



# Mobile Connect on SwyxWare

## Requirements and Configuration

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# 1 Mobile Connect on SwyxWare

Mobile Connect on SwyxWare enables the integration of mobile devices into the SwyxWare environment. An Internet connection on the mobile phone is not necessary.

## 1.1 Functions

Mobile Connect on SwyxWare offers you the following functions:

- You are connected to SwyxWare via GSM network and SIP-Trunk from Voiceworks and can start outgoing calls and signal your call status ("Speaking") to other participants.
- You can be reached by other SwyxWare users via your internal telephone number and can call other users via their internal telephone numbers.
- You can be reached by all callers via your external landline number and can make calls from your landline number via SwyxWare.
- You can be reached by all callers under your mobile phone number on the desk phone.
- You can also use your internal phone number for outgoing calls from your mobile phone.
- You can also use the full functionality of Swyx Call Routing Manager and Graphical Script Editor (Extended Call Routing) with your mobile phone.
- With CTI SwyxIt! or Swyx Connector for Skype you can control an external telephone via its phone number (CTI+).
- You can use the full functionality of a SwyxWare SIP terminal.

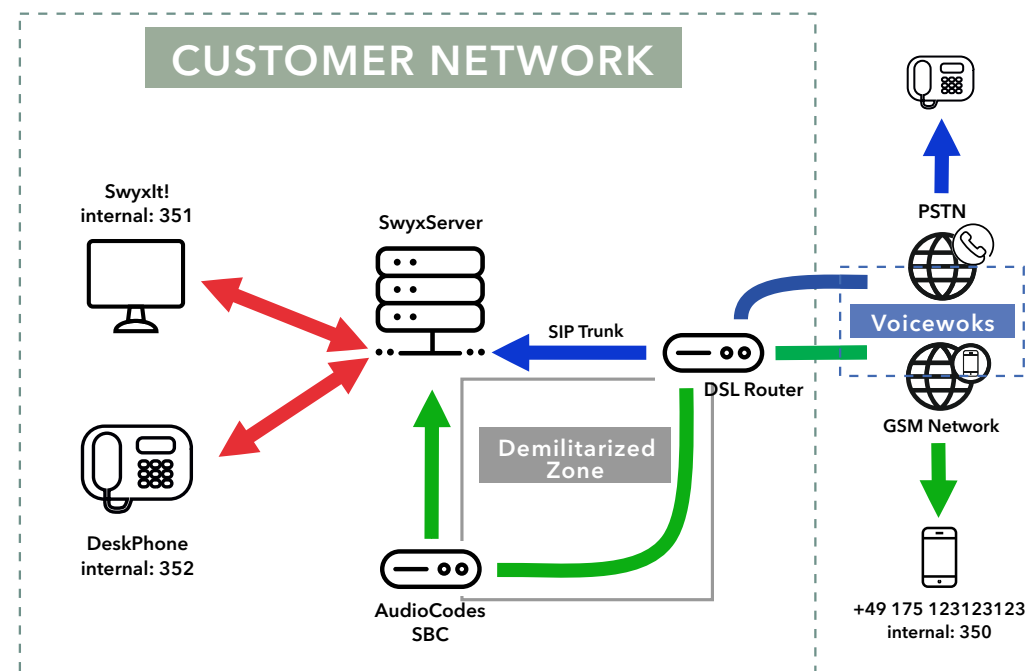


Advanced SwyxWare functions, such as global and personal phone-book, call journal, instant messaging, advanced status information etc. are not available to Mobile Connect on SwyxWare users.

## 1.2 Concept

You use a Mobile Connect SIM card in your mobile device. In the corresponding GSM network, the SIM card is assigned to a SIP trunk that is

configured in your SwyxWare environment and is used for connections with mobile devices via GSM.



### 1.2.1 Requirements

#### SwyxWare

- SwyxWare User Licence
- SwyxCTI+ License (optional)
- A user with SIP login is configured
- Mobile phone contract with Voiceworks
- Mobile Connect SIM card in mobile device
- Voiceworks SIP trunk configured

#### Local network

- Port forwarding from the public IP address to the Session Border Controller for voice data and SIP traffic

### Hardware: AudioCodes Gateway

- SwyxConnect 5000/8000 or other AudioCodes Gateway (e.g. Mediant 500L), used as Session Border Controller  
Optionally, the terminal device can be configured and used as a DSL router at the same time.
- AudioCodes Firmware v7.20 and higher
- AudioCodes FEU license for each mobile device used

## 1.2.2 Configuration in SwyxWare Administration

In SwyxWare Administration you must specify the following settings:

1. Create SIP trunk to Voiceworks  
Create the SIP trunk with the data from Voiceworks. For the phone number range, use the Mobile Connect phone numbers received from Voiceworks. A detailed configuration guide can be found in the SwyxWare documentation for administrators, section "Creating a SIP Trunk".
2. Assign Mobile Connect phone numbers to the desired users or create new users, for example:

Numbers of User MC0677

Numbers | Alternative Numbers | SwyxFax Numbers | CTI+ |

1 2 3  
4 5 6  
7 8 9  
\* 0 #

Within SwyxWare Users call each other by using "Internal Numbers". These may have any number of digits but must not overlap with other Internal Numbers.

Internal Numbers:

Phonebook	Internal Number	
<input checked="" type="checkbox"/> Show	9677	

Add... Add range... Delete

Number Mappings:

Internal Number	Public Number
9677	+4915777440

Add... Delete

OK Cancel Apply Help

For details on user configuration, refer to SwyxWare documentation for administrators, section "Creating a New User" or "Configuring Users".

3. Configure SIP logon for Mobile Connect users  
Allow Mobile Connect users to log in via SIP and enter the appropriate login data, e.g:

Administrator properties for User MC0677

Call Intrusion | Advanced | Encryption | Codec Filter | RemoteConnector  
Administration | Authentication | SIP | Files | SwyxPhone Lxxx

To logon via SIP it's necessary to specify an unique User ID for each User. In case authentication is enabled you must enter a User Name and a password, too.

Allow login via SIP

SIP Authentication Mode:  
<use SwyxServer default>

SIP User ID: 9677

SIP User Name: 9677

SIP Password: \*\*\*\*\*

Repeat SIP Password: \*\*\*\*\*

Use SIP devices as system phone

OK Cancel Apply Help



If the user is going to control an external telephone via its phone number with CTI SwyxIt! or Swyx Connector for Skype (CTI+), activate the checkbox "Use SIP devices as system phone".

For details on logging on using SIP, refer to the SwyxWare documentation for administrators, section "Configuring Users" | "SIP Registration Tab".

## 1.3 Configuration of AudioCodes/ SwyxConnect

An AudioCodes Session Border Controller can also be configured as a DSL router and used accordingly. In such a scenario, AudioCodes acts as both a DSL router and a session board controller.

For assistance with the AudioCodes configuration please contact Swyx Support.

### 1.3.1 Configuration in Operator

In Operator you must perform the following steps:

- Assign each Mobile Connect user the corresponding SIP credentials that you have specified via SwyxWare Administration
- Enter the public IP address of the client network and the ports for forwarding to the Session Border Controller

#### To enter the necessary information in Operator

- 1 Open "Personal | Dashboard" in the menu bar:

MANAGEMENT PERSONAL LOG OUT

Q CUSTOMER, NUMBER, INVOICE NUMBER

MOBILE: 004915777440677

PHONE BOOK

CUSTOMER CONFIGURATION

RMA

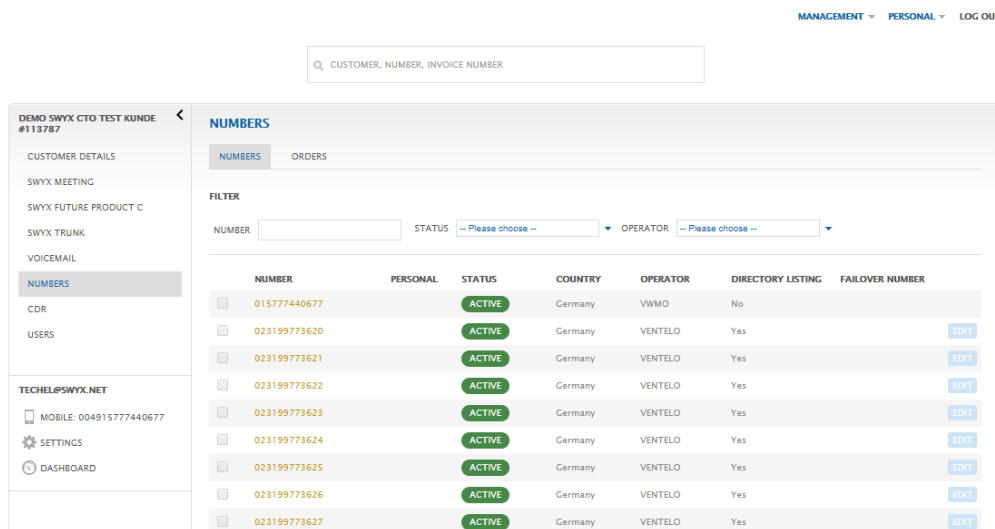
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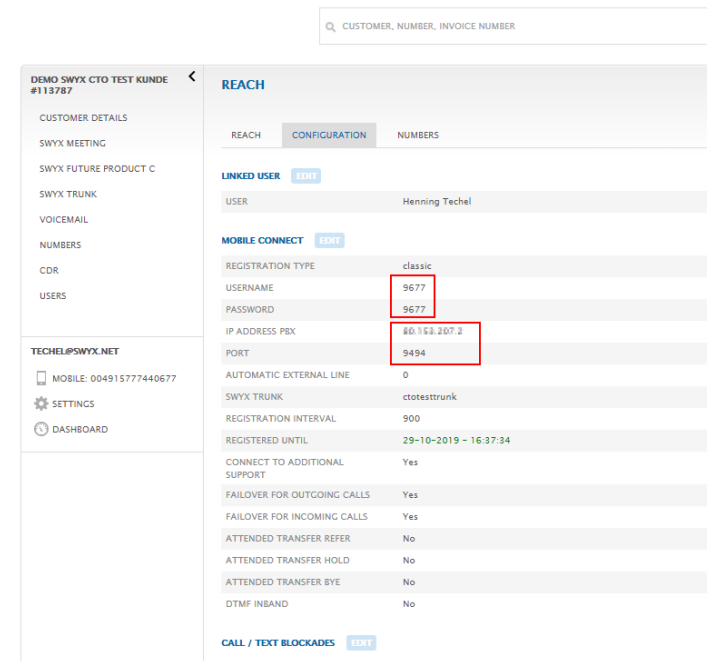
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- 2 Click on "Customer configuration".
- 3 Click on "SWYX FUTURE PRODUCT M".



- 4 Click on the desired mobile phone number.
- 5 Click on "Reach" and then on "Configuration".
- 6 In the fields "User Name" and "Password", enter the SIP credentials that you set for the Mobile Connect user via SwyxWare Administration.
- 7 Under "IP Address PBX" enter the public address of the customer network where SwyxWare is installed.
- 8 Under "Port", enter the port specified in the AudioCodes Session Border Controller.



- 9 Save your entries.
- 10 Repeat steps 4 to 8 for the other phone numbers.



If the incoming mobile phone number is to be forwarded via SwyxWare, select the "Unconditional Forwarding" check box under "STANDARD SETTINGS | INCOMING" on the "Reach" tab.



If outgoing calls are to be routed via SwyxWare, on the "Reach" tab, under "STANDARD SETTINGS | OUTGOING", select the "OUTGOING CALLS BY PABX" check box.