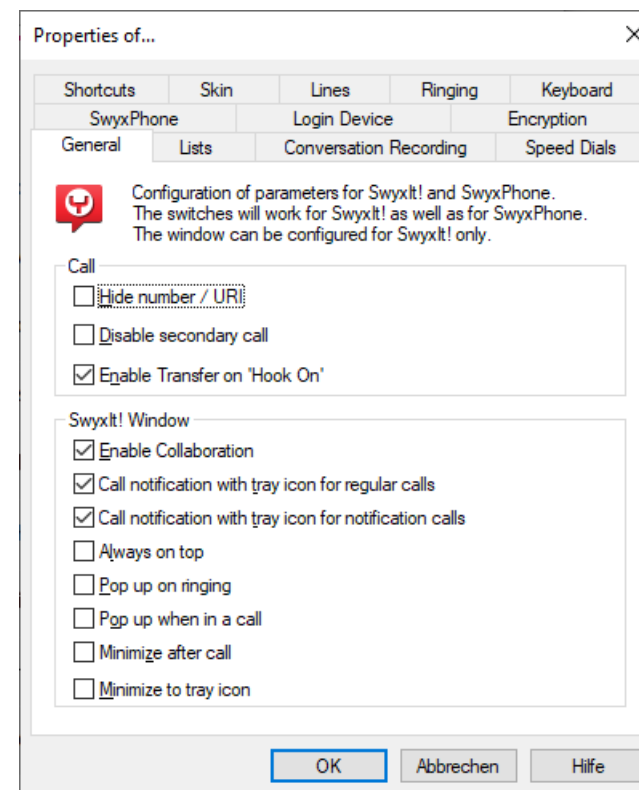
3   In the "SwyxIt!" area, deactivate the checkbox "Call notification with tray icon". Calls for other users are now no longer shown to you in the information balloon in the taskbar. There is also no further acoustic signal when a call is signaled.

10.14 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:
  https://help.swyx.com/meeting/1.00/web/Swyx/en-US
- SwyxIt! Meeting
  Screen sharing and remote access among SwyxIt! users
- Third party application

10.14.1 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 12.1.1 *General*, page 139.
- You must have activated Collaboration in your user profile. See also 12.1.1 *General*, page 139.
- Collaboration with TeamViewer: You have selected the corresponding function when installing the SwyxIt!. See also 20.3.2 *Custom Setup Installation*, page 249.
- Collaboration with SwyxIt! Meeting: You have selected the corresponding function when installing the SwyxIt!. See also 20.3.2 *Custom Setup Installation*, page 249.
- Collaboration with Swyx Meeting: You are using Chrome or Firefox as your browser. See also

To specify a default tool for Collaboration

10.14.2 Start Collaboration

You can start collaboration via SwyxIt!.

To start the collaboration

1 During a call, click on the "Collaboration" button , or select the option "Collaboration" from the "Functions" menu. The Collaboration application defined as default is then started.

Or

1 During a call, click with the right mouse button on the "Collaboration" button. The context menu with the available collaboration applications (tools) will be displayed.

2 Click on the application you want.

3 The corresponding Collaboration tool is started. The operation then depends on the particular tool.

ⓘ 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.swyx.com/meeting/1.00/web/Swyx/en-US

10.14.3 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 on with your TeamViewer account, you have to log on as "Organizer" in the TeamViewer window by clicking on "log on as organizer", if you want to start a TeamViewer 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.

10.14.4 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 profile: 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.
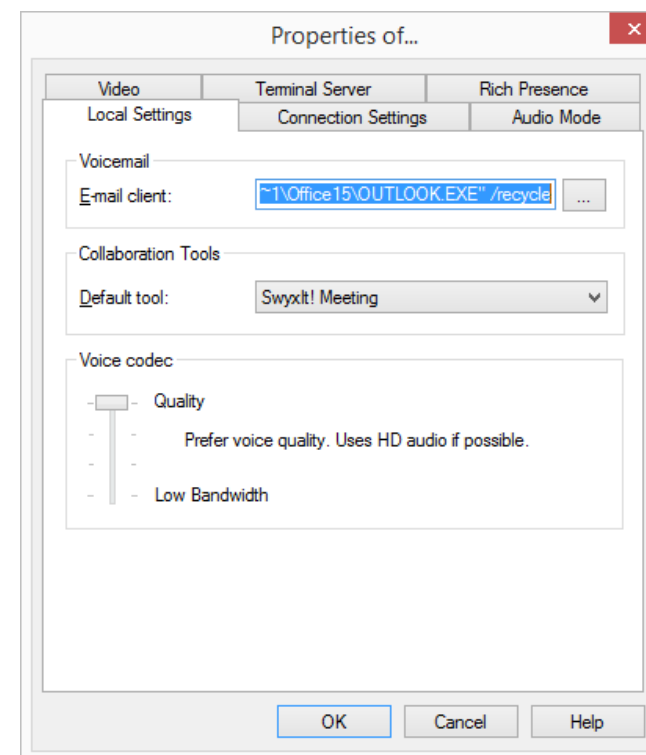
2 Under "Available Collaboration Tools", select the default application.

10.14.5 Collaboration with SwyxIt! Meeting

SwyxIt! Meeting lets you quickly and easily allow your call partner to view the screen or selected applications during a call. You can also allow him to control your mouse.

Requirements and recommendations for the use of SwyxIt! Meeting

- Operating system Windows 7 or higher
- Both call partners must have installed the SwyxIt! Meeting function.

ℹ️ If the first two requirements are not satisfied, the SwyxIt! Meeting component is not available for selection as a default application.

- Firewall settings
  Make sure that the connection between the Collaboration partners is not prevented by a firewall or a NAT router.
- Processor recommendation for SwyxIt! Meeting
  - Core 2 Duo 1.86 GHz or higher
- The recommended network bandwidth is at least 2 Mbit.

⚠️ The more pixels have to be transmitted (e.g. sharing of one or two screen contents), the greater the network bandwidth has to be.

⚠️ If you want to use the video functionality as well as SwyxIt! Meeting, additional bandwidth is needed for this function (*Requirements and recommendations for the use of the video functionality*, page 133).

If you have decided on "SwyxIt! Meeting" for the default tool, the SwyxIt! Meeting window opens automatically after you click the "Collaboration" button.
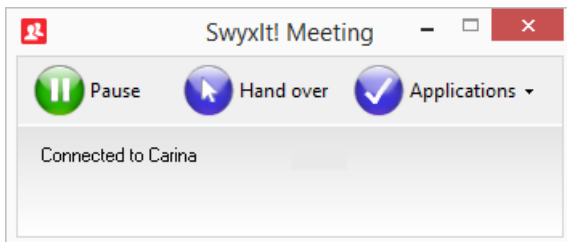
Button	Explanation
Share	Starts a new Collaboration session. Your screen contents will be displayed to your call partner. You can specify exactly what he should see.
Hand over	By clicking on "Hand over" you allow your call partner to access your desktop using his input device. This button is only active for an existing connection.
Applications	You can use "Applications" to choose which screen or which applications you want to share with your call partner.
Pause	Use "Pause" to suspend the Collaboration. The screen content seen by your call partner is filled with a Pause sign.

ℹ️ The SwyxIt! Meeting functions are not available within a remote desktop connection.

10.15 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. These calls are listed in the call journal in the list of recorded conversations, and you can listen to them or delete them there (*Recorded Calls*, page 101).

Recording Conversations

To record a phone call

10.15.1 Recording Conversations

During a call, you can click on the "Conversation Recording" 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. Clicking once again on the "Conversation Recording" 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.

The recorded calls will be stored in your user directory as a WAV file. See *Configuring Conversation Recording*, page 123.

To record a phone call

You are having a phone conversation.

1   Click on the "Conversation Recording" button.

Your conversation partner will hear a sound signal and the "Conversation Recording" button is activated during the recording. To record individual parts of the conversation, switch the recording function on or off repeatedly during the call.

Recorded Calls

To end the recording of a phone call

1   Click on the "Conversation Recording" button in order to stop or interrupt recording, or end the call.
If you deactivate Conversation Recording, no other sound signal will be produced.
To record individual parts of the conversation, switch the recording function on or off repeatedly during the call.

To record a phone call

10.15.1.1 The context menu for the "Conversation Recording" Button

If you click with the right mouse button on the "Conversation Recording" button, a shortcut menu will appear:

Menu Command	Explanation
Recorded Calls...	The list of the recorded conversations will be displayed.
Help	Open the Online Help.
Properties	Configuring conversation recording.
Click on button "Conversation Recording"	The recording of the current conversation is switched on or off.

To end the recording of a phone call

Recorded Calls

10.15.2 Listening to and Editing Recorded Conversations

All of your recorded conversations will be shown in the call journal in the list of recorded conversations. 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. Furthermore, a symbol signals whether it was an outgoing call (green symbol) or an incoming call (blue symbol). See also *Recorded Calls*, page 101.

You can call the conversation partner again, write him an e-mail, assign a special ringing sound to his phone number or add his number to your Personal Phonebook.

To play a recorded conversation

To export recorded conversations

Recorded Calls

10.15.3 Playing and Exporting Recorded Conversations

You can play your recordings directly with SwyxIt!. There is also the option of exporting the recordings into a specific directory with the help of the Export Wizard for recorded conversations.

To play a recorded conversation

1 In the menu bar, click on "Lists" and select the option "Recorded Conversations".
A list of the recorded conversations will be displayed.

2 Highlight the conversation you want.

3 Click on the "Play" symbol ▶ to listen to the selected file. Click on "Stop" ■ to discontinue the output.
You will now hear the conversation via your PC's speakers or in the handset.

To export recorded conversations

1 In the menu bar, click on "Lists" and select the option "Recorded Conversations".

A list of the recorded conversations will be displayed.

2 Click on the "Export" button.
The Export Recorded Conversations wizard will appear.

3 Click on "Next ". A list of the recorded conversations will appear. This contains all recorded conversations. As default, all recordings are highlighted for export.

4 In the first column, deactivate as necessary any recordings that you don't want to export.

5 Click on "Next ".

6 Select the directory into which the recording should be exported. You can also say here whether an existing file should be overwritten, or whether this recording should not be exported.

7 The recordings will be saved as WAV files. In the process, the name of an exported file will be created as follows:
- <Direction of the call>#
  A differentiation is made between outgoing calls (OUT) and incoming calls (IN).
- <Number of the user>#
  This is the called extension (IN), or the extension from which the call was started (OUT).
- <Name of the conversation partner>#
  The name can only be given if the number has been assigned a name.
- <Number of the conversation partner>#
  Will be displayed if one exists. Please note that the public line access will also be saved.
- <Date of the call>#
  Date in the format <yyyymmdd>
- <Time of the call>
  Time in the format hhmmss

Example:

The name

Out#123#Schulz, Eva#0012345678#20050217#155844.wav

means that an outgoing call from the number "123" to Eva Schulz with the number "0012345678" was recorded on February 17, 2005 at 15:58:44.

10.15.4Playing a recording in a conversation

You can play a recorded conversation to your call partner during a phone call.

To play a recorded conversation in an active phone call

1 Click on the "Record" key with the right mouse button during a phone call, and then select the option "Recorded Conversations" in the context menu.
Or

1 Click on the "Call Journal" symbol, while you are speaking, and select the tab "Recorded conversations".

2 Click on the recording you want to play, then click on "Play".
The recording will be played into the current conversation.

10.15.5Configuring 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 Right-click on the SwyxIt! interface on the "Conversation Recording" button, and in the context menu choose the option "Properties".
Or

1 In the menu bar click on "Settings | User Profile" and select the "Conversation Recording" tab.
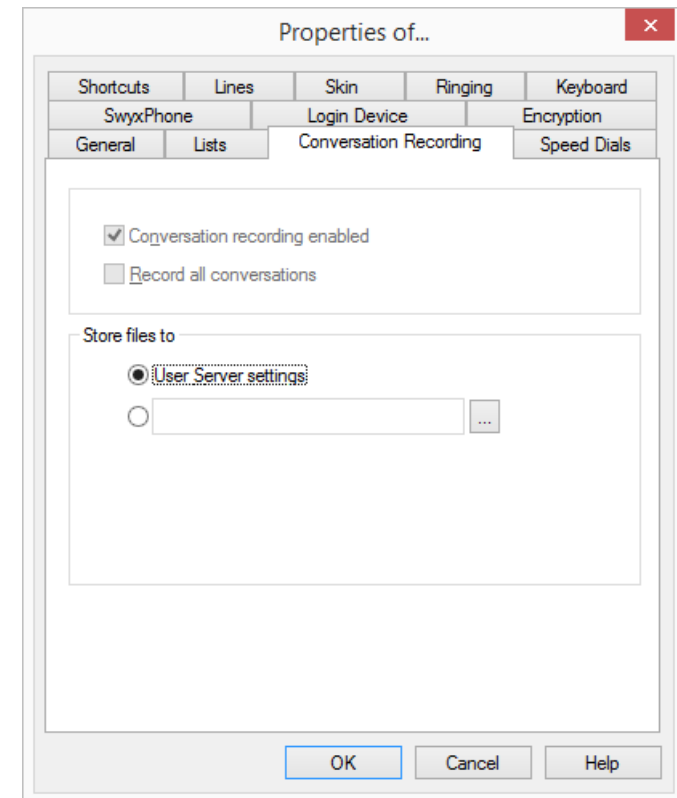
2 Click on ⋯ under "Store files to", to search for the directory you want.
The option is automatically activated as soon as the field contains a directory.
If the recordings should be stored in a standard directory preset by the administrator, activate the option "Use Server Settings". If your administrator 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
```

3 Click on "OK" to close the window.

10.16 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 the SwyxWare documentation for administrators.

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 button (e.g. 123 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 IBM Notes

1 Select the contact and click on the SwyxIt! symbol.
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.

10.17 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 Voicemail)

SwyxIt! offers you a list for the management of your callback requests.

If conversely another user leaves a callback request for you, this is noted in your caller list.

Callback on busy

Callback for a Call that is not Picked up

"My Callback Requests" List

10.17.1 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 make a callback request if the line is busy

Requirement: You call another internal subscriber. This person is on the phone.

1 In the context menu of the Speed Dial, click on the "Request Callback on Busy" option or, click on the "Request Callback" option in the "Functions" menu.

An entry will be created with "Callback on busy" in your "My Callback Requests…" list. The person called will not be signaled your callback on busy. Your call will be ended.

2 If the person called has ended his call, a new call will be started from your SwyxIt! - after inquiry call (*To start Callback on busy*, page 125).

> Several callback requests on busy to the same user, even at different numbers, will be summarized into one entry in the "My Callback Requests" list.

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 "My Callback Requests" 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 "My Callback Requests" 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 "Functions" menu select "Reject Callback"
The entry in the "My Callback Requests" 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 Callback Requests…".
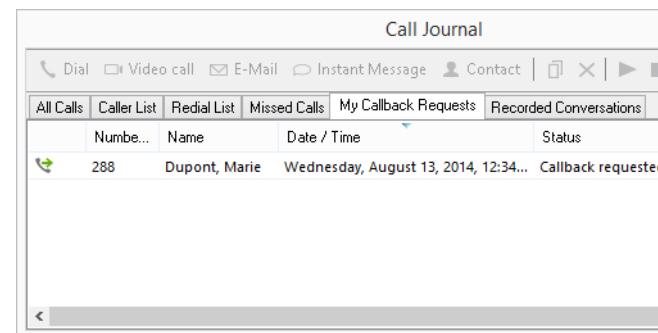
2 Highlight the entry you want to delete and click on "Remove Entry".
The entry will be deleted.

To reject Callback on busy

To start Callback on busy

To make a callback request if the line is busy

10.17.2 Callback for a Call that is not Picked up

You call another internal subscriber and this call is not picked up. You receive the message "Outgoing Call, Ringing" or the Voicemail 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 Callback 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 "Callback Requests" list, the entry will change to "Callback obsolete".

> ℹ️   Callback requests in case of calls that have not been picked up can only be made for subscribers on the same SwyxServer server.

To make a callback request when the line is idle

You call an internal subscriber. The other subscriber does not pick up the call or your call is forwarded to Voicemail.

1   In the "Functions" menu select "Request Callback".
The person called will be signaled your callback request.

2   Your call will be ended.

To answer a callback request

1   Click on the "Missed Calls" option.
The Call Journal opens. In your Caller List, and on the "Missed Calls" tab you will see the entry "Callback requested".
Highlight this entry.

2   Click on "Dial".

3   The corresponding number will be dialed.

To answer a callback request by e-mail

1   Click on the "Missed Calls" option.
The Call Journal opens. In your Caller List, and on the "Missed Calls" tab you will see the entry "Callback requested".
Highlight this entry.

2   Click on "E-mail".
An e-mail, with the caller information and the time at which the callback request was made, will open.

3   Enter your message and send the e-mail.
The entry will change to "Callback obsolete".

If the caller is listed in your contacts, the corresponding e-mail address will be suggested.

> ⚠️   The entry in your "My Callback Requests" will be deleted in every case if a connection to the person called is successfully made, regardless of whether the person called has noted your callback request or not. At the same time, the entry in the Caller List of the person called will change to "Callback obsolete".

"My Callback Requests" List

In the "My Callback Requests" list you will find all callbacks that you have requested yourself. This is an element of the call journal.

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.

To assign a ringing sound to a number from the "My Callback Requests" list

Requirement: You have left a Callback Request.

1 In the call journal click on "My Callback Requests…".
2 Highlight the entry for which you would like to configure a ringing sound.
3 Click on "Ringing…".
   The "Ringing Properties" page opens.
4 Define the ringing for this number and close the tab with "OK".
5 Close the "My Callback Requests…" list with "Close".

10.18 Call History

On a workstation where many calls are forwarded simultaneously (e.g. operator, call center) it can be useful to recognize directly which lines were already subject to connection attempts.

SwyxIt! offers the option of creating the history of a call (e.g. connection attempts) on the interface. To do this, use a special skin (Call History), which contains display elements that show the call history for the assigned line. For more information, please contact your administrator.

See also 19 *The Use of Skins*, page 218.

> ⚠ 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 history of the call will be shown on the display. Events such as the following will be registered:

- Time of call,
- Pick up of call,
- Hold,
- Connection attempts and
- End of call (with cause).

10.19 Intercom Connection

You can speak directly to an internal subscriber. In this case the other subscriber's telephone automatically accepts your call at once, activates the loudspeaker and produces a signal. You can give your message directly. The microphone of the subscriber called is switched to mute. The Intercom can generally be defined as a property of a Speed Dial.

> ℹ For an intercom call, the direct call signal is heard from the speaker to which the "Open listening" option is assigned (*"Open listening" Option*, page 92).

The Intercom connection works only with internal subscribers, who are logged on to the same SwyxServer as you. For subscribers who are connected by a server link-up (Intersite Presence), a normal call is set up instead of the Intercom connection.

Intercom connection by Speed Dial

You can configure a Speed Dial to make an Intercom connection to the subscriber (*Configuring Speed Dials*, page 108).

You can also spontaneously speak to a subscriber directly via the context menu of the Speed Dial. In order for you to be able to speak directly to an employee, he must signal his status to you.

Intercom connection by code input

By entering a code you can also start the Intercom connection directly, without needing to have configured a Speed Dial. Simply enter the extension followed directly by *72*, and then start the dialing. You can also store this code on a separate Speed Dial.

To speak to a subscriber via Intercom

You have several options:

1 Define Intercom as property of a Speed Dial (*Configuring Speed Dials*, page 108).

2 If you click on a Speed Dial, the intercom connection will be started immediately.
Or

1 Click with the right mouse button on a Speed Dial button.
A context menu will open.

2 Click on "Intercom".
The number is dialed and the connection is established directly. You can speak immediately.
Or

1 Enter the following code: nnn*72* (nnn= extension of the subscriber to whom you wish to speak).

2 Now start the dialing procedure. The intercom connection is started at once.

10.20 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.
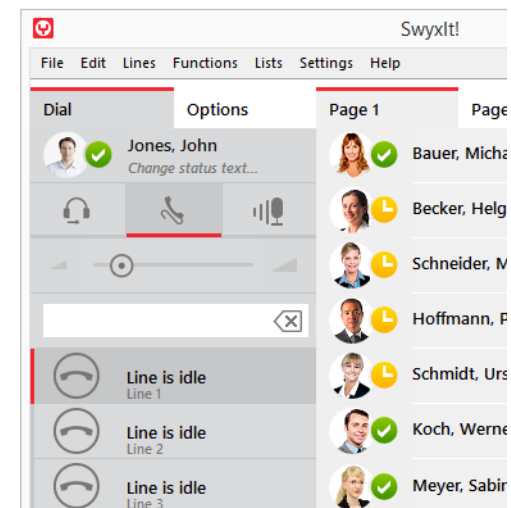
The highlighted text is dialed as follows by SwyxIt!:

- 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. thomas.meier@firma.de)
  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 12.1.9 *Keyboard*, page 146.

10.21 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 sub-scribers in a conference room. In a conference room you can take an active part in the conversation or only act as a listener.

10.21.1 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, 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.
Or

1 In the context menu of the line button, "Start Conference on this Line".
In this case, the conference will only be started with this line. Other lines can be added subsequently, e.g. by drag & drop.
Or

1 Use Drag&Drop to move the line on hold to the active one.
The active line becomes the Conference line and the line on hold is free again.
Or

1 Use Drag&Drop to move the lines to the "Conference" button.
The active line becomes the Conference line and the line on hold is free again.

In the last three cases, you can choose the lines which are to be added to the conference.

> 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.

10.21.2 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 confer-ence 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 a free Line button.
Or

1 Click on the speed dial, if applicable.

2 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.

3 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 sub-scriber 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.
- Combine conferences
  If you are participating in different conferences, you can use "Conference" to combine both of the conferences. All partici-pants will hear a welcome signal..

4 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.

> **i** If you are logged on 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 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". Alternatively, you can use Drag & Drop to put the second line onto the conference line or onto the "Conference" button. 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.

If you have several calls on hold and you do not wish to add all calls to a conference, it is possible to select a single line, which is then added to the conference.

To start a conference call

To select a single subscriber to be added to a conference

Requirement: You have one conference line and at least two other calls.

1 Use Drag&Drop to move the line button of the subscriber onto the Line button of the conference or onto the "Conference" button.
Or

1 Click with the right mouse button on the "Conference" button.
Or

1 Click with the right mouse button on the Line button of the conference.
In each case, the context menu will appear.

2 In the context menu, select "Start / Add to Conference".

3 Click on the line which you would like to add to the conference.
The selected line is then added to the conference.

To start a conference call

10.21.3 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.

> 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.

10.21.4 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 (*Silent conference participation*, page 131).

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 129).

Furthermore, you can add other subscribers to this Conference Room (*To add an additional subscriber to a conference*, page 130.

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.

> 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.

10.21.5 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 the SwyxWare documentation for administrators.

> ⚠️ 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.

10.22 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.

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 SwyxPhone, 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 voicemail 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.

10.22.1 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.

10.22.2Configuration 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 Call Intrusion

1   Click with the right mouse button on the Speed Dial button you want to configure.
The context menu will appear.

2   Click on "Properties".
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.
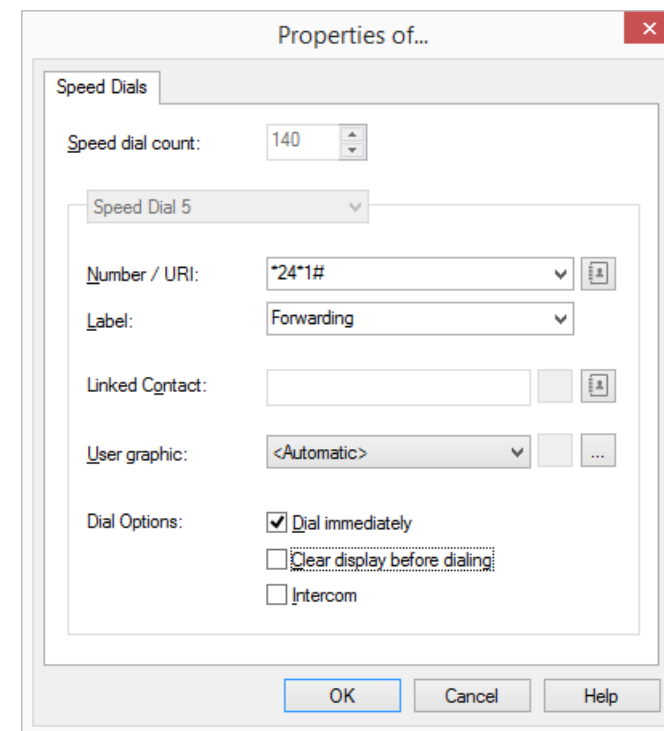
10.23 Video

The video functionality in SwyxIt! gives you the opportunity to talk face to face - by video - with your call partner.

Requirements and recommendations for the use of the video functionality

- You selected the video function when installing SwyxIt! (default setting).
- You have connected a webcam compatible with Windows.
- In the menu under "Settings | Local Settings | Video", you must select the webcam that you want to use for the video functionality (*To define the options for the video functionality*, page 158).
- Processor recommendation:

- Pentium 4 2.8 GHz with HT or higher with a video resolution of 320 x 240
  - Core 2 Duo 1.86 GHz or higher with a video resolution of 640 x 400
  - Quad Core 2.4 GHz or higher with a video resolution of 960 x 720
- Even for low resolutions the recommended network bandwidth should be around 1 Mbit (in both directions). For higher resolutions, correspondingly more bandwidth is needed.

⚠️ If you want to use SwyxIt! Meeting as well as the video functionality additional network bandwidth is needed for this function. See also *Collaboration with SwyxIt! Meeting*, page 119.

10.23.1Video function

Within video functionality, a distinction is made between
- Video data that you send to your call partner (outgoing video data) and
- Video data that you receive from your call partner (incoming video data).

SwyxIt!'s actions can be separately configured for the transmission of outgoing and of incoming video data. For example, you can state that you always (or never) want to receive incoming video data, whether you want to transmit your own video data to your call partner on each call, or if you want to decide this individually during each call.

See also *To define the options for the video functionality*, page 158.

In a video call, SwyxIt! opens a window for each video data transfer. In other words, a window is opened in which you see your call partner (only when he sends video data), and a further window in which you see your own video image, just as your call partner sees it.

If you terminate your video data transmission during the call, the window showing your video image on your call partner's side is also automatically closed. Similarly, the window on your side with your own video image is closed if your call partner closes the window on his side, in which he can see you.

You can adjust the size and position of both windows as you wish. SwyxIt! saves the size and position, and positions the windows for a renewed video call according to the previous settings.

10.23.2Starting a Video Call

A video data transmission between two call partners can only take place if a call connection exists between them. A video data transmission without an active call connection is not possible.

You have several options for initiating a video call:
- You enter the number and start the video call, as soon as the connection exists, using the video button on the SwyxIt! skin.
- If you have configured under "Settings|Local Settings|Video" that you want to send your own video data with every call, then the video call is started automatically and there is no need to actuate the video button (*To define the options for the video functionality*, page 158).
- You start a video call from the context menu of a Speed Dial.
- You start the video call spontaneously in the course of an active call by clicking the video button .

To start a video call

1 Enter the number in the input field from the keyboard, and click on the handset button "Hook off".
As soon as a connection exists, the video button becomes active.

2 Click on the video button .
The video call will be initiated.
Or

1 Click with the right mouse button on the Speed Dial button.
The context menu will appear.

2 Click on "Start video call with <Name>"
Depending on the configuration of the Speed Dial,
- the number is dialed at once and the video call is set up
- the number is transferred to the input field. Then click on the handset button "Hook off" to start the video call.
Or

1 Click spontaneously on the video button during an active call.
Your video data will be transmitted to your call partner.

In all cases, SwyxIt! opens a window, in which you see your own video image (window "My name"). Your call partner also receives this.

If your call partner likewise sends video data, and if you have set your video configuration such that you allow video data to be received, then SwyxIt! opens a further window, in which you can see your call partner's video image (window "Call partner's name").

You can now talk face to face.

> As soon as your call partner activates transmission of his video data during a call, and you see his video image in the "Call partner's name" window, the video button blinks on your skin. This is meant to draw your attention to the fact that you too can transmit video data by clicking the video button.

10.23.3 Putting a video call on hold

If you put a video call on hold, all video windows are filled with a pause sign.

To put a video call on hold

You are making a video call.

1 Click on the "Hold" button.
The call will be placed on hold, and your conversation partner will hear music on hold.
So long as the call is on hold, all video windows are filled with a pause sign - both on your side and on your call partner's side. When the call is resumed, the video data transmission is automatically reactivated.

> When the line is switched, the action is different. In this case all video windows are closed - both on your side and on your call partner's side. If you switch back to the previous line, you have to activate the video data transmission manually by clicking the video button on the skin.

11   SwyxIt! Messenger

This chapter describes how to send instant messages with the SwyxIt! Messenger.

Instant messages are short texts which you can input directly into the SwyxIt! Messenger window. After they are sent, the SwyxIt! Messenger is started at once for the recipient, and your message is displayed.

Sending instant messages

Options in the SwyxIt! Messenger

11.1   Sending instant messages

You can start the SwyxIt! Messenger from the context menu of a Speed Dial, or from a list (Phonebook or Call Journal). When you receive an instant message from another user, the SwyxIt! Messenger is automatically started.

Preconditions for the sending of instant messages:
- The recipient must be logged on. Otherwise the relevant options are not available on the SwyxIt! user interface.
- Status signaling between the two users must be activated.
- Both users must be using SwyxIt!. (A SwyxPhone can also signal the status, e.g. "available". If you then send an instant message to this user, you will receive the error message that no device is available.)
- SwyxIt! cannot be controlled by CTI from another device. If you use SwyxIt! in CTI mode, to control a further SwyxIt!, the SwyxIt! Messenger functions only on the controlling SwyxIt!.
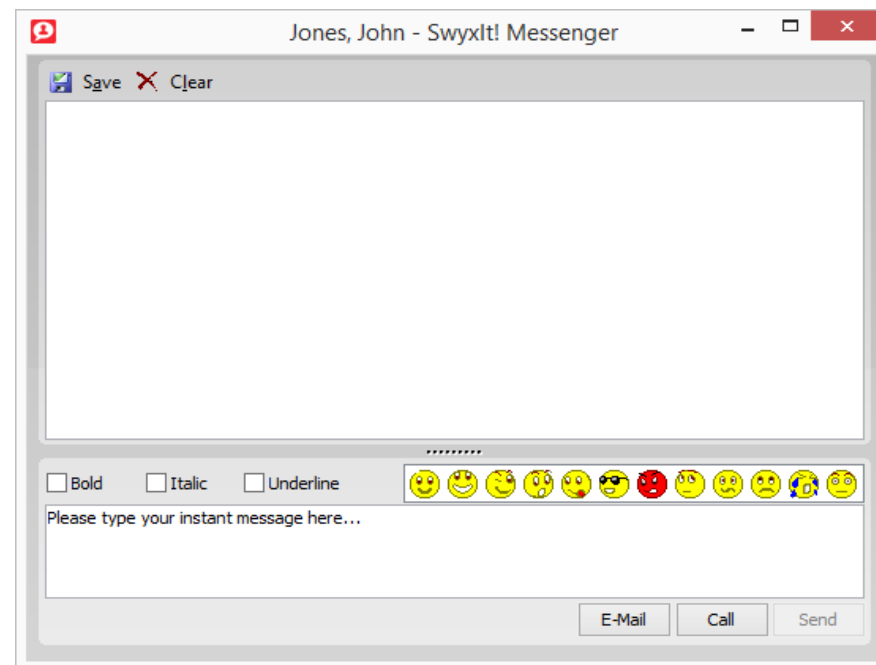
To send an instant message using a Speed Dial
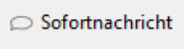
1 Right-click on the Speed Dial, or click on the arrow on the Speed Dial. This Speed Dial must be assigned an internal subscriber who is logged on.
The context menu will appear.

2 In the context menu, select the option "Send Instant Message". The SwyxIt! Messenger call will be started.

3 Enter your message now in the lower section.
You can also paste a message from the clipboard.
Emoticons are also available to you when entering the message.
You can also format the text more before sending it (heavy type, italics or underlining).

4 Then click on "Send" or press Enter. Your message will be sent and simultaneously displayed in the history area.

If the recipient cannot receive messages (e.g. because a SwyxPhone is logged on), a corresponding message is displayed.

Options in the SwyxIt! Messenger

To send an instant message from a list

1 Open the Phonebook or the Call Journal.

2 Click on a list entry.
This list entry must be valid for an internal subscriber who is logged on - the "Instant Message" button is then active.

3 In the toolbar, click on the "Instant Message" button.
The SwyxIt! Messenger call will be started.

4 Enter your message now in the lower section.
You can also paste a message from the clipboard.
Emoticons are also available to you when entering the message.
You can also format the text more before sending it (heavy type, italics or underlining).

5 Then click on "Send" or press Enter. Your message will be sent and simultaneously displayed in the history area.

If the recipient cannot receive messages (e.g. because a SwyxPhone is logged on), a corresponding message is displayed.

Options in the SwyxIt! Messenger

11.2   Options in the SwyxIt! Messenger

The SwyxIt! Messenger window offers you further options for sending and receiving messages. The name of the conversation partner is displayed in the title bar of the window.
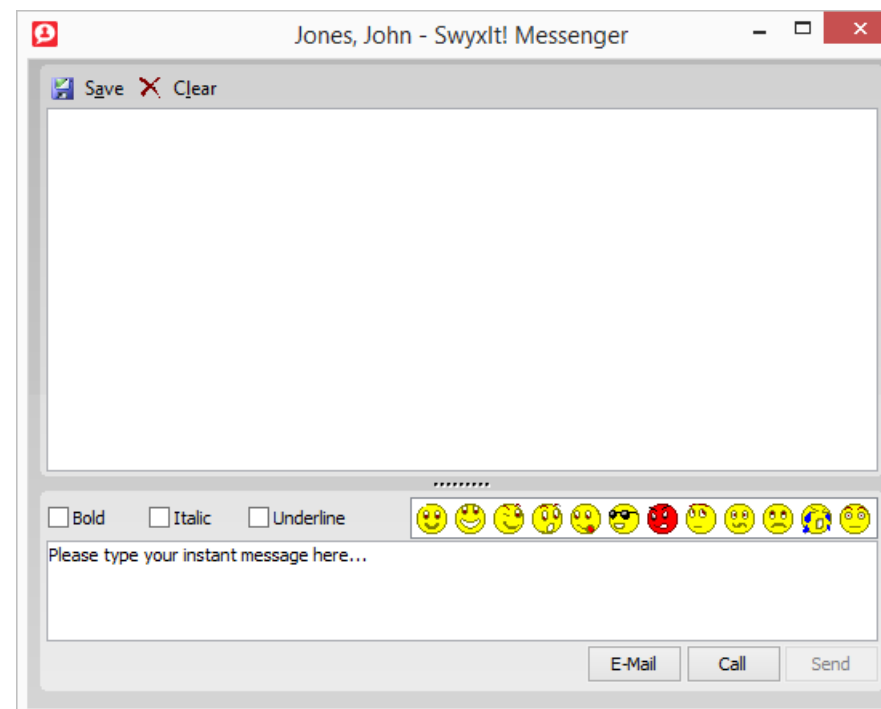
Save message history

You can use the "Save" button in the upper window area to save the contents of the history area as an *.rtf file.

Delete message history

You can delete the contents of the history area with the "Clear" button in the upper window area.

Format message

You can format the message text with heavy type, italics or underlining. .

Emoticons (Smileys)

You can click on an emoticon to insert it in your message.

Adjust window size

You can use the sizing handles on the border of the window to adjust its size. The sizing handle in the middle allows you to change the division of the history area and the input area.

Send E-mail

You can send your conversation partner an e-mail directly from the SwyxIt! Messenger. Simply click on the "E-Mail" button at the bottom of the window. Your e-mail system is started, and a new e-mail message is opened.

Call

You can dial your conversation partner directly from the SwyxIt! Messenger. Click on the "Dial" button below the Window. SwyxIt! initiates the dialing of the corresponding number.

12   SwyxIt! Configuration

This chapter describes how to configure various SwyxIt! functions.

Most settings are stored in your user profile, 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 *User Profile*, page 139.

Some settings, however, only apply to the computer on which you are currently working.

See also *SwyxIt! - Local Settings*, page 152.

> ⚠️ 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.

12.1   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.

This user profile is stored on 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 settings 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 "Settings | SwyxIt! 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

You have several options:

1. Go to the menu bar and click on "Settings | User Profile…".
   Or
1. Click with the right mouse button on the SwyxIt! user interface.
   The context menu will appear.
2. Go to the menu bar and click on "Settings | User Profile…".
   The "Properties of…" window will appear. It contains several tabs with your settings.

12.1.1 General

The basic telephoning behavior of SwyxIt! is defined on this tab.
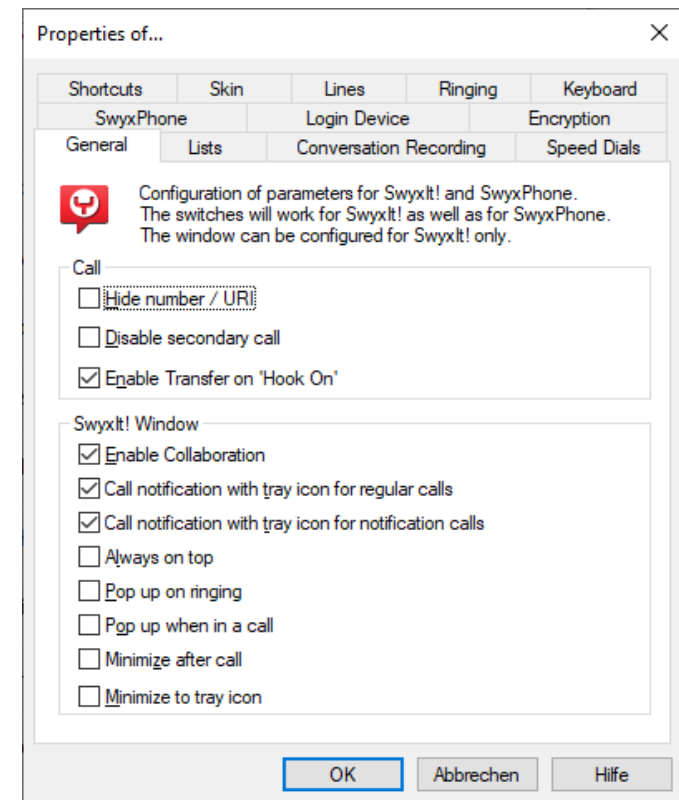
Call

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 10.5 **Hide number**, page 94.

- 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 8.3 **Call Forwarding Busy**, page 74.
  Selecting this option has the same effect as clicking on "Disable Secondary Call" on the skin. See also 10.4 **Disabling Secondary Call**, page 94.

- 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 Hookon" 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 10.14 **Collaboration by mouse click**, page 117.

- 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.

12.1.2 Lists

This tab is used to configure the Caller List, the behavior of the Voicemail function 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
- the behavior of the Voicemail function on the skin

To define the directory for the recorded conversations
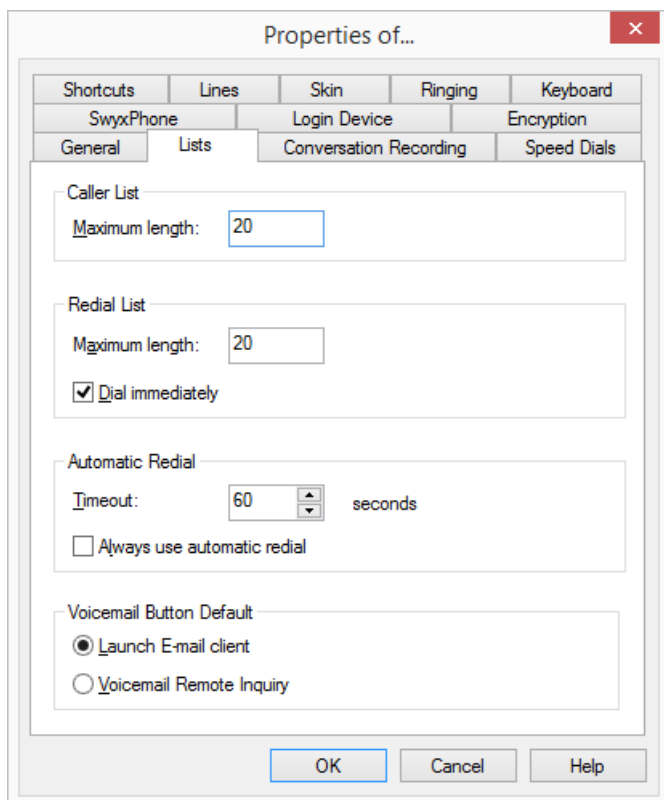
To define the behavior of the Voicemail button

To define the properties of Redial

To define the length of the lists in the call journal

12.1.3 Conversation recording
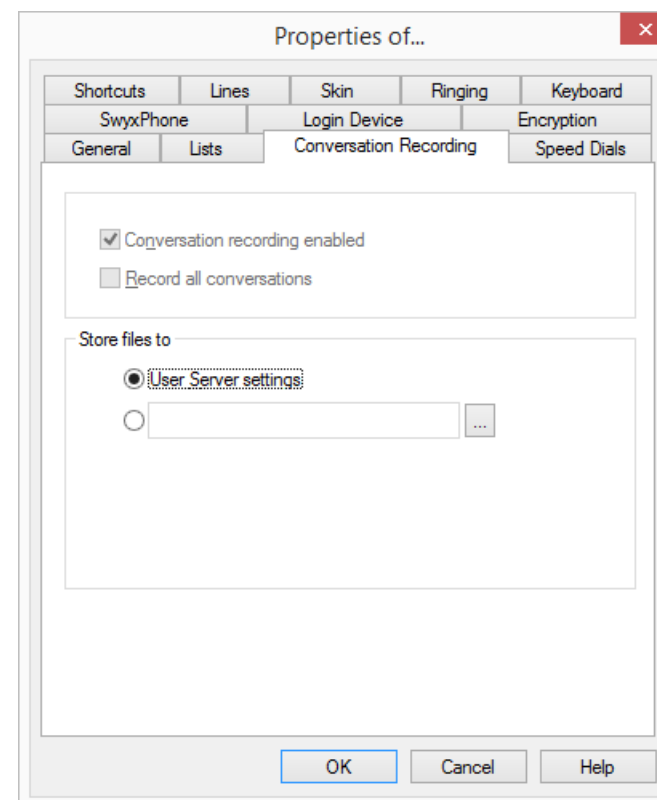
The conversations are stored by default on your PC under application data, or in a directory specified by the administrator. You can change this directory, if this is permitted by the administrator. You will also see whether all conversations are recorded or whether you can record your conversations yourself as needed. The corresponding checkboxes are greyed out because only the administrator can change the settings.

12.1.4 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
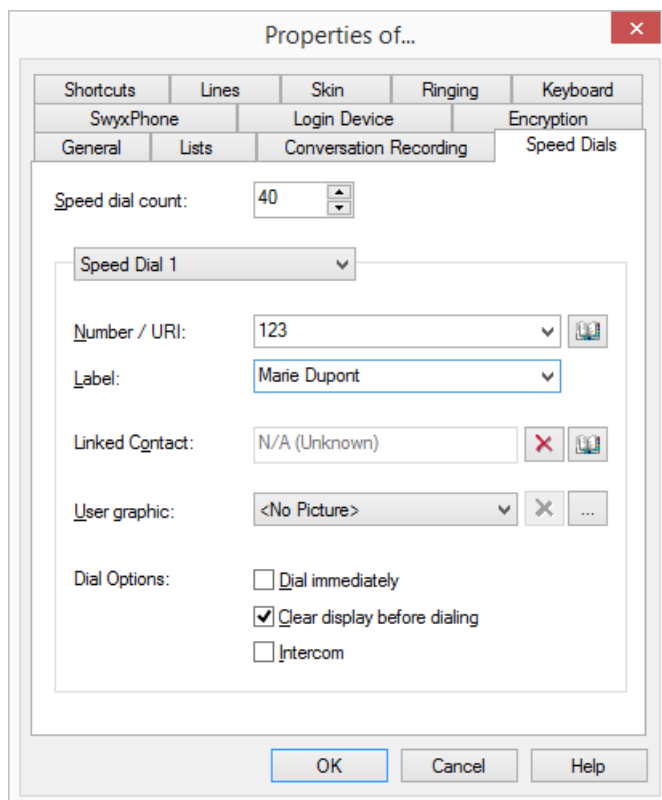
See also 10.9.2 **Configuring Speed Dials**, page 108.

To configure the Speed Dials in the user profile

12.1.5 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.
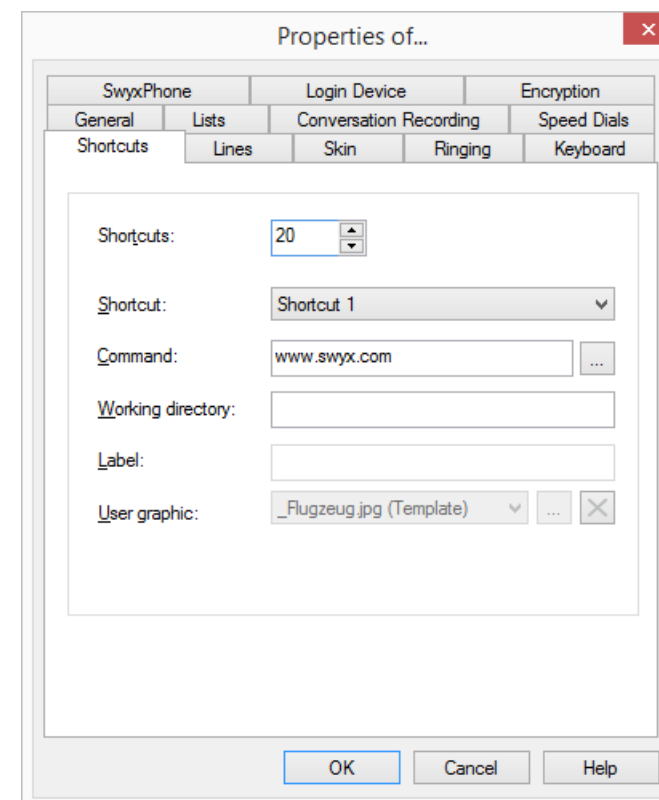
To link a program or an Internet address to a Shortcut button

12.1.6 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
- Disabling of the line after a call for a certain time (6.1.7 *Disabling Lines (Wrap-up Time)*, page 53)

To define the properties of a Line button

To disable a line

12.1.7 Skin

You can check on the "Skin" tab the rights that the system administrator has granted you. If the corresponding options have been deactivated, you can only use the Standard Skin defined by the administrator to make a call. The following options are provided:

- "Changing of Skins allowed":
  You are allowed to load another Skin and the "Skin" drop-down list is activated. If you are permitted to change Skins, then you can also load another Skin here using   … .

- "Editing of Skins allowed":
  You are allowed to edit existing Skins, and save them under another name, and in this way create a "new" Skin.

If you are permitted to change Skins, then you can also load another Skin here.

Properties of...

SwyxPhone	Login Device	Encryption
General	Lists	Conversation Recording	Speed Dials
Shortcuts	Lines	Skin	Ringing	Keyboard

Skin: Swyxlt__2015__4x_Visual_Contacts_0

☑ Editing of Skins allowed
☑ Changing of Skins allowed

OK   Cancel   Help

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

12.1.8.1 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 Go to the menu bar and click on "Settings | User Profile…".

To load another Skin

⚠ If you have loaded a Skin, which has fewer Line buttons than your previous Skin, your Line configuration will remain the same. All Lines which are not visible on the current Skin are assigned to the first available Line button, so that none of your calls will be lost. If you later use a Skin with more available Line buttons, the old line configuration will be used again.

12.1.8 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 (*Number Dependent Ringing*

The "Properties of…" page opens.

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.
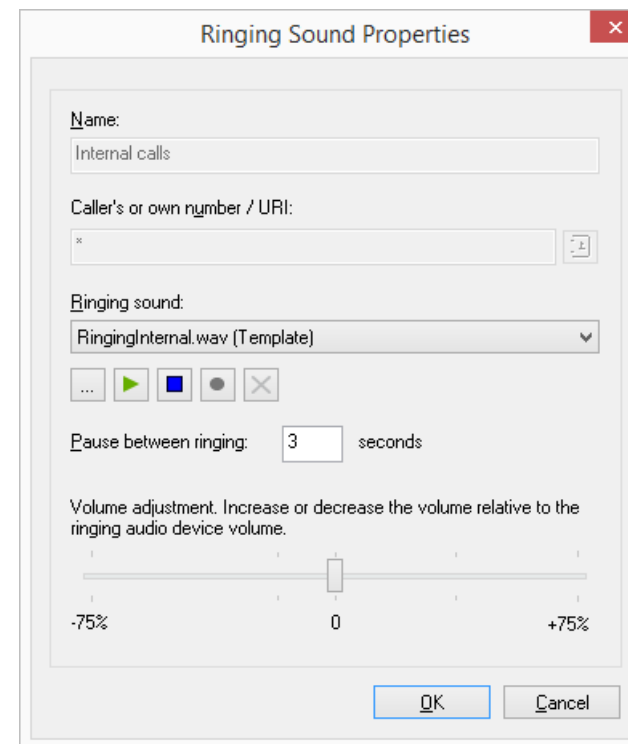
6 Define the ringing sound. To do this select a file from the drop-down list, look for a sound or record a sound here.

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 155).

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 14.

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.

12.1.8.2 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 144 step **(12)**.

12.1.8.3 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 144 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 profile – by a SwyxIt! window in the foreground or an information balloon.

12.1.9 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

> ℹ️ 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 Go to the menu bar and click on "Settings | User Profile…".

2 The "Properties of…" page opens.
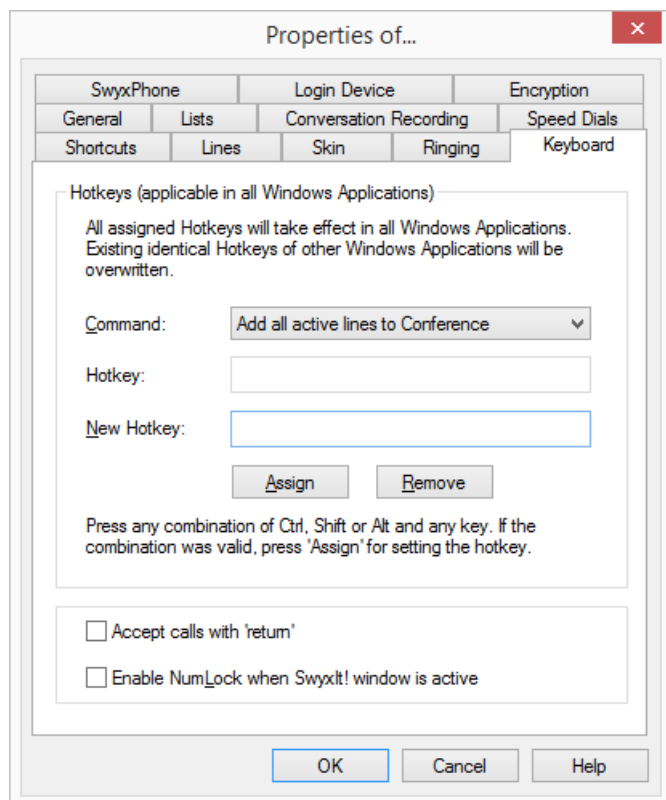
3 Select the "Keyboard" tab:

4 Select a function from the dropdown list.
If a hot key has already been assigned, this will be indicated in the field "Hotkey".

5 Click on the field "New Hotkey".
You can now enter a Hotkey by pressing the key sequence.

6 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 **(5)**.

7 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), handsfree telephoning will be activated - if it is available. Otherwise only the speakers will be activated.

8 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.

9 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".

> ℹ️ When you delete a SwyxIt! Hotkey, the original Windows Hotkey function is restored.

12.1.10 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…".
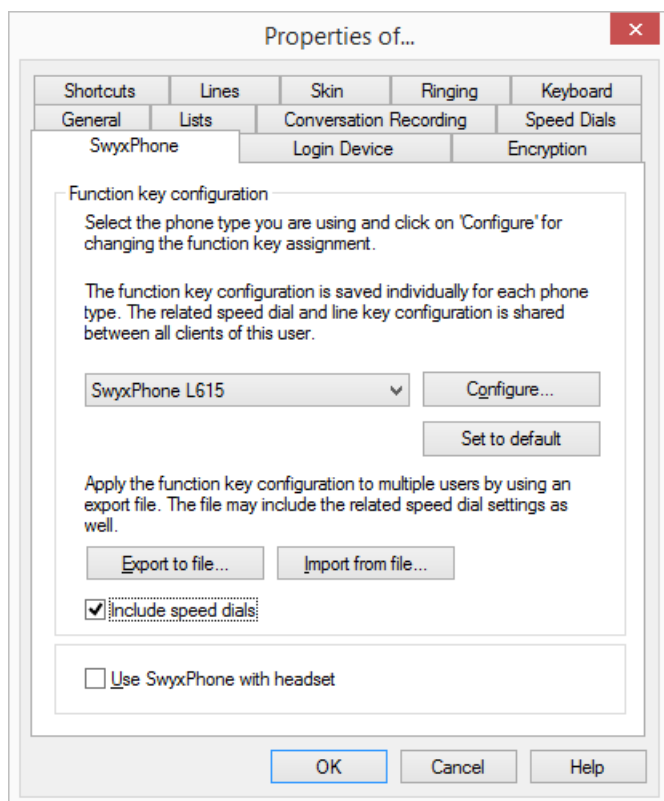
A new dialog with the properties of the selected telephone will open.
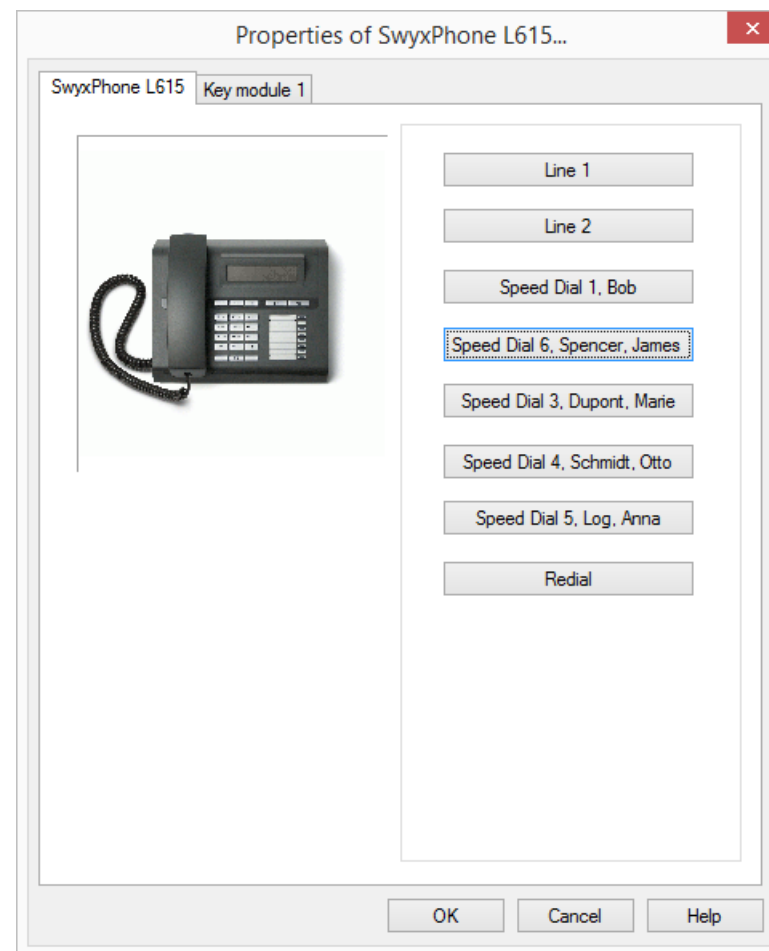
You will see a picture of the selected phone and the buttons, which are assigned according to the keys on this phone.

2 Click on a button to configure the corresponding key.
The Properties page of the key will open.
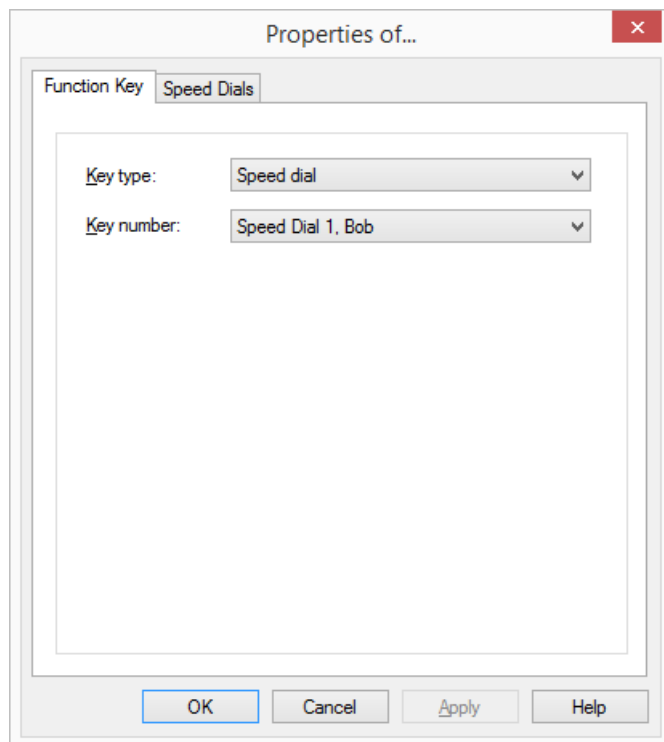
Depending on the selected function of the key, there is another tab provided for defining the properties of this key in more detail.
See also the SwyxPhone documentation.

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.
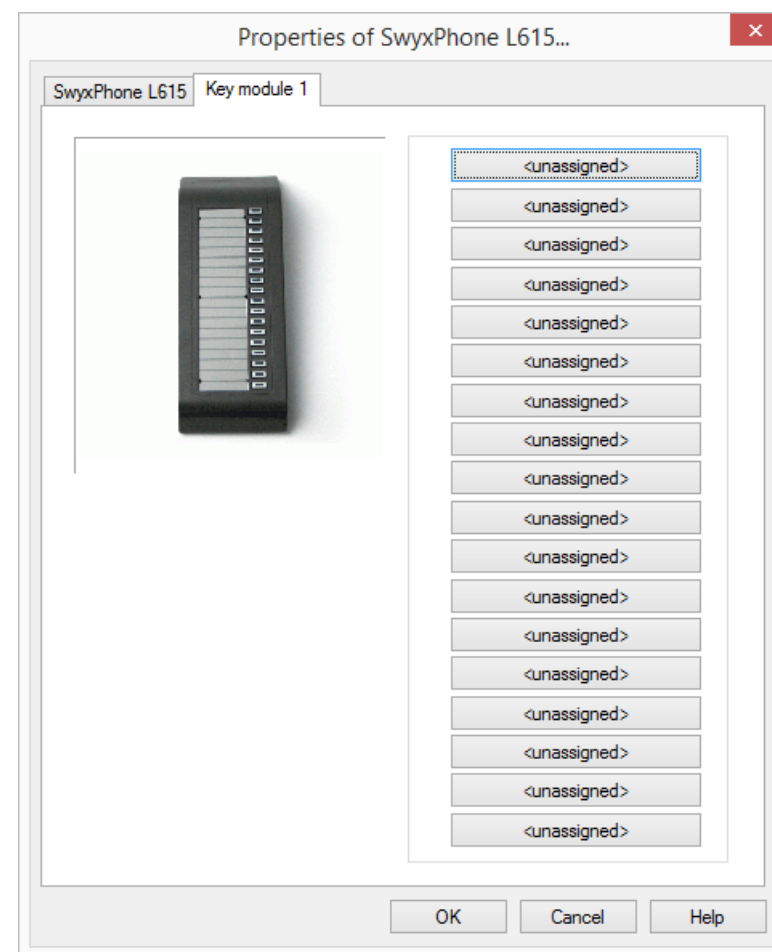
4   Select the module you would like to connect.

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 SwyxPhone 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.
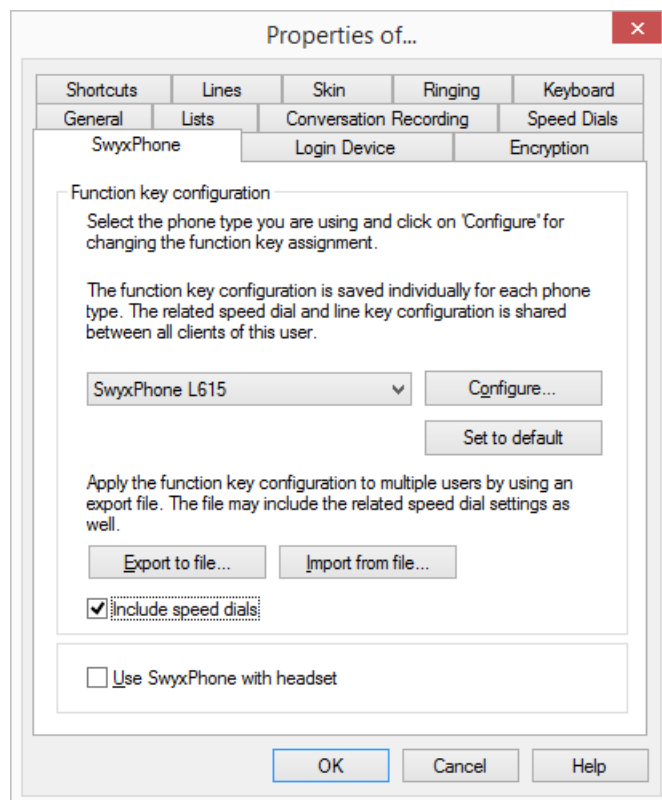
In order to do this use the buttons "Export to file" and "Import from file".
Here you can define whether, while exporting or importing the datasets, the numbers and names with which the Speed Dials are associated should be included or not. If you deactivate the checkbox "Include Speed Dials", only the 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 270.

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 *Encryption*, page 151.

12.1.11 Devices

A user can show other users his status (1.4 ***Status Signaling***, page 14). 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.
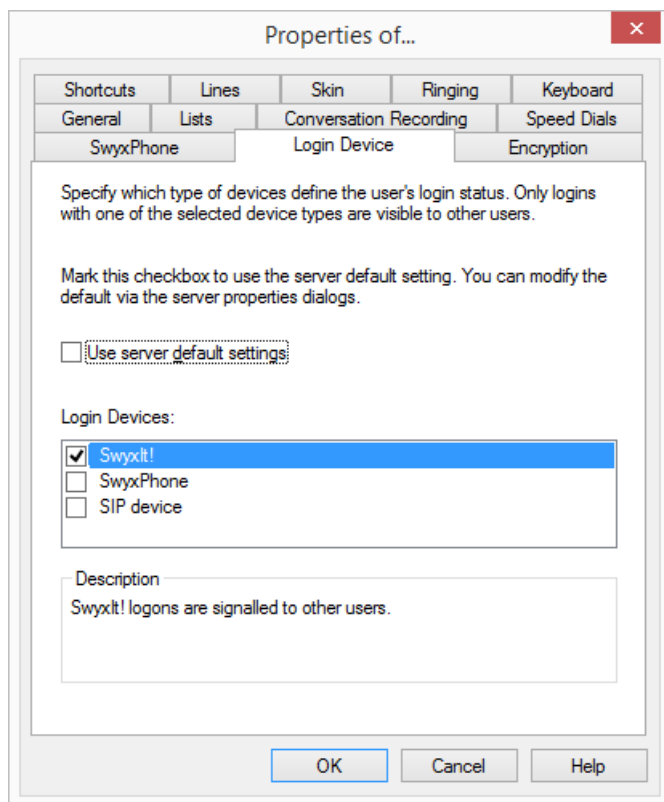
2 If you deactivate this checkbox, you can select from the list the types of terminal devices. Activate the corresponding checkbox in the list. Only the terminal device activated here will signal your status to other users.

12.1.12 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
  When "Encryption preferred" is selected, encryption only occurs if your call partner has configured either "Encryption preferred" or "Encryption 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".

ⓘ 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 the SwyxWare documentation for administrators.

To specify the encryption mode

1 Select the encryption mode you want.
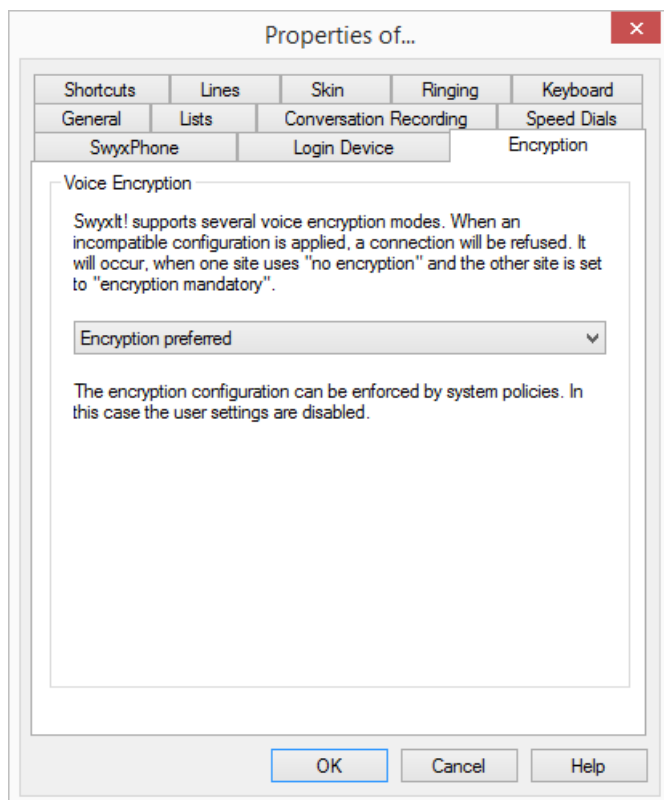
12.2   SwyxIt! - Local Settings

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

- The e-mail application for calling your Voicemail
- Selection of the Collaboration application you want to use as default
- Setting for voice compression

To define the local settings for your SwyxIt! computer

"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

"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

"Terminal Server" tab

You can specify settings here for use of a terminal server.

To define the options for the Terminal Server

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

The "Video" Tab

This is where you specify the behavior of the video functionality.

To define the options for the video functionality

⚠️ SwyxServer does not save the parameters configured here under your user account, but rather on your PC.

To define the local settings for your SwyxIt! computer

1 Go to the menu bar and click on "Settings | Local Settings…".
The "Properties of…" page opens.
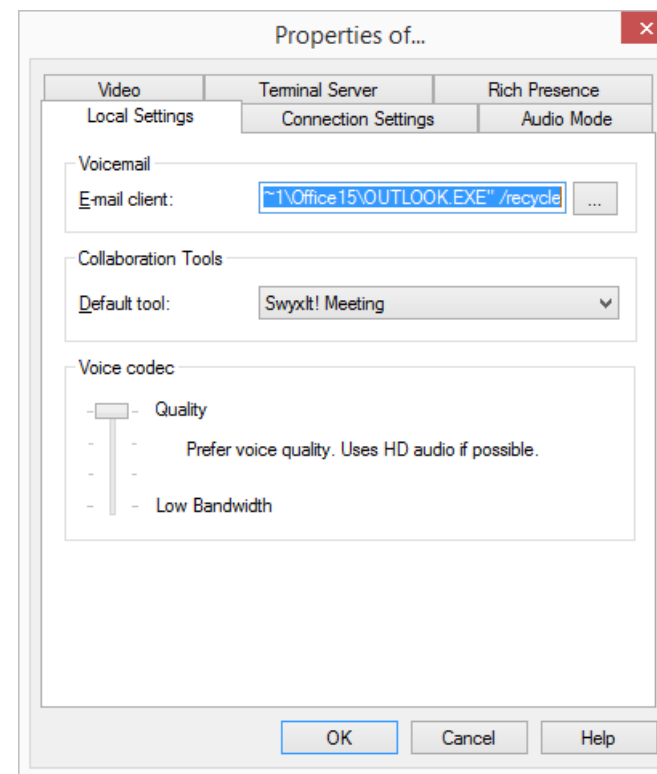
2 Select the "Local Settings" tab.

3 The e-mail application which is contacted when you use Voicemail is defined in the field "E-mail client". This application is started when you click on the "Voicemail" button in order to listen to the Voice mails you have received. 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 "Available Collaboration Tools", select the default tool for the Collaboration function. See also 10.14.4 *Defining the Default Application for Collaboration*, page 119.

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.729/G.711a/G.711μ.

- 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.

To determine the local settings for Extended Status Information

1 Go to the menu bar and click on "Settings | Local Settings…".
The "Properties of…" page opens.
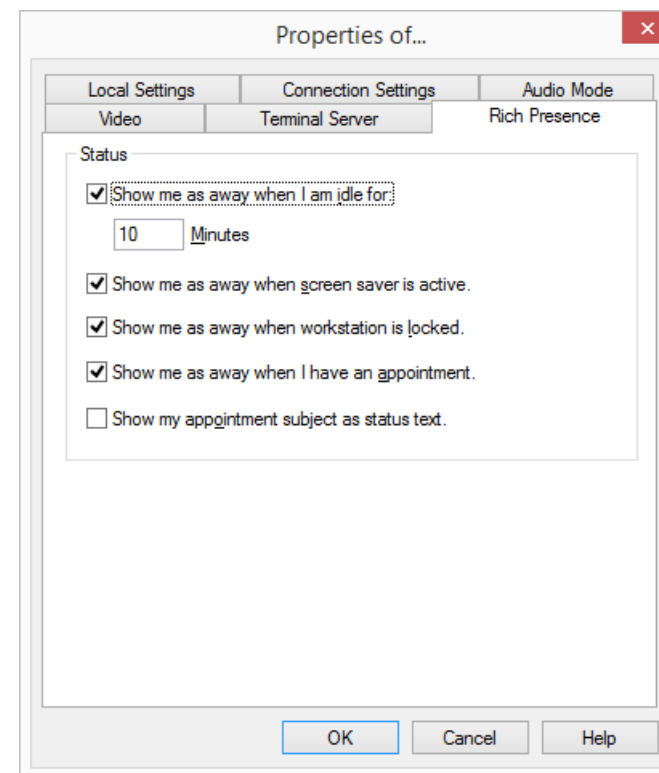
2 Choose the "Extended Status Information" tab.

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.

To configure the settings for the use of the audio devices

1 Go to the menu bar and click on "Settings | Local Settings…".
The "Properties of…" page opens.

2 Select the "Audio Mode" tab.
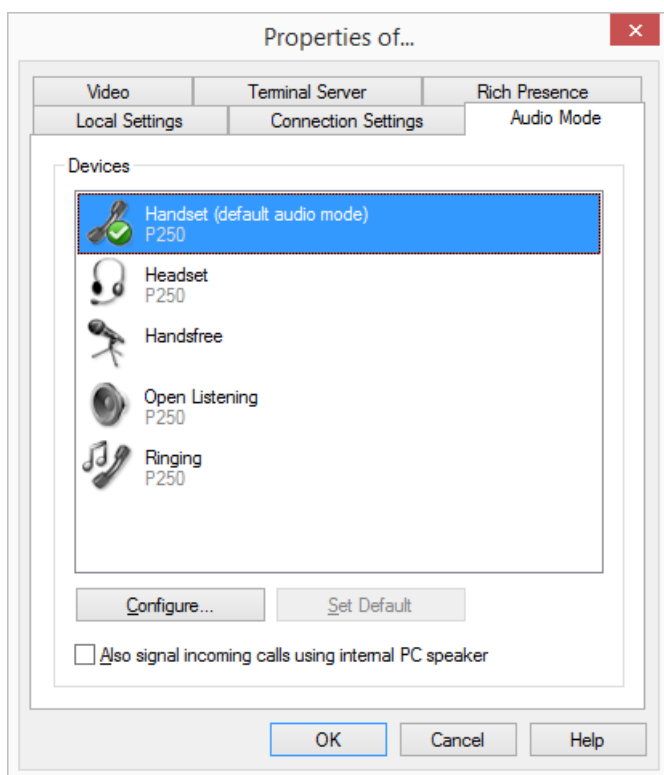
3 In the "Devices" area, click on the respective audio mode or option. The line is highlighted.

4 Click on the "Configure.." button
The window "Audio Configuration" appears.
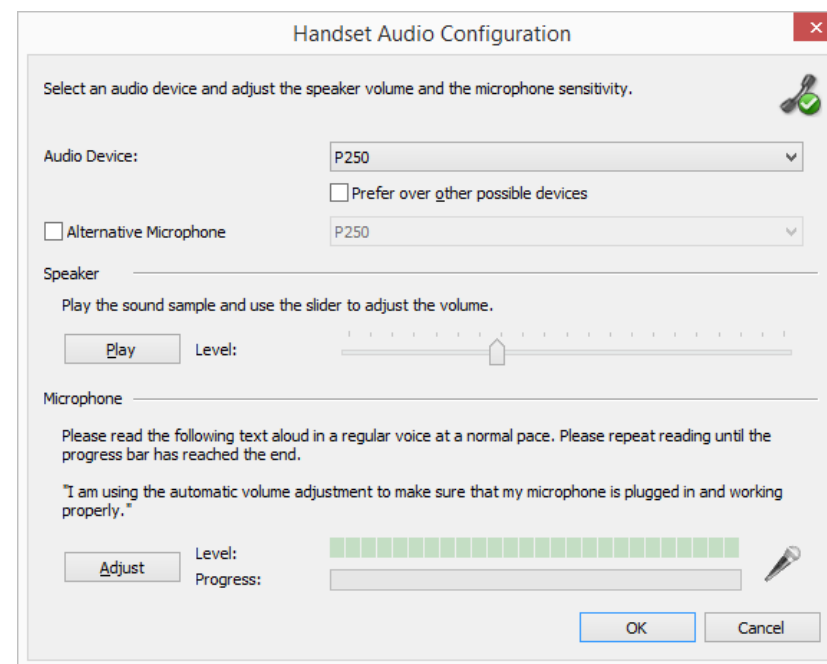
5 In the list box "Audio Device", choose an installed terminal device which is to be used in this audio mode. By selecting "deactivated", the audio mode will be turned off.

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 10.3 *Audio Modes*, page 92.

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.

ℹ️ 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.

ℹ️ 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.

To define the options for the Terminal Server

1 Go to the menu bar and click on "Settings | Local Settings…".
The "Properties of…" page opens.

2 Switch to the "Terminal Server" tab:
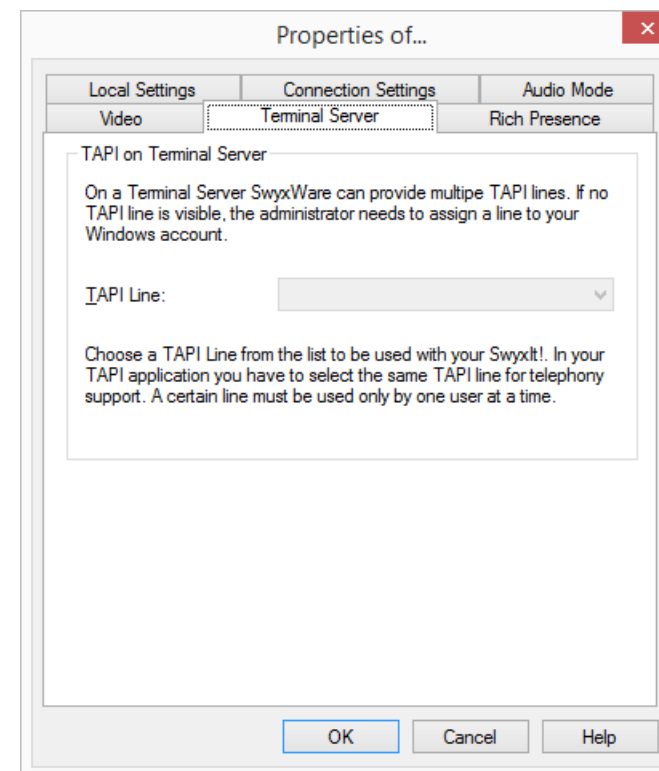
3 If SwyxIt! is operated on a terminal server, you can assign a TAPI line to this SwyxIt!.
See also App. F: *Operate SwyxIt! in a Terminal Server Environment*, page 273.

4 Click on "OK".

To specify the connection settings

1 Enter the name of the computer on which the SwyxServer is installed, in the "Server" field.
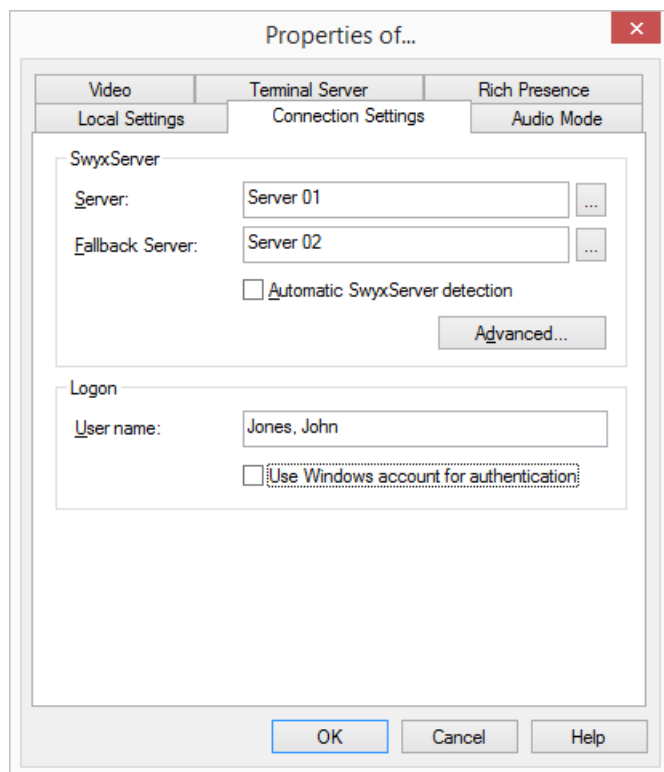
Or click on ... to search in the network environment.

2   Enter a second SwyxServer in the field "Fallback Server" if the administrator has set up a Fallback SwyxServer in the network.
Or click on ... to search in the network environment.
If the server is not operable, the logon to the fallback server takes place automatically.

3   In order that SwyxIt! automatically detects which SwyxServer the login should take place on, activate the option "Automatic SwyxServer detection". 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.

4   Use the "Advanced" button to see the connection settings dialog for SwyxRemoteConnector.
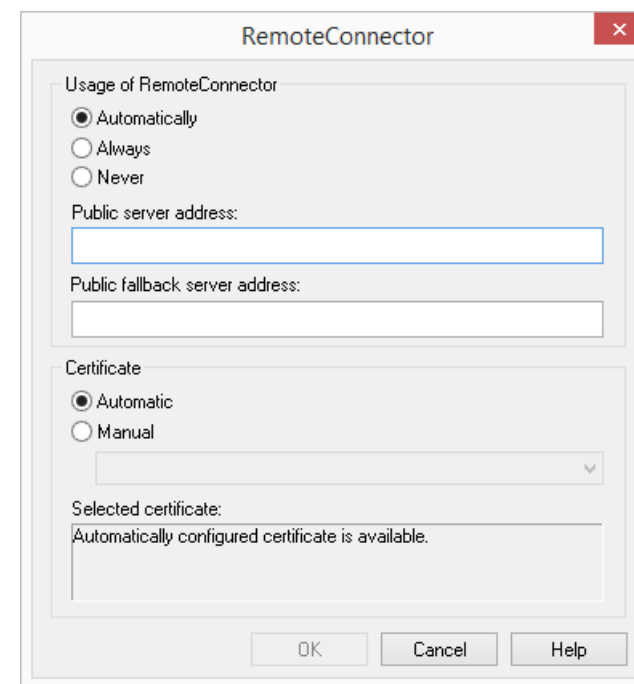
SwyxRemoteConnector can be connected to SwyxServer, when you are outside your company network. Encryption is ensured via TLS (Transport Layer Security). Necessary certificates are managed and provided by your administrator.

ⓘ   When connecting via SwyxRemoteConnector, VisualContacts, DATEV, SwyxIt! Meeting, 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.

5   Under "Logon", you can define, if you want to logon to SwyxServer with your SwyxWare user name and/or your Windows user account.
Logon with Windows user account:

If you select the checkbox "Use Windows account for authentication", the system first attempts to authenticate with your Windows User Account. 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 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 Windows authentication (i.e. you have not selected the "Use Windows account for authentication" checkbox), you need a password for logging on.

6 Click on "OK".

To define connection settings for SwyxRemoteConnector

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.

3 Enter a second server in the field "Fallback Server" if the administrator has set up a Fallback SwyxServer in the network.
If the server is not operable, the logon to the standby server takes place automatically.

ⓘ Depending on your administrator's configuration, the server addresses may already be entered.

4 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.
  For this purpose, a connection to SwyxServer must be established.

ⓘ 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.

To define the options for 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)

1 Go to the menu bar and click on "Settings | Local Settings…".
The "Properties of…" page opens.
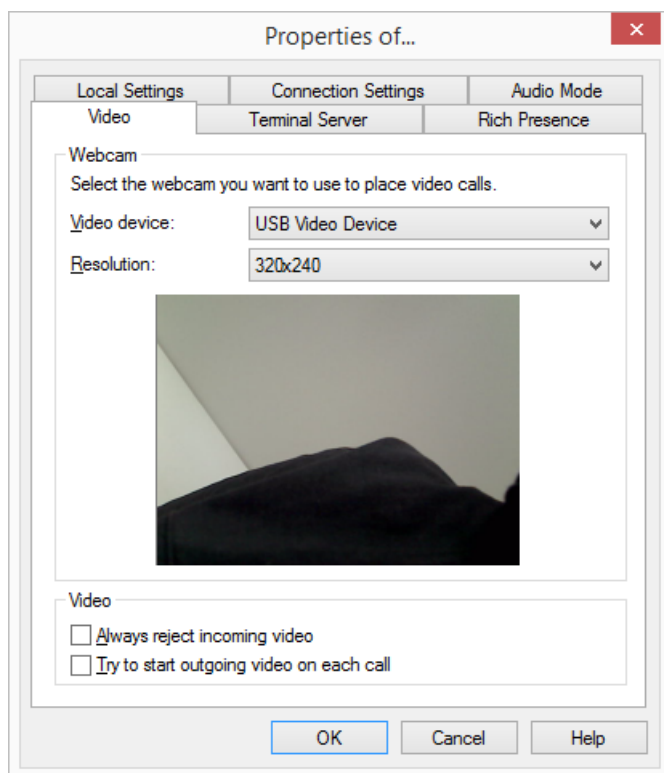
2 Select the "Video" tab.

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!

See also 10.23 *Video*, page 133.

13   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

13.1   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 20.3 *SwyxIt! – Installation of the Software*, page 248.

> ⚠️ 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.

> ⚠️ Swyx Connector for Skype and the Office Communication AddIn cannot be installed and used at the same time.

> ℹ️ The MS Office Communication Add-In of SwyxIt! supports all Microsoft Office applications as of version 2010.

13.2   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.
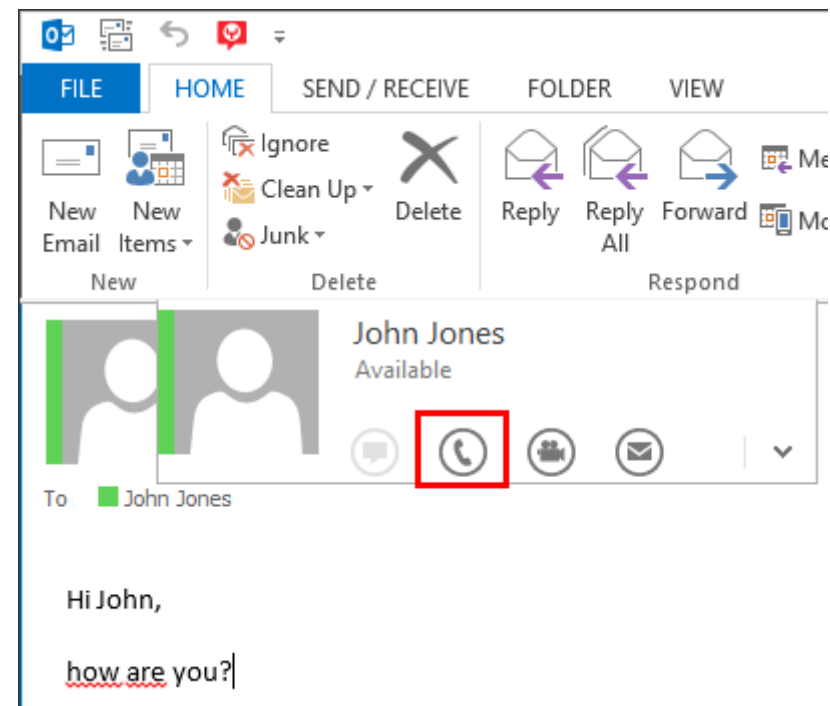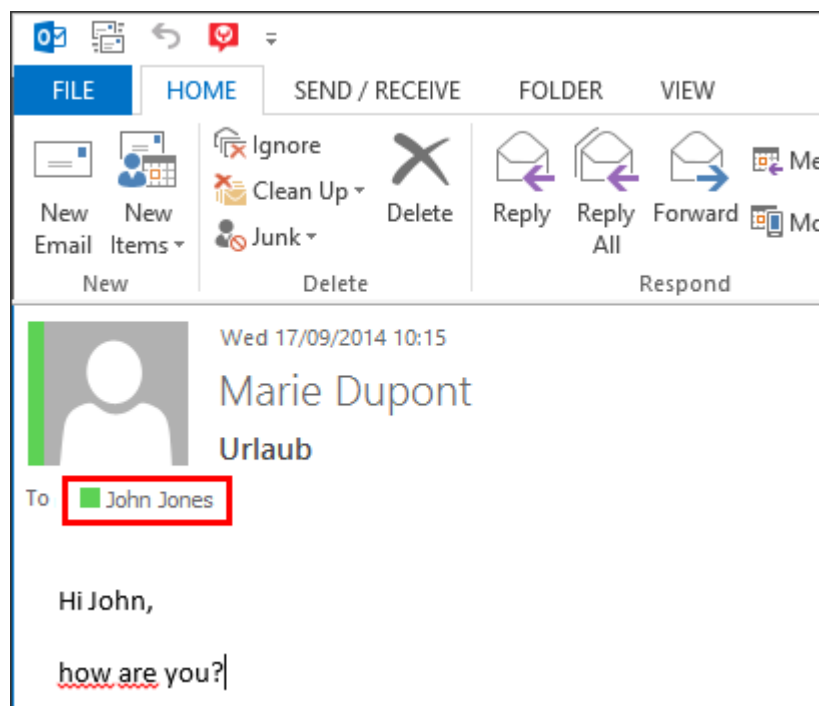
To make SwyxIt! calls directly from your MS Office contact cards

1 Hover the mouse over the coloured box to open the Outlook contact card.

2 Click on the handset icon 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.
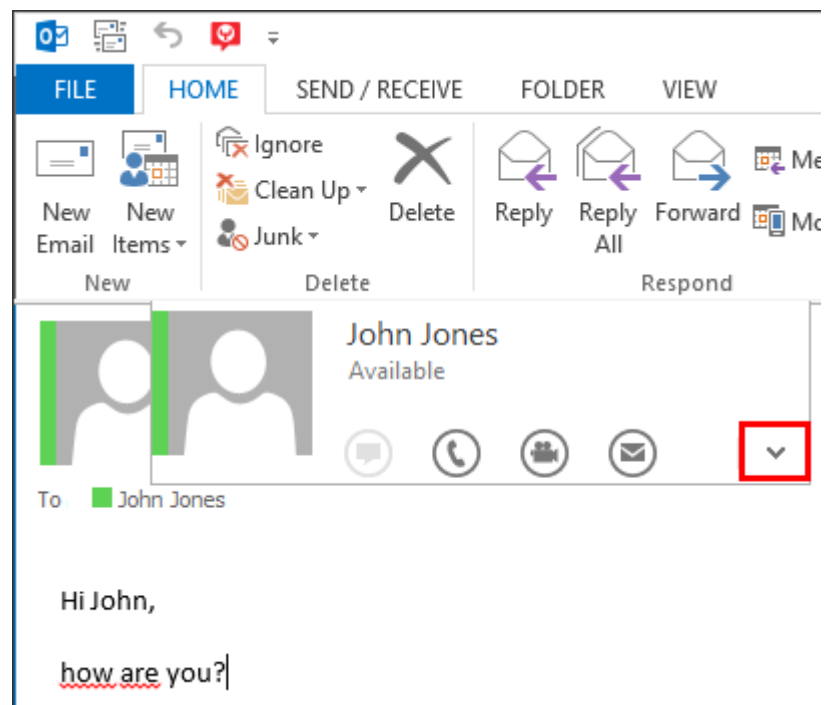
2 Click on the arrow to extend the contact card. The status message, which the user has set in SwyxIt! is shown in the headline.
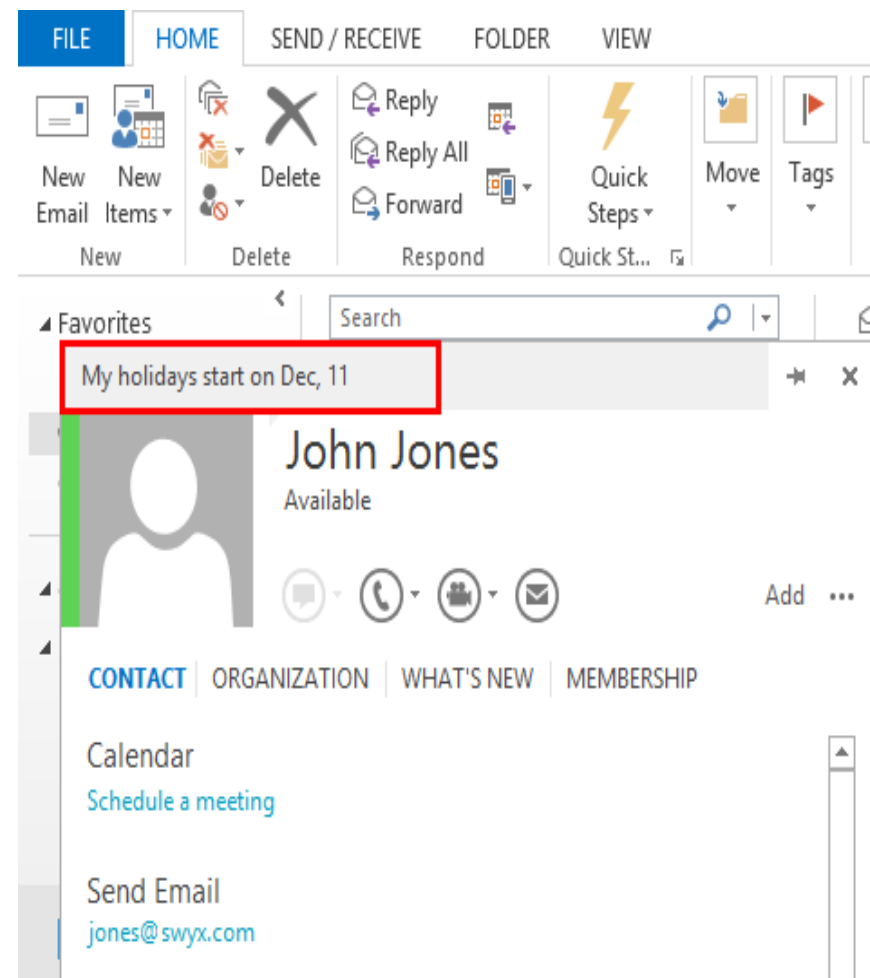
14 Swyx Connector for Skype for Business

With Swyx Connector for Skype, you are now able to use Microsoft Skype for Business features such as video calls, desktop sharing or chat in combination with Swyx telephone functionalities.

Calls with Swyx functionality can be made directly from Microsoft Skype for Business or Microsoft Outlook.

⚠️ 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 make your SwyxWare contacts available in Microsoft Skype for Business your domain adminstrator must configure the contacts in Active Directory beforehand. See also the SwyxWare documentation for administrators.

ℹ️ In this manual, Swyx Connector for Skype for Business is also referred to as Swyx Connector for Skype and as Skype Connector. Microsoft Skype for Business is also referred to as Skype.

ℹ️ In order to use Swyx Connector for Skype, Microsoft Lync 2016 or Microsoft Lync Basic 2016 is required.

14.1 Feature overview

- Calls with Swyx functionality from Microsoft Skype for Business and Microsoft Outlook
- Synchronizing user status between Microsoft Skype for Business and Swyx Connector for Skype

- Name Resolution of your Skype and Outlook contacts with a SwyxWare number.
- Swyx audio settings (use of headsets, muting calls, etc.)
- Holding calls
- Switching between call partners
- Transferring calls
- Disabling secondary calls
- Conferences
- Call journal containing information on calls made/received
- Voicemail and remote inquiry
- Call forwarding
- Extended Call Routing via Call Routing Manager and Graphical Script Editor
- Hide number
- Controlling devices with SwyxCTI and SwyxCTI+
- Making calls outside the local company network via Swyx Remote Connector
- Dialing from other applications, such as Microsoft Office programs or your internet browser, by using the F11 key

14.2 User interface

Swyx Connector for Skype appears directly under the Skype main window.

Input field — voicemail symbol — audio symbol (opens audio settings) — Options symbol (opens further configuration settings) — Call journal symbol (opens call journal)
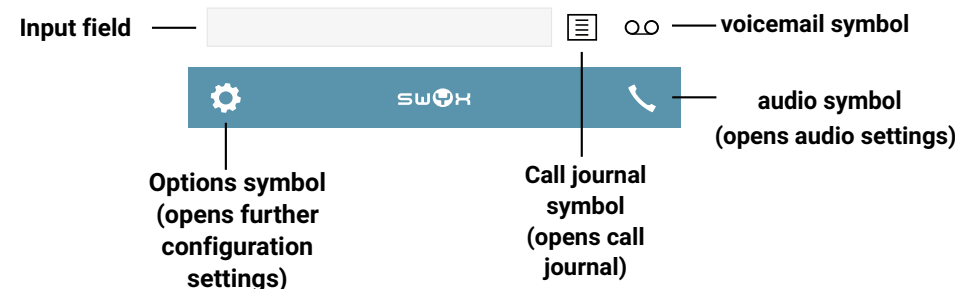
Under the Skype conversation window, Skype Connector offers the most important Swyx features.
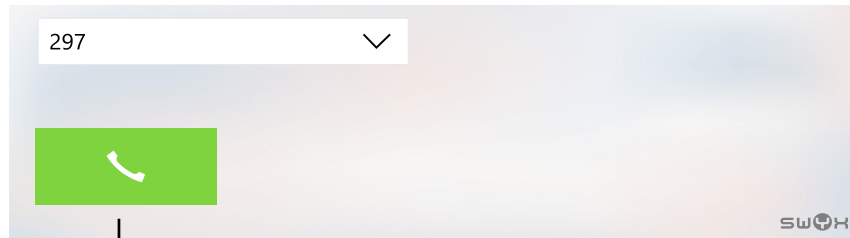
green receiver button
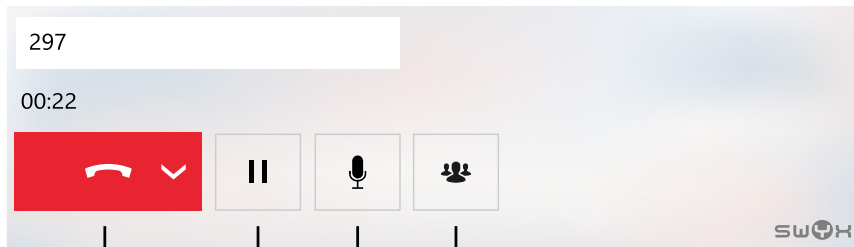
red receiver button/
transferring options   "Hold/re-
activate
call"
button   "Mute/
activate
microphone
button   "Conference"
button

⚠️   If you are using Skype in full screen mode, the Skype Connector window is no longer visible.

ℹ️   If the Skype Connector window is disabled, you might have to log-on again. See also *Logging on*, page 165.

ℹ️   The Skype Connector interface buttons are automatically aligned to your telephony activities. The button "Conference", e.g. is thus only visible, if you are connected to more than one call partner.

14.3   Installing

In order to use Swyx Connector for Skype, select the respective component in the feature list during the installation of SwyxIt!.
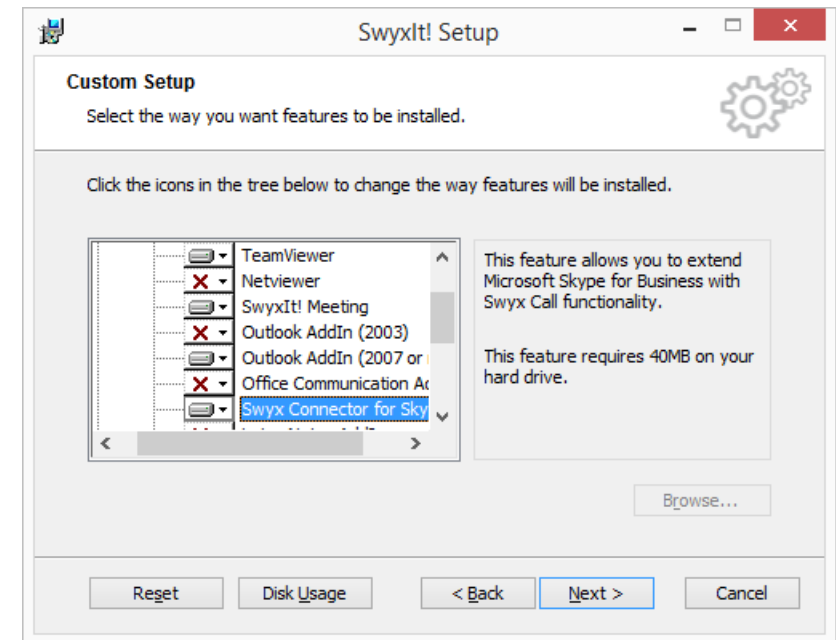
If Swyx Connector for Skype has not been selected during the installation of SwyxIt!, you can also install the component at a later stage.

⚠️   Swyx Connector for Skype And the Office Communication AddIn cannot be installed and used at the same time.
If you have already installed the Office Communication AddIn, you have to uninstall it in order to use Swyx Connector for Skype (*To install Swyx Connector for Skype subsequently*, page 165).

⚠️ SwyxIt! Is not automatically installed when re-installing or updating Swyx Connector for Skype, if it has not been installed before. After an update, re-start the Setup and select "Modify" in order to start a customized installation. Then, enable the "Swyx Connector for Skype" feature.

ℹ️ After the installation of Skype Connector you need to restart Skype for Business.

ℹ️ If SwyxIt! is already part of the auto start group, and Swyx Connector for Skype is installed subsequently, the SwyxIt! auto start link will be replaced by the Swyx Connector for Skype auto start link.

To install Swyx Connector for Skype subsequently

1 Start the SwyxIt! installation wizard and follow the instructions.

2 As installation type, select "Modify". By selecting this option, you can install components separately.

3 Disable the "Office Communication AddIn" component.

4 Enable the "Swyx Connector for Skype" component and continue with the installation process.
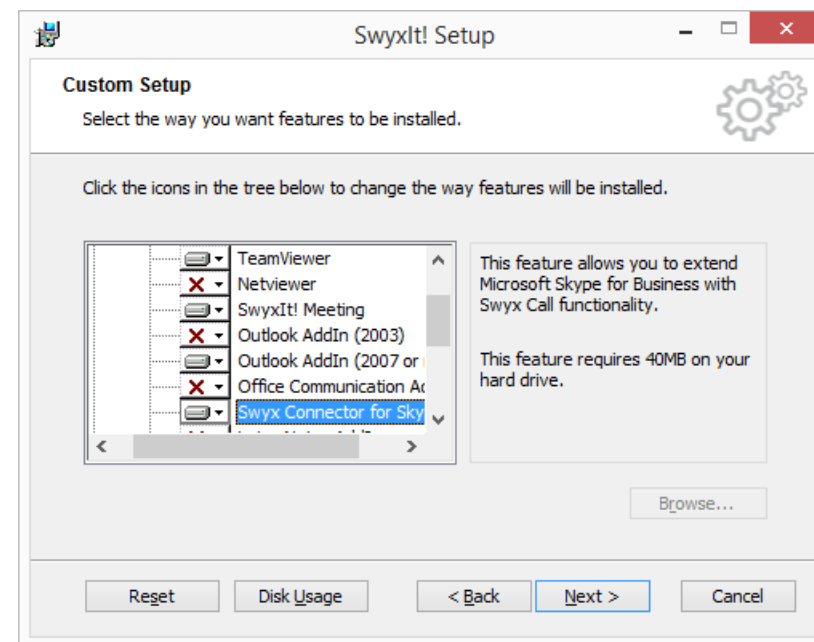
See also 20.3 *SwyxIt! – Installation of the Software*, page 248.

14.4 Logging on

When starting Swyx Connector for Skype for the first time after installation, the SwyxServer log-on window appears.

To log on

1   Enter your Windows or SwyxWare log-on data.
    See also 3.1 **Logging on to SwyxServer using your Windows user data**, page 22 and 3.2 **Logging in to SwyxServer with user name and password**, page 22.

> If more than one user account is assigned to your Windows account within SwyxWare, the other accounts are not displayed when logging on to Swyx Connector for Skype. The user account that has been registered first will be used by default.

A window appears informing you that the connection to SwyxServer is not trusted:
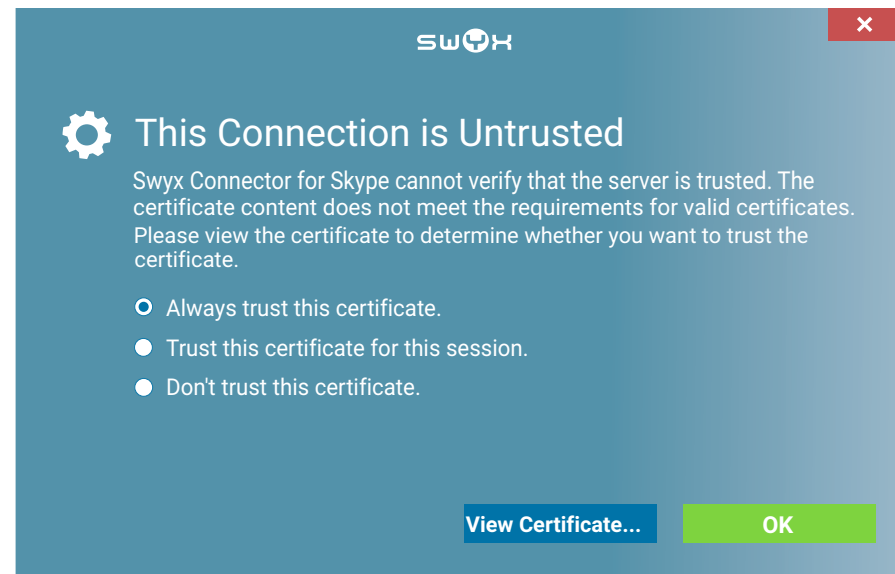
2   Click on the "View certificate" button to see details of the server's safety certificate.

3   Select "Always trust this certificate" to permanently allow the connection to SwyxServer
    or
    select "Trust this certificate for this session" to allow the connection to SwyxServer only once.

4   Click on "OK".
    You are now connected to SwyxServer and are able to use Swyx Connector for Skype.

> When selecting "Always trust this certificate" to connect to SwyxServer, the certification window will not be displayed again until your certificate is not valid anymore. When selecting "Trust this certificate for this session", the window will be displayed again at the next log-on.

ℹ️ If you have any questions concerning certificates, please contact your administrator.

ℹ️ When the connection to SwyxServer is interrupted, click on "Logon" in the "Settings" menu to log on again.

ℹ️ For further information on connecting via SwyxRemoteConnector, please refer to *To define connection settings for SwyxRemoteConnector*, page 158.

14.5   Changing your password

You can change your password in the Skype Connector main window.

To change your password

1   Click on the "Options" symbol in the Skype Connector main window.

The "Settings" menu appears.
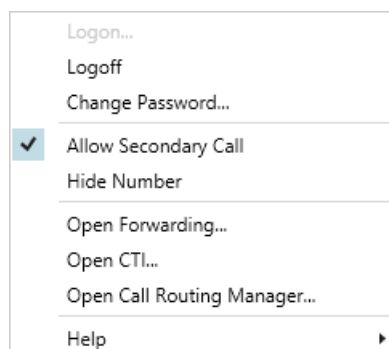
2   Select „Change Password…".
A dialog window appears, where you can change your password.

3   Enter your old and the new password, and confirm your selection by re-entering the new one.

4   Click on "OK".
The password has been changed.

For further information on log-on and passwords, please refer to 3.2 *Logging in to SwyxServer with user name and password*, page 22.

14.6   Starting and ending calls

You have the following options to initiate calls with Swyx functionality via Skype for Business or via Skype Connector:

ℹ️ Skype for Business voice calls are only possible via Skype telephony option "Skype-Call".

ℹ️ After a short flare-up of the Skype for Business window during a call-setup sounds a busy signal for a few seconds. You will now be connected with the appropriate subscriber. Further information can be found in the Knowledgebase under
https://www.swyx.com/products/support/knowledge-base/article-details/swyxknowledge/kb5072/.

ℹ️ Swyx Connector for Skype only accesses your SwyxWare contacts. Where applicable your Skype contacts are complemented by their numbers.

ℹ️ The Skype function "New Number..." is not available with Skype Connector.

To start a Swyx Call via Skype for Business

ℹ️ If you initiate a call with via Skype keypad, the name is only shown, when the contact is stored in Microsoft Active Directory.

1 Keep the mouse on the wanted contact in Skype for Business, click on the arrow beside the phoneline-button and next on the SwyxWare call number of the contact.
   or
   enter the SwyxWare phone number of the desired subscriber in the Skype search field and press enter.
   The call starts and a Skype Connector conversation window appears.

297
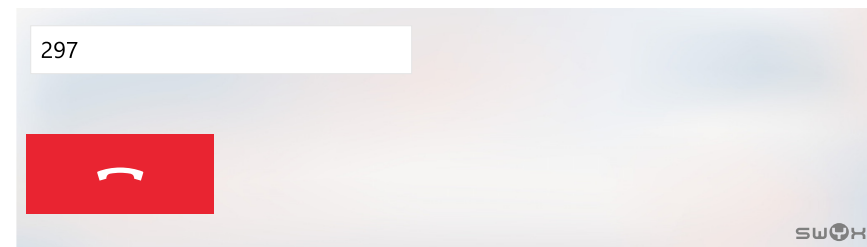
2 Click on the "Hook on" receiver button to end the call.

To start a Swyx Call via Outlook

1 Keep the mouse on the wanted contact in Outlook, click on the arrow beside the phoneline-button and next on the SwyxWare call number of the contact.
   The call starts and a Skype Connector conversation window appears.

297
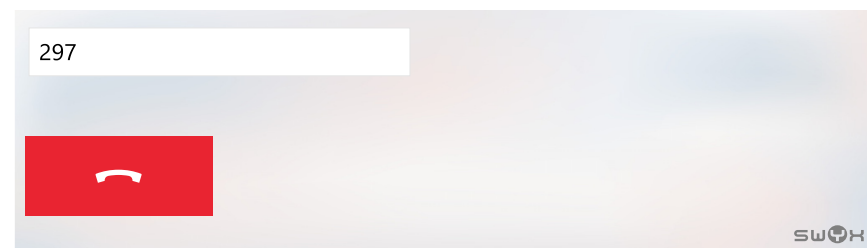
2 Click on the "Hook on" receiver button to end the call.

To start a Swyx Call via Skype Connector

1 In the Skype Connector main window, click into the input field and enter the desired phone number by using your keyboard.

> If you have made calls with Skype Connector before, your last calls are displayed in the input field. Click on an entry to initiate a call to the respective number.

The entered numbers appear in the input field.

> Use the backspace key on your keyboard or the cross symbol in the input field to correct your input.

2 Press the Enter key on your keyboard.
The call starts and a Skype Connector conversation window appears.

> 297
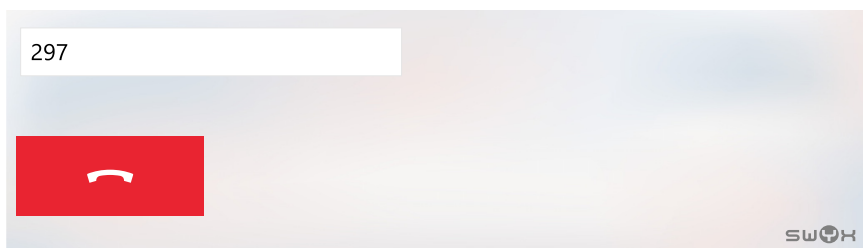
> Click on the arrow next to the input field to select another number that has been saved for this contact.

3 Click on the "Hook on" receiver button to end the call.

14.7 Answering calls

In case of an incoming Skype call, a notification window appears in your Windows taskbar.

> In case of an incoming Swyx call during a Skype call, the Swyx call is automatically put on hold.

To answer a call

1 Click on the "Hook off" receiver button in the notification window.

Jones, John
297
Calling...

The call starts and the Skype Connector-conversation window appears.

14.8 Changing audio settings

Swyx Connector for Skype allows you to chose between the following audio settings:

- Using the speaker and the microphone of your phone with "Handset"

- Using the speaker and the microphone of your headset with "Headset"

● Using the hands-free module with „Hands-free"

You can furthermore adjust the volume and mute the microphone.

  The Swyx Handset P250 is not compatible with Swyx Connector for Skype.

  The "Handset" option is set by default, i.e. the handset is used for all calls until you change the settings manually.

  When changing the audio settings during a call, the change only affects the active call.

To use a headset

1 Connect a headset to your computer.

2 Click on the symbol of the currently selected audio setting in the Skype Connector main window.

The "Audio devices" menu appears.

3 Click on the "Headset" button.

To use the hands-free module

1 Click on the symbol of the currently selected audio setting in the Skype Connector main window.

The "Audio devices" menu appears.

2 Click on the "Hands-free" button.

To adjust the volume during a call

1 Click on the symbol of the currently selected audio setting in the Skype Connector main window.

The "Audio devices" menu appears.

2 Move the slide control to adjust the volume.

To mute the microphone during a call

1 Click on the "Mute" button in the Skype Connector conversation window.

Your call partner will no longer hear you.

> Click on the "Mute" button again to re-activate your microphone.

> If your device has a "Mute" button, it can also be used to mute the micropohone.

14.9 Managing calls

You have the following options to manage calls with Swyx Connector for Skype:

- Holding calls
- Switching between call partners
- Connecting two call partners (and leave the call)
- Transferring active calls to other call partners
- Transferring calls to other call partners or your voice mail without picking up
- Disabling secondary calls

To hold a call

1 Click on the "Hold call" button in the Skype Connector conversation window.

The call partner on hold hears music.

To switch between the Handset and the Headset

If you answer or start a secondary call during a conversation, the first call is automatically put on hold and the caller hears music.

1 In order to re-activate the call on hold (i.e. switching between the call partners) click on the "Activate call" button in the Skype Connector conversation window.

The call partner on hold hears music.

> If you end a call and a second call on hold is still active, a warning sound is played after 5 seconds. By picking up your receiver, you are directly connected to the call on hold.

> If the "Enable Transfer on 'Hook on'" option is enabled in Swyxlt!, 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.
> For further information on connecting call partners by hanging up, please refer to 12.1.1 *General*, page 139.

To connect two call partners with each other

When you are connected to two call partners, you can connect the two lines and leave the conversation.

1 In one of the Skype Connector conversation windows, click on the arrow on the "Hook on" receiver button.

The "Transfer call" menu appears.

2 Select "Transfer call to 'name of contact'".
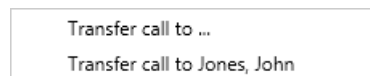
Both parties are now connected and your line is free.

When you directly connect subscribers with each other, you may still be 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 transfer an active call to another call partner

1 In a Skype Connector conversation window, click on the arrow on the "Hook on" receiver button.

The "Transfer call to..." menu appears.

2 Select "Transfer call to...", to transfer the call to another contact.
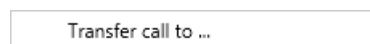
An input field appears.
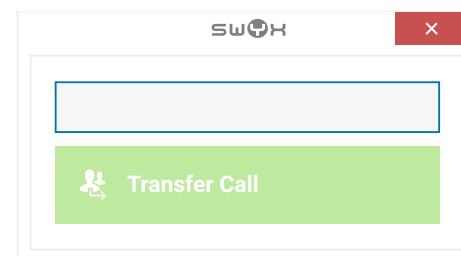
3 Enter the number you would like to transfer the call to.

4 Click on the "Transfer Call" button.

The first caller is put on hold until the connection to the second call partner is established. If the desired call partner has configured immediate or delayed call forwarding (with less than 20 seconds of delay), the call will be forwarded according to the respective configuration.

To transfer a call without picking up (blind transfer)

1 In the notification window, click on the arrow on the "Hook on" receiver button.

The "Transfer call" menu appears.
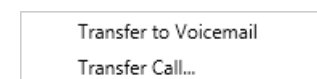
2 Click on "Transfer to Voicemail" to forward the call to your Voicemail
or
select "Transfer call...", to transfer the call to another number.
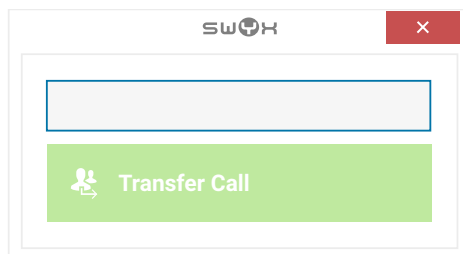
An input field appears.

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

4 Click on the "Transfer Call" button.
The call is transferred and your line is free.

To disable a secondary call

If you are already in a call, further calls are signaled by a waiting tone and a notification window. These second call indications can be disabled.

1 Click on the "Options" symbol in the Skype Connector main window.

The "Settings" menu appears.
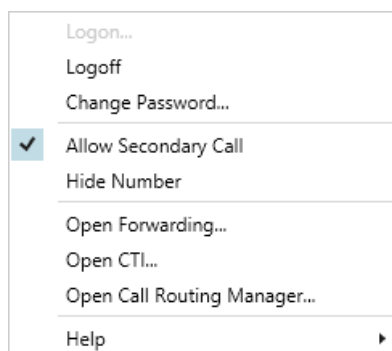
2 Deactivate the "Allow Secondary Call" option.
A busy tone is played, when a second call is received.

  If the forwarding option "If busy" is activated, the call is forwarded according to your current forwarding configurations.

14.10 Starting and ending/leaving conference calls

With Swyx Connector for Skype, you can launch a conference call at the click of a mouse. To do so, you have to be connected with at least two call partners at the same time.

You can end any conference that you have initiated. All participants that have not been added by you remain connected with each other.

To start a conference call

1 In a Skype Connector conversation window, Click on the button "Conference".

The active conversation and the held call will be merged into a conference call. Furthermore, a third conversation window appears and a welcome signal is played.

  Click on the "Mute" button in the Skype Connector "Conference" conversation window,

if you would like to mute your microphone temporarily.

To end and/or leave a conference call

1 Click on the "Hook on" button in the Skype Connector "Conference" conversation window.

A signal is played and you, as well as any participants you have added, are disconnected.

> **You are only able to start one conference call 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.

14.11 Displaying the recents list

A journal of recent calls, including call and contact information is displayed in your Skype conversation protocol and in your Swyx Call journal.

The relevant information is displayed on the following tabs:

● The "Profile" tab shows all phone numbers and e-mail addresses of the selected contact.

> A color ring around the profile image indicates the status of your contacts according to the Skype status options.

● The "Calls" tab shows any calls between you and the selected contact.

You can filter the Recents list by the following categories:

● Incoming calls
● Outgoing calls
● Missed calls
● Call forwarded to another number
● Calls forwarded to Voicemail

To display the list of recent calls in Swyx call journal

1 Click on the "Call journal" symbol in the Skype Connector main window.

The Swyx recents tab lists all calls in chronological order, as well as details of the last contact called.

2 Select the desired category from the dropdown menu to filter the calls to be displayed.

All	⌃
All	
Incoming	
Missed	
Outgoing	
Forwarded	
Forwarded to Voicemail	

Symbols in the Swyx Connector for Skype call journal

An arrow indicates the status of the respective call.

Symbol	Category
↙	Incoming calls
↗	Outgoing calls
↙	Missed calls
↳	Call forwarded to another number

Symbol	Category
◯◯	Calls forwarded to Voicemail

You can also use the call journal to start calls and/or send e-mails. To do so, click on the desired contact profile. Hover your mouse over the line with the desired phone number and/ or e-mail address. Click on the receiver or mail symbol on the right hand side. After clicking on the receiver symbol, your contact is called and a conversation window appears. After clicking on the mail symbol, your standard e-mail program opens.

14.12 Listening to your voice mails

You have the following options to listen to your voice mails via Swyx Connector for Skype:

● Via your standard email program

This option is only available, if you have configured a standard e-mail program. Please configure your e-mail preferences in your Microsoft Windows settings or in Swyxlt! (*To define the local settings for your Swyxlt! computer*, page 153).
If you have not configured a standard e-mail program, a conversation window appears after clicking on the voice mail symbol, and you are automatically connected to your Voicemail by the "##10" key combination.

● Via remote inquiry

You can define which option is selected by clicking on the voicemail symbol.

For further information on voice mails and remote inquiries, please refer to 9 *Voicemail and Remote Inquiry*, page 78.

To configure the voicemail symbol

1 In the Skype Connector main window right-click on the voicemail symbol.

2 Click on "Launch email client" or "Voicemail Remote Inquiry".

Retrieving your Voicemails via your standard email program

1 In the Skype Connector main window, click on the "Voicemail" symbol.

If you have configured the voicemail symbol accordingly your standard email program appears.

2 To listen to your voice mails, follow the instructions in chapter *Retrieving your Voicemails from Outlook*.

Retrieving your Voicemails via remote inquiry

1 In the Skype Connector main window, click on the "Voicemail" symbol.

If you have configured the voicemail symbol accordingly the remote inquiry is started.

2 Follow the instructions as of step 4 in chapter *To listen to your Voice mails remotely*.

14.13 Forwarding calls

You can activate the following call forwardings via Swyx Connector for Skype:

- If busy
- If no reply
- All Calls

ℹ️ You can configure Call forwarding only in Swyx Connector for Skype. Call forwardings in skype are effectless.

See also 8 *Forwarding*, page 71.

To forward calls received during a call

1 Click on the "Options" symbol in the Skype Connector main window.
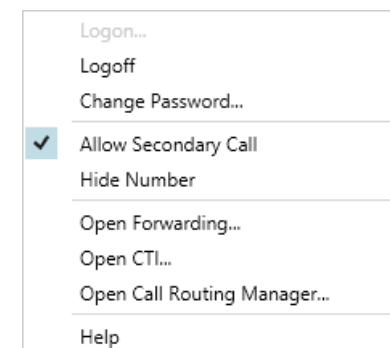
The "Settings" menu appears.

2 Select „Open Forwarding...".

A dialog window appears, where you can change your forwarding settings.
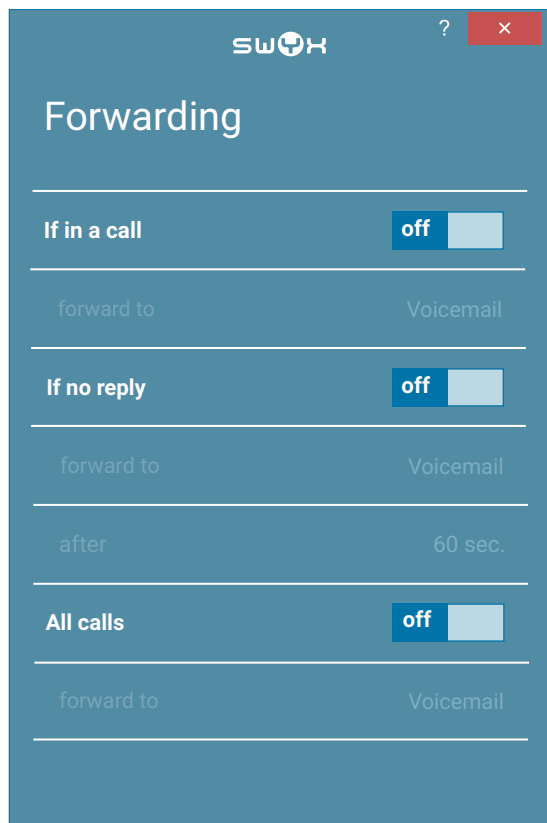
3 Switch the toggle in the "If busy" line to "on".

> ℹ️ The option "Forward to Voicemail" is selected by default. To retain this setting, close the dialog window.

4 Click on the "forward to" line.
The "Forward to" menu appears.

5 Select "Forward to Voicemail", if you would like to forward incoming calls to your Voicemail
or

select "Forward to number", if you would like to forward incoming calls to another number.
An input field appears.
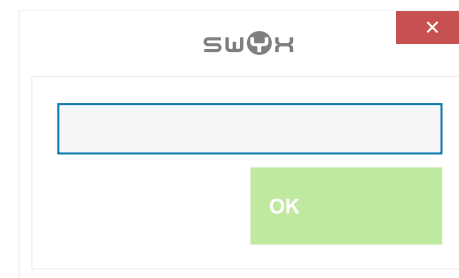
6 Enter the desired phone number.

7 Click on "OK".
Any incoming calls received during an active call are now forwarded according to your configuration.

> ✅ Switch the toggle in any line to "off" to disable the respective call forwarding.

To forward calls that you do not answer (if no reply)

1 Click on the "Options" symbol in the Skype Connector main window.
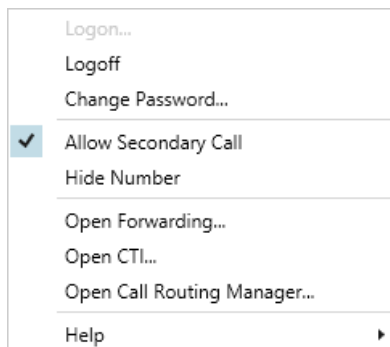
The "Settings" menu appears.

2   Select „Open Forwarding…".

A dialog window appears, where you can change your forwarding settings.
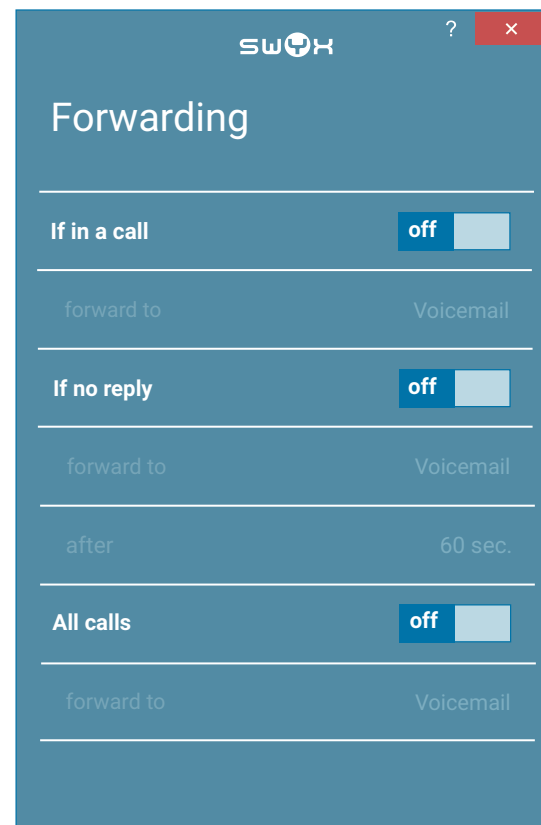
3   Switch the toggle in the "If no reply" line to "on".

The option "Forward to Voicemail" is selected by default. To retain this setting, close the dialog window.

4   Click on the "forward to" line.
The "Forward to" menu appears.

5   Select "Forward to Voicemail", if you would like to forward incoming calls to your Voicemail
or

select "Forward to number", if you would like to forward incoming calls to another number.
An input field appears.
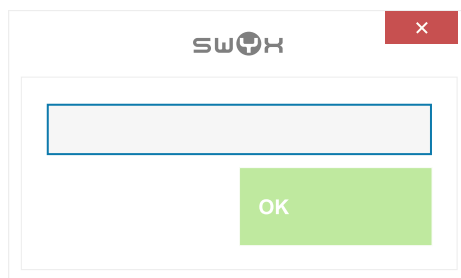
6 Enter the desired phone number.

7 Click on "OK".

8 Click on the "after" line.
An input field appears.

9 Enter the number of seconds, after which your call forwarding should be activated (5-180).

10 Click on "OK".
All calls that you do not answer within the given time frame are forwarded according to your configuration.

> Switch the toggle in any line to "off" to disable the respective call forwarding.

To forward all calls

1 Click on the "Options" symbol in the Skype Connector main window.
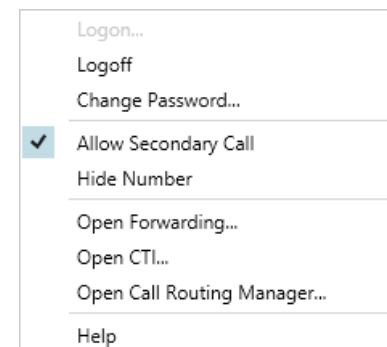
The "Settings" menu appears.

2 Select „Open Forwarding…".
A dialog window appears, where you can change your forwarding settings.
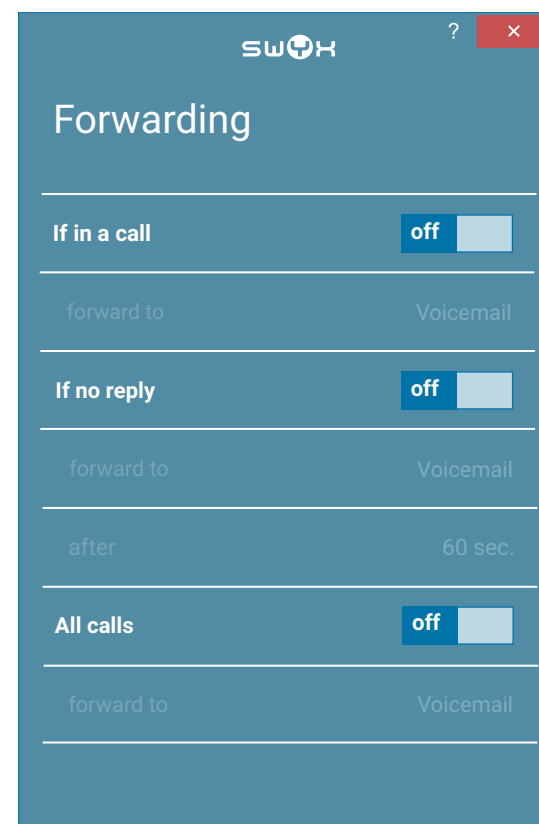
3 Switch the toggle in the "All calls" line to "on".

The option "Forward to Voicemail" is selected by default. To retain this setting, close the dialog window.

4 Click on the "forward to" line.
The "Forward to" menu appears.

5 Select "Forward to Voicemail", if you would like to forward incoming calls to your Voicemail
or
select "Forward to number", if you would like to forward incoming calls to another number.

6 An input field appears.
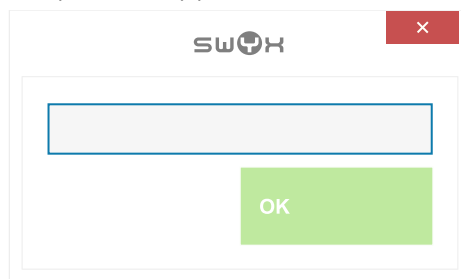
7 Enter the desired phone number.

8 Click on "OK".
All incoming calls are forwarded directly.
The lower menu bar in the Skype Connector main window appears in red and a call forwarding symbol is displayed.

Switch the toggle in any line to "off" to disable the respective call forwarding.

To disable call forwarding for all calls, click on the call forwarding symbol in the lower menu bar in the Skype Connector main window to access the call forwarding settings directly.

14.14 Starting Call Routing Manager and Graphical Script Editor

With the Call Routing Manager you can 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 the Call Routing Manager user documentation

⚠️ The use of the Call Routing Managers and the Graphical Script Editor must be cleared for you by the administrator.

⚠️ In order to use the Graphical Script Editor, select the respective component in the feature list during the installation of SwyxIt!.
If the Graphical Script Editor has not been selected during the installation of SwyxIt!, you can also install the component at a later stage (*Installing*, page 164).

To start the Call Routing Manager

1 Click on the "Options" symbol in the Skype Connector main window.

The "Settings" menu appears.

2 Select „Open Call Routing Manager...".
Call Routing Manager opens.

14.15 Hide number

Your can hide your number when you place a call.

> 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.

To hide you number

1 Click on the "Options" symbol in the Skype Connector main window.

The "Settings" menu appears.
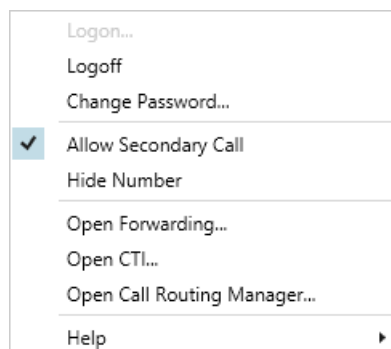
2 Activate the "Hide Number" option.
Your number will no longer be displayed when placing calls.

14.16 Phone Control via PC with SwyxCTI and SwyxCTI+

Using Swyx Connector for Skype in CTI mode allows you to control devices from your computer.

The following options are available with SwyxCTI:

- SwyxIt! or Skype Connector controls a SwyxPhone or a certified SIP phone
- SwyxIt! or Swyx Connector for Skype on a terminal server controls SwyxIt!

The following options are available with SwyxCTI+:

- SwyxIt! or Skype Connector controls a Third Party device
- SwyxIt! or Skype Connector controls an external phone

> If you have selected "Trust this certificate for this session" during logon to SwyxServer, this dialog appears again after you started CTI pairing. You need to agree to the SwyxServer connection in order to further use Swyx Connector for Skype.
> See also *Logging on*, page 165.

For further information on SwyxCTI and SwyxCTI+ features and options, see 18 *Phone Control via PC with SwyxCTI and SwyxCTI+*, page 210.

To activate SwyxCTI for the control of a SwyxPhone or certified SIP phone

1 Click on the "Options" symbol in the Skype Connector main window.

The "Settings" menu appears.

2 Select „Open CTI…".
A dialog window appears, where you can change your CTI settings.

CTI

Enable CTI   **off**

Use this option to control one of your phones or an external phone by its number

○ Device

○ Phone Number

Also deliver calls to this number when Skype Connector is not running   **off**

Use CTI each time I start Skype Connector   **off**

Start pairing

3   Switch the toggle in the "Enable CTI" line to "on".

4   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.

5   Click on "Start CTI pairing".

6   Switch the toggle in the "Use CTI each time I start Skype Connector" line to "on", if you would like SwyxCTI to be enabled automatically with each start.

✓ Click on the „CTI" button on the lower menu bar in the Skype Connector main window to access the CTI settings directly, e.g. if you would like to disable CTI.

See also 18.1 *SwyxIt! or Swyx Connector for Skype controls a SwyxPhone or a certified SIP phone*, page 210.

To enable SwyxCTI+ for the control of a certified SIP phone

1   Click on the "Options" symbol in the Skype Connector main window.

⚙

The "Settings" menu appears.

2   Select „Open CTI...".
A dialog window appears, where you can change your CTI settings.

CTI

Enable CTI   **off**

Use this option to control one of your phones or an external phone by its number

○ Device

○ Phone Number

Also deliver calls to this number when Skype Connector is not running   **off**

Use CTI each time I start Skype Connector   **off**

Start pairing

3   Switch the toggle in the "Enable CTI" line to "on".

4   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.

5   Click on "Start CTI pairing".

6   Switch the toggle in the "Use CTI each time I start Skype Connector" line to "on", if you would like SwyxCTI+ to be enabled automatically with each start.

> Click on the „CTI" button on the lower menu bar in the Skype Connector main window to access the CTI settings directly, e.g. if you would like to disable CTI.

See also 18.3 *SwyxIt! or Swyx Connector for Skype controls a Third Party device*, page 213.

To enable SwyxCTI+ for the control of an external phone

1   Click on the "Options" symbol in the Skype Connector main window.

The "Settings" menu appears.

2   Select „Open CTI…".
A dialog window appears, where you can change your CTI settings.

CTI

Enable CTI   off
Use this option to control one of your phones or an external phone by its number

○ Device

○ Phone Number

Also deliver calls to this number when Skype Connector is not running   off

Use CTI each time I start Skype Connector   off

Start pairing

3   Switch the toggle in the "Enable CTI" line to "on".

4   Click in the line "Number of external phone to control".
An input field appears.

12345

👥 **Start pairing**

5   Enter the desired phone number.

6   Click on "Start Pairing".
The external phone rings.
A status notification on the device search and/or a call for action appears in the CTI dialog window.

The "CTI" button with the number of the connected device appears in the Skype Connector main window.

CTI +4915151515 ...

7 Pick up the receiver of the desired device and follow the instructions. You can now use the SwyxCTI+ features for external phones.

8 Switch the toggle in the "Also deliver calls to this number, even if Skype Connector is not running" line to "on", if you would like to forward incoming calls to the external phone independently of Swyx Connector for Skype, even when the computer is turned off or CTI is disabled.

9 Switch the toggle in the "Use CTI each time I start Skype Connector" line to "on", if you would like SwyxCTI+ to be enabled automatically with each start.

> Click on the „CTI" button on the lower menu bar in the Skype Connector main window to access the CTI settings directly, e.g. if you would like to disable CTI.

See also 18.4 *SwyxIt! or Swyx Connector for Skype controls an external phone*, page 214.

14.17 Dialing from other applications

You can directly dial numbers from all applications which support copying data to the clipboard , including your Microsoft Office programs or your Internet browser.

To dial from a Microsoft application

1 Highlight the desired number in the respective application.

2 Press the "F11" key on your keyboard.
The call starts and a Skype Connector conversation window appears.

14.18 Switching to SwyxIt!

Some settings, e.g. the connection settings for SwyxRemoteConnector can only be made in SwyxIt!.

To switch to SwyxIt!

1 Click on the "Options" symbol in the Skype Connector main window.

The "Settings" menu appears.

Logon...
Logoff
Change Password...
✓ Allow Secondary Call
Hide Number
Open Forwarding...
Open CTI...
Open Call Routing Manager...
Help ▶
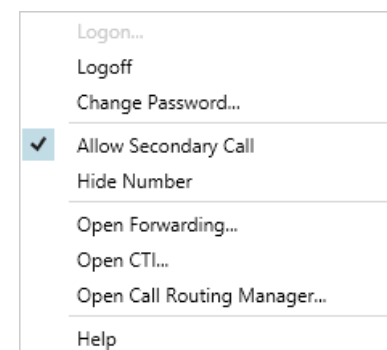
2 Select „Help | open SwyxIt!...".
SwyxIt! appears.

14.19 Uninstalling

You can uninstall Swyx Connector for Skype.

To uninstall: Swyx Connector for Skype

1 Start the SwyxIt! installation wizard (see *To update your SwyxIt! version*, page 252) and follow the wizard's instructions.

2 On the page „Modify, Repair or Remove Application", select „Modify".

3 On the following page, disable the "Swyx Connector for Skype" component and continue with the installation process.

See also 20.3 *SwyxIt! – Installation of the Software*, page 248.

15 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 2007 or higher.

The component necessary for the Outlook integration (Outlook 2007 Add-In or higher) will automatically be installed with SwyxIt!, when an existing Outlook version exists 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 20.3 **SwyxIt! – Installation of the Software**, page 248.

> If you use MS Outlook as of version 2007, Outlook has to be installed with the ".NET Programmability Support" component to secure a proper integration of SwyxIt!.

SwyxIt! and Microsoft Outlook

15.1 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 ('49' for Germany), the local area code without the preceding zero in parentheses, and then the number.

> *Example of a number in Munich, Germany:*
>
> *+49 (89) 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:*
>
> *+49 (89) 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.

15.2 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 (*Selecting a number from Outlook Contacts*, page 196).

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.

A new contact can be displayed or created from various lists in SwyxIt!, see *Displaying and creating Outlook Contacts from lists*, page 192.

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.

Speed dial buttons

You can call start certain Outlook functions directly with the Speed Dial buttons within SwyxIt!.

● Displaying contact information

You can assign your Outlook contacts to the SwyxIt! Speed Dial buttons (Linked Contacts). The Outlook contact information will be displayed in the context menu and on the contact card of the respective Speed Dial button. See also 10.9.2 **Configuring Speed Dials**, page 108.

● Display of calendar information

In the context menu of a Speed Dial, you can call up the Outlook calendar of the person stored on the Speed Dial. Furthermore, the next availability information from the Outlook calendar is displayed directly. See also *Outlook Calendar on Speed Dial*, page 193.

● Meeting planning

You can create a meeting request via the context menu of the speed dial button. The person assigned to the speed dial button will be added as participant, see *Creating a meeting request from a Speed Dial*, page 194.

● Delegate Task

You can create a new task via the context menu of the speed dial button. The person assigned to the speed dial button will be added as

recipient. See also *Creating a task request from a Speed Dial*, page 194.

● Resolution of the Outlook user from the Speed Dial

You can see from the context menu of the Speed Dial whether a contact stored on a Speed Dial can be assigned to an Exchange user or to one of your Outlook contacts, or whether no assignment is possible. The menu item changes according to the assignment. See also *Resolution of the Outlook contact on the Speed Dial*, page 194.

To call a subscriber from Outlook

To deal with Outlook - Contacts for incoming calls

To use Outlook Journal

15.2.1 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.
(In Outlook 2007, the settings can be changed under "Extras | Options…".)
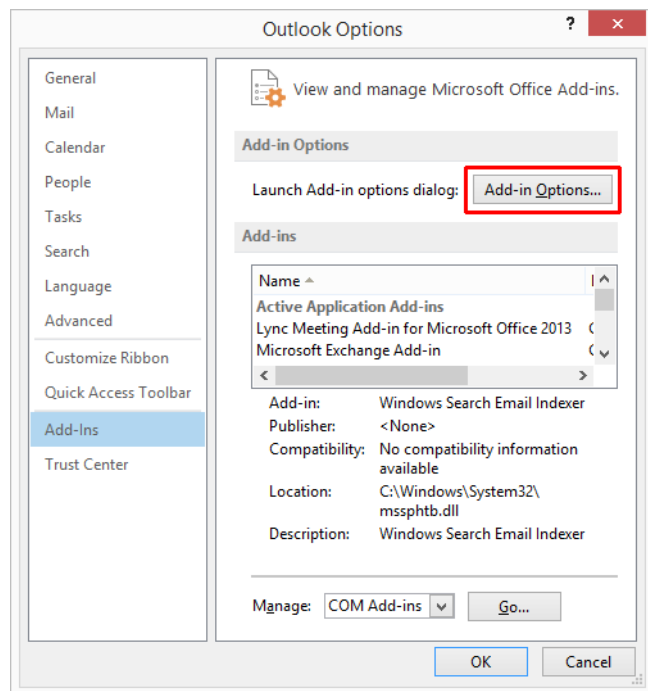
The dialog window "Add-In Options" ("Options") appears.

3 Select the "SwyxIt!" tab.
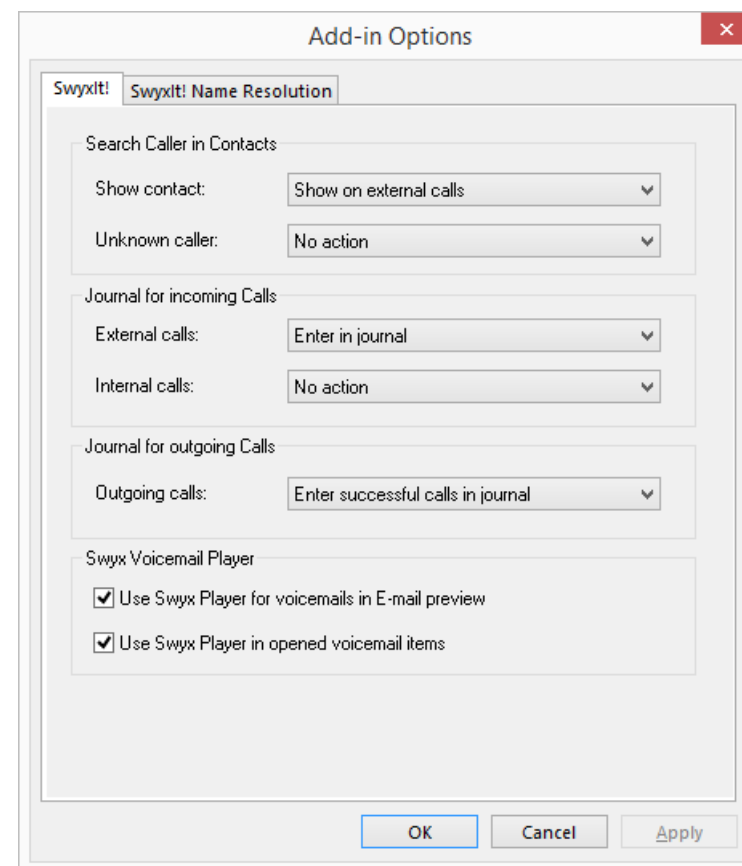
4 In the "Show contact" drop-down list, select the option
- "Do not show" to disable notification by Outlook Contacts, or
- "Show on external calls" to search in Outlook Contacts for external calls only and, if necessary, to display them, or
- "Show on internal calls" to search in Outlook Contacts for 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 Select the appropriate options to configure your Swyx Voicemail Player. With the Swyx Voicemail Player, you can listen to your voicemails directly without any additional software (*Swyx Voicemail Player*, page 195).

- „Use Swyx Player in opened voicemail items": If you activate this option, the Swyx Voicemail Player automatically starts, when a voicemail message 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 message in the preview list.

9 Select the "SwyxIt! Name Resolution" tab. You will see all Contacts folders which you can select in your Outlook.
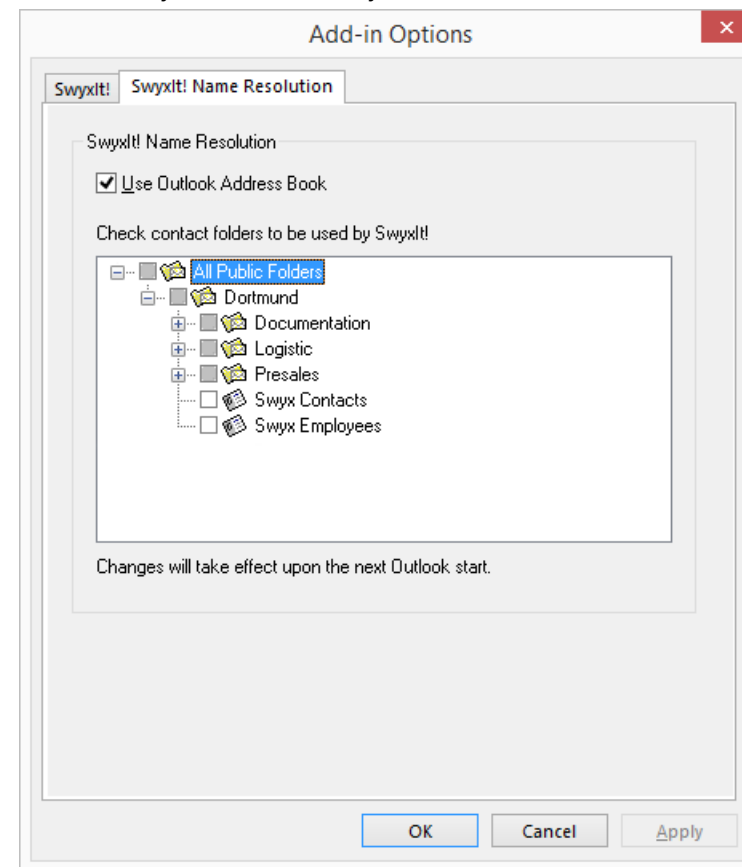
10 Select the folder to be searched for contacts when calls are received. In the default setting, all available folders are selected.

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 *Telephone Number Formats in Outlook*, page 186, is required in order for SwyxIt! to be able to support you when placing and receiving calls.

15.2.2 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 menu item "People".
The list of your contacts is then displayed.
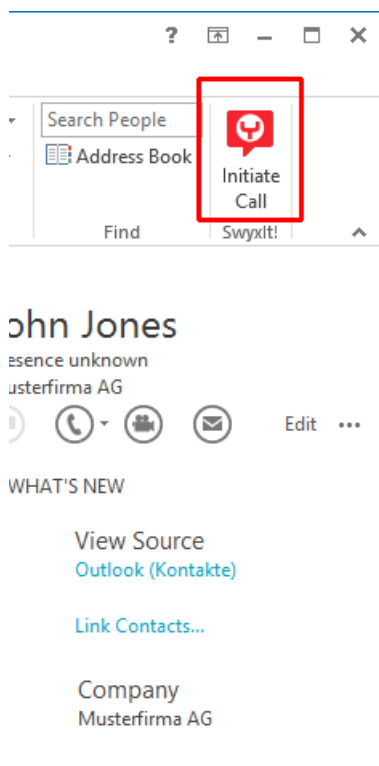
2 Click on the desired contact.
- In the menu bar click on the SwyxIt! icon or (depending on the Outlook version)
- select "Call" in the context menu of the contact.
The following Outlook window will appear: "SwyxIt! Phone Dialer"
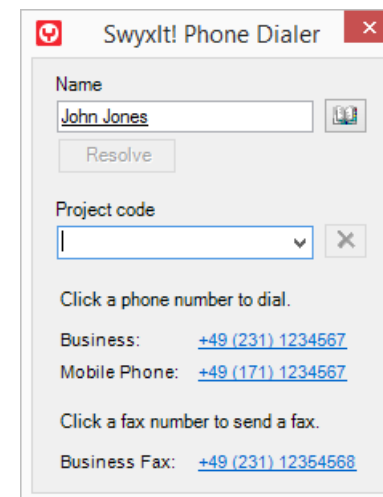
3 In the search field "Name", you can search for another Outlook contact.

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 10.16 **Project Codes**, page 124.

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 (in Outlook 2007 under "Tools | Options…"), 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 the SwyxFax documentation.

⚠️ 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 *Telephone Number Formats in Outlook*, page 186.

⚠️ 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.

15.2.3 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 Contacts.

How you 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.

ℹ️ If the e-mail is a Voicemail, the caller and not the sender (SwyxServer) will be applied in the SwyxIt! Phone Dialer.

15.2.4 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.

15.2.5 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 (Outlook 2007: "Tools | Options…") and edit the option "Search caller in contacts". See also *Configuration*, page 187.

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 "+49 (231) 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.

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.

Depending on your selections on the SwyxIt!" tab under "File | Options | Add-Ins | Add-In Options" (in Outlook 2007 under "Tools | Options"), no calls, all calls or internal/ external calls by Outlook contacts will be displayed.

15.2.6 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 (*Using Outlook Contacts for Incoming Calls*, page 191).

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.

15.2.7 Displaying and creating Outlook Contacts from lists

In SwyxIt! you can create or open Outlook contacts directly from various lists (e.g. the phonebook). You are provided with this function in the following lists:

- Caller list
- Redial list
- List of the Recorded Conversations
- Phonebook (Global and Personal)
- Callback Requests List

The call number is used for checking whether a contact is already present. If a corresponding contact is found, it is displayed. 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 "+49 (231) 444123" and a contact "Jones" with the number "123", in this case the contact "Jones" will be displayed.

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 a Contact from a list

1 Start Outlook.
2 Open the SwyxIt! list (e.g. the caller list), from which you want to open the contact.
3 Highlight the contact and click on the "Contact" button.
An existing Outlook Contact is opened, or a new contact is created. A call is correlated to a contact by means of the number.
4 When you have created a new contact, adjust it as necessary and save it in Outlook.

15.2.8 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 (*Creating a journal entry during a call*, page 193).

To use Outlook Journal

Customize the behavior of the Outlook journal by selecting "File | Options | Add-Ins | Add-In options" (Outlook 2007: "Tools | Options") on the "SwyxIt!" tab and editing the "Journal for incoming calls" and "Journal for outgoing calls" options. See also *Configuration*, page 187.

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.

15.2.9 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 neces-

sary displayed (*Creating and displaying Outlook journal entries*, page 192).

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.

15.2.10 Outlook Calendar on Speed Dial

From the context menu of a Speed Dial, you can directly call up the Outlook calendar of the subscriber concerned. Further availability information from the Outlook calendar will, under certain conditions, also be displayed on the contact card.

The contact card then shows the current status (e.g. "free until 10:30") and the subsequent status (e.g. "then absent until 12:00").

A prerequisite is that the subscriber is recognized by Outlook. Recognition is by means of the label of the Speed Dial, or the stored number. This subscriber's Outlook calendar must also be accordingly released. The Outlook calendar is opened by clicking on this entry.

If the preconditions for the display availability information are met, the entry "Show calendar" will be displayed in the context menu.
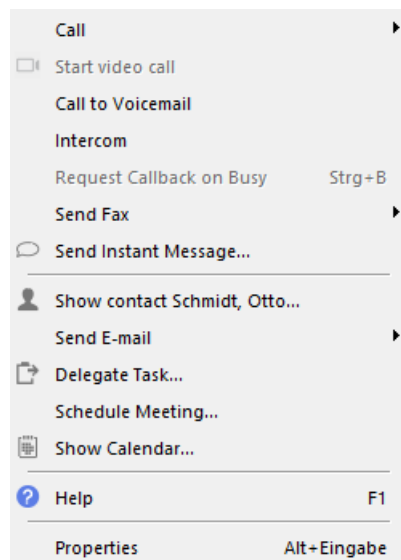
In the following cases, the menu entry "Show calendar" is greyed out:

- Outlook is not active.
- The Outlook Add-In is not installed.
- The Outlook calendar of the subscriber is blocked.
- An external number has been assigned to the speed dial button.

15.2.11 Creating a meeting request from a Speed Dial

You can create a request for a meeting directly from the context menu of a Speed Dial. The person assigned to the speed dial button will be added as participant.

To create a meeting request from SwyxIt!

1 In the context menu, select the option "Schedule Meeting" .
A new Outlook meeting request is created, and the person stored on the Speed Dial is entered as participant.

2 Customize the details in the meeting request as usual.

15.2.12 Creating a task request from a Speed Dial

You can create a task request directly from the context menu of a Speed Dial. The person stored on the Speed Dial is entered as recipient.

To create a task request from SwyxIt!

1 In the context menu, select the option "Request task..." .
A new Outlook task request is created, and the person stored on the Speed Dial is entered as participant.

2 Customize the details in the task request as usual.

15.2.13 Resolution of the Outlook contact on the Speed Dial

You can see from the context menu of the Speed Dial whether a contact stored on a Speed Dial can be assigned to an Outlook Exchange user or to one of your Outlook contacts. The assignment of a contact is needed when you make task or meeting requests, or want to display the calendar information for a user on the Speed Dial.
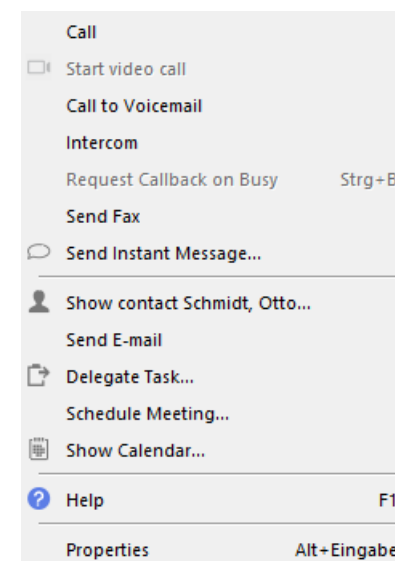
The menu item changes according to the assignment:

- Show details of Exchange name

  An Outlook Exchange user was found. Click on this entry to display the Outlook properties of the resolved user.

- Show contact <Contact name>

  An Outlook contact was found. Your Outlook contact is opened by clicking on this entry.

- Show contact...
  No assignment is possible. The entry is deactivated.

Recognition is by means of the label of the Speed Dial. This name is matched via Outlook to the Exchange Server. If an Exchange user has been identified, no further search is started - e.g. in your Outlook contacts. In some cases, however, incorrect resolutions can occur, e.g. if the Speed Dial button is labeled with only part of the name. It is therefore advisable to store complete names on Speed Dials whenever possible.

If a resolution is not possible using only the name stored on the Speed Dial, the number stored on the Speed Dial is checked in the Global and Personal Phonebooks, and in the Outlook contacts. If a match is then found, there is a new check on the name stored in the phonebook via the Exchange Server, or the name stored in the Outlook contacts is used.

15.2.14 Swyx Voicemail Player

With the Swyx Voicemail Player, you can listen to your voicemails directly in Microsoft Outlook, without having to install any additional software.
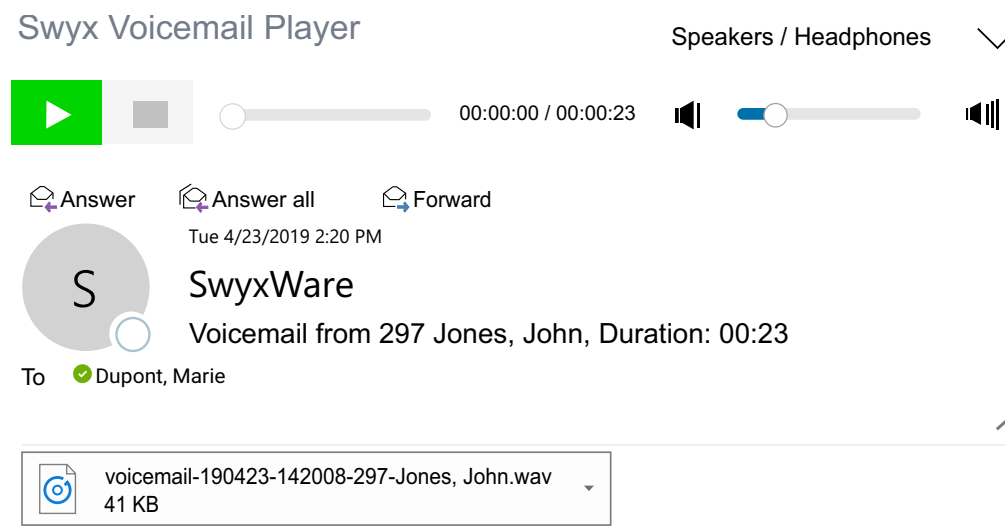
You can specify whether the Player is started after opening a voicemail message, or before, by clicking on the closed message in the reading pane. In a new installation these functions are activated as default. You will find information on activating/deactivating the function under *To define the behavior of Outlook Contacts, the Swyx Voicemail Players and the Outlook Journal*, page 187.

You can open several voicemail messages and play them alternately, while simultaneously searching for further voicemails.

Retrieving your Voicemails from Outlook

1 Start Outlook.

2 Click on a voicemail message 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
Voicemail from 297 Jones, John, Duration: 00:23

To ✓ Dupont, Marie ⌃

voicemail-190423-142008-297-Jones, John.wav
41 KB ▾

SwyxWare Voicemail

From
 CallerID: 276
 Name: Jones, John
 Date: 23.04.2019 14:20:08
 Duration: 00:23

- Click on ▶ to listen to voicemail.

- Click on ⏸ to pause playing the file.

- Click on ⏹ to stop playing the file.

- Use the slider ———○——————— 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 155).

15.3   Selecting a number 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" in your Outlook, click on the "Add-In Options..." button (in Outlook 2007, the settings can be changed under "Extras | Options...").
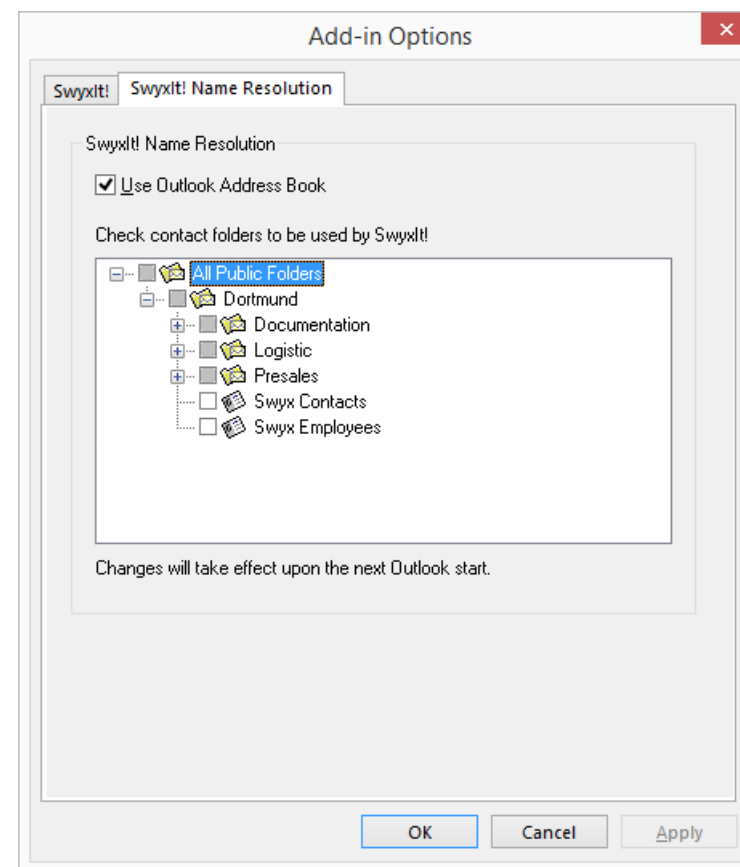
Select the "SwyxIt! Name Resolution" tab. You will see all Contacts folders which you can select in your Outlook.

2   Select the folder to be searched for contacts when calls are received. In the default setting, all available folders are selected.

16   IBM Notes - Telephoning with SwyxIt!

In this chapter, you will find out how you can use SwyxIt! and IBM Notes together. The Swyx Option Pack for IBM Notes offers the following functions:

- Display IBM Notes contacts for incoming calls or from lists (*Displaying an IBM Notes contact for an incoming call*, page 199)
- The search function in the input field and in the phonebook also searches in IBM Notes contacts (*Configuration*, page 197 and 10.6 **Search function in input field**, page 94)
- Name resolution from IBM Notes for incoming calls and for list search (*Name resolution for incoming calls*, page 199)
- IBM Notes functions on the Speed Dial, such as calendar information (*Speed dial buttons*, page 200)

16.1   Swyx Option Pack for IBM Notes Preparation for Installation

Install the Swyx Option Pack for IBM Notes as part of the SwyxIt! installation. See also 20.3.1 **Installing**, page 248. Thus, any IBM Notes functions are available on the SwyxIt! interface (e.g. options in the context menu of the Speed Dials).

In order to use the Swyx Option Pack for IBM Notes, you need IBM Notes V8.5.2 Fix Pack 3 or higher.

To uninstall the Swyx Option Pack for IBM Notes

1. Close IBM Notes if open.
2. Start the SwyxIt! Installation wizard (see **To install SwyxIt!**, page 248) and follow the wizard's instructions.
3. As installation type, select the option "Customized". By selecting this option, you can install components separately.
4. Select the component IBM Notes and proceed with the installation as described under **To install SwyxIt!**, page 248.

16.2   Configuration

In order for your IBM Notes contacts to be used for the functions of the IBM Notes integration, you should specify the databases that are used for searching in your contacts.

The selection affects:

- the name resolution for incoming calls
- the number resolution e.g. when dialing from an e-mail
- the search functions (in the SwyxIt! input field and in the phonebook - if correspondingly configured).

To define the options for the IBM Notes integration

1. Click in IBM Notes in the toolbar on the SwyxIt! symbol. You can also start the dialog with the Windows Explorer by opening the directory "Programs\SwyxIt!\NotesAddInSettings.exe".
   The dialog field for the database settings is opened.
2. Under "Choose database location", select the option "My computer" or the name of the Domino Server. You thereby define first whether you want to configure the list of local databases (your own contacts) or of the databases on the Domino Server (contacts which are also available to other users). After a storage location is selected, all available databases there are displayed. This selection list can be configured by the administrator for the databases on the Domino Server.
3. Activate the checkbox for the databases that should be used for name resolution.
4. Set further options for the individual databases. These apply to the respective marked database:
   "Open contact on incoming call": If a IBM Notes contact is found in this database, it is opened directly. However, if more than one matching contact is present, only the first is opened.
   "Create new contact for unknown external caller in this database": If no IBM Notes contact is found in this database, a new contact is created. This option can only be activated for one database.
   "Use this database for full text search": Activate this checkbox to include this database also for the search function in the input field and the phonebook, and for name resolution.

16.2.1 Number formats

To be able to effectively use IBM Notes together with SwyxIt!, the external numbers in IBM Notes contacts must be adjusted to the so-called "canonical telephone number format". A canonical number always begins with a plus sign. This is followed by the country code ('49' for Germany), the local area code without the preceding zero in parentheses, and then the number.

Example of a number in Munich, Germany:

+49 (89) 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:

+49 (89) 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.

16.3 Dialing from IBM Notes

For dialing from IBM Notes, you are provided with a button in the IBM Notes toolbar. You can thus start the SwyxIt! Phone Dialer in IBM Notes from any point.

ℹ️ This feature is not part of SwyxIt! Setups. The installation pack is available in the knowledge data base.

After activating the SwyxIt! Phone Dialer, you can use a search function to find a contact in the configured databases. The contact's numbers can then be transferred to the Phone Dialer.

If you start the SwyxIt! Phone Dialer in an e-mail, a calendar entry, an allocated task or an IBM Notes contact, the SwyxIt! Phone Dialer offers the numbers found in each contact.

ℹ️ If the e-mail is a Voicemail, the caller and not the sender (SwyxServer) will be applied in the SwyxIt! Phone Dialer.

To call a subscriber from IBM Notes

1 Click on the SwyxIt! symbol in the menu bar.
   Or
   As applicable, mark with a click the contact, the e-mail, the calendar entry or task of the desired call partner, and click in the menu bar on the SwyxIt! symbol.
   The SwyxIt! Phone Dialer will open.

2 If available, enter the name of the desired call partner, and click on "Resolve". The configured databases will be searched. If there are multiple results, these are displayed in a select list. Select the relevant contact and click on "OK" to return to the dialog field "SwyxIt! Phone Dialer".

3 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 10.16 *Project Codes*, page 124.

4 If the selected contact has more than one number, all available numbers will be displayed.

the ringing and listed in the call journal. SwyxIt! searches through all configured contact databases for this. (*Configuration*, page 197).

16.5   Displaying an IBM Notes contact for an incoming call

You can indicate in your IBM Notes that the corresponding contact from your IBM Notes contacts should be opened automatically. The IBM Notes databases to be used can be selected in the IBM Notes configuration. For each contacts database you can define whether

● Contacts should be displayed only for callers who are already recorded in IBM Notes contacts or

● a contact should always be displayed for each caller - thus for an unknown caller a new contact will be created.

See also *Configuration*, page 197.

16.6   Displaying and creating IBM Notes Contacts during a call

You can configure the IBM Notes integration in such a way that an IBM Notes contact is automatically displayed or even created for telephone calls, see *Configuration*, page 197.

If you have disabled this function in general or enabled it for certain databases only, you can display and/or create an IBM Notes 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 IBM Notes and save it.

To open an IBM Notes 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 IBM Notes contact for this call.

1   In the "Functions" menu or the context menu of the relevant line button or Speed Dial, select the option "Show contact".
An existing IBM Notes contact is opened, or a new contact is created.
A call is correlated to a contact by means of the number.

5   Click on the "Dial" button assigned to the desired number.
The SwyxIt! window displays on top and the number will be dialed by SwyxIt!.

> ⚠️ In order for SwyxIt! to be able to use the numbers entered in IBM Notes, the numbers must be recorded in the correct format. See also *Number formats*, page 198.

> ⚠️ 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.

16.4   Name resolution for incoming calls

With IBM Notes, you can use SwyxIt! not only as a dialing aid but also to identify incoming calls. If the number of an incoming call can be identified in the IBM Notes contacts, then the related name is displayed during

2 If you have created a new contact, adjust it as necessary and save it in IBM Notes.

16.7   Displaying and creating IBM Notes Contacts from lists

You can create or open your IBM Notes contacts directly from the Phonebook or the lists in the call journal in SwyxIt!.

The call number is used for checking whether a contact is already present. If a corresponding contact is found, it is displayed. Only contacts for which the numbers match exactly are displayed, otherwise a new contact is always created.

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 IBM Notes and save it.

To open a Contact from a list

1 Start IBM Notes.

2 Open the list (e.g. the Phonebook) from which you want to open the contact.

3 Highlight the contact and click on "Show contact".
An existing IBM Notes contact is opened, or a new contact is created. A call is correlated to a contact by means of the number.

4 If you have created a new contact, adjust it as necessary and save it in IBM Notes.

16.8   Speed dial buttons

Certain IBM Notes features can be started directly with the SwyxIt! speed dial buttons.

- Display of calendar information

  In the context menu of a Speed Dial, you can call up the IBM Notes calendar of the person stored on the Speed Dial. See *Calendar on the Speed Dial*, page 200.

- Meeting planning

  You can create a meeting request via the context menu of the speed dial button. The person assigned to the speed dial button will be added as participant.(See also *Creating a meeting request from a Speed Dial*, page 201).

- Delegate Task

  You can create a new task via the context menu of the speed dial button. The person assigned to the speed dial button will be added as recipient.(See also *Creating a task request from a Speed Dial*, page 201).

- Resolution of IBM Notes users via the speed dial button

  The context menu of a speed dial button displays whether the contact can be assigned to an IBM Notes user, one of your IBM Notes contacts, or if no assignment is possible. The menu item changes according to the assignment. See also *Resolution of the IBM Notes contact on the Speed Dial*, page 201.

To call a subscriber from IBM Notes

16.8.1 Calendar on the Speed Dial

From the context card of a Speed Dial button, you can directly call up the IBM Notes calendar of the subscriber concerned. If certain requirements are met, the next availability information from the IBM Notes calendar will also be displayed directly in the context menu.

The contact card then shows the current status (e.g. "free until 10:30") and the subsequent status (e.g. "then absent until 12:00").
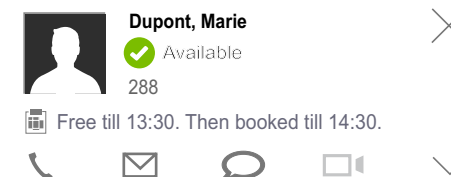
A prerequisite is that the subscriber is recognized by IBM Notes. Recognition is by means of the label of the Speed Dial, or the stored number.

This subscriber's IBM Notes calendar must also be appropriately released. The IBM Notes calendar is opened by clicking on this entry.

If the preconditions for the display of the availability information are not satisfied, the menu item "Show Calendar" is displayed instead of the calendar information.

- Menu item "Show Calendar" active: SwyxIt! could not view the calendar information. The cause could be network problems, for example, or certain IBM Notes configuration settings. The IBM Notes calendar is opened by clicking on this menu item. If the contact was not uniquely recognized or the calendar not released, the calendar cannot be called up, and a corresponding message is displayed.
- Menu item "Show Calendar" greyed out: IBM Notes is not started, the IBM Notes plug-in is not installed, an external number was assigned to the Speed Dial.

16.8.2 Creating a meeting request from a Speed Dial

You can create a request for a meeting directly from the context menu of a Speed Dial. The person assigned to the speed dial button will be added as participant.

To create a meeting request from SwyxIt!

1 In the context menu, select the option "Schedule Meeting"
    A new IBM Notes meeting request is created, and the person stored on the Speed Dial is entered as participant.

2 Customize the details in the meeting request as usual.

16.8.3 Creating a task request from a Speed Dial

You can create a task request directly from the context menu of a Speed Dial. The person stored on the Speed Dial is entered as recipient.

To create a task request from SwyxIt!

1 In the context menu, select the option "Delegate Task".
    A new IBM Notes task request is created, and the person stored on the Speed Dial is entered as participant.

2 Customize the details in the task request as usual.

16.8.4 Resolution of the IBM Notes contact on the Speed Dial

You can see from the context menu of the Speed Dial whether a contact stored on a Speed Dial can be assigned to an IBM Notes contact. The assignment of a contact is needed when you make task or meeting requests, or want to display the calendar information for a user on the Speed Dial.
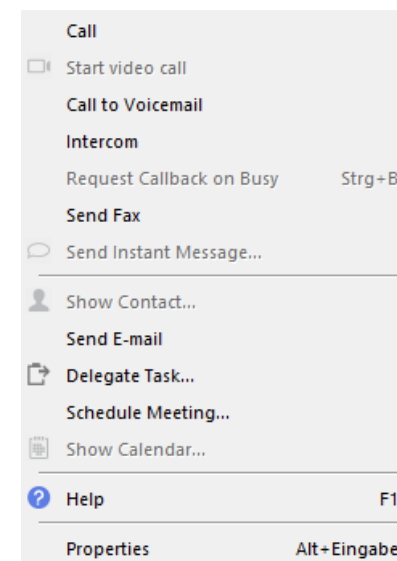
The menu item changes according to the assignment:

- Show details of contact_name

    An IBM Notes contact was found. The IBM Notes contact is opened by clicking on this entry.

- Show contact...

    No assignment is possible. The entry is deactivated.

Recognition is by means of the label of the Speed Dial and the stored number. This name is matched via IBM Notes to the IBM Notes contacts. In some cases, however, incorrect resolutions can occur, e.g. if the Speed Dial is labeled with only part of the name. It is therefore advisable to store complete names on Speed Dials whenever possible.

16.9   Swyx Option Pack for IBM Notes - Uninstalling

As the installation, the uninstalling procedure requires two steps.

To uninstall the Swyx Option Pack for IBM Notes

1   Close IBM Notes if open.
2   Start the SwyxIt! installation wizard (see **To update your SwyxIt! version**, page 252) and follow the wizard's instructions.
3   On the page „Modify, Repair or Remove Application", select „Modify".
4   On the next page, uncheck the component IBM Notes and proceed with the installation as described under **To install SwyxIt!**, page 248.

17   VisualContacts and DATEV

By various additional functions it is possible to integrate third-party applications into SwyxWare.

> ℹ️   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 names, 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 *Use of Swyx VisualContacts*, page 205.

If you have any questions concerning ESTOS MetaDirectory and C4B XPhone Connect Directory, please contact your Administrator.

"Swyx Connector für DATEV" option

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!.
- It is possible to have the call data (status, duration) forwarded to the DATEV telephony.

See also , page 207.
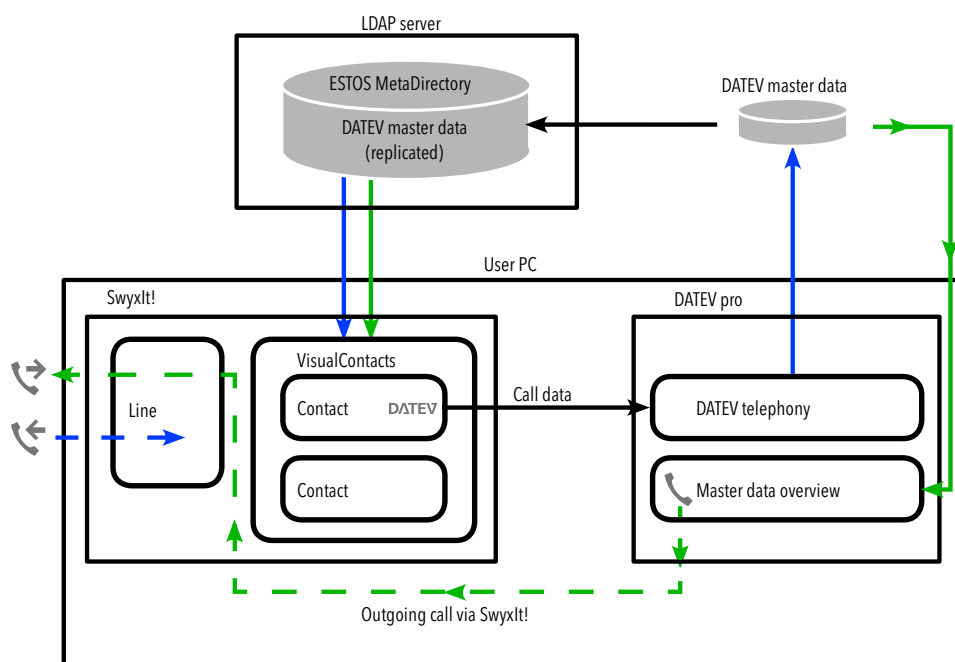
outgoing call

incoming call

Option "Swyx VisualGroups"

Swyx VisualGroups offers the possibility of visually managing call queues in SwyxIt!. Incoming calls are automatically put in queues, forwarded to the Users' internal number and signalled on a SwyxIt! line button. You can track missed calls. Additionally, Swyx VisualGroups Enhanced offers a statistic function and the possibility to track missed calls.

For information on Swyx VisualGroups from Version 1.1 on, please refer to the external Swyx VisualGroups documentation for administrators and users. You can find the documentation on the Swyx website.

17.1   Requirements for the use of Swyx VisualContacts and Swyx VisualGroups

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.

SwyxPLUS VisualGroups

For information on Swyx VisualGroups from Version 1.1 on, please refer to the external Swyx VisualGroups documentation for administrators and users. You can find the documentation on the Swyx website.

17.2   Installation and Setup of Swyx VisualContacts, and Swyx VisualGroups

This section contains a brief overview of the installation and essential settings for the necessary programs.

17.2.1   Requirements

Please refer to 20 *Installing and Uninstalling SwyxIt!*, page 247 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 "VisaulContacts AddIn".

Swyx VisualContacts and SwyxPLUS VisualGroups Skin

To be able to use these options, you must possibly select one of the following skins in SwyxIt! under "Settings | User Profile | Skin":

ℹ️   Your administrator has possibly already assigned you the corresponding skin.

- "SwyxIt! 2013 [4x VisualContacts].cab
- "SwyxIt! 2013 [8x VisualContacts].cab"
- "SwyxIt! 11 [5x VisualGroups].cab" (Standard without statistics and tracking of missed calls)
- "SwyxIt! 11 [5x VisualGroups].cab" (Enhanced with statistics and tracking of missed calls)

ℹ️   The selected skin is also available to you on other PCs you log in to with your Windows login data. The skin is loaded automatically then.

See also 19 *The Use of Skins*, page 218.

17.2.1.1 Specify 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 Settings button in 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.

17.3   Use of 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 MetaDirectory or C4B XPhone Connect Directory, and displays them on the "VisualContacts" tab.

17.3.1 User interface

The "VisualContacts" tab consists of control elements and a contacts list.

- In the "search contacts" field, you can enter sequences of numbers or letters, in order to search for phone numbers, addresses or contact names.
- The search is started with the Search button.
- Search results and context information are displayed in the Contacts list.
- Use the Settings button to call the LDAP server account settings.

⚠️ 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 Enter the search item into the "Search contacts" field on the "VisualContacts" tab.

2 Click on the Search button.
The search results are displayed in the Contacts list:
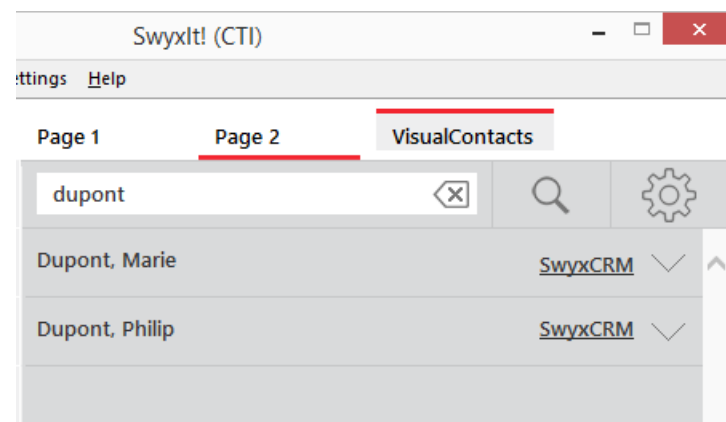
3 Click on the arrow to the right of the relevant entry, to call up all the information stored in this contact (names, addresses, numbers, images, customer-specific information, etc.):

17.4 Searching for contacts

You can search by addresses, names and phone numbers. The search can also be performed during the phone call.
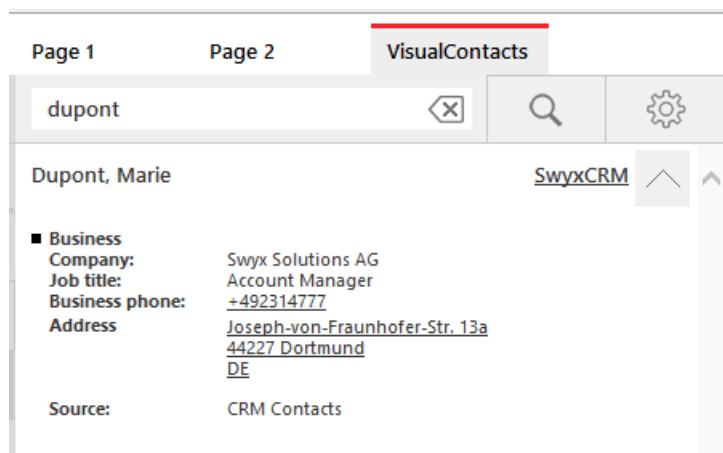
If the search term is not found in any contact data source, a message appears: "The search "Search_term" did not match any contacts":
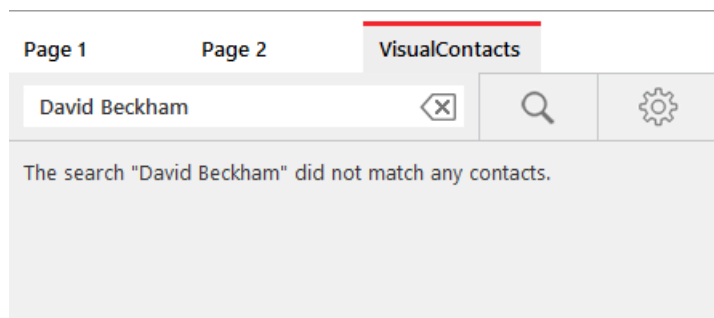
Try a different search term.

Please see the ESTOS MetaDirectory or C4B XPhone Connect Directory documentation for details relating to search criteria.

17.5 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.
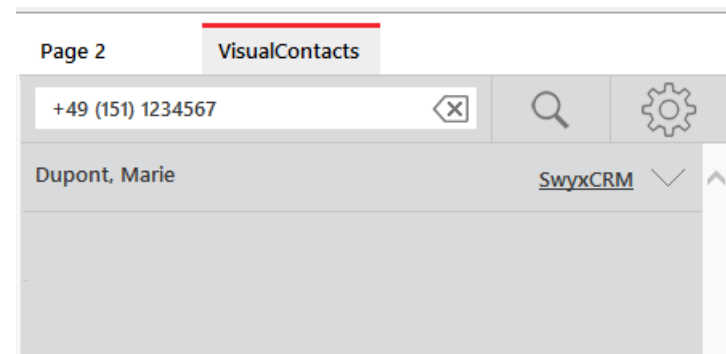
If the number cannot be mapped to a contact data source, a message appears in the VisualContacts window: "The search "Search_term" did not match any contacts".

If a contact involves a DATEV addressee, the contact is flagged with a "DATEV click" icon. See also *Via DATEV-Klick*, page 208.

Click on the arrow to the right of the relevant entry, to call up all the information stored in this contact (names, 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.

For further information please refer to the SwyxFax documentation, chapter Sending a fax, 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.

17.5.1 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 5.6 *Switching between several subscribers*, page 46.

18   Phone Control via PC with SwyxCTI and SwyxCTI+

Using SwyxIt! or Swyx Connector for Skype 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! or Swyx Connector for Skype controls a SwyxPhone or a certified SIP phone
- SwyxIt! or Swyx Connector for Skype on a terminal server controls SwyxIt!

With SwyxCTI+ the following options are available:
- SwyxIt! or Swyx Connector for Skype controls a Third Party device, e.g. a DECT device or a certified SIP phone
- SwyxIt! or Swyx Connector for Skype 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

Function	Support
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 voicemail announcements via remote inquiry, see also 1.19 *Remote Inquiry*, page 18.

18.1   SwyxIt! or Swyx Connector for Skype controls a SwyxPhone or a certified SIP phone

SwyxIt! or Swyx Connector for Skype 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 210.

- 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, voicemail 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!

For information on control via Skype Connector see *To activate SwyxCTI for the control of a SwyxPhone or certified SIP phone*, page 182.

To activate SwyxCTI for the control of a SwyxPhone or certified SIP phone

1 Click on "Settings | CTI..." in the menu bar.
2 Mark the checkbox "Use CTI to control a device".
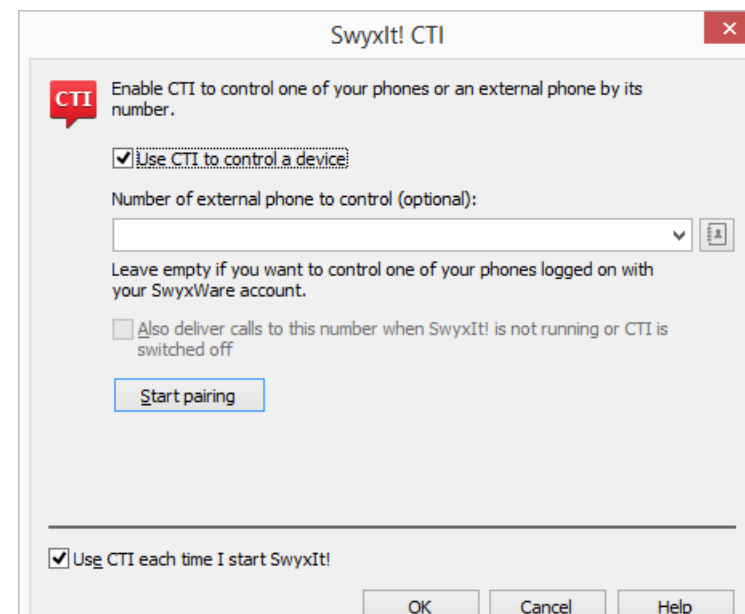
3 Select the "Device" radio button and select the desired device with the corresponding option from the drop-down list.

> ⚠️ 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".

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.

In the headline of SwyxIt! you can see a note (in brackets) stating that SwyxIt! is running in CTI mode.
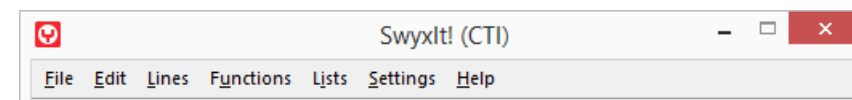
When you lift the SwyxPhone handset and thereby activate a line, the line in the CTI SwyxIt! is also activated. In the CTI mode two lines are available on the SwyxPhone.

> ⚠️ 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 Swyx-Phone.

18.2   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 "Settings | CTI..." in the menu bar.

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. The CTI mode can be preset by the administrator. For further information please refer to the SwyxWare administrator documentation.

> ⚠️ In this scenario the video functionality is not available.

18.3   SwyxIt! or Swyx Connector for Skype controls a Third Party device

SwyxIt! or Swyx Connector for Skype 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! or Swyx Connector for Skype
- Taking incoming calls with SwyxIt! or Swyx Connector for Skype

For information on control via Skype Connector see *To enable SwyxCTI+ for the control of a certified SIP phone*, page 183.

To enable SwyxCTI+ for the control of a certified SIP phone

1 Click on "Settings | CTI..." in the menu bar.
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 Click on "Start Pairing".
5 Click on "OK".

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.

In the headline of SwyxIt! you can see a note (in brackets) stating that SwyxIt! is running in CTI mode.
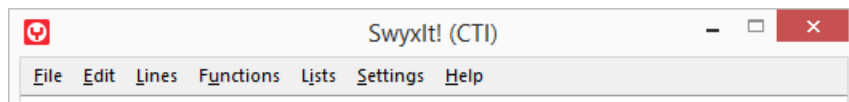
In the "Options" tab of the Skin, you can also see whether CTI is activated or not.

⚠️ 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 Swyx-Server and under the same user can be found. Ask your system administrator should you have questions about this.

ℹ️ Please refer to *CTI+*, page 283 for further information on using DTMF strings with CTI+.

18.4   SwyxIt! or Swyx Connector for Skype controls an external phone

SwyxIt! or Swyx Connector for Skype 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! or Swyx Connector for Skype , 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! or Swyx Connector for Skype
- Taking incoming calls with SwyxIt! or Swyx Connector for Skype

For information on CTI with Skype Connector see *To enable SwyxCTI+ for the control of an external phone*, page 184.

To enable SwyxCTI+ for the control of an external phone

1 Click on "Settings | CTI..." in the menu bar.

2 Mark the checkbox "Use CTI to control a device".
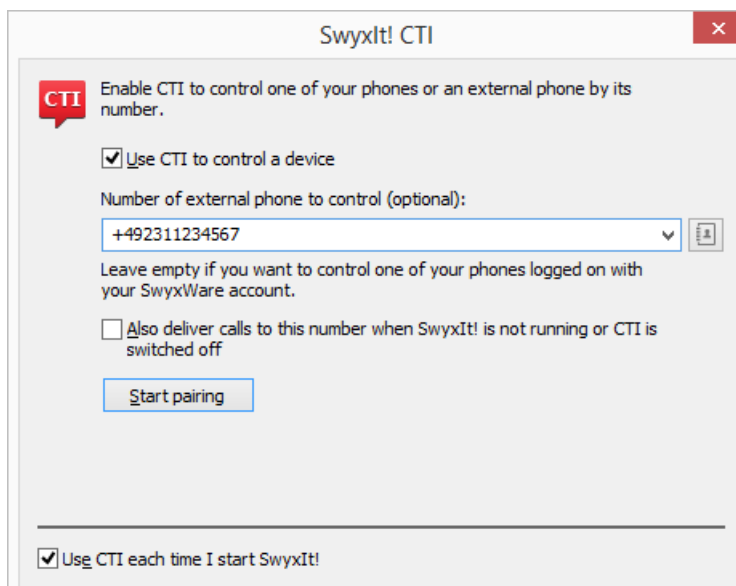
3   Select the "Phone number" radio button.

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!.

By activating the checkbox "Use CTI each time I start SwyxIt!" you select if SwyxIt! is running only until the CTI Mode is terminated or is activated with every start automatically.

In the headline of SwyxIt! you can see a note (in brackets) stating that SwyxIt! is running in CTI mode.
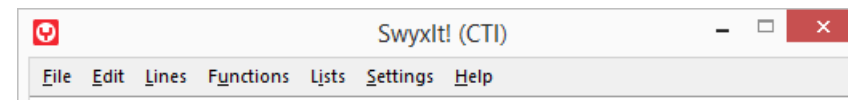
In the "Options" tab of the Skin, you can also see whether CTI is activated or not.
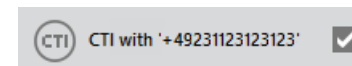
Please note that you need the rights in the SwyxWare Administration to control an external phone by its number. For more information, please contact your administrator.

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.

Please refer to *CTI+*, page 283 for further information on using DTMF strings with CTI+.

18.5   Configuring ring tones in CTI SwyxIt!

To set ring tones within CTI SwyxIt!

1   Go to the menu bar and click on "Settings | User Settings…". The "Properties of…" page opens.

2 Select the "Ringing" tab.
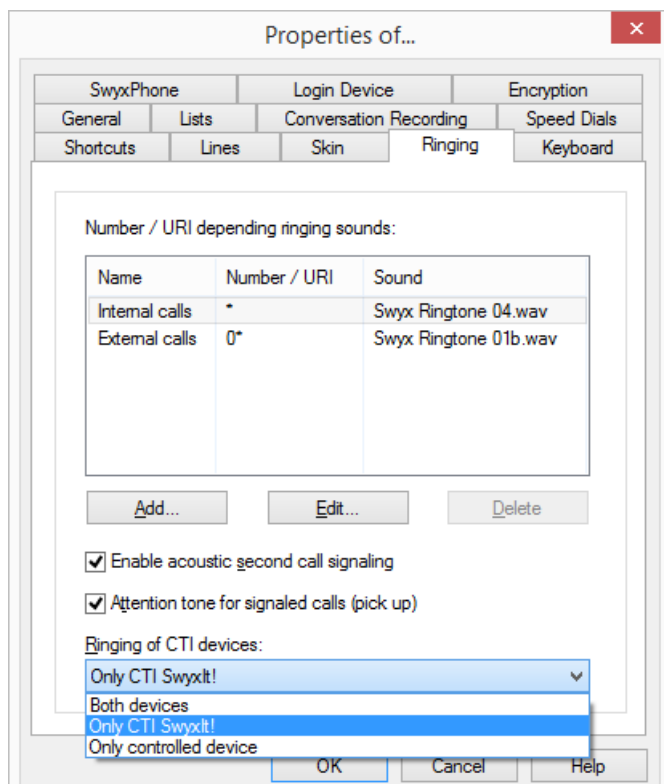
3 Select the corresponding option in the list "Ringing of CTI devices":
- "Only controlled device"

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.

18.6   Ending CTI mode

To end the CTI mode

1 Click on "Settings | CTI..." in the menu bar.

ℹ️ Click on the „CTI" button on the lower menu bar in the Swyx Connector for Skype main window to access the CTI settings directly, e.g. if you would like to disable CTI.

2 By deactivating the option "Also deliver calls to this number when SwyxIt! is not running or CTI is deactivated" or "Also deliver calls to this number when Swyx Connector for Skype 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! or Swyx Connector for Skype is not in the CTI mode anymore.
See also *SwyxIt! or Swyx Connector for Skype controls an external phone*, page 214.

⚠️ 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.

18.7   Changing the CTI+ mode of an external telephone after logging off, shutting down and restart of SwyxIt! or Swyx Connector for Skype

By activating the checkbox "Use CTI each time I start SwyxIt!" or "Use CTI each time I start Swyx Connector for Skype", you select whether SwyxIt!

or Swyx Connector for Skype runs in CTI mode for the current session only or every time when it starts.

When this option is activated before shutting down SwyxIt! or Swyx Connector for Skype, 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! orSwyx Connector for Skype.
- Click on "Change CTI configuration" to configure your CTI pairing.
- Click on "Switch off CTI" to end the CTI mode and use SwyxIt! or Swyx Connector for Skype in normal mode.

CTI mode could not be established automatically

In this case, after restarting the program, a loading circuit appears next to the "CTI" check box in the option area of the skin until the connection could 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.

19   The Use of Skins

A number of different Skin designs are available with your SwyxIt!. These Skins fulfill different requirements (e.g. Skins for everyday use, Skins for switching centers, or small Skins, which only take up a small amount of space on the screen). The administrator can also define a standard Skin, which you will find right at the top of the list of Skins ("System Standard").

For more information, please contact your system administrator. You can also download further Skins from the Swyx website.

> You must have the appropriate rights granted by the system administrator to load, edit, and create Skins. The following rights are possible:

● "Editing of Skins allowed": You are allowed to edit existing Skins, to save them under another name and thereby creating a "new" Skin.

● "Changing of Skins allowed": You are allowed to load another Skin and the "Skin" drop-down list is activated.

The right(s) which you have been granted can be seen under User Settings. See 12.1.7 *Skin*, page 143.

The administrator can also assign you any skin, as well as the standard skin.

19.1   Loading Skin

> A Skin is generally saved in the form of a compressed CAB file. All the information SwyxIt! needs in order to create the Skin from the individual components (background images, buttons, and displays) are located in this file.

Download Skin from the Swyx Website

In SwyxWare you have various Skins available on SwyxServer. In addition, Swyx offers further Skins on the website for download. You can download these using the Help menu or the "Skin" tab in the "File" menu or user profile.

To load another Skin

1   You have several options:
● Click with the right mouse button on the SwyxIt! user interface. Then, in the context menu, click on "File | Skin | Load…" or
● go to the menu bar and click on "File | Skin | Load…".
The "Properties of…" window will appear.
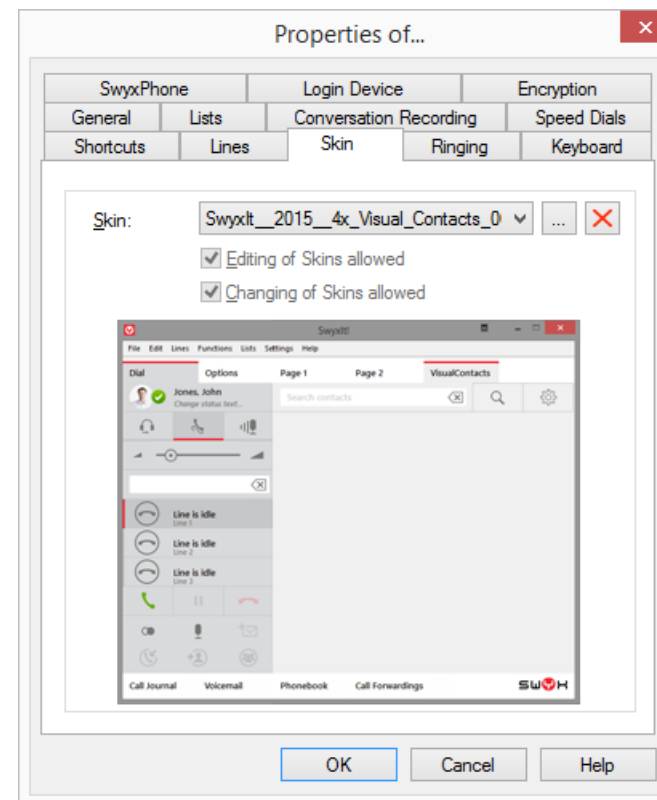
2   Select the Skin you want from the "Skin" drop-down list. After a skin is selected, a preview of this skin may be displayed.
You can also download a new Skin here from the Swyx website. Simply click on the link "Skin Download" below the preview area.

3   Click "OK" when you have chosen the skin you want.

⚠️ If you have loaded a Skin, which has fewer Line buttons than your previous Skin, your Line configuration will remain the same. All calls for lines which are not visible on the current Skin are assigned to the first available Line button, so that none of your calls will be lost. If the default line is no longer available after changing the skin (e.g. line 3 is the default line, but the new skin has only 2 line buttons), SwyxIt! behaves as if no default line was defined. If you later use a Skin with more available Line buttons, then the old line configuration will be used again.

19.2   Editing Skin

You must switch to Edit Mode in order to change the user interface.

⚠️ The option of changing the Skin is intended especially for those users who already have experience with user interfaces. For this reason, you can only use these functions if the system administrator has given you explicit permission to do so.

The following changeable elements are provided within a Skin:

- background images
- action areas (buttons)
- information areas (display elements)
- Slider
- Web Extension
- Tabs (page elements)

Skins are saved as a compressed Cabinet Archive (CAB) on SwyxServer. A CAB contains the following files:

- Skin definition files (SKN)
- A file with information about the transparent background (Region-Cache.dat)
- Graphics
- Video clips (AVI)

In addition, the currently selected Skin is saved locally on your PC. If you work at a company location which is not the same as the SwyxServer location, and if you are connected to SwyxServer via a WAN (Wide Area Net-

work), then the Skin does not have to be loaded from SwyxServer during SwyxIt! log-on. Instead a local copy can be used.

⚠️ Due to the fact that the interface is not available as usual while editing the telephony functionality, your telephoning capability will be limited while you are editing. Incoming calls can be answered, e.g. by lifting the handset or by clicking on "Functions | Pick up call" in the menu bar of the non-transparent Skin.

To edit the user interface

1 You have several options:
- Click with the right mouse button on the SwyxIt! user interface. Then, in the context menu, click on "File | Skin | Edit" or
- go to the menu bar and click on "File | Skin | Edit".

Information concerning the current Online Help appears.
You are now in Edit Mode, which is used to change the current interface. You can change the appearance of existing elements (objects) or add, copy, and delete new elements.

The following describes how you can change the appearance of the interface.

To change the objects of the user interface

1 Click with the right mouse button on the SwyxIt! user interface. The context menu will appear.
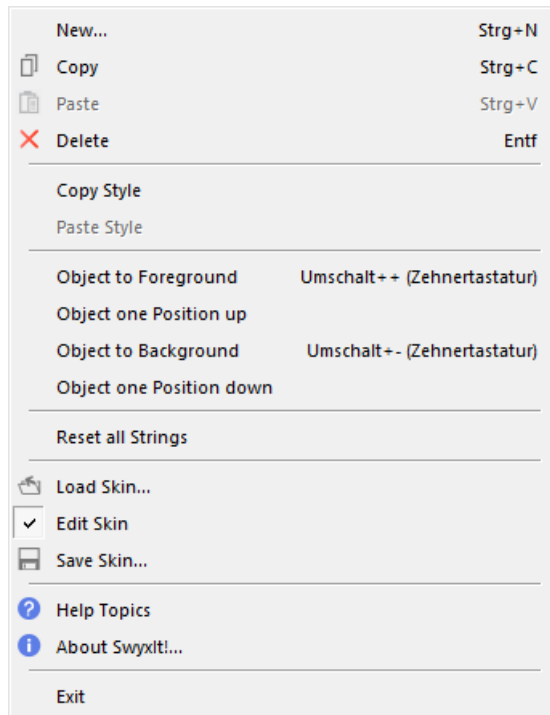
The following is a description of the menu commands.

19.2.1 New (Menu Command)

Insert a new object as described in the following.

It is often more practical to copy defined buttons (action areas), display elements (information areas) or sliders which have already been completed, than to design them from scratch (*Copy (Menu Command)*, page 221).

To insert a new object

1 Click with the right mouse button on the SwyxIt! user interface. The context menu will appear.

2 Click on "New…".

The "Insert new Object" window appears:
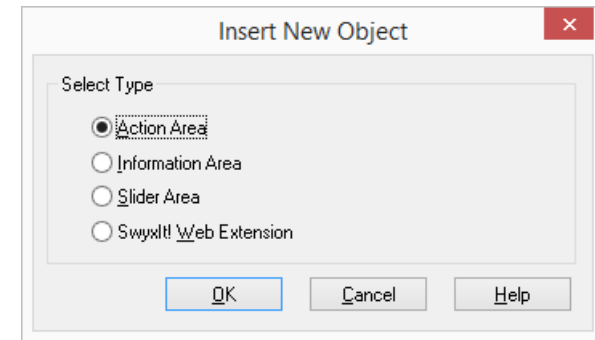
3 You have several options:
- Click on "Action Area" to create a new button or
- "Information Area" to create a new display element, or
- "Slider" in order to create a new slider.

4 Click on "OK".
The "Properties of…" window will appear.

5 Configure
- the new action area, as described in *Configuring a Button*, page 226,
- the new information area, as described in *Configure display element*, page 231.
- the new slider, as described in *Configuring the Slider*, page 235,
- the new SwyxIt! Web Extension, as described in *Configuring SwyxIt! Web Extension*, page 241.

19.2.2 Highlighting One or More Objects

If you would like to move, copy or delete an existing object, you must first highlight it.

To highlight an object

1 Click on a button or on the display element that you would like to highlight.

The element will be highlighted, i.e. framed by a dotted line, and the "Properties of…" tab opens.

2 You can also highlight several objects at once if you would like to edit the objects together.

To highlight several objects

1 Click on a button or on the display element that you would like to highlight.

2 Then keep pressing the Shift key and click on all other objects you wish to highlight.
If you would like to undo the highlighting of an object, press the Ctrl key and click on this object.

The highlighting state of an object can be switched by pressing the Ctrl key and clicking.

19.2.3 Copy (Menu Command)

The following describes how to copy an existing object onto the Clipboard.

To copy an existing object

1 Click with the right mouse button on the button or display element you would like to copy.
The context menu will appear.

2 Click on "Copy".
The object is copied to the Clipboard.

To copy several existing objects

19.2.4 Copy Several Elements

You can also copy several objects at the same time by highlighting all of them and continuing to treat them as one object.

To copy several existing objects

1 Click on a button or on the display element that you would like to highlight.

2 Then keep pressing the Shift key and click on all other objects you wish to highlight.
You have now highlighted all of the desired objects.

3 Keep pressing the Shift key and click with the right mouse button on the highlighted elements.
The context menu will appear.

4 Click on "Copy".
The highlighted objects will be copied to a Clipboard as one common object.

You can also use the key combination of Ctrl+C to copy the highlighted objects to the Clipboard and insert the objects with Ctrl+V.

19.2.5 Insert (Menu Command)

You can insert a single object or commonly highlighted and copied objects from the Clipboard. Insert such an object as described in the following.

To paste the objects from the Clipboard

1 Click with the right mouse button on the SwyxIt! user interface.
The context menu will appear.

2 Click on "Insert".
The object will be inserted onto the interface.
The "Properties of…" tab will appear as soon as you change the placement of the inserted object.
If you have copied several individual objects at once, no "Properties of…" tab will open. You must first remove the highlighting by clicking on the SwyxIt! interface. Then, you can define the properties of the individual elements.

The "OK", "Cancel", "Apply", and "Help" buttons in the Properties window are only available when creating a new object.
In the case of objects which have already been defined (e.g. copied objects), all changes are automatically applied when you click on ✖ to close the window.

If you have mistakenly made changes to a Skin, you can reject these changes by not saving the modified Skin. However, the modified Skin will remain until you log off from your SwyxIt! and it can also be saved later (*Saving Skin*, page 245).

3 Configure
- the new action area, as described in *Configuring a Button*, page 226,
- the new information area, as described in *Configure display element*, page 231,
- the new slider, as described in *Configuring the Slider*, page 235,
- the new SwyxIt! Web Extension, as described in *Configuring SwyxIt! Web Extension*, page 241.

19.2.6 Remove (Menu Command)

Remove one or more objects as described in the following.

To remove an object

1 Highlight one or more objects (*To highlight several objects*, page 221).

2 Click with the right mouse button on the highlighted button or display element you would like to remove.
The context menu will appear.

3 Click on "Remove".
The objects are no longer found on the interface.

You can also use the "Del" key to remove the highlighted objects.

19.2.7 Copy Style (Menu Command)

You can copy the style of an element and apply it to a similar element in another Skin.

To copy the style of an element onto the Clipboard

1 Highlight the object, whose style is to be copied, by clicking on the object.

2 Click with the right mouse button on this object.
The context menu will appear.

3 Select "Copy Style".
The style will be transferred to the Clipboard.

You can now change the Skin as you normally would and paste the style in the new Skin, see also *Paste Style (Menu Command)*, page 222 and *Copying between Skins*, page 225.

19.2.8 Paste Style (Menu Command)

You can paste the style of a similar element from the Clipboard.

Please remember that it is only possible to transfer the style definitions between similar elements. This is especially useful for information areas (display elements) and action areas (Speed Dials, Shortcut buttons and Line buttons).

To paste the style from the Clipboard

1 Highlight the object that will receive the style definitions from the Clipboard.

2 Click with the right mouse button on this object.
The context menu will appear.

3 Select "Paste Style".
The style will be transferred from the Clipboard.

19.2.9 Object to Foreground (Menu Command)

If several elements overlap, you can change the position of any element within the display level.

The display level indicates the position of the element within the level. If a line button is partially covered by another button, you can move the button located in the background to the top.

To bring an object to the foreground

1 Click with the right mouse button on the element whose position you would like to change.
The context menu will appear.

2 Click on "Object to Foreground".
This will make the element the first element in the display level.

19.2.10 Object one Position up (Menu Command)

In contrast to the command "Object to Foreground", this command will result in the object only being moved one position up.

To move an object within the display level one position up

1 Click with the right mouse button on the element whose position you would like to change.
The context menu will appear.

2 Click on "Object one Position up"
The element moves one position up within the display level.

19.2.11 Object to Background (Menu Command)

If several elements overlap, you can change the position of any element within the display level. The display level indicates the position of the element within the level. If a line button is partially covered by another button, you can move the button located in the foreground to the back.

To move an object to the background

1 Click with the right mouse button on the element whose position you would like to change.
The context menu will appear.

2 Click on "Object to Background".
This will make the element the last element in the display level.

19.2.12 Bring object one Position down (Menu Command)

In contrast to the command "Object to Background", in this case, the object is only moved one position down.

To move an object within the display level one position down

1 Click with the right mouse button on the element whose position you would like to change.
The context menu will appear.

2 Click on "Object one Position down".
The element moves one position down within the display level.

19.2.13 Reset all Strings (Menu Command)

This command is used to assign the default labels of the Skin again.

To assign the default labels again

1 Click with the right mouse button on the SwyxIt! user interface.
The context menu will appear.

2 Click on "Reset all Strings".
The default labels are assigned again.

19.2.14 Load Skin... (Menu Command)

You can use another available user interface, see *Loading Skin*, page 218.

19.2.15 Edit Skin (Menu Command)

Because you are already in Edit Mode (indicated by the check mark), you can finish editing the Skin by clicking once again on "Edit Skin".

To finish Skin Editing

You are in Edit Mode for the Skin.

1 Click with the right mouse button on the SwyxIt! user interface.
The context menu will appear.

2 Click on "Edit Skin".

A message will appear indicating that the user interface has been changed.

3 Click on "Yes" if you would like to save the changes.
The following window appears: "Overwrite File".

4 Enter a name for the changed Skin. Only apply the name of the existing Skin if you would like to overwrite the file.

5 Click on "OK".
The Skin will be saved under the name you have entered.

19.2.16 Save Skin... (Menu Command)

You can save the changes you have made to the user interface (*Saving Skin*, page 245).

19.2.17 Help Topics (Menu Command)

You can show Online Help.

19.2.18 Info about SwyxIt! (Menu Command)

You can have shown version and copyright information by SwyxIt!.

19.2.19 Exit (Menu Command)

This will exit SwyxIt!.

19.2.20 Editing the Background Images

You can assign any background images to SwyxIt!. You can use the following formats for this: BMP, GIF, JPEG or TIFF. The SwyxIt! window size is then equivalent to the size of the graphic used.

In addition, you can define a second background image. In this case, a distinction is made between the active and the inactive state of the SwyxIt!-window, which cannot be easily distinguished on sight when using a transparent Skin.

Example:

You define a blue background for the active state and a gray background for the inactive state. You now see a SwyxIt! window with a

gray background on your PC. If you receive a call or if you activate the SwyxIt! interface yourself by clicking on it, the gray background will change to a blue one.

To define graphics for the background

You are in Edit Mode for the Skin.

1 Click on the SwyxIt! user interface.
The "Properties of…" window will appear.
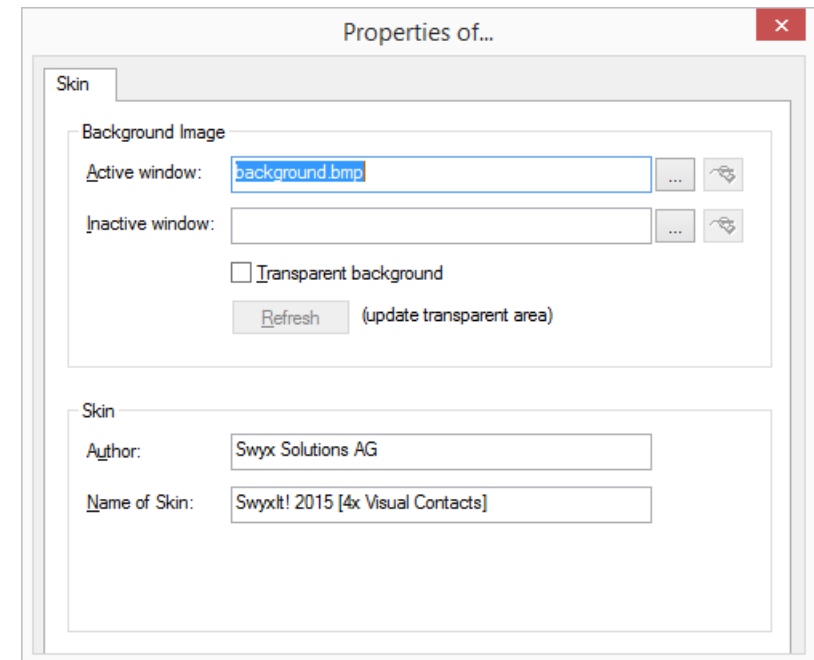
2 Define the graphic file you would like to use for the SwyxIt! background in the field "Active window":

● Click on [...] to search for the appropriate files.

Or

● Click on [ ] to edit the selected graphic using the linked graphic application.

3 If you would like to define a second background image for the inactive state, enter the appropriate graphic file in the field "Inactive window". If you do not wish to have a second background image, just leave this field empty.

> ℹ️ Please remember that the graphics for both background images should be the same size.

4 Enable the option "Transparent background" in order to display the SwyxIt! interface without window frames and menu bar.

If you use this option and the graphic format does not support transparency (BMP, JPG), the color of the upper left pixel of the graphic will be interpreted as a transparent color. This means that all sections of the background image which are displayed in this color will be transparent.

If the graphic format supports alpha channel transparency, the transparency information of the relevant pixel will be applied.

5 Click on "Refresh" in order to re-integrate the graphic.
It makes sense to do this if you use a drawing program to change the background graphic while you are editing the current Skin.

6 Enter your name in the "Author" field.

7 Enter the name of the Skin in the "Name of Skin" field.

8 Click on exit, to close the window.

19.2.21 Copying between Skins

In order to simplify the creation or modification of a Skin, it is possible to copy elements from one Skin to another.

To copy elements from one Skin to another

1 Load the first Skin (*To load another Skin*, page 218).

2 Highlight one or more objects (*To highlight several objects*, page 221).

3 Copy these objects to the Clipboard, (*To copy several existing objects*, page 221).

4 Close the first Skin without saving it, (*To finish Skin Editing*, page 223).

5 Load the second Skin (*To load another Skin*, page 218).

6 Paste the copied elements from the Clipboard by clicking with the right mouse button on the interface.
The context menu will appear.

7 Click on "Insert".
The objects are pasted from the Clipboard and can now you can edit them further.

8 Define the properties of the elements by clicking on them to open the "Properties of…" page.

19.2.22 Moving an Object

You can place individual elements of the Skin or even groups of elements.

To move an object

You are in Edit Mode for the Skin.

1 Click on the object whose position you want to change.
The object is highlighted. The "Properties of…" window will appear.

2 Click once again on the object and keep the mouse button pressed.

3 Use the mouse to drag the object to the position you want.

4 Release the mouse button.

5 If necessary, you can adjust the position with the help of the x- and y-axes.

6 Click on exit, to close the window.

> ℹ️ It is possible to position not only one object, but to highlight several objects (*To highlight several objects*, page 221) and then place all of them together.

19.2.23 Editing Buttons (Action Areas)

SwyxIt! offers you the option of changing existing buttons or icon buttons, and adding or deleting buttons and/or icons.

Configuring a Button

With SwyxIt! you can change the appearance and function of every individual button. A button is made up of the following changeable components:

- Key function (type)
- button background image
- button state
- Image or animation, which indicates the respective state of the button
- button label (text or image)

See also *Add Button*, page 230 or *Remove Button*, page 230.

To change the appearance of a button

1 Click on the button to be changed.
The "Properties of…" window with multiple tabs will appear.

The "General" Tab

The "States" Tab

The "Text Style" Tab

The "User Bitmap" Tab

The "General" Tab

This tab helps you to define the general settings for the button.

To define the general settings for a button

1 Click on "Type" on the button type (function).

2 Enter the text to be used for the label of the button in the "Name" field. You can only change the label for Speed Dial buttons, Line Buttons, and Shortcuts within the configuration of the normal mode, which means after leaving the editing mode.
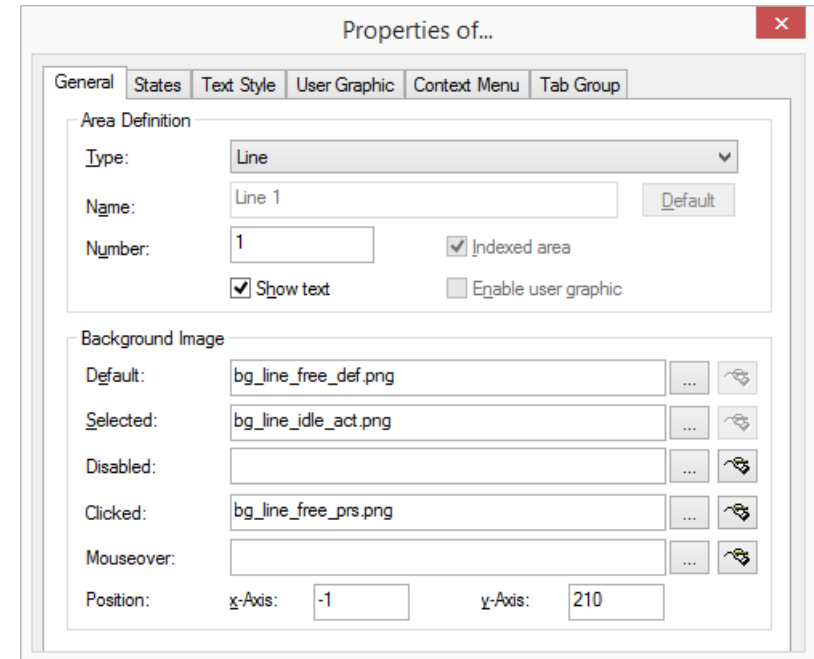
3 Click on "Default" to use a possible default text (standard) as the name for the button type selected in "Type".

4 Enter a specific number in the "Number" field for Line, Shortcut, and Speed Dial buttons.
If you have copied a speed dial button, you will be able to dial the same destination from both buttons. If you would like to have two buttons, which are assigned with different destinations, then you must give the buttons different numbers. Only then can you assign different Speed Dials to both buttons in the normal mode.

5 The checkbox "Indexed area" indicates that this button type is indexed. It is then possible to assign your own information area to this index. This option is only relevant for line buttons.

Example:

You have a button "Line 1" and a button "Line 2". You can later add an information area, which is only assigned to Line 1. Here you can display e.g. the call history. This allows you to illustrate the execution of a call and the various connection attempts.

6 Activate the checkbox "Show Text" if you would like to label the button with the text entered under "Name". The position, color, and font of the text is set on the "Text Style" tab.

7 Activate the checkbox "Enable User Bitmap" so that it is possible for the user to define an image after leaving the Edit Mode. This option is only available for Speed Dials and Shortcut buttons.

8 You define the graphic file which you would like to use for the button background, under "Background image" in the "Normal" field:

- Click on ⬚ to search for the appropriate files or

- Click on 🖊 to edit the selected graphic using the linked graphic application.

You must always specify a background image in the "Normal" field. If you leave this field blank, an error message will be displayed when you close the tab.
Define further background images if necessary for specific states of the relevant button.

- "Selected" field: The graphic file to be used instead of the normal button background image when this button is active. This option is only available for line buttons and tab elements.

- Deactivated: The graphic file to be used instead of the normal button background image when this button is not active.

- Clicked: The graphic file to be used instead of the normal button background image when this button is clicked.

- MouseOver: The graphic file to be used instead of the normal button background image when the mouse pointer is moved over this button.

If you do not specify a background image for a particular state, the graphic given in the "Normal" field is used.
You can define further background images for button-specific states on the "States" tab.
For formats that don't support transparency, the color of the upper left pixel of the graphic is interpreted as a transparent color. This means that the background graphic of the Skin will show through in all areas of the button background in which this color occurs.

9 The coordinates of the button within the SwyxIt! interface can be defined under "Position" in the "x-Axis" and "y-Axis" fields. The zero point of the coordinate system lies in the upper left corner.

The "States" Tab

Each button can take on different states depending on its type. The button can be assigned an image (BMP file) or an animation (AVI file) for each of these states.

To define the state properties for a button

1 Open "State" and click on the "Name" drop-down list.
Here you will find a list of all the available states according to the type of the button.
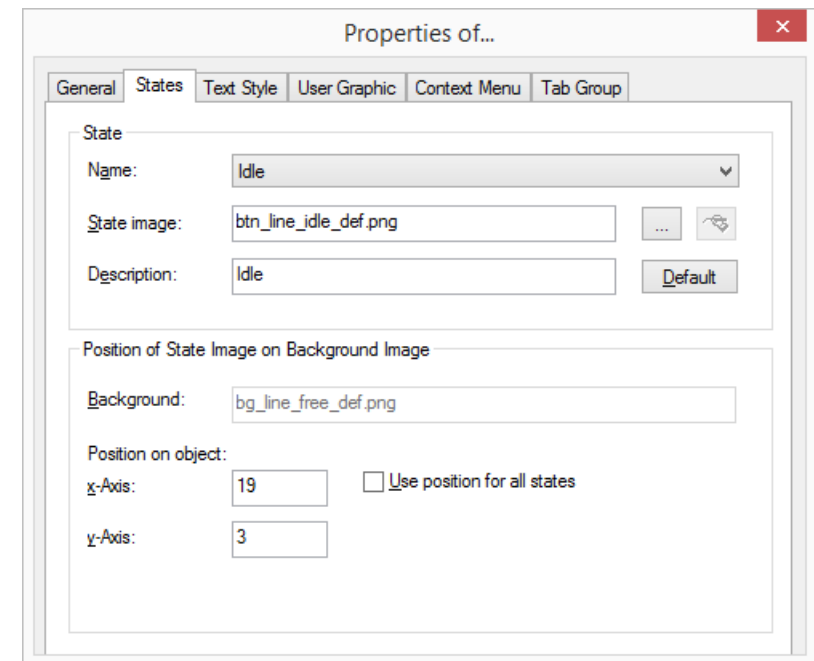
The following states are available for a Line Button

- "Idle"
- "Dial",
- "Busy"

Some states may include placeholders. In this case, %peeraddress% represents the name of the caller and %calledaddress% represents the name of the subscriber called.

2 The graphic file or the AVI animation to be used for the button state is defined in the field "State Image".

- Click on [...] to search for the appropriate files or

- Click on [🖉] to edit the selected graphic using the linked graphic application.

If no state image was specified for a particular state, the background image is displayed.

For formats that don't support transparency, the color of the upper left pixel of the graphic, or of the same pixel of the first graphic in the AVI animation, will be interpreted as a transparent color. This means that the button background graphic and/or the background graphic of the Skin will show through in all areas of the state image in which this color occurs.

3 Enter a short help text for the QuickInfo in the "Description" field. This QuickInfo appears when you move the mouse pointer over the respective button.

4 Click on "Default" in order to resume using the default text (standard) for the description.

5 The coordinates of the graphic or AVI file to be displayed within the button are defined under "Position of State Image on Object" in the "x-Axis" and "y-Axis" fields. The zero point of the coordinate system lies in the upper left corner of the button background graphic.

6 Enable the option "Use position for all states" in order to use the position entered under "x- and y-Axis" for all of the graphic or AVI files assigned to states.

The "Text Style" Tab

The properties of the button text are defined on this tab.

To define the text for a button

1 The position of the area used for text within a button is defined in the fields "x-Axis" and "y-Axis" located under "Position within Area". The

zero point of the coordinate system lies in the upper left corner of the button background graphic.

2 The size of the area used for text is defined in the fields "Width" and "Height".
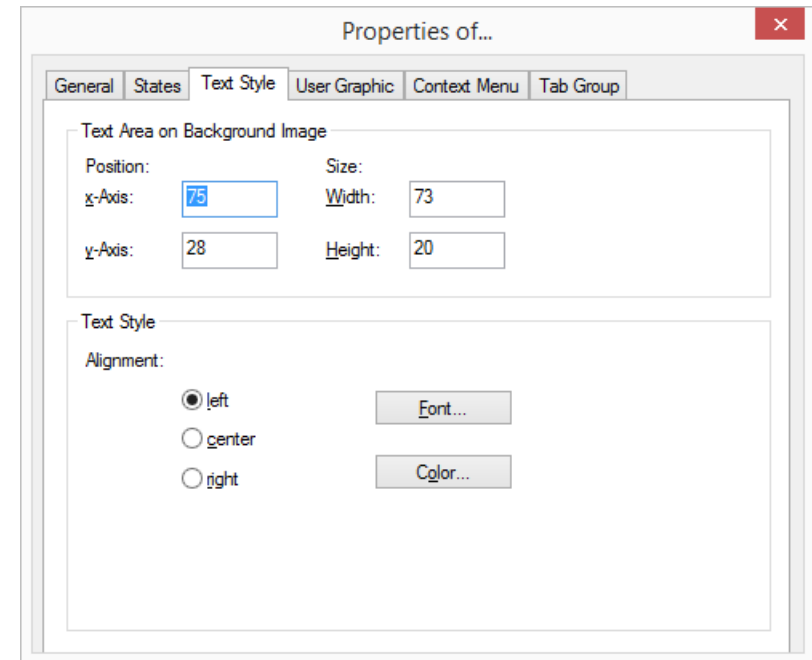
3 Then, under "Text Styles", select an alignment option:
- left: The text is shown aligned to the left
- center: The text is shown centered
- right: The text is shown right justified.

4 Click on "Font…" to select the font to be used for the text.

5 Click on "Color…" to select the color to be used for the text.

The "User Bitmap" Tab

If the system administrator allows this in Skin definition, every user can define his own graphics and/or individual texts for certain types of buttons (Speed Dials, Shortcuts). In doing so, the Skin itself is not edited.

If you have allowed the display of a user-specific image on this button on the "General" tab, then you define the properties for this graphic on this tab.

To define the properties of an image which has been assigned to a button by the user

1 The position of the area used for the graphic within a button is defined in the fields "x-Axis" and "y-Axis" located under "Position within Area". The zero point of the coordinate system lies in the upper left corner of the button background graphic.
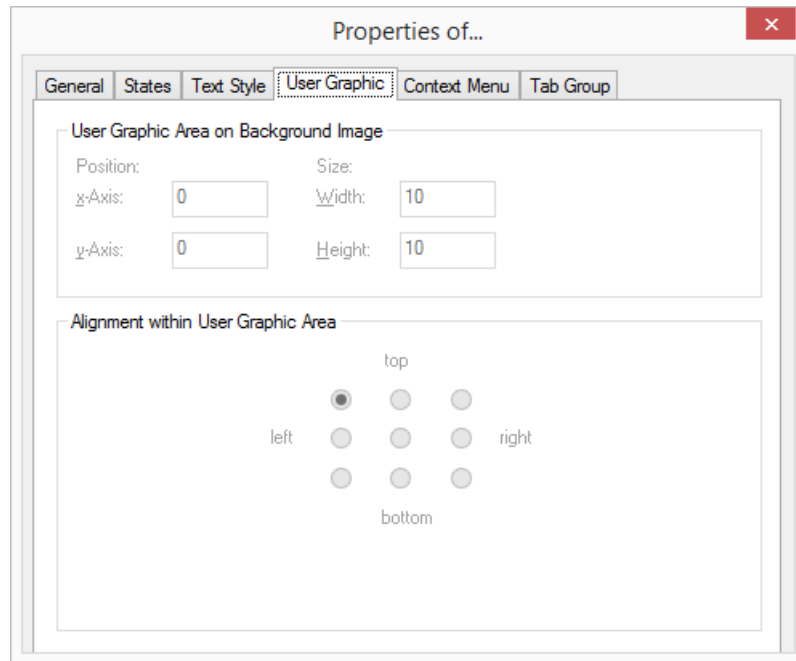
2 The size of the area used for the graphic is defined in the fields "Width" and "Height".

3 The alignment of the graphic within the defined area, if it is smaller than this defined area, is activated by option under "Alignment within User Graphic Area".

The "Context menu" Tab

You can normally call up the context menu on specific keys by clicking with the right mouse button. You can specify on the "Context menu" tab that on a specific area of a button it is possible to call up the context menu with a single click of the left mouse button.

To define the properties for the context menu

1 If you want to use the context menu, activate the checkbox "Enable context menu area".

2 Enter the coordinates for the area in which the context menu should be available.
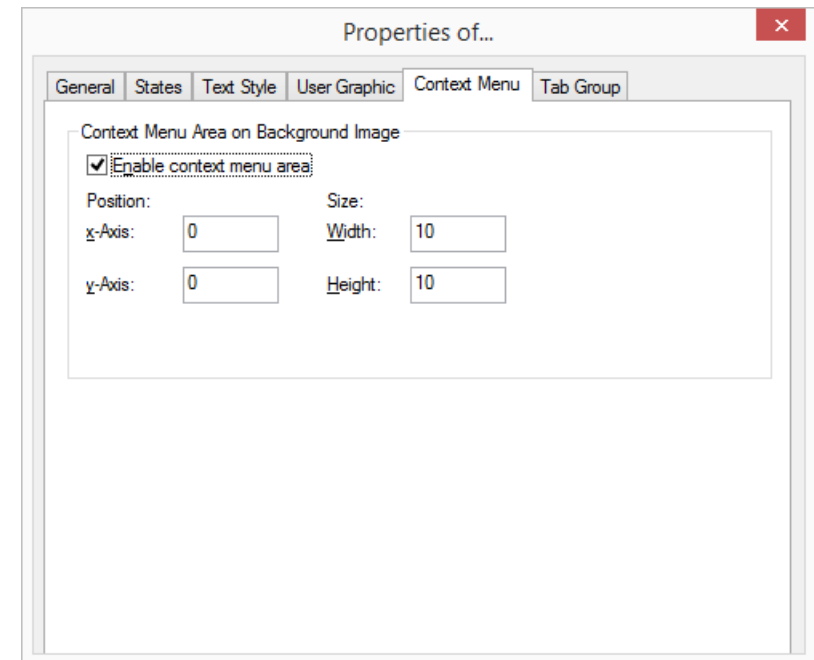
You cannot use a separate background image for the context menu area. If you want to highlight the area graphically, you have to make appropriate changes to the background image for the button.

If you move the mouse pointer on a skin over an area for which a context menu was defined, the mouse pointer changes accordingly. Click with the left mouse button to open the context menu for this button.

The "Tabs" tab

You can group skin elements on tabs. You must give the information on the group and page for each element that is to be positioned on a tab.

⚠️ Before you assign the group and page information for the tab for individual skin elements, you should first create the tab elements with the group and page information.

Note the information on creating tabs under *Tabs (page elements)*, page 239.

To assign a skin element to a tab

1 Activate the checkbox "Enable tab group".
2 Enter a number for the group in the relevant field. All elements of a group must have the same number.
3 Enter a number for the page in the relevant field. The page with the lowest number is used in foreground as default.

Add Button

ℹ️ It is often easier to copy buttons which have already been defined than to create new buttons from scratch (*Copy (Menu Command)*, page 221).

To create a new button

1 Click with the right mouse button on the SwyxIt! user interface. The context menu will appear.
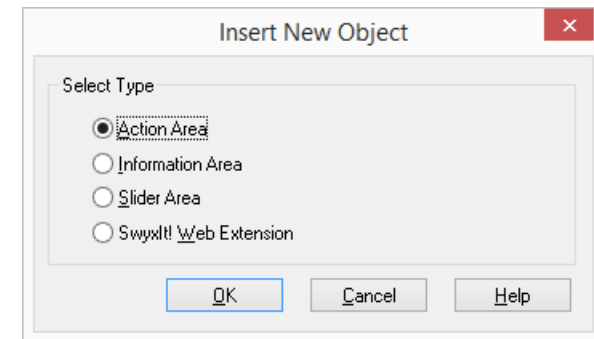
2 Click on "New…".
The "Insert new Object" window will appear.
3 Then, under "Select type", click on the option "Action Areas".
4 Click on "OK".
The "Properties of…" window will appear.
5 Configure the new action area, as described in *Configuring a Button*, page 226.

Remove Button

The following describes how to remove a button.

To delete a button

1 Click with the right mouse button on the respective button. The context menu will appear.
2 Click on "Remove".
The button is then deleted.

19.2.24 Editing information areas (display elements)

Display elements are used to display various information, such as e. g. Date, time, charges, caller's name and telephone number, name and telephone number of the person being called, etc.

You can arrange the display elements as you wish on suitable areas of the skin. On the standard Skin, some of the display elements are e.g. located on the line buttons. On older Skins, the display elements are arranged on a telephone display. The following describes how you can change, add, or delete existing display elements.

Search function

The display element with the information type "Number Dialed" is a special feature. This serves not only for display, but also for entering a number or name, and it also includes the search function.

For further information please refer to the SwyxIt! documentation.

Configure display element

With SwyxIt! you can change the appearance of and the information to be presented in the individual display elements. A display element is composed of the following components:

- display background image
- information to be shown
- Priority of information

You can also specify whether the element should always be displayed, or only on a particular tab.

To change the appearance of a display element

1 Click on the display element to be changed.
The "Properties of…" window with multiple tabs will appear.

The "General" Tab

The "Information Display" Tab

The "General" Tab

On this tab, you define the general settings for the display element.

To define the general settings for the display element

1 If you would like to assign this display to a particular Line button, enter the index number of the corresponding line in the "Number" field.
You can thus display the call history for the connection of the indexed line.
If the information area is not indexed (Index 0), the information of the active line only will be displayed.
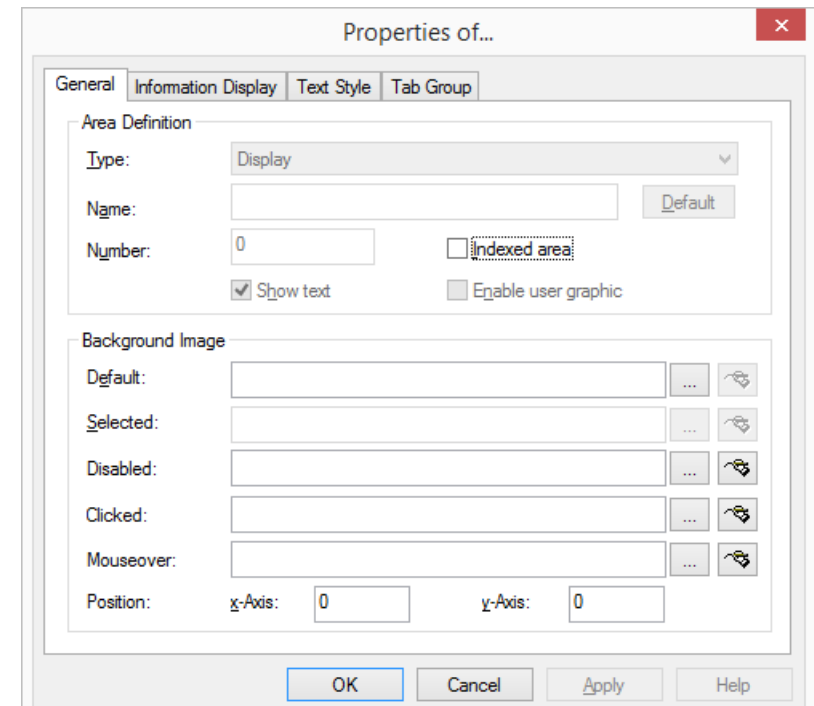
2 The graphic file to be used as background is defined in the "Normal" field located under "Background image":

- Click on ... to search for the appropriate files or

- Click on ⟨icon⟩ to edit the selected graphic using the linked graphic

application.

3 Under "Position", in the "x-Axis" and "y-Axis" fields, you can define the coordinates of the display elements within the SwyxIt! interface. The zero point of the coordinate system lies in the upper left corner. It is not possible to change other fields for the display element.

⚠️ Please make certain that the background for a display, in which you would like to display a call history, has a sufficient height (approx. 6-8 lines).

The "Information Display" Tab

On this tab, you indicate the information to be shown on a display element. The following information is provided for display.

Available Information	Explanation
Active Call Forwarding	Display of Call Forwarding Unconditional (Call Forwarding: <destination>)
Active Server	Display of the server to which SwyxIt! is currently logged on.
Called Extension (incoming)	Display of the extension dialed by the caller
Called Name (incoming)	Display of the subscriber name dialed by the caller
Date	Current Date (dd.mm.yyyy)
Own name	User name, with which SwyxIt! is logged on to SwyxServer.
Charges	Charges incurred for the active connection
Number Dialed	Display of an entered number or search function.

Available Information	Explanation
Messages	Information from SwyxIt! These are status messages, which SwyxIt! outputs for an action, e.g. during log-on to SwyxServer, or in case of a change into the CTI mode.
Name	Name of the caller (if available) XXX stands for an unknown caller
Name / Number	Name and number of the caller (if available) XXX stands for an unknown caller
Number	Number of the caller (if available) XXX stands for an unknown number
Call History	Shows all actions that you have executed with this call.
Call History (brief)	Shows in abbreviated form all actions that you have executed with this call.
Time	Current Time (hh:mm:ss)
Forwarded from name	Name of the subscriber who forwarded this call.
Forwarded from number	Number of the subscriber who forwarded this call.
Duration of connection	Duration of the active connection (hh:mm:ss)
Connection state	State of the active line.

If a display element should show more than one piece of information, you can indicate the priority of each piece of information. For example, if one and the same display element should show the current time and a caller's number/name, it makes sense to assign a higher priority to the number/ name information than to the time information. As soon as a call is received, the time information is hidden and the number/name information is shown.

The fields "Minimum display time" and "Maximum display time" are used to indicate how long new information should be shown in the display.

> *Example:*
>
> *If you enter 5 seconds in the "Minimum display time" field and 10 seconds in the "Maximum display time" field for the number/name information, this information will be shown for at least 5 seconds (even if information with higher priority should be available in the meantime) and for a maximum of 10 seconds. After this time has expired, the information element with the lower priority, in this case, the time, will once again be shown.*
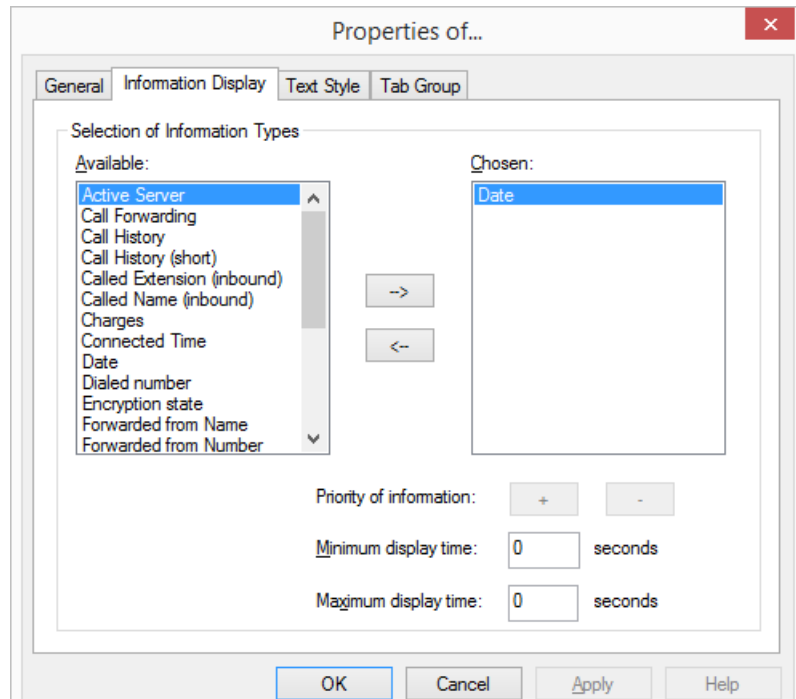
All types of information which can be shown on a display element are listed in the "Available" list box.

The list box "Chosen" contains a list of the information which actually will be shown on the selected display element.

To add information to a display element

1 Click in the "Available" list box on the information you would like shown on the display element.

2 Click on `-->` .

Or

1 In the "Available" list box, double-click on the information you would like shown on the display element.

Each time you do this, the information to be shown will be copied to the "Chosen" list box.

To remove information from a display element

1 In the "Chosen" list box, click on the information you no longer wish to show on the display element.

2 Click on `<--` .

Or

1 In the "Chosen" list box, double-click on the information you no longer wish to show on the display element.

Each time you do this, the information will be removed from the "Chosen" list box.

To change the priority of information in the display element

1 Go to the "Chosen" list box and click on the information to be changed.

2 Click

- on `+` , to increase the priority

or

- on `-` , to decrease the priority

The position of the information within the "Chosen" list box changes according to the priority entry you have made.

To define how long information should be displayed

1 Go to the "Chosen" list box and click on the information to be changed.

2 Enter the least amount of time the information should be shown in the "Minimum display time" field. This period of time applies even if information with a higher priority becomes available in the mean time.

3 Enter the maximum amount of time the information should be shown in the "Maximum display time" field.
A value of "0" means that the information should always be shown (it makes sense to use this for the date or the time).

The "Tabs" tab

You can group display elements on tabs. You must give the information on the group and page for each element that is to be positioned on a tab.

⚠️ Before you assign the group and page information for the tab for individual skin elements, you should first create the tab elements with the group and page information.

Note the information on creating tabs under *Tabs (page elements)*, page 239.

To assign a skin element to a tab

1 Activate the checkbox "Enable tab group".

2 Enter a number for the group in the relevant field. All elements of a group must have the same number.

3 Enter a number for the page in the relevant field. The page with the lowest number is used in foreground as default.
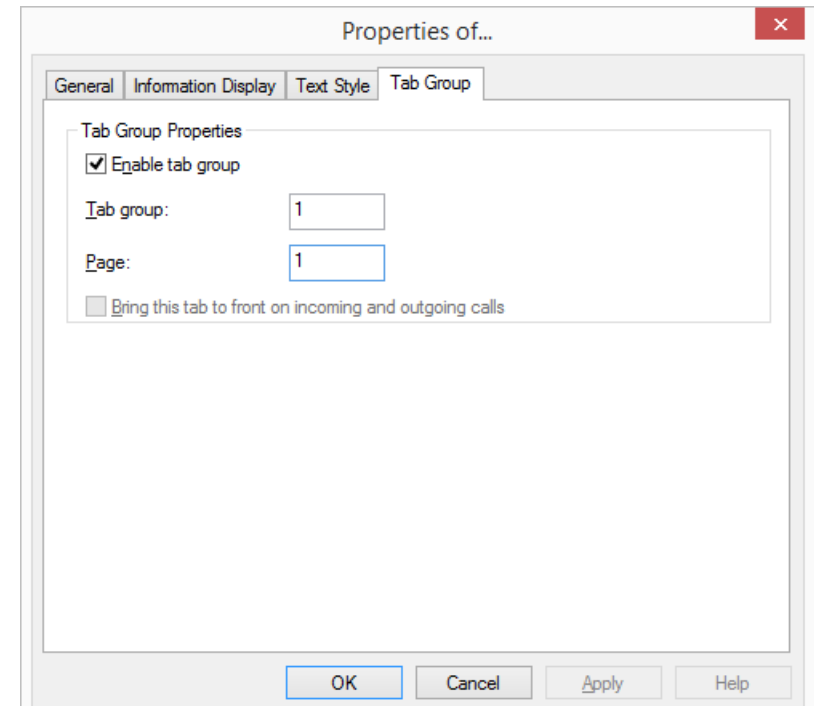
Add Display Element

The following describes how to add a display element.

To add a new display element

1 Click with the right mouse button on the SwyxIt! user interface. The context menu will appear.

2 Click on "New…".
The "Insert new Object" window appears:
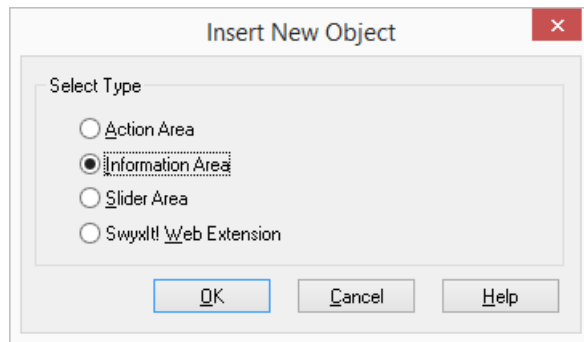
3 Then, under "Select type", click on the option "Information Areas".

4 Click on "OK".
The "Properties of…" window will appear.

5 Configure the new information area, as described in *Configure display element*, page 231.

Removing a Display Element

The following describes how to remove a display element.

To delete a display element

1 Click with the right mouse button on the respective display element.
The context menu will appear.

2 Click on "Remove".
The display element will then be deleted.

19.2.25 Editing Slider

To control the volume, you can define a slider on the Skin. It has a start and an end point, a background picture and a text and a moveable slider that can be designed.

Configuring the Slider

To change the appearance of the slider

1 Click on the slider to be changed.
The "Properties of…" window with multiple tabs will appear.

The "General" Tab

The "States" Tab

The "Text Style" Tab

The "Slider" Tab

The "General" Tab

The general settings are defined on this tab.

To define the general settings for the slider

1 In the dropdown list "Type" click on the type of the slider.
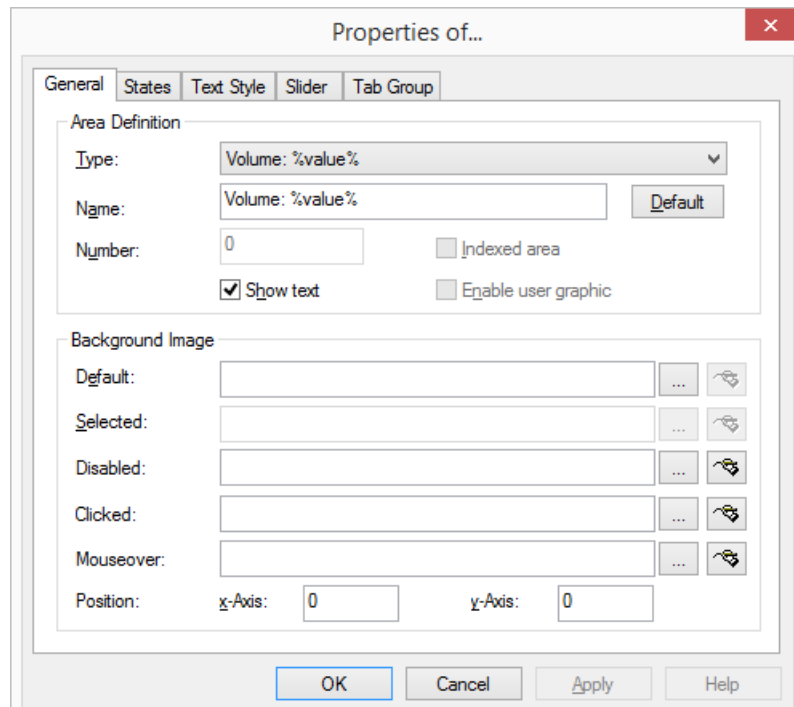
2   Enter the text to be used for the label of the button in the "Name" field.

3   If you would like to display the name of the slider on the interface, activate "Show text".

4   The graphic file to be used as the display background is defined in the "Normal" field located under "Background image".

- Click on [...] to search for the appropriate files or

- Click on [icon] to edit the selected graphic using the linked graphic application.

5   Under "Position", in the "x-Axis" and "y-Axis" fields, you can define the coordinates of the slider within the SwyxIt! interface. The zero point of the coordinate system lies in the upper left corner.
It is not possible to change other fields for the slider.

The "States" Tab

The slider can have different states depending on which output is to be regulated (e.g. the volume of the handset, headset or ringing). The slider can be assigned an image (BMP file) or an animation (AVI file) for each of these states.

To define the state properties for a slider

1   Open "State" and click on the "Name" drop-down list.
All available states are listed here.
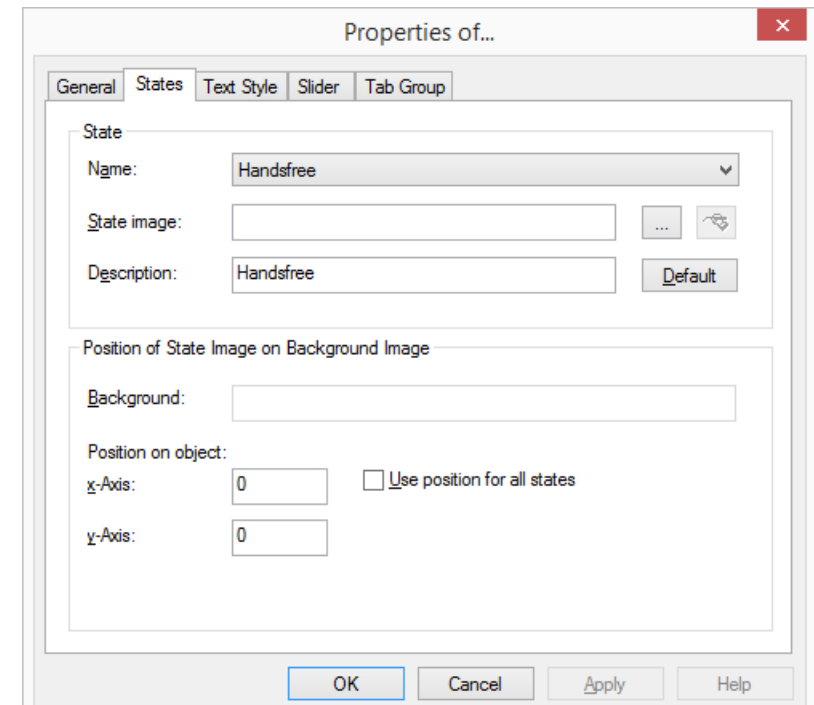
2   The graphic file or the AVI animation to be used for the state of the slider is defined in the field "State Image":

- Click on [...] to search for the appropriate files or

- Click on [icon] to edit the selected graphic using the linked graphic application.

For formats that don't support transparency, the color of the upper left pixel of a graphic or an AVI animation is interpreted as a transparent color. This means that the background will show through all areas of the picture which have these colors.

3   Enter a short help text for the QuickInfo in the "Description" field. This QuickInfo appears when you move the mouse pointer over the respective button.

4   Click on "Default" in order to resume using the default text (standard) for the description.

5   The coordinates of the graphic or AVI file to be displayed within the button are defined under "Position of State Image on Object" in the "x-Axis" and "y-Axis" fields. The zero point of the coordinate system lies in the upper left corner of the button background graphic.

6   Enable the option "Use position for all states" in order to use the position entered under "x- and y-Axis" for all of the graphic or AVI files assigned to states.

The "Text Style" Tab

The properties of the button text are defined on this tab. This tab is only configurable if the checkbox "Show text" is activated on the "General" tab.

To define the text style for a slider

1   The position of the area used for text within a button is defined in the fields "x-Axis" and "y-Axis" located under "Position within Area". The zero point of the coordinate system lies in the upper left corner of the button background graphic.

2   The size of the area used for text is defined in the fields "Width" and "Height".
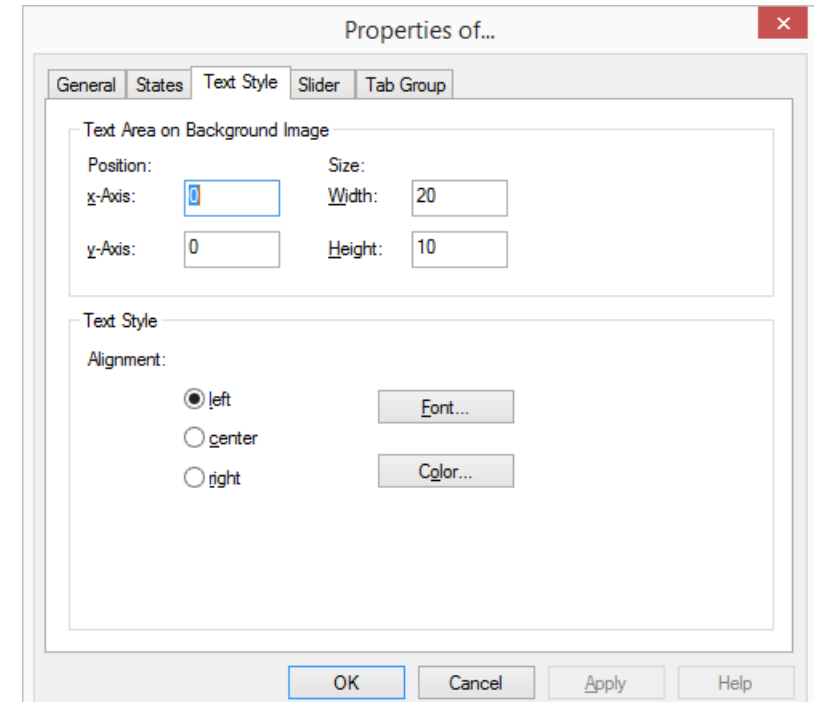
3   Then, under "Text Styles", select an alignment option:
- left: The text is shown aligned to the left
- center: The text is shown centered
- right: The text is shown right justified.

4   Click on "Font…" to select the font to be used for the text.

5   Click on "Color…" to select the color to be used for the text.

The "Slider" Tab

The properties of the slider are defined on the "Slider" tab.

To define the properties of the slider

1   The beginning and end position of the slider range is defined under "Slider Control Path" in the fields "x-Axis" and "y-Axis". The zero point of the coordinate system lies in the upper left corner of the background graphic.

2 Under "Slider Bitmap" you can define the appearance of the button to be moved over the slider range. You can select from two different pictures here, one for the idle state and a presentation for the "pressed" state of this button.

3 With "Control point on the slider bar" you define the exact position of the point that is interpreted as a hot spot within the slider button.
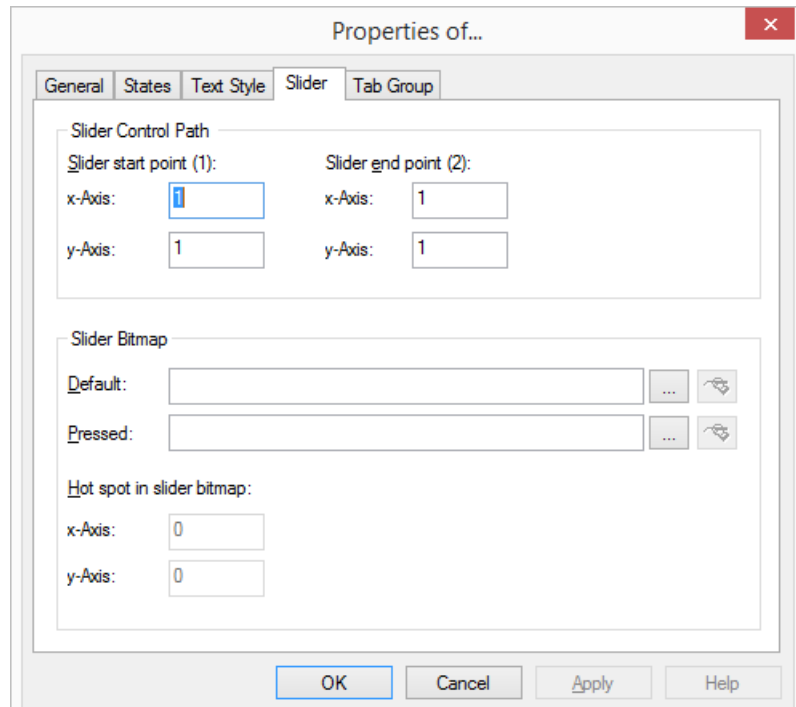
The "Tabs" tab

You can group slider elements on tabs. You must give the information on the group and page for each element that is to be positioned on a tab.

> Before you assign the group and page information for the tab for individual skin elements, you should first create the tab elements with the group and page information.

Note the information on creating tabs under *Tabs (page elements)*, page 239.

To assign a skin element to a tab

1 Activate the checkbox "Enable tab group".

2 Enter a number for the group in the relevant field. All elements of a group must have the same number.

3 Enter a number for the page in the relevant field. The page with the lowest number is used in foreground as default.
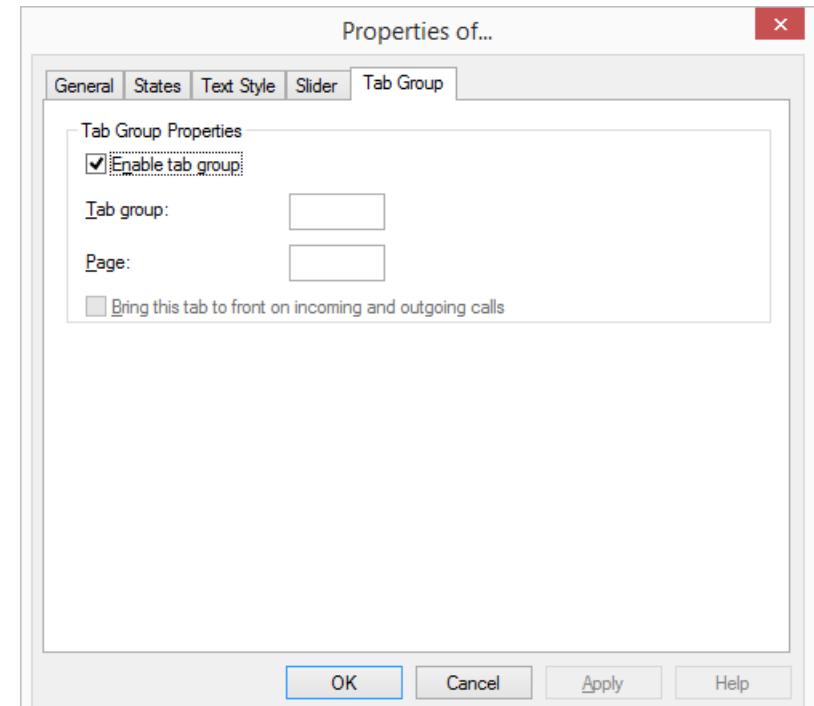
## Add slider element

Add a slider element as described below.

To add a new slider element

1 Click with the right mouse button on the SwyxIt! user interface. The context menu will appear.

2 Click on "New…". The "Insert new Object" window appears:
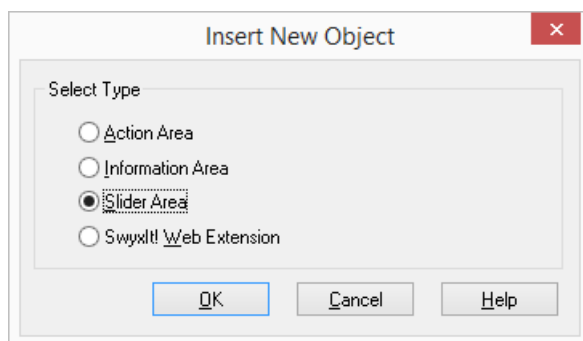
3 Then, under "Select type", click on the option "Slider".

4 Click on "OK".
The "Properties of…" window will appear.

5 Configure the new slider, as described in *Configuring the Slider*, page 235.

Remove Slider Element

The following describes how to remove a slider element.

To delete a slider element

1 Click with the right mouse button on the respective slider element.
The context menu will appear.

2 Click on "Remove".
The slider element will then be deleted.

19.2.26 Tabs (page elements)

You can group skin elements on tabs. You can then arrange a large number of elements on a skin. The grouping on the tabs preserves the overview while at the same time enabling faster access

Tab element:

"Header" of a tab (page). This contains the label. You can switch between the individual pages by clicking on the tab element.

Group:

All tabs (pages) which are overlaid over one another belong to one group. A group can have any number of pages.

Page:

Area on which skin elements can be positioned. The pages always belong to a group, and are brought to the foreground by clicking on the associated tab element.
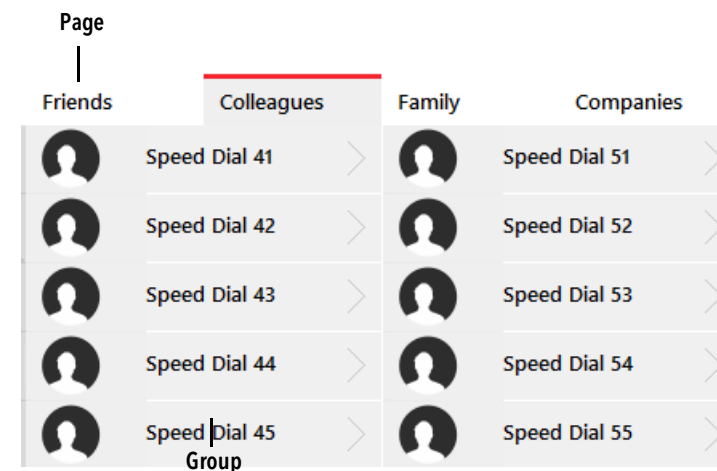
To create a tab, you have to create a tab element and the skin elements that you want to arrange on the pages. You then assign these elements to a tab, by specifying the group and page information.

> ⚠️ Before you assign the group and page information for the tab for individual skin elements, you should first create the tab elements with the group and page information.

To create a new tab element

1 Click with the right mouse button on the SwyxIt! user interface.
The context menu will appear.

2 Click on "New…".
The "Insert new Object" window appears:
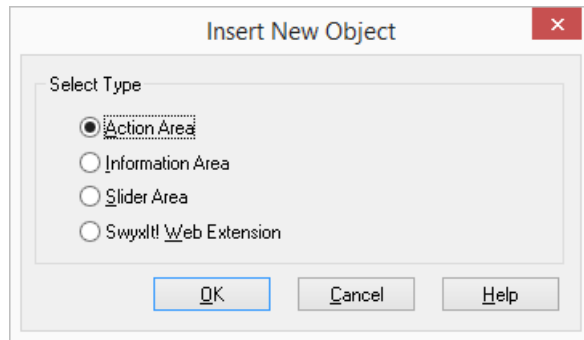
3 Then, under "Select type", click on the option "Action Areas".

4 Click on "OK".
   The "Properties of…" window will appear.

5 In the "Type" field, select the option "Tab Element".

6   Configure the new information area, as described in *To configure a new tab element*, page 240.

7 Create a tab element for each further tab, and assign the corresponding group and page information (tab "Group").
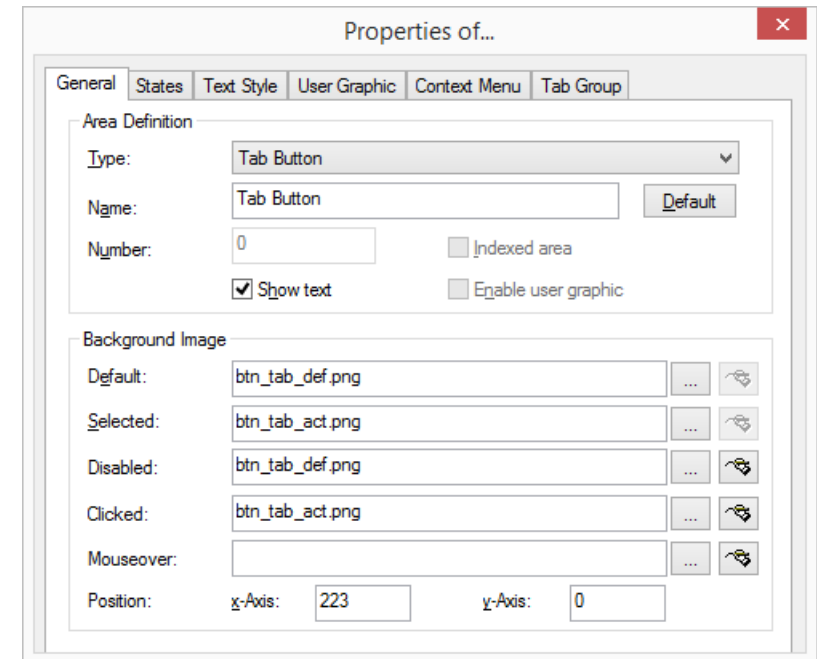
To configure a new tab element

1 Create a new tab element, as described under *To create a new tab element*, page 239, or click on an existing tab element. The "Properties of…" window will appear.
   The option "Tab Element" is selected in the "Type" field.

2 If you want to insert a label for the tab, enter the label of the tab element in the "Name" field and activate the checkbox "Show Text". This label will be saved for the skin. In normal mode, you can change this label for the user profile. See *Changing the Tab Label*, page 241.

3 Select the background images and give the position information. See *To define the general settings for a button*, page 226.

4 No changes are needed for the tab element on the "States" tab, as only one state "page" is present.

5 On the "Text style" tab, you can change the formatting and the position of the label. The fields are only activated if you activate the checkbox "Show text" on the "General" tab.

6 No changes are possible for the tab element on the "User graphic" tab, as no user graphics can be stored for this element type.

7 On the "Context menu" tab you can define an area for the context menu. However, only the Help function is defined in the context menu for the tab element. See also *To define the properties for the context menu*, page 229.

8 On the "Tabs" tab, specify the group and the page for which you have created the tab element (*To assign a skin element to a tab*, page 230).

9 Create further tab elements as necessary for all pages of all groups.

10 Create the skin elements that you want to arrange on the pages, and give the corresponding group and page information for these elements.

To create a new tab element

To assign a skin element to a tab

To change the label for a tab

19.2.26.1 Changing the Tab Label

The tab label set for a skin can be changed in the normal mode. This modification will not be saved in the skin, but in the user profile. If you do not enter a user specific label, the label set for the skin will be displayed.

To change the label for a tab

1 In the normal mode, right-click the tab label and select "Properties" from the context menu.

2 Enter the new label in the Properties window and confirm your entry with "OK".
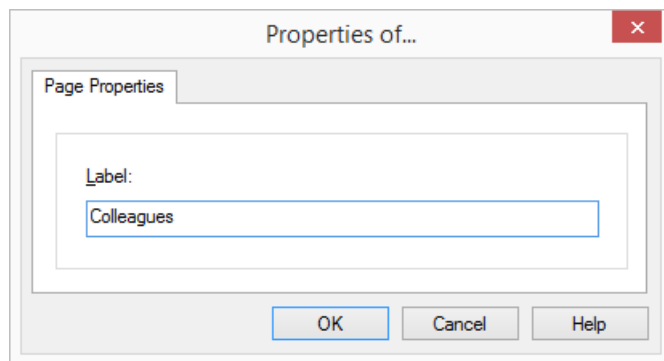
19.2.27 SwyxIt! Web Extension

SwyxIt! allows Web content to be displayed directly on the Skin. To do this, you have to create a Skin with the Skin element "SwyxIt! Web Extension", and configure it appropriately.

19.2.27.1 Creating SwyxIt! Web Extension

You can create Skins which can display Web content. The Skin element "SwyxIt! Web Extension" is available for this.

To create a new Skin element for the SwyxIt! Web Extension

1 Click with the right mouse button on the background of the Skin. From the context menu, select the option "New..." A dialog field is opened.

2 Choose the option "SwyxIt! Web Extension".

3 Click on "OK".
A dialog field opens up in which you can specify the properties.

To define the general settings for the SwyxIt! Web Extension

19.2.27.2 Configuring SwyxIt! Web Extension

When you have created a new Skin element "SwyxIt! Web Extension", you first have to configure it. You can select various options in this.

On the "General" tab, you can set general options such as the position and the background image.

On the tab "SwyxIt! Web Extension" you can specify additional options such as the URL to be shown in the browser area and the event for which the Web content is loaded; or you can link the content to a specific line. You can also specify whether the contents should be displayed in a separate browser window or within the browser area defined on the skin.

You can configure the SwyxIt! Web Extension in such a way that different browser content is shown depending on the circumstances. See also *Events*, page 244.

To define the general settings for the SwyxIt! Web Extension

The "General" Tab

The general settings are defined on this tab.
You can specify a background image and the position of the SwyxIt! Web Extension on the Skin.

To define the general settings for the SwyxIt! Web Extension

1 In "Area Definition", enter a line number in the "Number" field if you want to link a URL to a line button. Otherwise leave the "0" there.
You cannot change the other two fields in the "Area Definition" box.
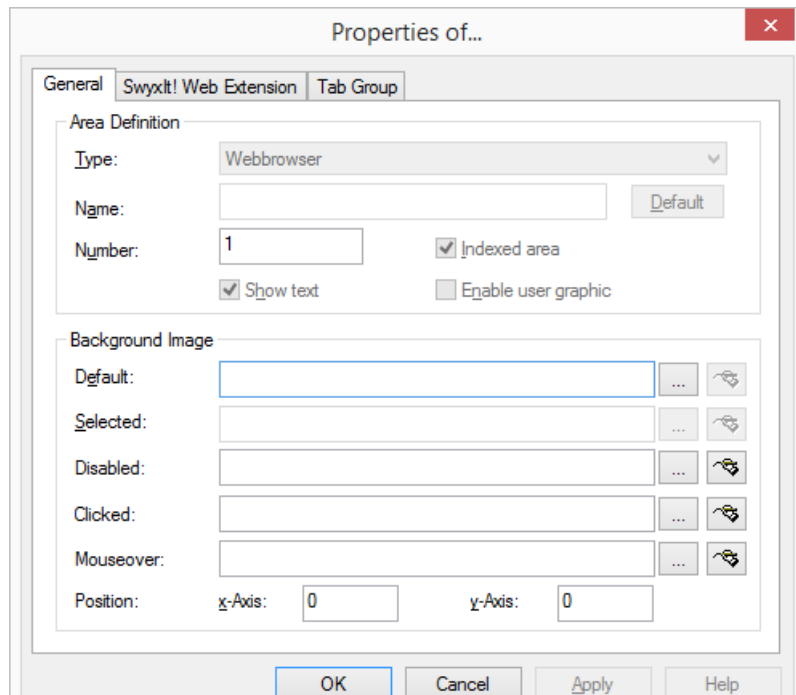
2 The graphic file to be used as the background can be specified in the "Normal" field located under "Background image".

- Click on [...] to search for the appropriate files.

- Click on [icon] to edit the selected graphic using the linked graphic application.

3 Under "Position", in the "x-Axis" and "y-Axis" fields, you can define the coordinates of the SwyxIt! Web Extension within the SwyxIt! interface. The zero point of the coordinate system lies in the upper left corner. It is not possible to change other fields for the SwyxIt! Web Extension.

The Tab "SwyxIt! Web Extension"

You can define further properties for the SwyxIt! Web Extension on this tab:

- the size and position of the browser area within the SwyxIt! Web Extension
- the URL that should be shown in the browser area
- the event for which the Web content is loaded
- linking of the content to a specific line
- use of the context menu (context menu) in the browser area
- display of scrollbars in the browser area
- open a new window per event
- SwyxIt! Web Extension on top in case of event

To change the properties of the SwyxIt! Web Extension

1 Click on the SwyxIt! Web Extension. The "Properties of…" dialog field will appear.

2 Choose the "SwyxIt! Web Extension" tab.
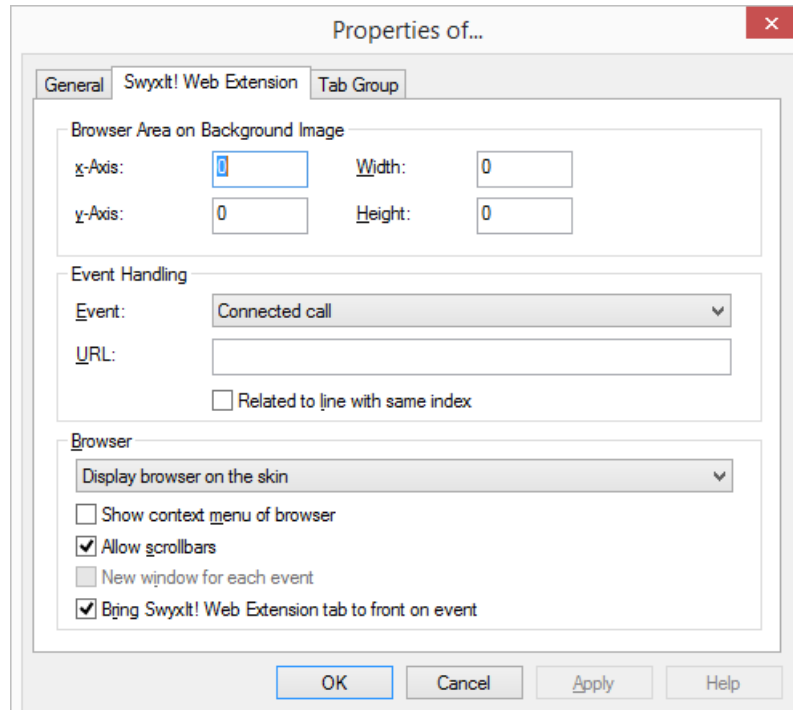
3 Now enter the coordinates for the browser area within the SwyxIt! Web Extension. This area is initially highlighted with a yellow line in the Skin Editor.

4 Now select from the list the event upon which the URL is loaded. Then enter the URL for this event.
You can also specify various events, for each of which a different URL is called up. See also *Events*, page 244.

5 If you want to link the SwyxIt! Web Extension to a specific line, activate the checkbox "Related to line with same index". You then have to enter the number of the line in the "Number" field on the "General" tab.

6 If you activate the checkbox "Show context menu of browser", the context menu of the browser (Internet Explorer) will be used. If you deactivate this option, no context menu is available in the browser area.

7 If you activate the checkbox "Allow scrollbars", scrollbars will be displayed when the Web content is larger than the window.

8 Web Extension on top in case of event", the tab containing the web content will be displayed on top of the skin, as soon as the event starts.SwyxIt! Web Extension

The "Tabs" tab

You can group SwyxIt! Web Extension elements on tabs. You must give the information on the group and page for each element that is to be positioned on a tab.

> ⚠️ Before you assign the group and page information for the tab for individual skin elements, you should first create the tab elements with the group and page information.

Note the information on creating tabs under *Tabs (page elements)*, page 239.

To assign a skin element to a tab

1 Activate the checkbox "Enable tab group".

2 Enter a number for the group in the relevant field. All elements of a group must have the same number.

3 Enter a number for the page in the relevant field. The page with the lowest number is used in foreground as default.
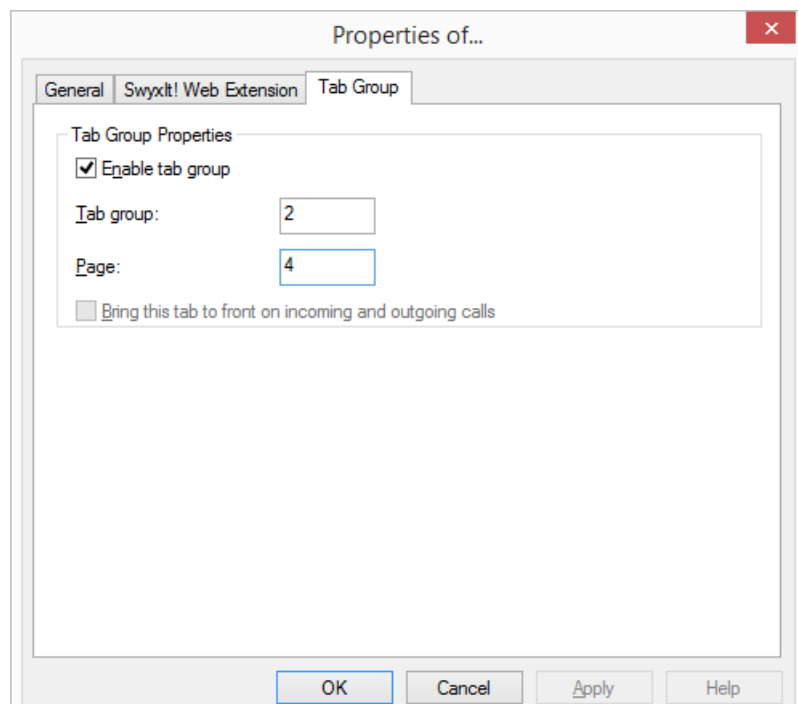
19.2.27.3 Events

You can configure the SwyxIt! Web Extension in such a way that different browser content is shown depending on the circumstances. For this, you have to enter a URL for each of various events. If you have not defined a URL for an event, the previous browser content is retained for this event.

Event	Action
Load Skin	Here the URL is called when the Skin is loaded, i.e.: • on starting SwyxIt! • on changing Skin • When updating the Skin (e.g. with F5)

Event	Action
Incoming call Incoming external call Incoming internal call Secondary call Secondary call (external) Secondary call (internal)	The URL is called for an incoming call. If you have selected the "Related to line with same index" checkbox, the URL is only called for calls on the defined line.
Outgoing Call Outgoing external call Outgoing internal call	The URL is called for an outgoing call (Call or Call Waiting). If you have selected the "Related to line with same index" checkbox, the URL is only called for calls on the defined line.
Connection created External connection created Internal connection created	The URL is called when a new connection is established. If you have selected the "Related to line with same index" checkbox, the URL is only called for calls on the defined line.
Connection terminated External connection terminated Internal connection terminated	The URL is called when a connection is terminated. If you have selected the "Related to line with same index" checkbox, the URL is only called for calls on the defined line.
Line changed	The URL is opened when you activate a different line. If you have selected the "Related to line with same index" checkbox, the URL is only opened, when switching to the defined line.
Line details changed	The URL is opened, when the phone number or the displayed name of the line changes (e.g. when you are forwarded to another participant). If you have selected the "Related to line with same index" checkbox, the URL is only opened, when changing the defined line.

To specify different URLs for various events

1　Click on the SwyxIt! Web Extension. The "Properties of…" dialog field will appear.

2　Choose the "SwyxIt! Web Extension" tab.

3　Now select from the list an event for which a URL should be displayed, and enter in the "URL" field the URL which will be loaded for this event only.

4　Repeat this operation for different events,

19.2.27.4 Application examples for Variables

As well as the events, you can also use call-related variables to create specific Web applications which you can then access by URL. Thus it is possible, for example, to execute address resolution in a telephone directory with the number of an incoming call. This information can then be displayed directly on the SwyxIt! Skin, or you can use it to start further inquiries.

If you store information in a customer database in your company, for example, you can also display this directly on the basis of the phone number.

19.3　Saving Skin

You can save a skin at any time (in Normal Mode or in Edit Mode).

You can save a changed skin:

- under the same name in your user directory. The original skin will be overwritten.
- under a different name in your user directory.
- on the server, and publish it for all users of this server. You need to have the appropriate permissions to do this.
- as a file in any directory (export it).

> ℹ️ A Skin is generally saved in the form of a compressed CAB file. All the information SwyxIt! needs in order to create the Skin from the individual components (background images, buttons, and displays) are located in this file.

When a skin is saved, a preview graphic is generated which is shown when a skin is loaded. This reflects the current interface state of your skin (e.g. including your current speed dial labels). If you want to publish the skin, you should therefore save it in Normal Mode if possible, and appropriately configured.

To save a skin

1　In the "File" menu, select the option "Skin | Save".
　or

1　Click with the right mouse button on the SwyxIt! user interface. The context menu will appear.

2　Click on "Save Skin...".
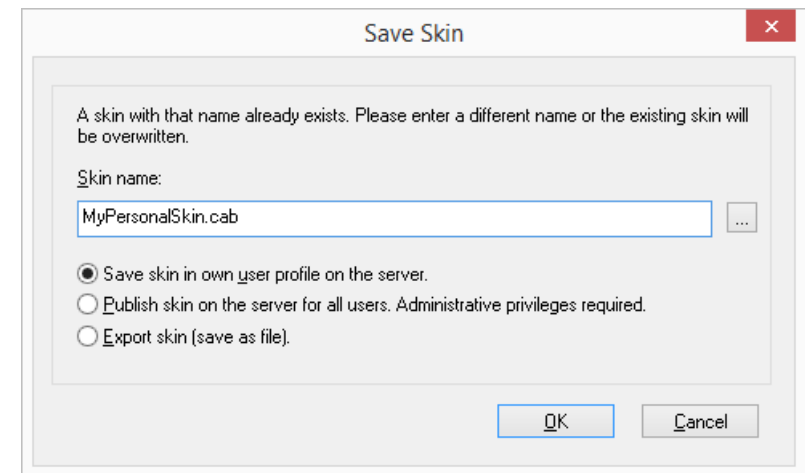
3　Enter a name for the skin in the Save window if required.

4　Choose one of the options for specifying the memory location for the skin:

- Save skin in own user profile on the server
- Publish skin on the server for all users. (Administrative privileges required.
- Export skin (save as file)

If you choose the option "Export skin", the last memory location or your standard user directory is automatically given.

To specify a different memory location for the skin, click on the [...] button beside the name/location of the skin. Choose the directory you want, and enter a file name for the skin.

5 Confirm your entry with "OK".

The skin will be saved with the file extension *.cab.

20 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. In Windows 8 and 8.1, you can create a link manually on the start page, instead of using links in the start and 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 temp folder (%temp%\Swyx\Traces\SwyxIt!.log), the files stored in the user directory of the operating system (C:\Users\[User]\AppData\Local\Swyx) and the credentials of the SwyxIt! user in the Windows-registry (Computer\HKEY_CURRENT_USER\Software\Swxy\CommonLogin\CurrentVersion\Options\).

Requirements

Preparation for Installation

SwyxIt! – Installation of the Software

20.1 Requirements

SwyxServer

SwyxServer must be installed in the network and ready for operation. If you use SwyxWare for DataCenter, SwyxServer is not within the network.

SwyxIt!

Your PC must fulfill certain requirements in order for you to be able to use SwyxIt!:

- Processor : Intel Pentium 1 GHz or higher
- Memory: Windows 7, Windows 8, Windows 8.1 and Windows 10 at least 2 GB
- at least 100MB free disk space (with SwyxFax Client about 160MB)

- DirectX-capable graphics adapter with a minimum resolution of 800x600 pixels and with at least 16bit color depth (32767 colors)
- Sound card, to connect third party audio devices or other external audio devices.
- A network adapter which enables you to access the local network.
- Operating system Windows 7, Windows Server 2008 R2, Windows 8, Windows 8.1, Windows 10, Windows Server 2012 (R2), Windows Server 2016 and Windows Server 2019, including TCP/IP protocol v4 (for data transmission).

ℹ️ Please always use the latest service pack released by Microsoft on any operating system as well as the corresponding patches.

- Microsoft .NET Framework (is included on the SwyxWare DVD).

ℹ️ Detailed information regarding the computer equipment can be found in the Knowledgebase on the Swyx Homepage.
https://service.swyx.net/hc/en-gb/articles/360000012660-Hardware-Recommendations-for-SwyxWare-11

⚠️ If you use desktop firewall software, you must configure this appropriately.

Integration into Microsoft Outlook

SwyxIt! supports the integration of Microsoft Outlook as of version 2007, see *SwyxIt! Components:*, page 249.

MS Outlook is supported in the versions	32 bit	64 bit
2007	✓	
2010	✓	
2013	✓	
2016	✓	✓
2019	✓	✓

⚠️ If you use MS Outlook version 2007 or higher, Outlook has to be installed with the ".NET Programmability Support" component to secure a proper integration of SwyxIt!.

20.2 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.

20.2.1 Install SwyxIt! Handset

In App. E: *Devices*, page 270 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 263.

20.2.2 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!.

20.2.3 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...".

20.3 SwyxIt! – Installation of the Software

SwyxIt! is distinguished by easy and user-friendly install and uninstall processes, which can be carried out quickly with basic knowledge of Windows.

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!

20.3.1 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 Outlook or IBM Notes before beginning the installation IBM Notes.
   Otherwise it is possible that not all components will be correctly installed.
2. Insert the SwyxWare DVD into your drive.
   The installation program on the DVD starts automatically.
3. If the setup does not start, double-click on the file "autorun.exe", which is located on the SwyxWare DVD.

4 The SwyxWare start page will appear.

5 Select the option "Install SwyxIt!".
The installation program now checks whether the Microsoft .Net Framework and Microsoft WSE Runtime are 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.

6 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.

7 Please follow these instructions and then click on "Next".

8 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".

9 User information:
Please take note of the latest information for this version.
Click on "Next>".

10 Installation type:
You have several options:
- Click on "Typical" to run the SwyxIt! default installation process".
Then click on "Next" and proceed with step **(12)**.
- 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 **(11)**.
- Click on the option "Complete" to install all available components of SwyxIt!. Then click on "Next" and proceed with step **(12)**.

11 If you have chosen "Custom Setup", you can now select additional installation options. See also *Custom Setup Installation*, page 249.
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>".

12 Start the installation.
You can use "<Back" to check or correct your entries.
Click on "Install" to start the installation of SwyxIt!.

13 After the installation has been successfully completed, this is indicated in the installation wizard. You can then close the wizard with the "Exit" button.

20.3.2 Custom Setup Installation

During the installation, you can install certain functions and components for SwyxIt!.

SwyxIt! Components:

- Graphical Script 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 the Call Routing Manager documentation.

- Video
This component enables a video connection to another SwyxIt!. You can then talk face to face with your call partner by video (10.23 *Video*, page 133).

- TeamViewer-Plugin
The TeamViewer plugin offers collaboration functions via Team-Viewer. This lets you show your conversation partner your screen contents during a call, and, if necessary, even give him access to your computer (10.14 *Collaboration by mouse click*, page 117).

- SwyxIt! Meeting Plug-in
The SwyxIt! Meeting plug-in is a further application for utilizing the Collaboration functions in SwyxIt!. This lets you show your conversation partner your screen contents during a call, and, if necessary, even

give him access to your computer (10.14 **Collaboration by mouse click**, page 117).

● Outlook Add-In (2007 or later)
This component enables the integration of Outlook as of version 2007 and later (15 **Microsoft Outlook – Telephoning with SwyxIt!**, page 186).

● 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 13 **SwyxIt! Status signaling of Microsoft Office contacts**, page 160.

● SwyxConnector for Skype
With SwyxConnector for Skype, you are now able to use Microsoft Skype for Business features such as instant messaging, status indication and phonebook in combination with Swyx telephone functionalities.

● IBM Notes Plug-in
This component enables the integration of IBM Notes. For the complete installation of all IBM Notes functions, a further installation step is required, see 16.1 **Swyx Option Pack for IBM Notes Preparation for Installation**, page 197.

● Swyx VisualContacts
This component enhances SwyxIt! by integrating Swyx ContactServer. Swyx ContactServer is a server application and merges different data bases into a single consistent LDAP directory (17 **VisualContacts and DATEV**, page 203).

● Swyx Connector für DATEV
This component enables the integration of DATEV into SwyxWare. DATEV contact data and the telephony function are thus merged with SwyxIt! (17 **VisualContacts and DATEV**, page 203).

● TAPI Service Provider
TAPI allows you to make phone calls from third-party applications (App. A: **Telephoning from Third Party Applications**, page 255).

● 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.swyx.com/meeting/1.00/web/Swyx/en-US.

If you choose "Typical" when installing SwyxIt!, the Graphical Script Editor will be installed. The components "Outlook 2007 Add-In" or "IBM Notes AddIn" are only being installed, if the corresponding Outlook or IBM 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 the SwyxFax Client documentation.

● 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.

20.3.3 Installation from the Command Line

You can also start the installation of SwyxIt! by opening it via the command line. For this type of installation it is always advisable to create a log file (msiexec /l). Start the installation with the command "msiexec /i". You can control the scope and the progress of the installation with certain parameters.

Example 1:

You want to install SwyxIt! without additional functions, along with the Quickstart documentation. The installation should take place without user intervention (silent installation):

```
msiexec /i "SwyxIt!EnglishUK64.msi" /qb+
ADDLOCAL="PhoneClient,Quickstart"
```

Example 2:

You want to install SwyxIt! with all available functions, in a specified directory. SwyxIt! Should be installed in CTI mode, in a silent installation, and a log file should be written.

```
msiexec /i "SwyxIt!EnglishUK64.msi" /qb+ ADDLOCAL=ALL
INSTALLDIR="C:\programme\SwyxIt!" REGCTISETTING=#1 /l*v
%temp%\SwyxIt!_install.log
```

Example 3:

You want to install SwyxIt! with all available functions, along with the Quickstart documentation. The user should have the chance to alter these parameters through the installation wizard's interface during installation:

```
msiexec /i "SwyxIt!EnglishUK64.msi" ADDLOCAL="All"
```

You can use the following parameters:

Parameter	Explanation
msiexec /i	Start of installation
SwyxIt!EnglishUK32.msi or SwyxIt!EnglishUK64.msi	Name of installation file Please select the MSI installation file according to your operating system (32bit or 64bit). Please verify the correct designation.

Parameter	Explanation
/qb+	Silent installation The installation of SwyxIt! does not require any user entries. If you don't use this parameter, the installation wizard is started as for the normal installation. Each separate step must then be confirmed with the "Next" button, and the predefined options can be changed.
ADDLOCAL	Definition of the functions You will find the available features and components in the following table.
/l*v	Generation of a detailed log file during the installation A log file (*.log) enables you to detect errors during the installation. The directory to which the log file will be written must already exist.
REGCTISETTING	Specification of the CTI setting (REGCTISETTING=#1) With this option you can define whether SwyxIt! is executed directly after installation in the CTI mode. The user can also change this setting later via the SwyxIt! interface.
INSTALLDIR	Specification of the installation directory This option allows you to set the directory in which SwyxIt! is to be installed.
/help	Help function This option displays further parameters of the Windows Installer, which you may be able to use.

The following table contains the functions valid for ADDLOCAL:

Parameter	Component name
All	All available options are installed (see note after the table).
PhoneClient	SwyxIt!
ScriptEditor	Graphical Script Editor (Subfunction of PhoneClient)

Parameter	Component name
OfficeUCSupport	Office Communication Add-In (Subfunction of PhoneClient)
LyncSupport	Swyx Connector for Skype (Subfunction of PhoneClient)
Outlook2007Support	Outlook Add-In (2007 or later) (Subfunction of PhoneClient)
EstosAccess	Swyx VisualContacts (Subfunction of PhoneClient)
DatevIntegration	Swyx Connector für DATEV (Subfunction of PhoneClient)
NotesAccess	IBM Notes AddIn (Subfunction of PhoneClient)
Video	Video function in SwyxIt!
TeamViewer	TeamViewer function for Collaboration (Subfunction of PhoneClient)
NetViewer	Netviewer function for Collaboration (Subfunction of PhoneClient)
ClientMeeting	SwyxIt! Meeting function for Collaboration (Subfunction of PhoneClient)
CLMgrTSP	TAPI Service Provider (Subfunction of PhoneClient)
DesktopShortcut	Desktop link for SwyxIt! (Subfunction of PhoneClient)
StartupShortcut	Add SwyxIt! to Startup group (Subfunction of PhoneClient)
Quickstart	Quickstart documentation for SwyxIt! (Subfunction of PhoneClient)
FaxClient	SwyxFax Client
DesktopShortcut-FaxClient	Desktop link for SwyxFax Client (Subfunction of FaxClient)

Parameter	Component name
StartupShortcutFax-Client	Add SwyxFax Client to Startup group (Subfunction of FaxClient)
Swyx Meeting	Swyx Meeting - Internal and external

Outlook AddIn (2007 or newer)" can be installed. If you select the parameter "All", only "Outlook 2007 Add-In" will be installed.

Office Communication AddIn or Swyx Connector for Skype could be installed. If you select the parameter "All", only "Office Communication AddIn" will be installed.

Please refer to *Custom Setup Installation*, page 249 for further information on components/features.

20.3.4 Updating

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.

If you perform an update using a standard Skin, your customized Skin may be replaced by a system-wide Skin defined by your administrator.

To update your SwyxIt! version

1 If SwyxIt! is currently active, quit SwyxIt!.
2 Close Microsoft Outlook and/or IBM Notes if necessary.
3 Insert the SwyxWare DVD into your drive.
   The installation program on the DVD starts automatically.

4 If the setup does not start, double-click on the file "autorun.exe", which is located on the SwyxWare DVD.
The SwyxWare start page will appear.

5 Select the option "Install / Update SwyxIt!".
The Setup will now update your SwyxIt!.

6 Follow the instructions to perform the update.

Popup notification

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.

20.3.5 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 Close Microsoft Outlook and/or IBM Notes if necessary.

2 Open the Windows Control Panel

3 Double-click on "Software".

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, Skins, and ringing sounds can still be used after reinstalling the software.

20.4 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 Start SwyxIt!, click on "Settings| Local Settings", and open the "Local Settings" tab.

2 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.

20.5   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.

Depending on the system used, please choose the 32-bit directory (TraceOn.reg or TraceOff.reg) or the 64-bit directory (TraceOn-x64.reg or TraceOff-x64.reg). Activate the tracing by double clicking on the respective file.

Where can the trace files be found?

You'll find the trace files in the temp directory of the user who executes SwyxIt!. Enter "%temp%" in the directory listing to access the corresponding temp directory. The traces can be found in the "Swyx\Traces" directory.

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_MACHINE\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\SwyxIt!.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: 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 (20.3.2 **Custom Setup Installation**, page 249). 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 for using Drag&Drop to handle buttons 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	The "Hold" Button	The line is put on hold.
Active line button	The "Call Swap" Button	The active line is on hold; the next line is activated.
Active line button	"Conference" button	The active line becomes the conference line.
Active line button	The "Phonebook" Button	You can select the Phonebook 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.
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	The "Call Swap" Button	This switches to the next line.
Line Button On Hold	"Conference" button	The subscriber on hold is added to the conference; the line on hold is free again.
Line Button On Hold	The "Phonebook" Button	You can select the Phonebook entry to which the line on hold should be connected.
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.

Active Conference Line

Button	is dragged to:	Explanation
Active Confer-ence Line	The "Hold" Button	The active conference line is on hold.
Active Confer-ence Line	The "Call Swap" Button	The active conference line is on hold and you are switched to the next line.

Speed dial
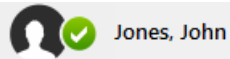
Button	is dragged to:	Explanation
Speed dial	Free Line Button	The subscriber is dialed depending on the configura-tion of the Speed Dial.
Speed dial	Forwarding Button	The unconditional forwarding to this subscriber is activated.

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 symbol will be displayed in the taskbar.

SwyxWare programs use the following icons for the taskbar:

Symbol	Program	Meaning
	SwyxIt!	You have new missed calls
	SwyxIt!	You have new missed calls
	SwyxIt!	You have new voicemails
	SwyxIt!	You have received callback requests
	Call Routing Manager	The Call Routing Managers window is open.
	Graphical Script Editor	The the Graphical Script Editor window is open.
	SwyxFax Client	The SwyxFax Client window is open.
	SwyxIt! Messenger	The SwyxIt! Messenger window is open.

Symbol	Program	Meaning
	SwyxIt! Meeting	You are in a SwyxIt! Meeting session
	Swyx Connector for Skype for Business	A Swyx Connector for Skype for Business dialog window is open

⚠ Taskbar icons are not displayed in case of missed calls, voicemails and callback requests, when the option "Use small icons" has been enabled in the taskbar settings.

C.1.1 Status signaling in the preview window

If SwyxIt! is started, and you mouse over the SwyxIt! symbol in the taskbar, a preview window appears, which indicates your current status:

You can change your status directly by clicking on the respective icon, see 4.1.4 **Extended Status Information (Rich Presence) - Overview**, page 30.

⚠️ The preview window is only visible, if the option "Minimize to tray icon" in the "General" tab has been enabled in the SwyxIt! user settings for the SwyxIt! window.

ℹ️ The jump list can also be started when SwyxIt! is closed, provided the SwyxIt! icon is pinned to the taskbar.

C.1.2   Jump list

SwyxIt! supports the Microsoft jump list feature.
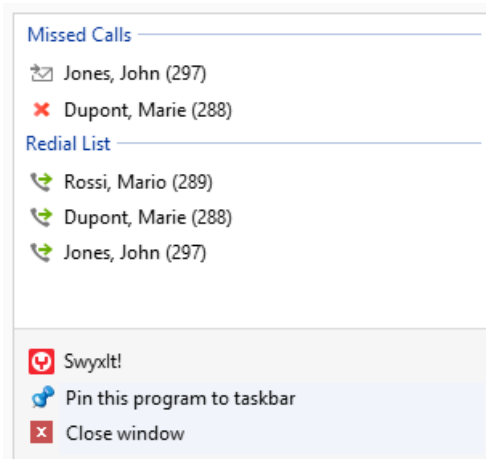
Use the following options to start the jump list:

- Click with the right mouse button on the SwyxIt! icon in the taskbar.
- Drag the icon to the desktop.

The jump list provides the following options:

- Starting SwyxIt!
- Move SwyxIt! to the foreground
- Unpin SwyxIt! from the taskbar
- terminate SwyxIt! ("close window")

⚠️ Only one instance (active program) can be started via SwyxIt!.

C.1.3   Call information in the SwyxIt! jump list

In the jump list of the SwyxIt! icon, the call information (names, numbers) will be displayed in addition to the functions mentioned above.

⚠️ 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 call information is divided into the subsections "Missed Calls" and "Redial List". The entries are identified by the following icons:

Symbol	Meaning
✖️	One missed call
➡️	One missed external call that has been forwarded to you.
📧	One missed call. The caller has left a voicemail.
📞	A call made

⚠️ The jump list entries are not updated, when SwyxIt! is closed.

C.1.3.1 Make calls from the jump list

Subscribers in the jump list can be dialed directly. This applies to missed calls in the "Missed call" area, as well as to entries in the "Redial list".

1 Click on the respective entry.

SwyxIt! will be displayed on top, and the subscriber will be called back.

> ℹ️ You can also make calls from the jump list, if SwyxIt! is closed. The program starts and the dialing procedure will be initiated.

C.1.3.2   Pinning/ unpinning entries to/ from the jump list

The number of entries in both sections is limited (*Defining number of entries*, page 261). If new calls are added, older entries are overwritten.

Use the following options to pin certain entries permanently to the jump list:

- Click with the right mouse button on the desired entry and select "Pin to this list".
- Right-click on the pin icon in the respective line.
- Drag the entry to the top of the jump list and release the mouse button, when the pin icon appears next to the cursor.
  These entries are then shown in an additional section and are marked with "Pinned".
  Entries stay pinned, until you remove them from the jump list as follows:
- Click again on the pin icon in the respective line.
  The pinned entry will be moved to its original section and subsequently replaced by a new entry.

C.1.3.3   Remove entries from the jump list

Entries can either be individually or completely removed from the jump list. Individual entries can be directly selected for removal.

1 Click with the right mouse button on the desired entry and select "Remove from list".

To delete the complete section of the jump list:

In order to remove all entries in a section simultaneously, please use the call journal in SwyxIt!.

1 In the tool bar, click on the "Call Journal" button.
   A list with all calls appears.

2 Select the "Missed Calls" or "Redial List" tab.
3 Click on the "More" button, and select "Clear List".
   The entire list will be deleted in the call journal and the jump list.

C.1.3.4   Defining number of entries

The number of entries in the jump list can be defined within the Windows settings. The maximum number of entries is 60. Every single section of the SwyxIt! jump list ("Missed Calls" and "Redial List") can contain up to 30 entries.

> ⚠️ The following setting will thus be applied to all programs on your system which support jump lists.

To define the number of entries:

1 Click with the right mouse button on the taskbar and select "Properties".
   The "Taskbar and navigation properties" window appears.
2 Click on the tab "Jump lists".
3 Enter the desired number in the "Number of recent elements to display" field.

If you enter "6", three entries will be shown in the sections "Missed Dials" and "Redial List" respectively.

> ℹ️ The maximum number of entries in the jump list can also be defined in SwyxIt!, by selecting the "Lists" tab within the user profile (10.7.9 *Configuring the call journal*, page 101).

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:

Symbol	Meaning	Explanation
	SwyxIt! is active	SwyxIt! is started and you are logged on. 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 on. You cannot make and receive calls.
	Caller list	You have a new call.
	Callback request	You have a new callback request
	You can pickup a call	Click on the balloon to pick up the call (only if "Call notification with tray icon" is active in the user profile).
	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 profile).
	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 Connector for Skype for Business is active	Swyx Connector for Skype for Business is started
	Swyx VisualGroups Information about Queues	Number of inbound calls in the queue

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 offers HD audio voice quality and supports the operation of an additional headset under Windows 7, 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 voicemail signaling

LED

Speaker button with LED
Headset button with LED

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 voicemail
- 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
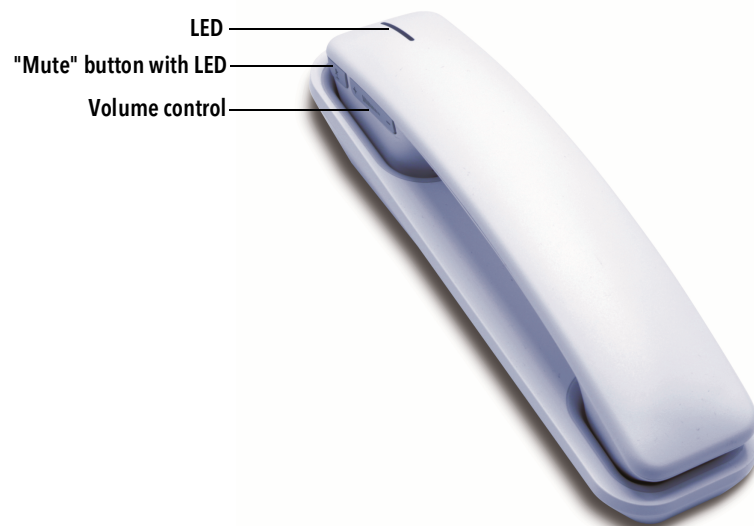
Volume control

Use the "Plus" and "Minus" buttons to control the volume. The "Mute" button activates/deactivates the microphone currently in use.

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 voicemail. After listening to the voicemail, 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	"Handsfree" mode is activated. The LED on the "Speaker" button lights up. The device speaker and room microphone of the hands-free 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.

ⓘ 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.

Situation	Press the following button:	Result
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.
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 following 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 12.2 *SwyxIt! - Local Settings*, page 152.
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 12.2 *SwyxIt! - Local Settings*, page 152.

Situation	Press the following button:	Result
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 12.2 *SwyxIt! - Local Settings*, page 152.
The handset is on the hook and you are in the middle of a call in "Hands-free" 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 12.2 *SwyxIt! - Local Settings*, page 152.

D.2.5 "Mute" Button

Situation	Press the following button:	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		

Situation	Press the following button:	Result
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.

ℹ️ 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 12.2 *SwyxIt! - Local Settings*, page 152 and*To make the settings for using the SwyxIt! Handset manually (based on the example of the "Handset" audio mode)*, page 267.

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.

ℹ️   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. Go to the SwyxIt! menu bar and click on "Settings | Local Settings...".
   The "Properties of..." page opens.
2. Select the "Audio Mode" tab.
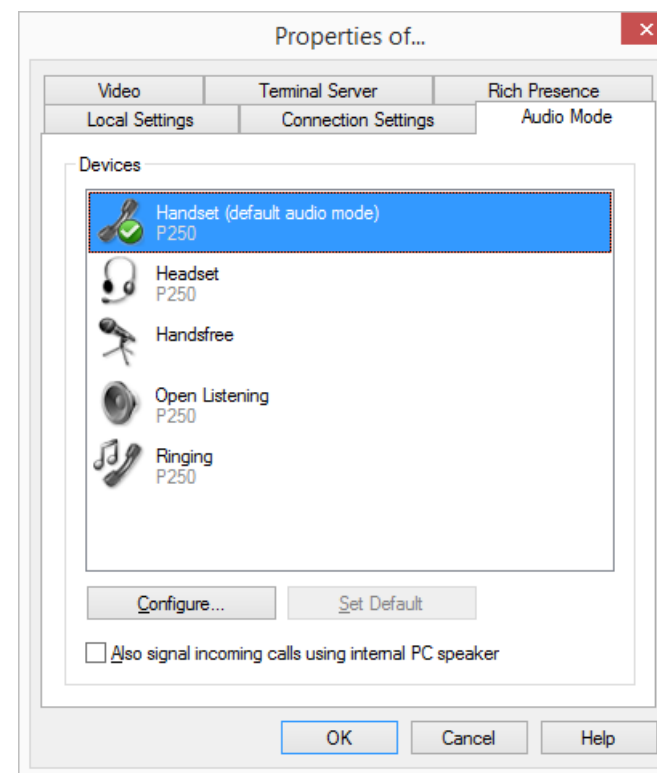
3. In the "Devices" area, click on the required line for an audio mode (e.g., handset) or an option.
   The line is highlighted.
4. Click on the "Configure" button.
   The "Handset Audio Configuration" window appears.
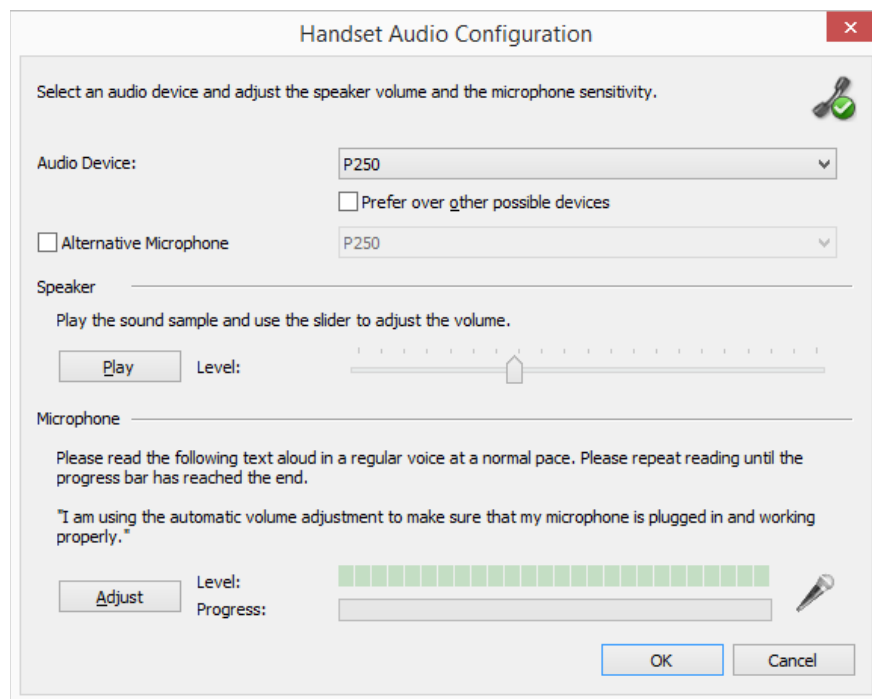
5 Select from list box "Audio Device" "P280" or "P300". The SwyxIt! Handset will then be used in "Handset" audio mode.

To make the SwyxIt! Handset appear in the settings, you first have to insert it in the USB port on your PC.

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, see10.3 *Audio Modes*, page 92.

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
- Desktop phones
- Wireless DECT phones

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

Phone type	Headset connection	Explanation
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 BusyLamp-Field.
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 appropri-

ate 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 profile 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:

- Outgoing 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 the Swyx-Ware Documentation for Administrators.

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 274).
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 found 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

Term	Explanation
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.
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.

Term	Explanation
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.
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.+49 (231) 123456-789.

Term	Explanation
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
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.

Term	Explanation
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
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.

Term	Explanation
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.
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.

Term	Explanation
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.
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.

Term	Explanation
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).
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

Term	Explanation
TE mode	Terminal Endpoint, see *NT mode*, page 278.
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.
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-mail, 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.

Term	Explanation
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 Voicemail. 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.
- **MobileExtensionManager Code**
  These DTMF character strings are detected and interpreted by the MobileExtensionManager. They are thus only relevant when connected to the MobileExtensionManager.
- **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-mails. 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 Voicemail 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 Voicemail 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 Voicemail 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.

Code	Function	Description
##71*	Connect to Voicemail	Regardless of all forwarding settings, the calling user will be connected to his own voicemail. He can then leave himself a voice message.
##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.

Code	Function	Description
*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.
*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.

In order to use DTMF in connection with SwyxCTI+, the SIP termial devices must support DTMF via SIP-INFO.

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.

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.

MobileExtensionManager

Code	Function	Description
**	+ Replacement	Replaces the + in a canonical number

Code	Function	Description
*0	Disable DTMF recognition	The MobileExtensionManager's 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	Reactivate DTMF recognition	The MobileExtensionManager's DTMF recognition is reactivated.
##	Send single #	Sends a # as a DTMF tone to the call partner (transparently)
*1	Remote Inquiry	Starts personal remote inquiry
*20nnn# *20*# *20#	Call Forwarding Unconditional to nnn	• Enable Call Forwarding Unconditional to "nnn*". • If "*" is entered instead of "nnn", Call Forwarding Unconditional to Voicemail is activated. • Without "nnn", Call Forwarding Unconditional is deactivated.
*21nnn# *21*# *21#	Call Forwarding Busy to nnn	• Enable Call Forwarding Busy to "nnn*". • If "*" is entered instead of "nnn", Call Forwarding Busy to Voicemail is activated. • Without nnn, Call Forwarding Busy is deactivated.
*22nnn# *22*# *22#	Call Forwarding No Reply to nnn	• Enable Call Forwarding No Reply to "nnn*". • If "*" is entered instead of nnn, Call Forwarding No Reply to Voicemail is activated. • Without "nnn", Call Forwarding No Reply is deactivated.
*3	Three-way Conference	A three-way conference is opened with the active call partner and the one on hold.
*4	Activate Conversation Recording	The recording of conversations is activated. Note that all conversations of the mobile subscriber are recorded.
*5	End Conversation Recording	The recording of all conversations is ended.

Code	Function	Description
*6xxnnn#	Initiates the function code xx	The function code "xx" (always two characters) is passed on. The transfer of "nnn" is optional. If another parameter is needed, this can be input separated by "*". The command is ended with "#". The mobile user can thus act as though he is entering the function code "##xxnnn#" within SwyxWare.
*600#	Start Remote Inquiry	Starts personal remote inquiry
*6002dddd#	Access to personal Voicemail	Starts playback of the voicemail with the ID "ddd", without date and time
*7	Hold/Call Swap	The current call is put on hold. A switch is made to a free line, or to the line previously on hold.
*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.
9#	Connect to the office device	The active call is interrupted, and then put through again to the user's devices (excluding the mobile phone).
#	Call Pick Up	Answers an incoming call on a mobile phone, after the call has been accepted bySwyxIt! Mobile. I.e. MobileExtensionManager transmits the call, after it has - mostly by SwyxIt! Mobile - received a "#".

*.   <nnn> stands for extension or external number with public line access or in format **49231123456
       <ppp> stands for the PIN

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.

Code	Function	Description
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*	Voicemail	Calls the voicemail 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.
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