

Swyx Desktop for macOS Online Help

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Introduction

Swyx Desktop for macOS is a software-based solution, designed for allowing an easy and intuitive communication with your contacts. Together with the telephony server SwyxServer, it turns your Mac into a powerful telephone system.



Swyx Desktop for macOS version 3.0.0 and higher only supports a macOS 10.12 (Sierra) version.

An overview on the technical and functional features of Swyx Desktop for macOS can be found in chapter 2 **Feature overview**, page 6.

Updates and information on our products can be found on our website:
<https://www.enreach.de/en>

2 Feature overview

Contacts

- Managing and searching contacts
- Creating and managing Favorites
- Importing and displaying Apple Contacts

Status indication

- Available
- Away
- Do not disturb
- Entering personal status messages

Telephony

- Transferring calls
- Muting your microphone
- Adjusting the volume of your microphone and speaker
- Switching between two active call partners (Toggle)
- Starting and ending conference calls
- Assign specific ringtones
- Dialing via Callto/Tel or SwyxTel links
- Controlling a certified SIP desktop phone using CTI mode

Call forwarding

- Forwarding calls according to status information

Voice mail

- Playing received voice mails

Recents

- Displaying date and time of all calls
- Displaying missed calls
- Initiating calls directly from the Recents list

Chat

- Single chats between two participants
- Group chats with multiple participants

3 Sign In - First steps

If Swyx Desktop for macOS has not been set-up to launch automatically for you, then you can open the application as follows.



Swyx Desktop for macOS version 3.0.0 and higher only supports a macOS 10.12 (Sierra) version.



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Personal data cannot be deleted automatically. In order to meet the valid data protection regulations, it may be necessary to delete the entries manually. For further information, please refer to SwyxWare Administration documentation.



In order to use Swyx Desktop for macOS, you have to be connected with SwyxServer. Please contact your administrator for further information.



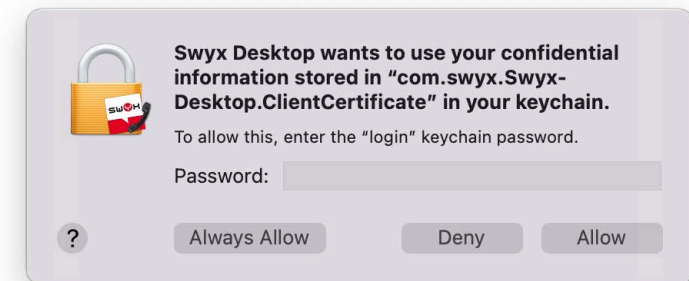
In order to be available for phone calls directly after turning on your Mac, go to "System Preferences | Users & Groups" and click on "Login items". Using the "+" under the list of programs, you can add Swyx Desktop to the objects that automatically launch when starting the computer.

To log-on to Swyx Desktop

- 1 Double click on the Swyx Desktop symbol in the Dock.

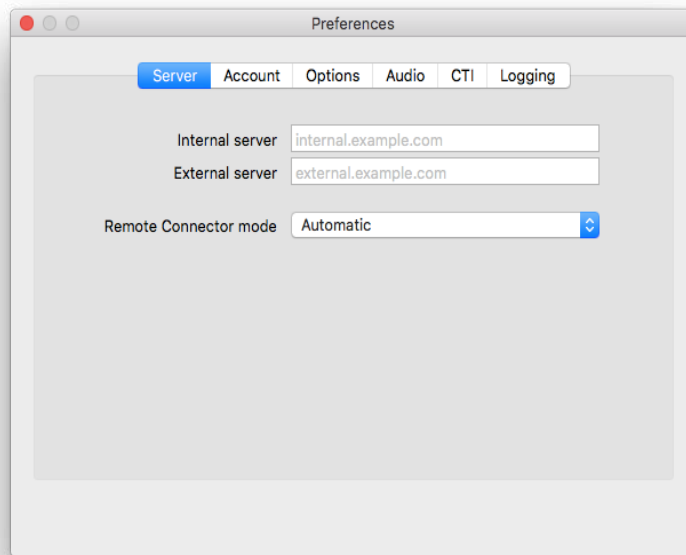


- ✓ After the first start of Swyx Desktop for macOS, the following message appears:

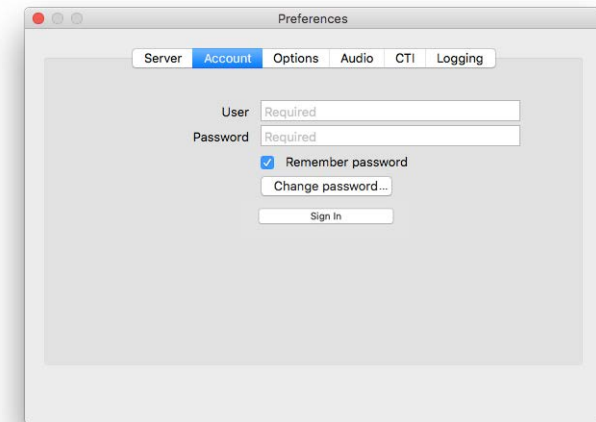


To allow this, enter the password for the keychain and click on **Always allow**.

- ✓ The **Settings** window appears.



- 2 Enter the server addresses of the internal and external server. At least one server address must be entered.
- 3 Click on **Account**.



- 4 Enter your username and password.
- 5 Enable **Remember password**, if you would like to save your user credentials.
- 6 Click on **Log in**.

For further information, please refer to 5.2 **Account Settings**, page 18.

If a green circle is shown around your profile picture, you are connected to SwyxServer and have access to all features of Swyx Desktop for macOS.



The number of telephony clients that can log on to SwyxServer is limited to four per user. This means that a user can log in to the conference room simultaneously with a Swyx Desktop Client, a SwyxPhone at the workstation and another SwyxPhone.




By clicking on **Swyx Desktop | Preferences**, you can change your user credentials at any time.

To configure Swyx Desktop for macOS via an URL (Easy configuration)

- 1 Click on the URL, which has been sent via Email from your administrator.
It contains the following parameters:
 - User
 - Internal server
 - External server
 - Connection mode
 - Connection type
- 2 Enter user name and password to apply the settings and to log in at Swyx Desktop for macOS and click on **Apply**.
Settings imported successfully.



Click on  to get an overview about the parameters included in the URL.

- 3 Click on **Continue**.

If a green circle is shown around your profile picture, you are connected to SwyxServer and have access to all features of Swyx Desktop for macOS.

4 User interface

With the intuitive user interface of Swyx Desktop you have - with a few clicks - easy access to all contact details of your colleagues and business partners.

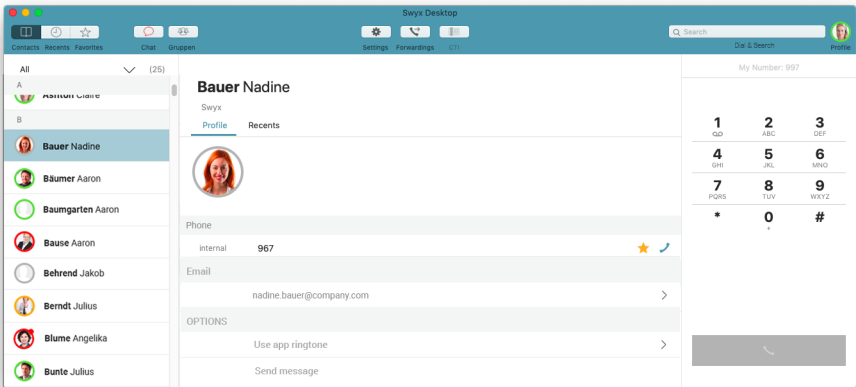
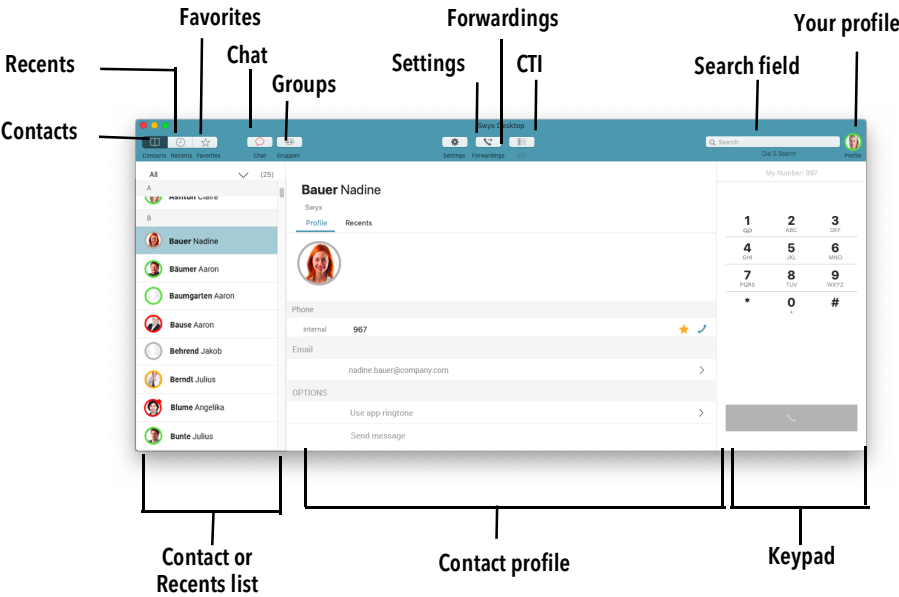
The configurable toolbar allows you to access your contacts, your favorites, your events and the groups you belong to with one click. Settings, call forwarding and your CTI configuration can also be accessed via the toolbar. See also 14 **Customize toolbar**, page 48.



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4.1 Contacts

Within "Contacts" you have several options to browse and call your stored contacts.

Contact list

In the contact list on the left, you see all of the contacts available from the various contact sources.

Selecting a contact source

In the dropdown menu above the contact list you can select the contact sources you would like to have displayed. You can have your Swyx contacts, your personal Apple contacts, or all contacts displayed simultaneously.

Search field

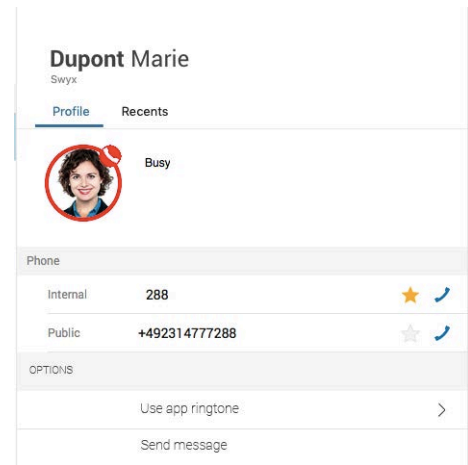
In the search field you can search your contacts by name or phone number. The search field also serves as an input field for names and phone numbers.



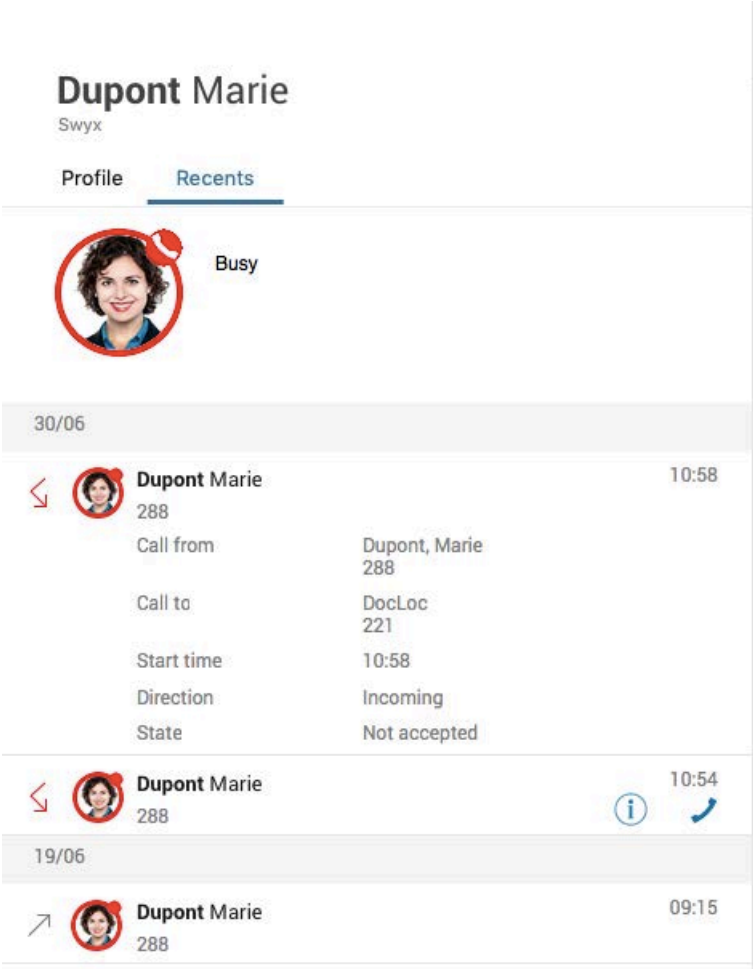
See also *Search*, page 14.

Contact profile

In the contact profile in the middle of the window, you can see the profile picture, the status text and all available contact information (e.g. phone numbers and e-mail addresses) of the selected contact, if stored.




Within the contact profile, there is also the “Recents” tab, which shows a history of incoming and outgoing calls, listed in chronological order. Data like call duration, start time etc. are displayed here additionally, in case they are available at SwyxServer. By clicking on ⓘ you will then receive detailed information about a call.



The server data for Swyx Desktop for macOS will be updated automatically in regular intervals. To manually update your contact list press the hot key combination “CMD” + “R”. See also *Update the data from SwyxServer manually*, page 16.

4.2 Recents

Within the "Recents"  , all calls received and made are listed in chronological order.



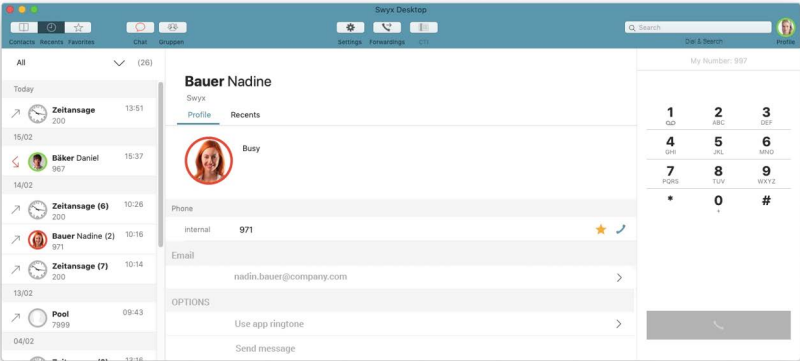
The server data for Swyx Desktop for macOS will be updated automatically in regular intervals. To manually update your recents list press the hot key combination "CMD" + "R". See also *Update the data from SwyxServer manually*, page 16.





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The colored circle around the profile picture of your contact is marked with a red dot while he/she is speaking. 

If the colored circle around the profile picture is marked with a white dot  , the contact has called a group you are a member of.

An arrow indicates whether it was an incoming, outgoing or missed call. Furthermore, a symbol indicates when you have received a voice mail.

Symbol	Description
	Incoming call
	Outgoing call
	Missed call
	Voicemail



When you receive calls while you are absent, the "Recents" icon in the toolbar is red.




If an occasion occurs repeatedly, it will be summarised in one line, completed by the number of repetitions.

To display the occasions in detail

- 1 Click on the occasion.
✓ The profile of the involved subscriber will be displayed.
- 2 Click **Calls** to get an overview of the individual occasion.

4.3 Favorites

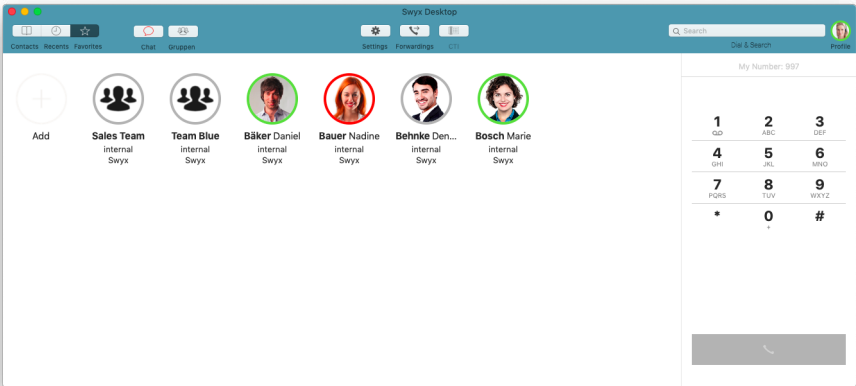
Within "Favorites" you  can add people and groups with whom you regularly make calls. Based on the circle color, you can see whether your contact is currently available, away, in a call or signed out.



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Status information will only be displayed for contacts logged on to the same or to a connected SwyxServer. The profile pictures for external contacts and groups are marked with a gray circle.

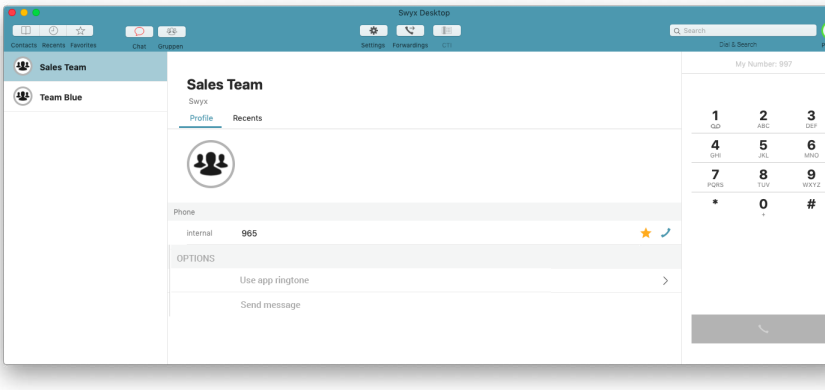
See also 9 **Adding and removing favorites**, page 29.



The server data for Swyx Desktop for macOS will be updated automatically in regular intervals. To manually update your favorites press the hot key combination "CMD" + "R". See also *Update the data from SwyxServer manually*, page 16.

4.4 Groups

Within the "Groups" , you will find all groups which you are a member of and which have a telephone number. You can assign an individual ring tone to each group and view the call history.

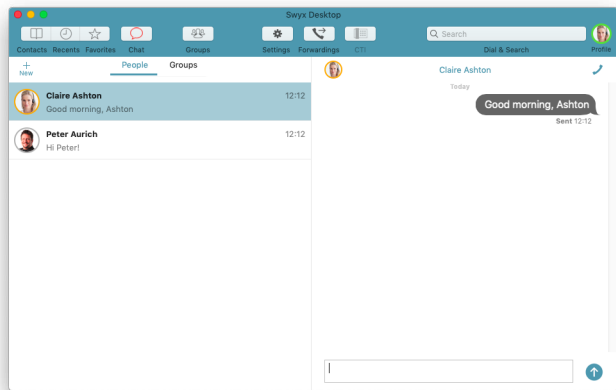


4.5 Chat

In the "Chat" area you can exchange text messages with one or more participants. See also 12 **Chat**, page 40.



For the provision of the Swyx Messenger (Chat) user-related data will be transmitted to and processed by our order processor, Voiceworks B.V. (also part of the Enreach Group) on the basis of a corresponding order processing contract. These products require the transmission of various data such as IP address, login data, chat messages and names of communication partners each time they are used. Please note your duty to inform your users according to Art. 13/14 GDPR.



4.6 Keypad

The right side of the window features a dial pad you can use to enter a normal phone number directly, just like a conventional phone. The entered phone number is displayed in the search field.

Your phone number, which you have defined by default for outgoing calls, is displayed above the keypad.

Click and hold the mouse on the button **1** to establish a call to your voicemail.



4.7 Search

The search field is a multifunctional field, which can be used simultaneously for searching as well as for direct dialling. In addition, letter dialling (vanity phone number) is supported, in which you can represent a phone number by a sequence of letters.



Direct dialling via the search field

If you enter a phone number, you can start the call setup directly by pressing the Enter key. You do not need to activate the search field to enter

data. No matter where you are in Swyx Desktop for macOS, the input you make is automatically written into the search field. This makes it possible to establish a call with just a few entries and clicks.

When you enter the phone number, the matching contacts are also displayed in the respective list in which you are at the time of the search (contact or recents list).

If your call is not answered, the phone number remains in the search field. This means that you can immediately start a new attempt by pressing the Enter key without having to enter your phone number again.

Enter a name

As soon as you enter a name in the search field, the contact or recents list is hidden and the search results are automatically updated and semantically grouped as you enter each character. Select the desired contact in the list and select the telephone number that you want to use to reach him or her.

Vanity phone number

A vanity phone number is the method of representing a phone number using letters. You use the letter that is assigned to a certain number according to the standard telephone keypad. The vanity number "Swyx" would therefore correspond to the phone number "7999".

Clear search field

By pressing the ESC key you can delete the contents of the search field, e.g. if the call was not successful or you want to make a new search entry.

4.8 Profile picture

Your profile picture gives you access to your status information. Here you can enter your status text, change your availability or change your profile picture.



See also 6 *Configuring status indication*, page 23.


To change your profile picture

- 1 Click on your profile picture in the top right corner.
✓ A window with status information options appears.
- 2 Click on your profile picture.
The following options are:
 - Standard
Select a standard picture provided by your Mac.
 - Recents
Choose a profile picture, you last used.
 - Camera
Take a new profile picture with the camera.
 - Other
Select an existing picture from your photo album.



The server data for Swyx Desktop for macOS will be updated automatically in regular intervals. To manually update your profile picture press the hot key combination "CMD" + "R". See also *Update the data from SwyxServer manually*, page 16.

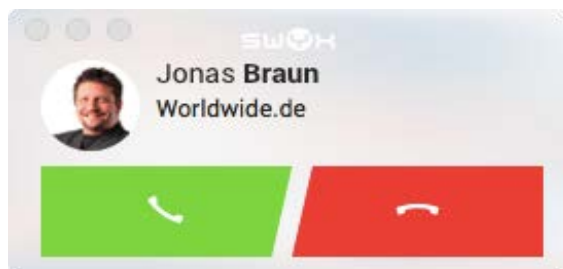
4.9 Call forwarding

The **Call forwarding**  button in the upper menu bar gives you access to your call forwarding settings.

See also 7 *Configuring call forwarding*, page 25.

4.10 Widget view

While working on your Mac, you can also move the application to the background, so your Desktop is fully available for other tasks. If another program is running in the foreground, the widget view appears when there is an incoming call. From there, you can accept or deny calls directly.



press the hot key combination "CMD" + "R".

✓ Data related to your favourites, events, contacts, profile pictures etc. are retrieved and displayed by SwyxServer.

4.11 Appearance of Swyx Desktop for macOS (dark mode)

Swyx Desktop for macOS also supports the macOS dark mode. This representation is more pleasant for your eyes and makes texts easier to read.

To switch to dark mode

- 1 Click the Apple logo on your Mac's menu bar.
- 2 Click on **System Preferences**.
- 3 Click on **General**.
- 4 For the **Appearance** entry select: **Dark**.
✓ The dark mode is activated.

4.12 Update the data from SwyxServer manually

In addition to the automatic data updates, you can - if required - update the data from SwyxServer on Swyx Desktop for macOS manually.

To make a manually data update of your app

- 1 In the menu bar select **File | Refresh**
or

5 Swyx Desktop for macOS Configuration

This chapter describes how to configure the behavior of different Swyx Desktop for macOS functions. The "Settings" area is divided into the following areas "Server", "Account", "Options", "Audio", "CTI" and "Logging".



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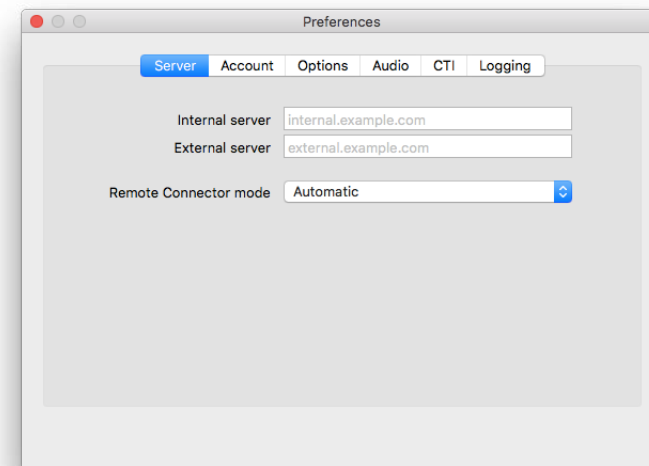
In order to use Swyx Desktop for macOS, you have to be connected with SwyxServer. Please contact your administrator for further information.

5.1 Server settings

In the "Server" area, enter the server addresses.

To enter the server addresses of the internal and external server

- 1 Click on **Settings** and select the tab **Server**.



- 2 Enter the server addresses of the internal and external server.

- Internal server: SwyxServer address
- External server: SwyxRemoteConnector address

The SwyxRemoteConnector allows you to connect to SwyxServer if you are outside your company network. Encryption is via TLS (Transport Layer Security), the certificates used are managed and provided by your administrator.

To connect to SwyxServer via SwyxRemoteConnector select one of the two options:

Automatic

It automatically tries to establish a direct connection to SwyxServer. If the connection fails, e.g. because you are out of range of your company network, you are connected to SwyxServer via SwyxRemoteConnector.

Always

The connection to SwyxServer is always made via SwyxRemoteConnector.

If a connection via SwyxRemoteConnector is not possible, no attempt is made to establish a connection via your company network.



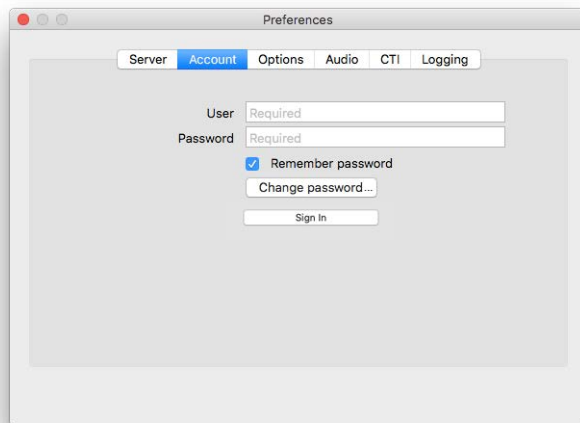
The CTI function is not supported when connecting via SwyxRemoteConnector.

5.2 Account Settings

In the Account area you store your user data.

To enter a user name and password

- 1 Click on **Settings** and select the tab **Account**.



- 2 Enter your username and password.

- 3 Enable **Remember password**, if you would like to save your user credentials.

- 4 Click on "Log in".

If a green circle is shown around your profile picture, you are connected to SwyxServer and have unlimited access to all features.

To change your password

- 1 Click on **Settings** and select the tab **Account**.
- 2 Click on **Change password...**
- 3 Enter your old password.
- 4 Enter a new password and repeat the entry.
- 5 Click on **Change password**.
✓ The message „Password change successful“ appears.



If you have changed the password in Swyx Desktop for macOS, you have to change it there as well when using another client e.g. Swyx Mobile for iOS. The update has to be done the other way round in Swyx Desktop if you changed the password in another client. Remember to delete or update the password in the Apple keychain if necessary.

5.3 Options

In the "Options" area:

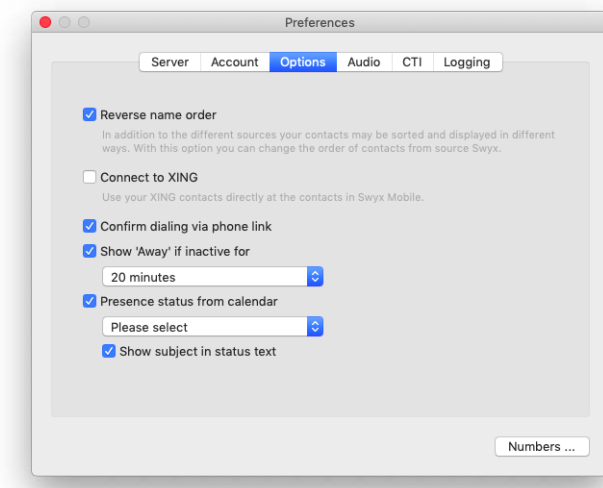
- you can swap the display of first and last name of your Swyx contacts within the lists. All contacts, no matter from which source, are then displayed uniformly by [last name, first name]. See also *Displaying contacts consistent*, page 19.
- you can activate the option „Confirm dialing via phone link“, if you want to get a confirmation dialogue before dialling via a phone number clickable link (Callto/Tel or SwyxTel link) See also *Activate the option Swap first-/last name if all contacts, regardless of their source, are to be sorted and displayed uniformly by [last name, first name].*, page 19.
- you define when your status is to be marked as "absent". See also *Activate the option Swap first-/last name if all contacts, regardless of*

their source, are to be sorted and displayed uniformly by [last name, first name]., page 19.

- you specify whether the appointments in your calendar are to be used to display the status and, if so, the subject of your appointment. See also *Activate the option Swap first-/last name if all contacts, regardless of their source, are to be sorted and displayed uniformly by [last name, first name].*, page 19.
- you configure the phone number you want to signal by default. See also *Define phone numbers*, page 19.

5.3.1 Displaying contacts consistant

In addition to the different sources your contacts refer to, they may be sorted and displayed in different ways, e.g. [first name, last name] compared to [last name, first name].



To swap the first and last name of your Swyx contacts

SwyxServer does not distinguish between first and last names, i.e. they may be swapped. You can use this option to correct this circumstance.

- 1 Click on **Settings** and select the tab **Options**.

- 2 Activate the option **Swap first-/last name** if all contacts, regardless of their source, are to be sorted and displayed uniformly by [last name, first name].

5.3.2 Call via link, setting the status "Away"

To determine whether you want to allow dialing via a link before execution

You can make a call via Callto-, Tel- or SwyxTel-Link.

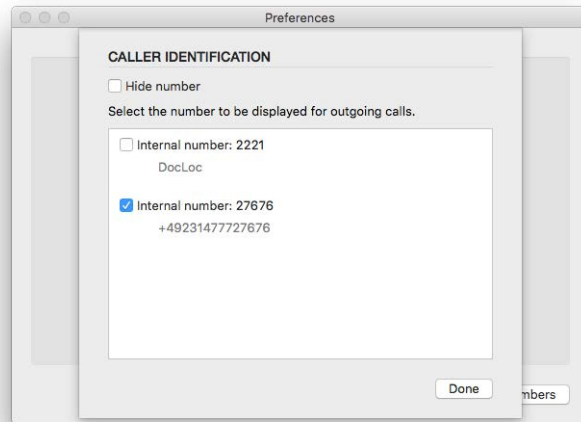
- 1 Click on **Settings** and select the tab **Options**.
- 2 Activate the option **Confirm dialing via phone link** if a call via link is to be confirmed before execution.

To define when your status is to be marked as "Away"

- 1 Click on **Settings** and select the tab **Options**.
- 2 Activate **Show 'Away' if inactive for** if your status is to be automatically set to 'Away' if you were inactive for the minutes selected here.
- 3 Activate **User presence status from calendar** to select the desired calendar from which the status information is to be used
- 4 Activate **Show subject as status text** if you want the appointment subject to be displayed in your status text for the duration of the appointment.

5.3.3 Define phone numbers

You are using more than one phone number? Within the settings you can define which of your phone numbers should be signalled as default on outgoing calls. Furthermore you can configure to hide your number to make an anonymous call.



To define your default phone number

- 1 Click on **Settings** and select the tab **Options**.
- 2 Click on **Numbers....**
✓ The "Caller Identification" window opens.
- 3 Click on the phone number which should be signalled on outgoing calls.
✓ The selected number is indicated by a check mark.
- 4 Confirm the selection by clicking on **Done**.

To hide your phone number for outgoing calls

- 1 Click on **Settings** and select the tab **Options**.
- 2 Click on **Numbers....**
✓ The "Caller Identification" window opens.
- 3 Activate **Hide number**.
- 4 Confirm the selection by clicking on **Done**.
✓ As of now, your number will not be displayed on outgoing calls.



This setting will remain in place until you disable the option.



The "Hide phone number" function is not available in CTI mode.

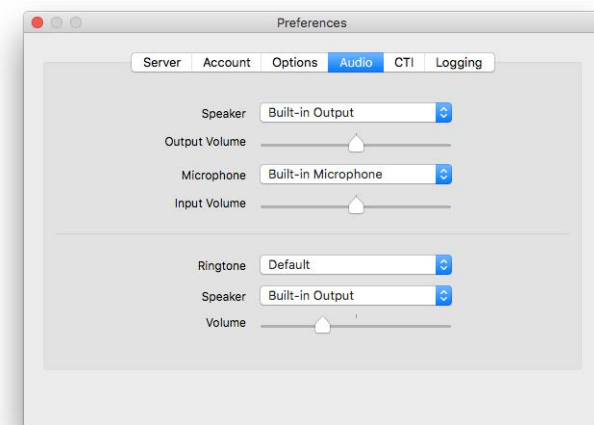
See also *To hide your number spontaneously*, page 34.

5.4 Audio settings

Under "Audio" you can set whether you want to use the speakers and microphone of your Mac, a desk phone or a connected headset for making calls.

To set the audio settings

- 1 Click on **Settings** and select the tab **Audio**.



- Speaker and microphone
Specify which speaker and which microphone you want to use to make phone calls, e.g. on a Mac or a connected headset. Use the slider to adjust the desired volume.
- Ringtone
Select the desired ringtone and set the device for sound output. For further information, please refer to 10.13 **Select a ringtone**, page 37.

2 Use the slider to adjust the desired volume.

See also 10.1 **Using a headset**, page 31.

5.5 Connecting a desk phone (CTI mode)

With Swyx Desktop you can control certified SIP desktop phones from your Mac.

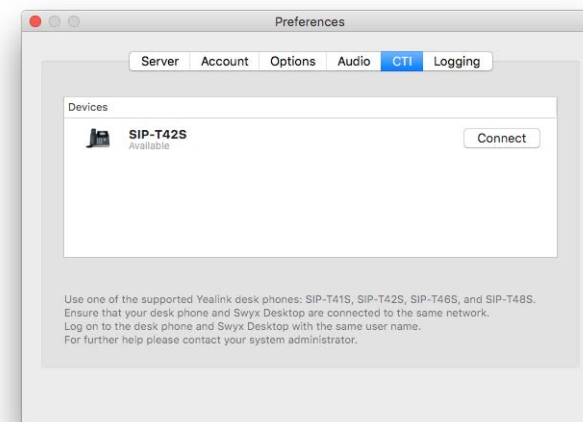
Swyx Desktop is installed on the user's Mac and controls a desk phone with CTI mode activated, which must be logged on under the same Swyx-Ware user. In this case, the desktop phone works independently from the Mac and works even when the Mac is turned off.


Requirements:

- Use one of the supported Yealink desk phones: SIP-T41S, SIP-T42S, SIP-T46S und SIP-T48S. For more information on desktop phones, see the Quickstart on our documentation website.
- Make sure that your desktop phone and Swyx Desktop are connected to the same network.
- Log in to the desktop phone and Swyx Desktop with the same user name.

To connect a desk phone

- 1 Click on **Settings | CTI** to connect a certified SIP desktop phone to your Swyx Desktop for macOS.



- 2 Select the desired device and click on **Connect**.
✓ When the desktop phone is connected, the icon  appears in the upper right corner of the client. Click on the icon to access the audio settings and adjust the input and output volume of the desktop phone. See also 4.8 **Profile picture**, page 15.
You can now use all functions for the desktop phone in Swyx Desktop for macOS.



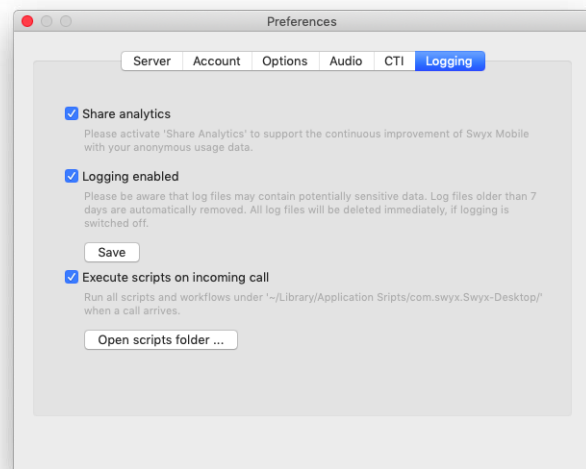
A red CTI symbol in the toolbar indicates error messages in the CTI environment. In this case, please refer to "Settings | CTI".

5.6 Logging

In the "Logging" section, you determine whether you want to support the app developers in improving Swyx Desktop for macOS or not. In this area you can also select scripts to be executed for incoming calls.

To contribute to the improvements of Swyx Desktop for macOS

- 1 Click on **Settings** and select **Logging**.



- 2 Activate **Share analytics**, if you want to support the continuous improvement of Swyx Desktop for macOS by collecting your anonymous usage data.
- 3 Activate **Logging enabled**, if you want to activate logging. He logs can be saved locally as a file by clicking on **Save**. This file can be shared afterwards (eventually encrypted by the user).

To activate the function "Execute scripts on incoming call"

- 1 Click on **Settings** and select **Logging**.
- 2 Activate **Execute scripts on incoming call** if you want to run a script on an incoming call which is stored under "~/Library/Application Scripts/com.swyx.Swyx-Desktop/".

For further information, please refer to 13 **Handling scripts**, page 45.

6 **Configuring status indication**





The Swyx Desktop for macOS status indication feature is a useful tool to indicate your availability to your contacts. You can do this by setting your status information and/or entering a personal status message.



Your availability will only be displayed for contacts logged on to the same or a connected SwyxServer.

6.1 **Setting the status**

Your status is shown as a colored circle around your profile picture in the contact lists of your contacts. The following status information is available:

Status	Description
 Available	This status indicates to other parties that you are available for calls.
 Away	This status indicates to other parties that you may not be able to accept calls.
 Do not disturb	This status indicates to other parties that you are not available for calls.
 Offline	This status is shown when your connection to SwyxServer has been terminated.



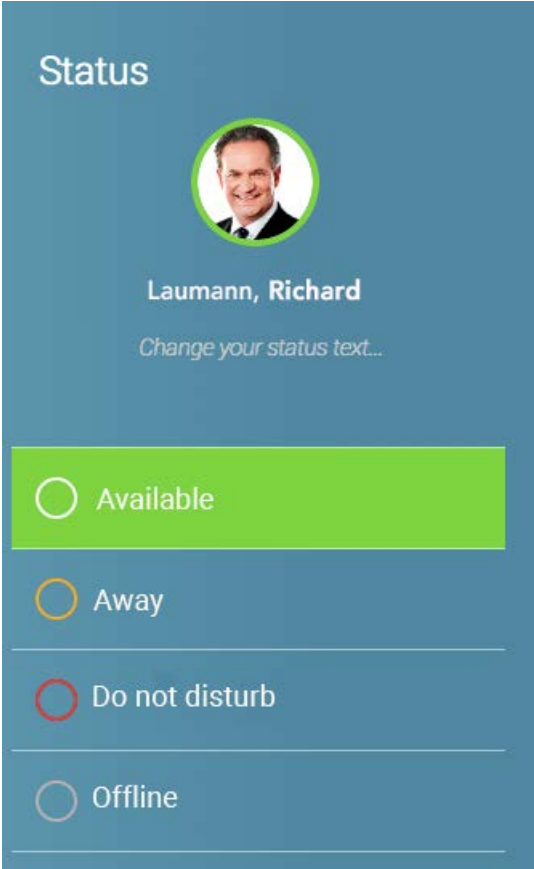
The “Offline” status cannot be set manually.



If you are logged on to further clients, all status updates you made via Swyx Desktop for macOS will be displayed on these clients. This behavior is different using the status “Offline”. As long as you are logged on to SwyxServer with at least one device except Swyx Desktop for macOS, your status remains “Logged in”. You are only displayed as logged off on all clients when you log off with the last device.

To set your status

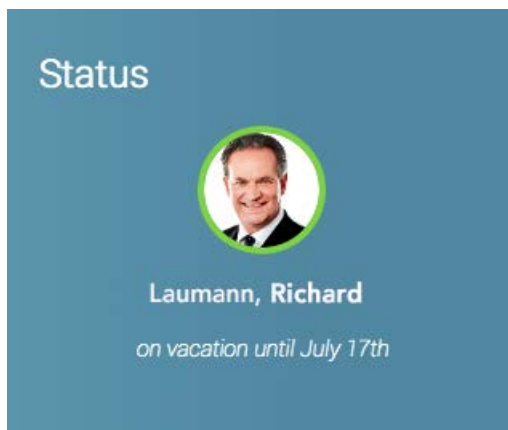
- 1 Click on your profile picture in the top right corner.
✓ A window with status information options appears.



- 2 Click on the status you wish to set.
 - ✓ The corresponding status appears in form of a colored circle around your profile picture.

6.2 Entering a status text

To be able to give your contacts further information about your availability in addition to your status, you have the possibility to enter a personal status text.



To enter a status text

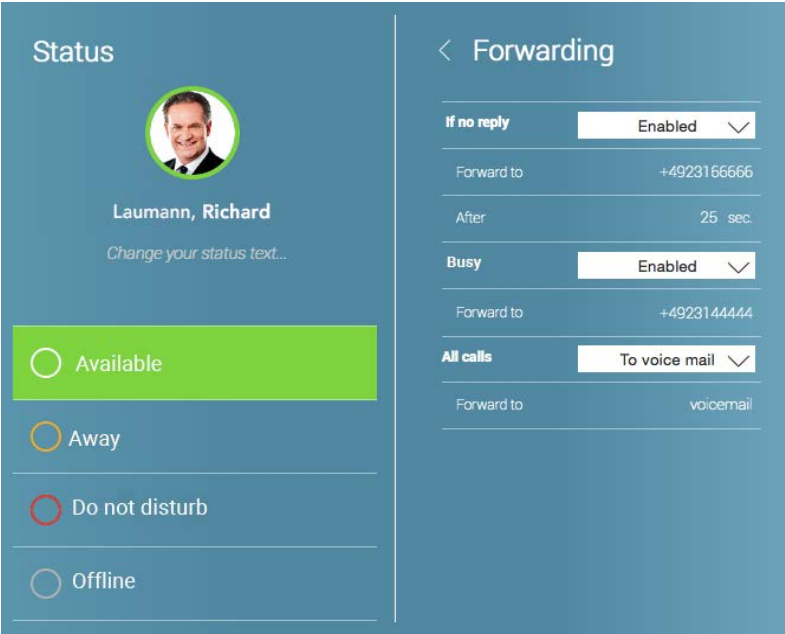
- 1 Click on your profile picture in the top right corner.
 - ✓ A window with status information options appears.
- 2 In the text field under your user name, enter the details that shall be shown in addition to your status.



The status text entered will be displayed regardless of the availability currently selected (even if your Mac is shut down). With this feature, you are e.g. able to provide more detailed information on your vacation dates so that other parties see when you'll be available again.

7 Configuring call forwarding

With Swyx Desktop for macOS you can define individually, if and to which number a call will be forwarded, if you don't pick up the call or if your line is busy. Of course, it is also possible to forward all calls immediately.



To configure call forwardings

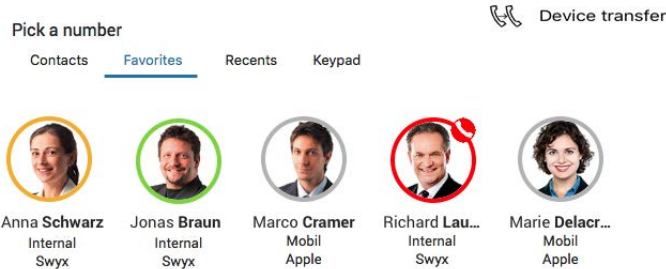
- 1 Click on the **Call forwarding** icon in the toolbar.
✓ A window with status information and forwarding options appears.
- 2 You can individually configure if and how calls will be forwarded:
 - If no reply
 - Busy
 - All calls

The following options are available:

Forwarding status	Description
Disabled	Incoming calls are not forwarded
Enabled	Incoming calls are forwarded to another phone number
To voice mail	Incoming calls are forwarded to your voice mail

To enable call forwarding

- 1 Under **If no reply**, **Busy** or **All calls** in the dropdown list, select **Enabled**.
- 2 Click on the **Forward to** line.
✓ A context menu appears. Here, you can select the desired number or enter it manually using the keypad.



The following options are available:

Tab	Description
Contacts	Click on the contact in the list and then on the row with the phone number, you would like to forward incoming calls to.

Tab	Description
Favorites	Click on the profile picture of the contact you would like to forward your calls to.
Recents	Click on the contact in the Recents list, you would like to forward your calls to.
Keypad	Enter the phone number you would like to forward your calls to.


If you enable call forwarding for the **If no reply** option, you can also specify, when the call forwarding should come into effect.

- 3 Click on the number of seconds in the **After** line.
- 4 Enter the number of seconds after which your call forwarding should be activated (min. 5, max. 180 seconds), if you don't answer a call.



If you set call forwarding for „All calls“, all other call forwarding settings are disabled, i.e. all incoming phone calls are directly forwarded to the selected contact.



If you have enabled call forwarding for “All calls“, the icon “Forwardings” in the toolbar is displayed in red. 

8 Finding and displaying contacts

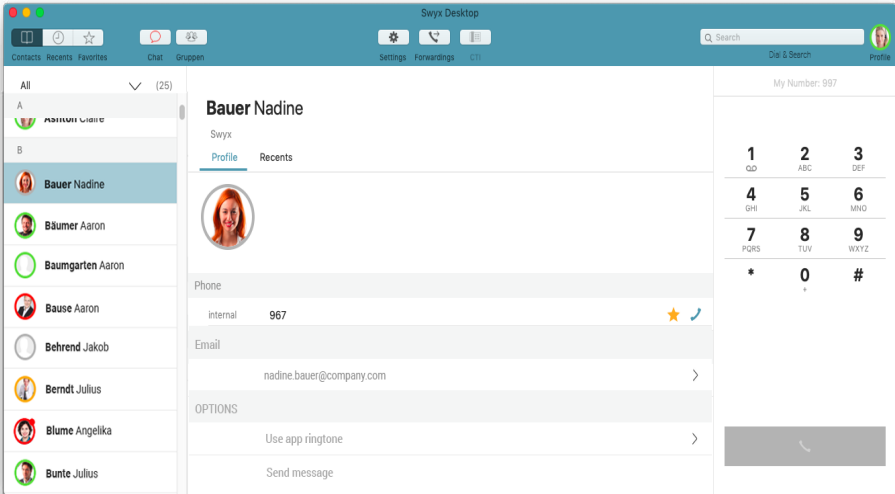
Within the “Contacts”, you have several options to find and display your contacts.



When saving and processing personal data, observe the respective applicable legal data protection regulations. If you have any questions in particular concerning data protection regulations 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.



8.1 Searching contacts

The contact search field is located above the keyboard. You can enter a name or phone number to search your contacts.



For further information, please refer to 4.7 **Search**, page 14.

8.2 Selecting a contact source

You can individually select which contact sources you would like to have displayed in your contact list.



To select your individual contact list

- 1 Click on the vertical arrow in the dropdown list to select a source.
The following contact sources are available:

Contact source	Description
All sources	The contacts from all sources are displayed in alphabetical order.
Swyx	All contacts registered on your company's SwyxServer are displayed.
Apple	All of your macOS programm "Contacts" are displayed.
Chat	All contacts with whom you can start a chat conversation are displayed.

8.3 Displaying contacts consistantly

In addition to the different sources your contacts refer to, they may be sorted and displayed in different ways, e.g. [first name, last name] compared to [last name, first name].

For further information, please refer to 5.3.1 *Displaying contacts consistant*, page 19.

9 Adding and removing favorites

You can mark colleagues and business partners you frequently speak with as favorites. Contacts added to the favorites list are available via speed dial, i.e. the call is started directly by clicking on the respective profile picture.



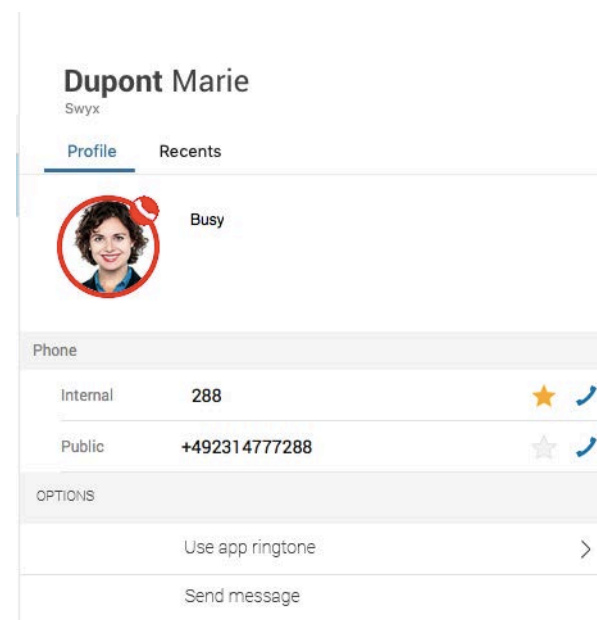
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To add a contact to your favorites

- 1 Click on a contact you would like to add to your favorites.
✓ The corresponding contact profile opens in the center of the window.
- 2 Click on the star next to the phone number you would like to add as a speed dial number.



The contact will now appear in your favorites.

To remove a contact from your favorites

- 1 Click on a contact you would like to remove from your favorites.
- 2 Click on the yellow star next to the phone number.
✓ The star is grey and the contact is removed from your favorites list. Alternatively you can delete the contact using the option **Remove [Contact] from favorites** in the context menu.

To arrange your favorites order

- 1 Click with the left mouse button on the favorite you want to move and hold the button.
- 2 Move the favorite to the position you prefer.
- 3 Release the button.
Your favorite is moved to the position you selected.



The function of favorites order arrangement is only available on a macOS version greater than Yosemite.


10 Starting and receiving phone calls

When it comes to advanced communication features, Swyx Desktop for macOS leaves nothing to be desired. With just one click of the mouse you can mute your speaker, transfer a call to another contact, link two active lines into a conference call, or switch back and forth between two active lines.

10.1 Using a headset

With Swyx Desktop for macOS, you can use your integrated Mac microphone and speaker (default) or a headset to make calls. The corresponding audio settings can be adjusted at any time.

To use a Bluetooth headset

- 1 Connect a headset to your Mac.
- 2 Click on **Settings**  and select **Audio**.
- 3 From the drop-down list, select your connected headset for both the speaker and microphone.



If you no longer want to use your headset, you can always choose to return to your Mac's speaker and microphone at this point.



These settings only concern the incoming and outgoing channel of the phone calls. They have no influence of the acoustic signalling of incoming calls, which will be controlled via the operating system. If you want to prefer acoustic signalling of incoming calls for example also via a connected headset, you have to change the system settings of the operating system.



Using a Bluetooth headset on a Mac requires a USB dongle.

10.2 Connecting a desk phone

With Swyx Desktop you can control certified SIP desktop phones from your Mac.

For further information, please refer to 5.5 **Connecting a desk phone (CTI mode)**, page 21.

10.3 Starting and ending calls

Swyx Desktop for macOS gives you several options to make calls.



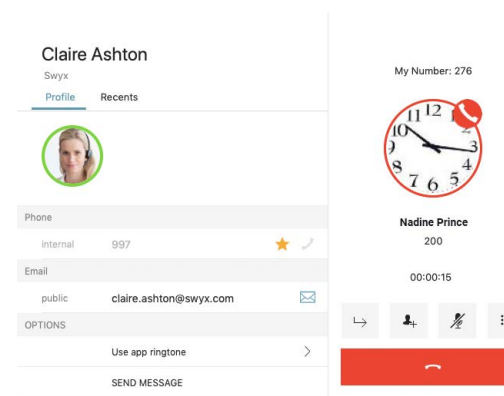
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To start and end a call using the Contact and Recents list

- 1 Click on the desired contact in the Contact or Recents list
 - ✓ The contact profile appears.



- 2 Click on the telephone receiver symbol next to the number you would like to use to call your contact.
 ✓ The call will start automatically and can be seen in the call panel on the right-hand side.
 If you have more than one phone number, you can select the number you want to establish the call with, by right-clicking on the telephone receiver symbol.
- 3 Click on the **Hang up** receiver button to end the call.



To start and end a call using the Favorites list

- 1 Click on the **Favorites** tab.
- 2 Move the mouse pointer over the user picture of the contact you would like to call.
 If you have more than one phone number, you can select the number you want to establish the call with, by right-clicking on the profile picture.
- 3 Click on the **Receiver** symbol.



- ✓ The call will start automatically and can be seen in the call panel on the right-hand side.
- 4 Click on the **Hang up** receiver button to end the call.



To start and end a call via the keypad

- 1 Enter the desired phone number.

You do not need to activate the search field to enter data. No matter where you are in Swyx Desktop for macOS for macOS, the input you make is automatically written into the search field.

Alternatively, you can enter the desired phone number with the mouse using the digits on the keyboard.

If you have several telephone numbers, you can right-click the telephone receiver button to select which of your telephone numbers you want to use for the call.

- 2 Press "Enter" or
 Click on the **Pick up** receiver button to initiate the dialing process.



- 3 Click on the **Hang up** receiver button to end the call.



If the call is not answered, the phone number remains in the search field. This means that a new call attempt can be started immediately by pressing the Enter key.

To initiate a call via a link (callto-, tel- or SwyxTel link)

- 1 Click on the phone number link.
 Depending on the configuration, you will be prompted to confirm the call initiation. If the prompt should not appear in the future, please activate **Do not show this message again**.
 You can change your decision made in this context within the settings at any time (see **To determine whether you want to allow dialing via a link before execution**, page 19).
- 2 Click on **Call**.
 ✓ Swyx Desktop for macOS opens and the call to the linked phone number will be established.

If the callto/tel function is already assigned to other apps like Apple FaceTime or Skype, you will have to remove this assignment to set Swyx Desktop for macOS as default app for the usage of the link function. Set "Swyx Desktop" e. g. in the FaceTime settings as default app for calls.

To use a SwyxTel link within an html file or an email

To use a SwyxTel link within an html file or an email, the link must have the following format:

```
<a href="swyx://call?number=phone-no">display-text</a>
```

with

[phone-no] being the phone number that should be dialled and

[display-text] being the clickable text that should be displayed in the HTML page or email.

Example:

Call **Marie Dupont** via SwyxTel-Link `+491601234567`

Call **Conference with PIN** via SwyxTel-Link `+492314777123x45678#`



PIN dialing in addition to a phone number within a SwyxTel link usually requires a "#" at the end. To ensure that the "#" used in the link will be read in the correct way, please use the corresponding symbol for the URL encoding instead: "%23" (please see Example).

To use a callto link within an html file or an email

To use a callto link within an html file or an email, the link must have the following format:

```
<a href="callto:phone no" display-text>/a /p>
```

with

[phone-no] being the phone number that should be dialled and

[display-text] being the clickable text that should be displayed in the HTML page or email.

Example:

Call **Marie Dupont** via callto-Link
`+491601234567</p>`

To use tel links within an html file or an email

To use a tel link within an html file or an email, the link must have the following format:

```
<a href="tel:phone-no">display-text</a></p>
```

with

[phone-no] being the phone number that should be dialled and

[display-text] being the clickable text that should be displayed in the HTML page or email.

Example:

Call **Marie Dupont** via tel-Link
`+491601234567</p>`

10.4 Putting a call on hold

Use the "Hold" function to put the currently active call on hold, for example if you want to make an enquiry. When a call is put on hold, your conversation partner hears music on hold.

To put a telephone call on hold

You are having a telephone conversation.

- 1 Move the mouse pointer over the user picture of the contact you are having a conversation with.
- 2 Click on the "Hold" symbol.



Richard Lau...
Mobil
Apple

- ✓ The call is put on hold. Your conversation partner hears music on hold.

- 3 To re-activate the connection on hold, click on the "Receiver"-Symbol on the user picture.

10.5 Hiding your phone number

You would like to make an anonymous phone call now and again? Swyx Desktop for macOS gives you the opportunity to hide your phone number when making an external call - set either permanently or used spontaneously only for the next call.

To hide your number spontaneously

No matter if you start a call from you contacts, the recents list, your favorites, your groups or via the keypad, you can hide you phone number spontaneously.

- 1 Right-click to open the context menu and select **Call... | Call and hide number**.
 ✓ The next call will be established anonymously.
 After that all following calls will be signaled with the phone number you configured in the settings.

See also 5.3.3 **Define phone numbers**, page 19.

10.6 Playing voicemails

If you have recieved a voicemail, a corresponding symbol is displayed in your "Recents" list.



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To listen to received voicemails

- 1 Move the mouse pointer over the entry and click on the voicemail icon on the right hand side, next to the receiver symbol.
 ✓ A connection to your voicemail is established.
 As an alternative you can establish a connection to your voicemail by clicking and holding the **1** button within the dial pad.



Please contact your administrator for further information on configuring your voicemail. The description of the voicemail configuration can be found in the SwyxWare Administrator documentation.

10.7 Managing incoming calls

Several options are available after accepting an incoming call. You can:

- mute the call
- transfer the call to another contact, or
- start a conference call with two or more parties.

See also 11 **Starting and ending conference calls**, page 39.

To answer a call

- 1 Click on the **Pick up** receiver button.



- ✓ You can now talk to the other party via the integrated input and output devices on your Mac, or a connected headset.

To reject a call

- 1 Click on the **Hang up** receiver button.



✓ The call will be stopped immediately.

10.8 Transferring calls

With Swyx Desktop, you can easily transfer an accepted phone call to another contact or to another device, e. g. Swyx Mobile.

To transfer an active call to another contact


- 1 While the call is active, click on the **Call transfer** button.




✓ A dialog window appears:

Pick a number


Contacts Favorites Recents Keypad




Anna Schwarz
Internal
Swyx




Jonas Braun
Internal
Swyx




Marco Cramer
Mobil
Apple



Richard Lau...
Internal
Swyx



Marie Delacr...
Mobil
Apple

 Device transfer

Tab	Description
Contacts	Click on the contact in the list and then on the row with the number you would like to transfer the active call to.
Favorites	Click on the profile picture of the contact you would like to transfer the active call to.
Recents	Click in the Recents list on the contact you would like to transfer the active call to.
Keypad	Enter the number you would like to transfer the active call to and click on the "Pick up" receiver button.

The active call partner can now accept the call directly.

To transfer an active phone call to another device

- 1 While the call is active, click on the **Call transfer** button.



- 2 Click on **Device transfer**.



- ✓ All devices you have been logged on are ringing.
- 3 Pick up the call on the device which you preferred (e. g. Swyx Mobile) and continue the call.



If you reject the call on the other device, it will be retransferred to Swyx Desktop for macOS automatically.

10.9 Muting your microphone

You would like to turn off your microphone during a call, e.g. in order to consult with a colleague or to suppress background noises during a conference call?

To mute the microphone during a call

- 1 While the call is active, click on the **Mute call** button.



✓ Now you can follow the conversation, while your call partner is no longer able to hear you.

- 2 Re-click the button to turn your microphone back on.

10.10 Displaying the keypad

You also have the opportunity to display the keypad during a call. This might be especially useful if you are connected to an automated telephone service, and need to enter numbers to select different menu items.

To display/ hide the keypad

- 1 While the call is active, click on the **Keypad** button.



✓ The keypad appears.

- 2 Click on the button again to hide the keypad.

10.11 Managing two active calls

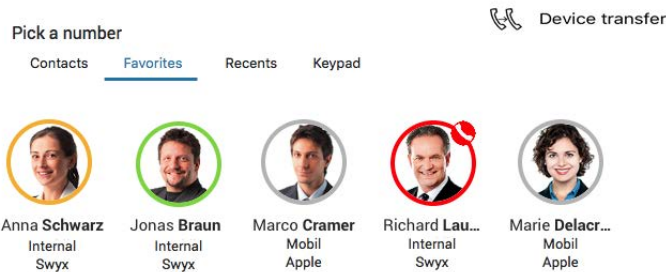
You can switch back and forth between two lines if, during an active call, you add a second call or another call comes in.

To add a second call

- 1 While the call is active, click on the **Add call** button.



✓ A dialog window appears.



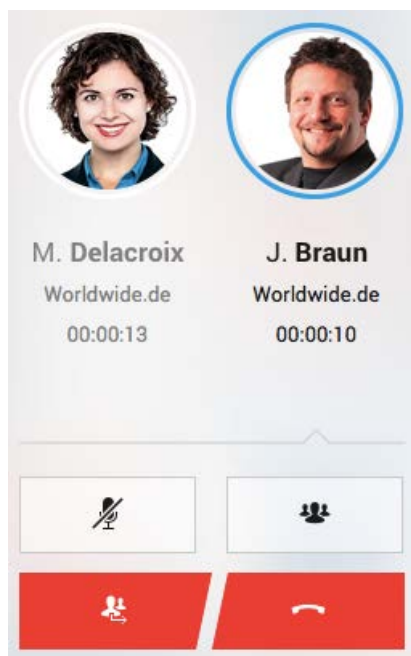
The following options are available:

Tab	Description
Contacts	Click on the contact in the list and then on the row with the number you would like to add.
Favorites	Click on a contact you would like to add.
Recents	Click in the Recents list on the contact you would like to add.
Keypad	Enter the number of the contact you would like to add.

The connection to the second call partner is established.

To switch between two active lines (Toggle)

The two calls are displayed next to one another in the call field. The active party's profile picture is shown with a blue circle.



- 1 Click on the profile picture of the contact you would like to be connected to.
 - ✓ The active call is placed on hold, and you will be connected with the new party directly.
- 2 Click on the profile picture of the call partner on hold to switch back.

To connect two call partners with each other

- 1 Click on the **Connect lines** button to connect two callers with one another and leave the call.



See also 11 **Starting and ending conference calls**, page 39.

10.12 Dial from any application

You can dial directly from any application by using a combination of hot keys.

To dial a number directly from an application via a hot key combination

- 1 Highlight the desired number in the respective application.
- 2 Press the hot key combination "CMD" + "Shift" + "X".
- 3 Swyx Desktop for macOS will be activated and the number will be dialed immediately.



This key combination cannot be used in Microsoft Outlook.

10.13 Select a ringtone

Would you like to change the ringtone for incoming calls you receive via Swyx Desktop for macOS and assign dedicated ringtones for specific contacts?

To select a global ringtone

- 1 In the menu bar, click on **Swyx Desktop | Preferences**.
- 2 Under **Audio**, click on **Ringtone**.
- 3 Select between Swyx Ringtones or
- 4 select an audio file from your Mac by clicking on **Add ringtone...**

All future calls you receive via Swyx Desktop for macOS, will be signalled with the configured ringtone. With the exception of contacts or groups you have assigned an individual ringtone.

To assign your contact an individual ringtone

- 1 Click within your contact list on the contact you want to assign an individual ringtone.
✓ The contact profile opens.
- 2 Click on the entry below the **Ringtone** option, e.g. **App Ringtone**.
- 3 In the **Ringtone for [Contact]** dialogue box, select a ringtone specified by Swyx Desktop or
- 4 select an audio file available on your Mac.

When you receive a call from this contact, the configured ringtone sounds. All other calls from your contacts will be signalled via the global ringtone.

Ringtones individually assigned to contacts or groups remain unchanged even if the global Swyx Desktop for macOS ringtone has been modified.

11 Starting and ending conference calls

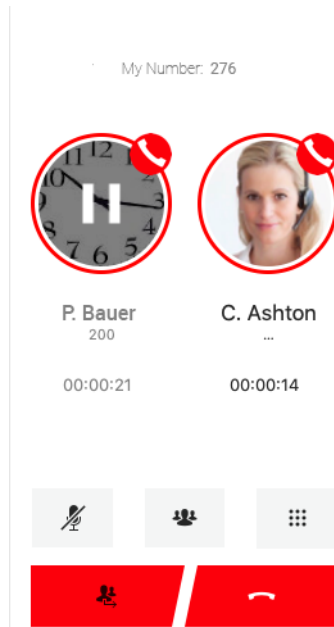
With Swyx Desktop for macOS, you can easily start a conference call with other parties. To do so, you have to be connected to two call partners at the same time.



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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 start and end/exit a conference call

- 1 Click on **Conference**.



- ✓ The active conversation and the held call will be merged into a conference call.

- 2 Click on the **Hang up** receiver button to end the call.



- 3 Click on the **Connect lines** to leave the conference call (the other parties will remain connected with one another).



- 4 Click on the button **Mute** to turn off your microphone temporarily.

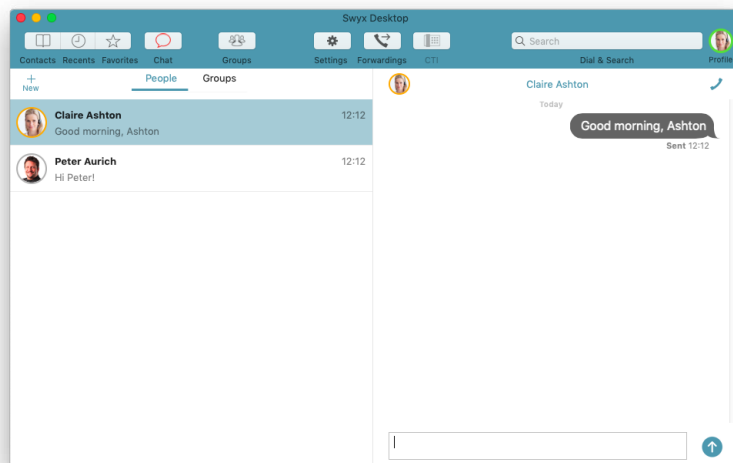


12 Chat

From SwyxWare version 12.10 onwards, an extensive Instant Messaging function is also available in Swyx Desktop for macOS. You can communicate with one or more participants via text messages.



For the provision of the Swyx Messenger (Chat) user-related data will be transmitted to and processed by our order processor, Voiceworks B.V. (also part of the Enreach Group) on the basis of a corresponding order processing contract. These products require the transmission of various data such as IP address, login data, chat messages and names of communication partners each time they are used. Please note your duty to inform your users according to Art. 13/14 GDPR.



Requirements for sending instant messages

- Both users must either use the Messenger function of SwyxIt!, Swyx Desktop for macOS, Swyx Mobile for iOS or Swyx Mobile for Android.
- There must be an Internet connection.



Sending and receiving photos, videos and documents is currently not yet possible in Swyx Desktop for macOS. If you have received a photo, video or document on another Swyx Mobile client, you will only be informed within the chat.

12.1 Single Chat

In a single chat, you exchange messages with one participant.



New chat messages are indicated by a red chat icon in the toolbar.

To start a single chat

- 1 Click on .
✓ The chat window opens.
- 2 Click on **Single**.
- 3 Click on **+**.
- 4 Click on the desired contact and confirm the selection by clicking on **Done**. If you select multiple contacts, you can start a group chat. See also *To start a group chat*, page 41.
- 5 Enter your message in the text field.
- 6 Click on .
✓ The selected contact receives your message.




While typing a new chat message, you have direct access to emojis and spell checkers in the Touch Bar (MacBook Pro models 2016 and later).




To resume a single chat


- 1 Click on .
✓ The chat window opens.

- 2 Click on **Single**.
✓ The list of contacts opens, with whom you have already communicated via chat opens.
- 3 Click on the desired chat to continue the conversation.
- 4 Enter your message in the text field.
- 5 Click on .
✓ The selected contact receives the message.

To delete a single chat

- 1 Click on .
✓ The chat window opens.
- 2 Click on **Single**.
✓ The list of contacts opens, with whom you have already established contact via Chat.
- 3 Right click on the chat you want to delete.
- 4 Click on **Delete** in the context menu.
- 5 Confirm with **Delete**.
✓ The chat will be deleted.

To call a chat participant

- 1 Click on .
✓ The chat window opens.
- 2 Click on **Single**.
✓ The list of contacts with whom you have already communicated via chat opens.
- 3 Click on the desired chat to continue the conversation.
- 4 Click on the handset icon in the title bar.
- 5 Click on the desired phone number.
✓ The connection is established.



12.2 Group Chat

In a group chat you exchange messages with several participants.



New chat messages are indicated by a red chat icon in the toolbar.

To start a group chat



- 1 Click on .
✓ The chat window opens.
- 2 Click on **Groups**.
- 3 Click on **+**.
✓ The list of all contacts with whom you can have a chat conversation opens.
- 4 Click the contacts you want to start a group conversation with.
- 5 Click on **Done**.
- 6 Enter your message in the text field.
- 7 Click on .
✓ The participants of the group will receive your message.




While typing a new chat message, you have direct access to emojis and spell checkers in the Touch Bar (MacBook Pro models 2016 and later).



To resume a group chat

- 1 Click on .
- 2 Click on **Groups**.
✓ The list of contacts with whom you have already communicated via group chat opens.
- 3 Click on the desired group chat to resume the conversation.
- 4 Enter your message in the text field.
- 5 Click on .
✓ The participants of the group will receive your message.

To add another participant to a group chat

- 1 Click on  .
✓ The chat window opens.
- 2 Click on **Groups**.
✓ The list of group chats opens.
- 3 Click on the group chat in which you want to add another contact.
- 4 Click on the title bar of the group chat.
✓ All participants of the group are listed.
- 5 Click on **+ Add contact**.
- 6 Select the desired contact. Multiple contacts can also be marked.
- 7 Click on **Add**.




You can only add a participant to the group if you are the administrator of the group.



A newly added contact can only see text messages that were added after he was added to the group. He does not see the chat history.


To remove a participant from a group chat

- 1 Click on  .
✓ The chat window opens.
- 2 Click on **Groups**.
✓ The list of group chats opens.
- 3 Click on the group chat from which you want to remove a participant.
- 4 Click on the title bar of the group chat.
✓ All participants of the group are listed.
- 5 Right-click the participant you want to remove from the group.
- 6 Click on **Remove Member**.
✓ The participant is removed from the group.



You can only remove participants of a group if you are the administrator of the group.


To change the name of the group chat

- 1 Click on  .
✓ The chat window opens.
- 2 Click on **Groups**.
✓ The list of group chats opens.
- 3 Click on the group chat whose name you want to change.
- 4 Click on the title bar within the group chat.
- 5 Enter a group name in the text box.
- 6 Confirm the entry by pressing the Enter key.
✓ The group name is changed.
- 7 By clicking on **Back** you will get back to the chat area.




You can only change the group name if you are the administrator of the group.

To leave a group chat

- 1 Click on  .
✓ The chat window opens.
- 2 Click on **Groups**.
✓ The list of contacts with whom you have already communicated via group chat opens.
- 3 Right-click on the group chat that you want to leave.
- 4 Click on **Leave group**.
- 5 Confirm the query by clicking on **Leave**.
✓ You are no longer a member of the group.

To delete a group chat

- 1 Click on  .
✓ The chat window opens.

- 2 Click on **Groups**.
✓ The list of group chats opens.
- 3 Right-click on the group chat that you want to delete.
- 4 Click on **Delete** in the context menu.
- 5 Confirm with **Delete**.
✓ The group chat is deleted.

12.3 Send photos, videos and files (from version 3.2.0)

To share photos, videos and files, you must allow the app to access your photo and video library and the phone's camera.

The following types of files can be sent and received:

- Applications: docx, ppt, pptx, xls, xlsx, odt, rar, pkg, asf, swf, doc, pdf, rtf, tex, zip, ai, eps, ps, rss, sql
- Text: txt, log, csv, xml, vcf, css
- Audio: aif, m4a, mp3, wav, wma
- Video: avi, flv, mov, m4v, mp4, mpg, wmv
- Images: psd, bmp, gif, png, jpg, jpeg, jpe, tiff, tif, svg, otf, ttf

To share photos and videos within a chat

- 1 Tap on **Chat**.
- 2 Select a single or group chat.
- 3 Tap **+** next to the **Type a message** field.
- 4 Select a photo or video. It is shown as a preview.
- 5 Click on **Open**.
✓ The selected photo or video is sent to the contact or group.

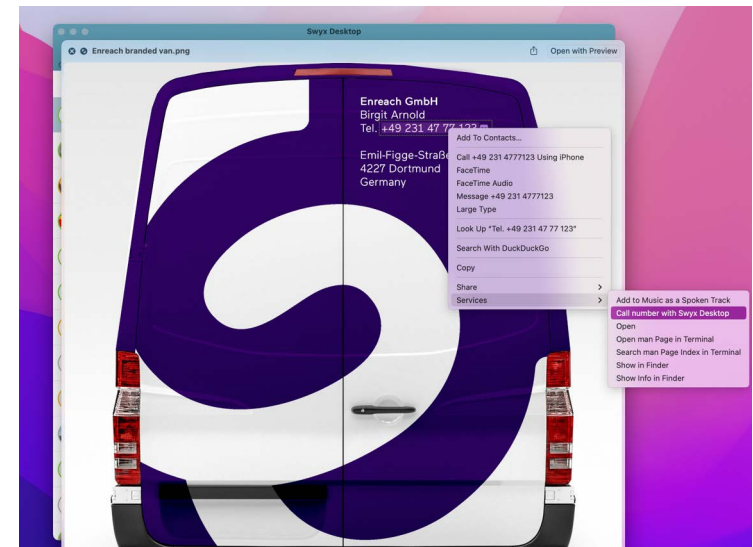
To share files within a chat

- 1 Tap on **Chat**.
- 2 Select a single or group chat.
- 3 Tap **+** next to the **Type a message** field.
- 4 Select the file from the desired location. It is shown as a preview.

- 5 Click on **Open**.
✓ The selected file is sent directly to the contact or group.

12.4 Live Text within the chat

As of macOS Monterey, you can use text in images directly. For example, call a phone number with Swyx Desktop that you see in a picture sent to you in a chat.



12.5 More options in the chat area

Search for chat participants

You can search for chat participants across single and group chats. To do this, enter the name of the participant you are looking for in the "Search" field. The participant you are looking for is displayed.

Notifications

When you have received text messages, the number of messages is displayed in the bar next to "Chat".

Cross platform chats

You can send and receive messages across platforms. They are synchronized between your SwyxIt! (only when using Swyx Messenger), your Swyx Mobile App and your Swyx Desktop for macOS.

13 Handling scripts

Swyx Desktop for macOS is scriptable from version 2.1.0.

Thus you can write scripts and workflows via AppleScript to automate repetitive tasks.

These can be executed from the Script Editor or automatically in Swyx Desktop for macOS when a call comes in.

To be able to use scripts for an incoming call, proceed as follows:

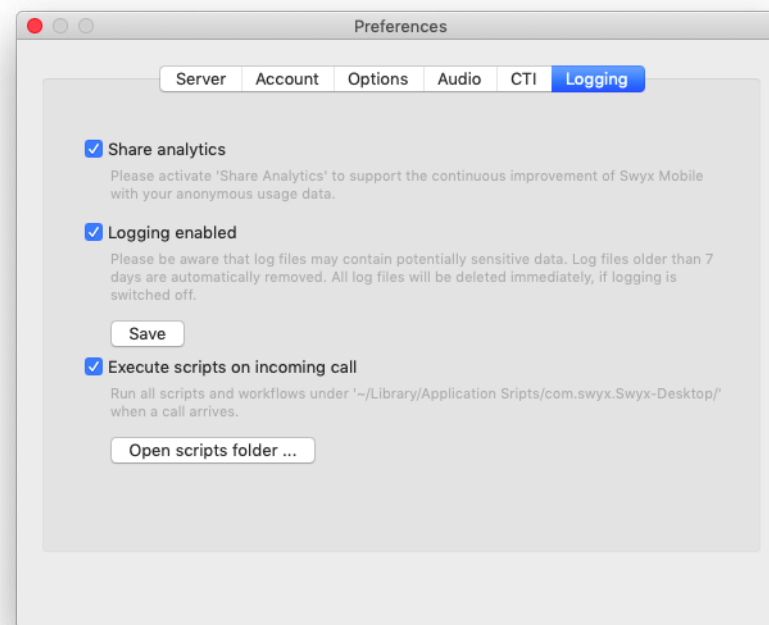
- Enable the use of scripts in Swyx Desktop for macOS and deposit a script (*To enable the use of scripts in Swyx Desktop for macOS*, page 45).
- Add Swyx Desktop to the script editor library to get access to commands and objects of the app (*To add the Swyx Desktop for macOS to the script editor library*, page 46).
- Add the script to the script folder of the Swyx Desktop App (*To use an existing script*, page 47).



A script can also be used with Automator, a macOS tool for creating automated workflows, to perform certain actions in Swyx Desktop for macOS.

To enable the use of scripts in **Swyx Desktop for macOS**

- 1 In the menu bar, click on **Swyx Desktop | Preferences**.
- 2 Click on **Logging**.



- 3 Activate the function **Execute scripts on incoming call**.
 - ✓ All scripts and workflows are executed under '~/Library/Application Scripts/com.swyx.Swyx-Desktop/' when a call comes in.
- 4 Click on **Open script folder ...** to deposit scripts. See also *To use an existing script*, page 47.

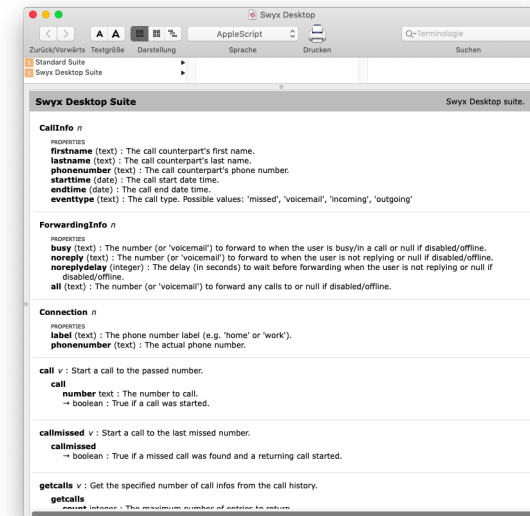


The first time you run a script, your Mac prompts you to allow it to run (macOS 10.14 Mojave). You can change the settings at a later time under "System settings | Security | Privacy | Automation".



To add the Swyx Desktop for macOS to the script editor library

- 1 Open the app **Script Editor**.
- 2 Click on **Window | Library**.
- 3 Click on **+** and add "Swyx Desktop" to the library.
- 4 Open the Swyx Desktop Suite by double-clicking on **Swyx Desktop** within the library.
 - ✓ All commands and objects for controlling the Swyx Desktop App are displayed.



The following commands and objects are available:

- CallInfo

Can be used to process the caller's first and last name, phone number, call start and end times, and call type ("Missed", "Voicemail", "Incoming", "Outgoing").

- ForwardingInfo

Controls call forwarding, e.g. if no reply, on busy, for all calls.

- Connection

Contains connection parameters such as the phone number or the phone number parameter "Private" or "Work".

- call

Can be used to start a call to a phone number transferred as a parameter.

- callmiss

Can be used to set up a call to the number of the last missed call.

- getcalls

Can be used to retrieve the phone number transferred as a parameter from the call information of a specific call in the event list.

- hangup

Can be used to end a current call.

- open

Can be used to open a URL transferred as a parameter.

- findcontactnumbers

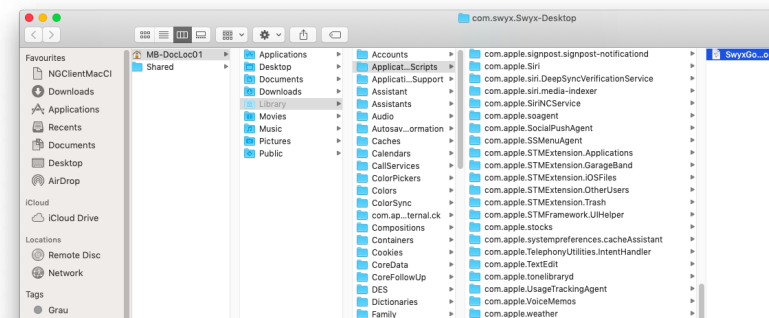
Can be used to use a contact's phone numbers that match the name transferred as a parameter.

- application

This is the top level object for accessing or setting other properties, such as status, status text etc..

To use an existing script

- 1 In the menu bar, click on **Swyx Desktop | Preferences**.
- 2 Click on **Logging**.
- 3 Click on **Open script folder**
- 4 Drag and drop the desired script into the Finder window.



The script must contain a function called "incomingCall" with the following four parameters:

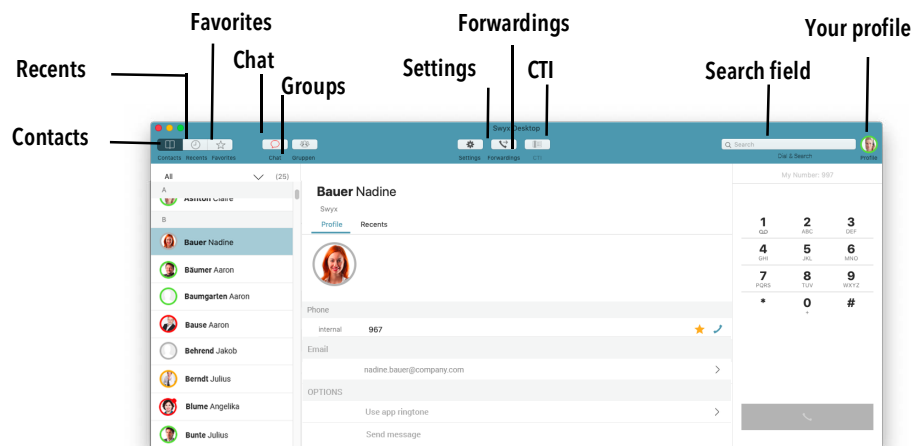
```
function incomingCall(number, firstname, lastname, company){
  // put your code here
}
```

The script stored here will be executed on the next incoming call.

14 Customize toolbar

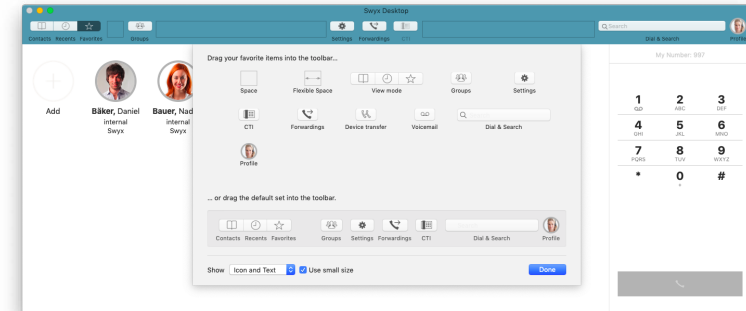
This chapter describes how to customize the toolbar of Swyx Desktop for macOS according to your needs.

Default toolbar



To customize the toolbar

- 1 In the menu bar select **View | Customize Toolbar...**
 - ✓ The objects in the toolbar move. A dialog box displays all the symbols that you can use.







- 2 You can:
 - Rearrange objects in the toolbar
Use Drag & Drop to move an object within the toolbar to a new position.
 - Add objects to the toolbar
Drag and drop an object from the dialog box to the desired position in the toolbar.
 - Remove objects from the Toolbar
Drag and drop the object from the toolbar into the dialog box.
 - choose in the field "Show" whether you want to see icon and text, icon only, or just text in the toolbar, and whether you want the icons to be large or small.
 - drag and drop the default set to restore the default toolbar back into the toolbar.
- 3 Click **Done** to save your changes.

15 Using keyboard shortcuts

By pressing a specific key combination, you can perform actions that normally require a mouse.

To use a keyboard shortcut, always hold down the command key (CMD) ⌘ and then press the corresponding shortcut key.

The following keyboard shortcuts are available:

Action	Keyboard shortcuts
Sign out	⌘ O
Hide Swyx Desktop	⌘ H
Quit Swyx Desktop	⌘ Q
Refresh	⌘ R
Call Voicemail	⌘ B
Close Swyx Desktop	⌘ W
Swyx Desktop settings	⌘ +
Minimize Swyx Desktop	⌘ M
Hide/Show Swyx Desktop toolbar	⌘  T
Show Emojis & Symbols	 ⌘ [Spacebar]
Full screen mode	 ⌘ F
Select & search field clear	
Dial from any application	⌘ Shift X
Swyx Desktop Help	⌘ ?

16 **Uninstall Swyx Desktop for macOS**

You want to uninstall Swyx Desktop for macOS. The following steps are necessary.

To uninstall Swyx Desktop for macOS

- 1 Open **Applications** in the finder.
- 2 Open the contextmenu on **Swyx Desktop for macOS** and select **Move to trash**.
- 3 In the menu bar click **Go | Go to folder**.
- 4 Enter "~/Library/Containers/com.swyx.Swyx-Desktop/" in the input field.
- 5 Click on **Open**.
- 6 Select all objects and open the context menu.
- 7 Click on **Move to trash**.
- 8 Open the context menu of the trash and click on **Empty trash**.
 - ✓ Swyx Desktop for macOS and all associated data will be deleted.

17 This is how I become a beta tester

Would you like to help our developers to test the beta versions of Swyx Desktop for macOS and thus participate in the development?

This is how I become a beta tester

- 1 Open the app TestFlight:
<https://apps.apple.com/de/app/testflight/id899247664>
- 2 Open the link <https://testflight.apple.com/join/V4eqelvN>
- 3 Click on **Accept**.
- 4 Click on **Install**, to test the Swyx Desktop for macOS in the beta version.

18 Help and tips in case of problems

In this chapter you will find help and information how to proceed in case of various problems with Swyx Desktop for macOS.

18.1 Share problems with Enreach

Basically, should problems arise, you always have the opportunity to help us clarify them.

To do so, send the following information to desktop-for-mac@swyx.com:

1. Instructions to be able to reproduce the problem
2. If possible, screenshots of the problem
3. Log files from the app (see 5.6 **Logging**, page 21)
4. Using system logs from the console (see 18.4 **Using system logs from the console**, page 53)
5. Diagnostic data when the app crashes (see *To share diagnostic data with our developers*, page 53)
6. Spindump in case of performance problems (see *To save a System Diagnostic Report (Spindump) when Swyx Desktop for macOS stops responding*, page 54)

18.2 Authorization problems

If you have problems with permissions (e.g. microphone, contacts, calendar, camera, etc.), reset all privacy permissions. The next time you start Swyx Desktop for macOS you will be asked for it again.

Proceed as follows in case of authorization problems

- 1 Quit Swyx Desktop for macOS.
- 2 Execute the following command in the Terminal App:
tccutil reset All com.swyx.Swyx-Desktop
- 3 Restart your Mac.
✓ You will be asked again for privacy permissions after restart.

18.3 No connection to SwyxServer

Proceed as follows if Swyx Desktop for macOS has no connection to SwyxServer

- 1 Make sure you know your password. If not, please ask your administrator to create a new one.
- 2 Go to the welcome email you received from your administrator. Please ask your administrator to send it to you again, if you no longer have it.
- 3 In the welcome email, click on **Configure your macOS or iOS client**.
- 4 Enter your password in the dialog that opens.
- 5 Click on **Log in**.
All necessary settings are automatically entered into Swyx Desktop.

How to proceed in case of error message "SwyxClientError: request error -1003"

- 1 Check whether your VPN connection exists.
It is possible that it was disconnected due to inactivity.

How to proceed in case of a 404 error

If you receive a "404" error when connecting to the server, a valid client certificate may be missing on your terminal device. In this case, contact your administrator. He reassigns it to you or generates a new one.

For further information, please refer to SwyxWare documentation for administrators.

How to proceed if Swyx Desktop for macOS cannot connect to Swyx-Server despite an active VPN connection

- 1 Click on **Settings** and select the tab **Server**.
- 2 Remove the entry for **Internal server** or
- 3 set the Remote Connector mode to **Always**.
- 4 Then click **Login** in the **Account** tab.

18.4 Using system logs from the console

Use the console to view log messages collected from your computer and other connected devices. These log messages can refer to system events, dialogue texts, errors, status and other communications. If a problem occurs, information about the cause of the problem may be found here.

To send system logs to desktop-for-mac@swyx.com

- 1 Press the **CMD + space**
- 2 Enter **Console** in the field and confirm with **Return**.
- 3 Click **System.log** under **Reports**.
- 4 Click on **Clear**.
- 5 Reproduce the incorrect behaviour (e.g. connect the headset and make a call).
- 6 Click **Share** and send the log data including a description of the problem via e-mail to desktop-for-mac@swyx.com.

18.5 Handling System Errors

You had unexpected problems with your Swyx Desktop for macOS? Exchange information about system errors with our developers.

To share diagnostic data with our developers

- 1 Open System Preferences on your Mac.
- 2 Double click on **Security**.
- 3 Click on **Privacy**.



- 4 Activate **Share Mac Analytics**.

- 5 Activate **Share with App Developers**.

This is the only way to give App Developers the opportunity to improve Swyx Desktop for macOS.

To send us diagnostic data via e-mail

In cas of system errors you are welcome to send us the anonymous diagnostic data with a short description of the error and the steps how we can reproduce the error by email to desktop-for-mac@swyx.com.

- 1 Open the Finder.
- 2 In the menu bar click **Go**.
- 3 Click on **Go to folder ...**
- 4 Open the folder „~/Library/Logs/DiagnosticReports“.
or
- 5 Press **⌘⇧G**, if the Finder is in the foreground, type „~/Library/Logs/DiagnosticReports“ and click **Open**.
- 6 Send the file „Swyx Desktop_2020_...Mac.crash“ to „desktop-for-mac@swyx.com“.

Thank you very much!

To save a System Diagnostic Report (Spindump) when Swyx Desktop for macOS stops responding

- 1 Open the app "Activity Monitor".
- 2 Select the "Swyx Desktop" process.
- 3 Click on **Settings | Spindump**.
✓ The spindump is written.
- 4 Click on **Save ...**.
- 5 Save the file "Spindump.txt" to a desired location.
- 6 Send the file to "desktop-for-mac@swyx.com".

18.6 Clean up Swyx Desktop for macOS

If Swyx Desktop for macOS does not react immediately after startup or if you experience delayed startup performance, cleaning up Swyx Desktop for macOS might help.

To clean up Swyx Desktop for macOS

- 1 Execute the following command in the Terminal App


```
osascript -e 'quit app "Swyx Desktop"
mkdir ~/Desktop/SwyxDB
cp -R ~/Library/Containers/com.swyx.Swyx-Desktop/Data/Library/
Application\ Support/default.realm* ~/Desktop/SwyxDB/
rm -R ~/Library/Containers/com.swyx.Swyx-Desktop/Data/Library/
Application\ Support/default.realm*
```

Swyx Desktop for macOS is terminated. A folder "SwyxDB" will be created into which the realm database files from the sandbox container will be copied. This folder is then deleted.

To clean up Swyx Desktop for macOS using a script

- 1 Copy the following text into an editor and save the file for example under the name "swyx_clean.sh". Then run the script.

```
#!/bin/bash
# This script delete the container folder of Swyx
# and restart the preference process #
# Useful to have a fresh clean start of the MacOS app
```

```
printf "Swyx cleaner script.\n"
printf "VERSION: 1.3 - 31-05-2017"
printf "\n"
printf "This script performs the following steps:\n"
printf "1) Killing any running Swyx desktop process.\n"
printf "2) Delete the app user defaults.\n"
printf "3) Delete the app container folder.\n"
printf "4) Kill the preferences process.\n"
printf "5) (Optional) Reset the MacOS Privacy setting for the local contact access.\n"
printf "6) (Optional) Reset the MacOS extended file attributes for Application/Swyx\ Desktop.app\n"
printf "\n\n"
```

```
echo "Kill Swyx desktop processes"
kill -9 $(ps -ax | grep "Swyx Desktop" | awk '{printf "%i ", $1}') 2 /dev/null
```

```
echo "Deleting Swyx user defaults"
defaults delete "com.swyx.Swyx-Desktop"
```

```
echo "Deleting container folder"
rm -r ~/Library/Containers/com.swyx.Swyx-Desktop 2>/dev/null
```

```
PID=$(ps -ef | grep cfprefsd | grep agent | grep -v grep | awk '{print $2}')
```

```
if [ -z $PID ]; then
echo "Process cfprefsd not found. Skipped."
else
echo "The process cfprefsd with ID $PID is going to be killed."
fi
```

```
kill -9 $PID 2>/dev/null
```

```
# Alternatively, should this not work properly: try to kill all cfprefsd
services (daemon too) with
# command below (may require sudo)
# killall cfprefsd
```

Execute this command if you want to reset also the Contact Access Preference

```
while true; do
  read -p "Do you want to clean the contact privacy settings? [Y/N]" yn
  case $yn in
    [Yy]*)
      tccutil reset AddressBook;
      echo "Contact privacy access cleaned";
      break;;
    [Nn]*)
      echo "Contact privacy access clean skipped";
      break;;
    * ) echo "Please answer yes or no.";;
  esac
done
```

This command may resolve issues when the OS is flagging the app bundle as corrupt or untrusted
Not clear why/when this happens but it was observer on Yosemite & El Capitan and may be linked signing certificates
that were renewed. The OS then asks to move the app to trash when double-clicked

```
while true; do
  read -p "Do you want to reset extended file attributes on /Applications/Swyx\ Desktop.app? [Y/N]" yn
  case $yn in
    [Yy]*)
      xattr -rc /Applications/Swyx\ Desktop.app;
      echo "Extended file attributes reset";
      break;;
    [Nn]*)
      break;;
    * ) echo "Please answer yes or no.";;
  esac
done
```

echo "Done."

19 Terminology

Unclear on some of the functions or terms? Please find below some explanations of the most common terms regarding Swyx Desktop for macOS.

Term	Description
CTI	Computer Telephony Integration Term used for the connection of telecommunications systems and computer systems using a special interface. This enables the user to use telephony services from a computer.
Recents	The "Recents" menu contains a list of calls. An arrow indicates which calls you have made, accepted, and missed. Voicemails are also displayed here as a symbol.
Favorites	Favorites are all of the contacts you have added to your Favorites list. By clicking on the user picture you are connected directly to your call partner.
Conference	Conferences are calls involving more than two parties. You can initiate a conference call when you are connected with two or more parties at the same time.
Contact source	Contact sources are the various address books you can import into Swyx Desktop. You can have your Swyx contacts, your personal Apple contacts, or all contacts displayed simultaneously.
Remote Connector	With the cloud-based concept of SwyxRemoteConnector, SwyxWare offers a remote access technology with which you can log on to SwyxServer even outside the company network. All data is encrypted and sent through a tunnel.

Term	Description
Call forwarding	If you have configured call forwarding, an incoming call is transferred to a number you have selected. You can set call forwardings and the corresponding destinations dependent upon your availability status.
Status indication	Status indication describes the information (Available, Do not disturb, etc.) and status message you have selected for your profile in order to provide another party with more information about your availability.
SwyxServer	SwyxServer is a telephone server providing the complete feature set of a private branch exchange. It controls the call handling (e.g. forwarding calls to other extensions, the public telephone network or your voicemail) and manages all users connected.
Widget	Widget describes the (reduced) Swyx Desktop view, which appears in case of an incoming call when the application is running in the background.