

Mobile Connect on SwyxWare

Requirements and Configuration

As of: January 2022

Legal information

© 2022 Enreach GmbH. All rights reserved.

Trademarks: Swyx, SwyxIt! and SwyxON are registered trademarks of Enreach GmbH.

All other trademarks, product names, company names, trademarks and service marks are the property of their respective owners.

The contents of this documentation are protected by copyright. Publication in the World Wide Web or in other services of the Internet does not constitute a declaration of consent for other use by third parties. Any use not permitted under German copyright law requires the prior written consent of Enreach GmbH.

The information in this documentation has been carefully checked for correctness, but may contain errors due to constant updating and changes.

Enreach GmbH assumes no responsibility for printing and writing errors.

Despite careful control of the content, Enreach GmbH accepts no liability for the content of external links and does not adopt it as its own. The operators of the linked sites are solely responsible for the content of their sites.

Enreach GmbH

Emil-Figge-Str. 86

D-44227 Dortmund

office@enreach.de

www.enreach.de/en

| | |
|---|---|
| Mobile Connect on SwyxWare | 2 |
| 1.1 Functions..... | 2 |
| 1.2 Concept..... | 2 |
| 1.2.1 Requirements..... | 2 |
| 1.2.2 Configuration in SwyxWare Administration..... | 3 |
| 1.3 Configuration of AudioCodes/SwyxConnect | 4 |
| 1.3.1 Configuration in Operator..... | 4 |

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.

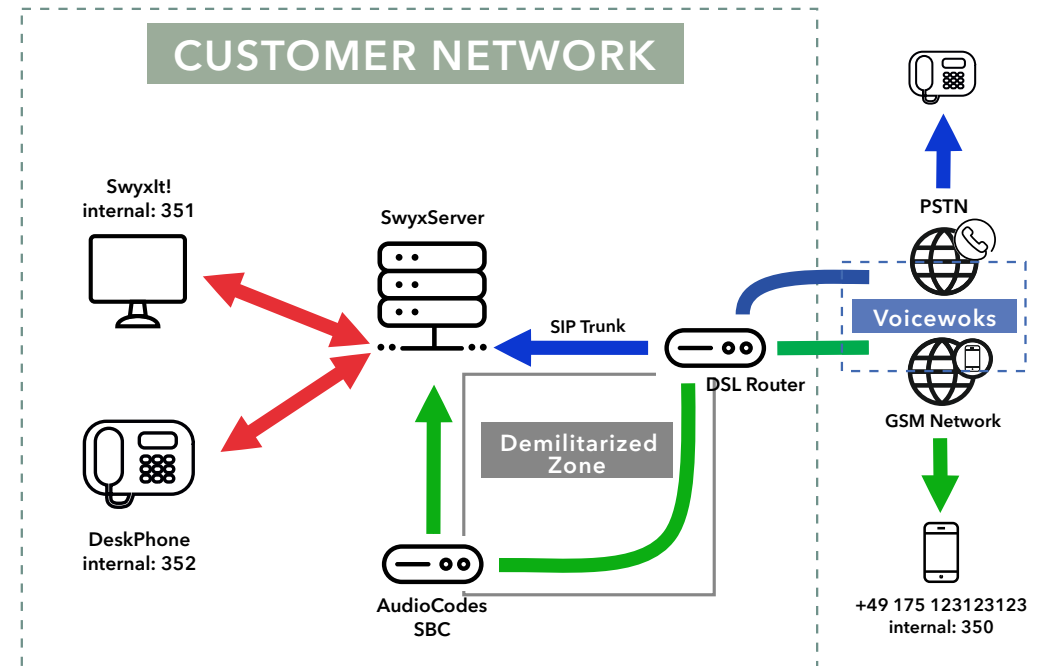


Advanced SwyxWare functions, such as global and personal phone-book, call journal, instant messaging, advanced status information etc. are not available to Mobile Connect on SwyxWare users.

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:



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.

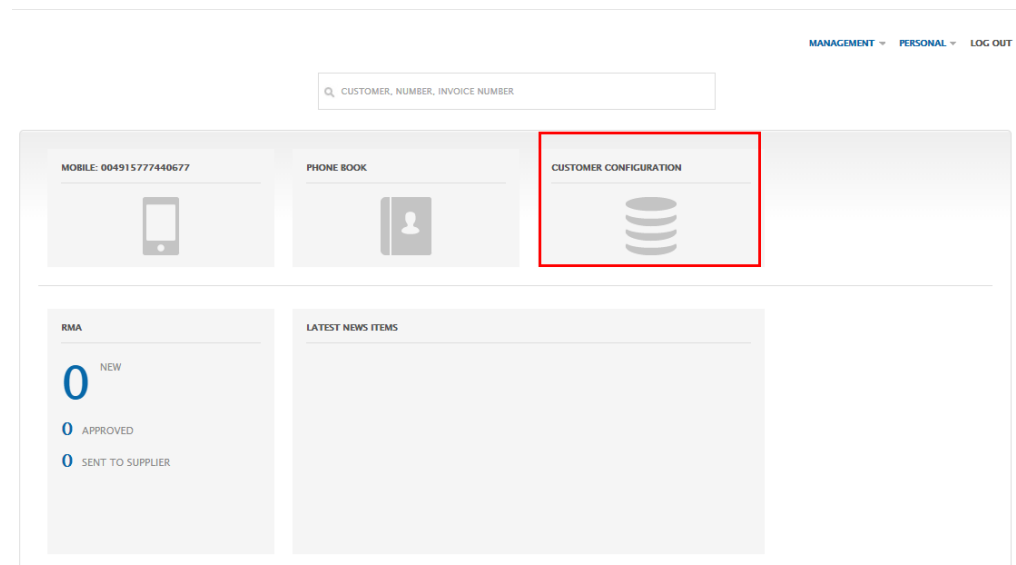
1.3.1 Configuration in Operator

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:



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

DEMO SWYX CTO TEST KUNDE #113787

NUMBERS

CUSTOMER DETAILS

SWYX MEETING

SWYX FUTURE PRODUCT C

SWYX TRUNK

VOICEMAIL

NUMBERS

CDR

USERS

TECHEL@SWYX.NET

MOBILE: 004915777440677

SETTINGS

DASHBOARD

MANAGEMENT PERSONAL LOG OUT

Q CUSTOMER, NUMBER, INVOICE NUMBER

NUMBER STATUS OPERATOR

| NUMBER | PERSONAL | STATUS | COUNTRY | OPERATOR | DIRECTORY LISTING | FAILOVER NUMBER |
|--------------|----------|--------|---------|----------|-------------------|-----------------|
| 015777440677 | | ACTIVE | Germany | VWMO | No | |
| 023199773620 | | ACTIVE | Germany | VENTELO | Yes | EDIT |
| 023199773621 | | ACTIVE | Germany | VENTELO | Yes | EDIT |
| 023199773622 | | ACTIVE | Germany | VENTELO | Yes | EDIT |
| 023199773623 | | ACTIVE | Germany | VENTELO | Yes | EDIT |
| 023199773624 | | ACTIVE | Germany | VENTELO | Yes | EDIT |
| 023199773625 | | ACTIVE | Germany | VENTELO | Yes | EDIT |
| 023199773626 | | ACTIVE | Germany | VENTELO | Yes | EDIT |
| 023199773627 | | ACTIVE | Germany | VENTELO | Yes | EDIT |

- 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.

DEMO SWYX CTO TEST KUNDE #113787

REACH

CUSTOMER DETAILS

SWYX MEETING

SWYX FUTURE PRODUCT C

SWYX TRUNK

VOICEMAIL

NUMBERS

CDR

USERS

TECHEL@SWYX.NET

MOBILE: 004915777440677

SETTINGS

DASHBOARD

REACH CONFIGURATION NUMBERS

LINKED USER EDIT

USER Henning Techel

MOBILE CONNECT EDIT

REGISTRATION TYPE classic

USERNAME 9677

PASSWORD 9677

IP ADDRESS PBX 86.153.207.2

PORT 9494

AUTOMATIC EXTERNAL LINE 0

SWYX TRUNK ctotesttrunk

REGISTRATION INTERVAL 900

REGISTERED UNTIL 29-10-2019 - 16:37:34

CONNECT TO ADDITIONAL SUPPORT Yes

FAILOVER FOR OUTGOING CALLS Yes

FAILOVER FOR INCOMING CALLS Yes

ATTENDED TRANSFER REFER No

ATTENDED TRANSFER HOLD No

ATTENDED TRANSFER BYE No

DTMF INBAND No

CALL / TEXT BLOCKADES EDIT

- 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.