



**SwyxON**  
**documentation for Administrators**

**As of: August 2019**

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### **Swyx Solutions GmbH**

Emil-Figge-Str. 86

D-44227 Dortmund

[www.swyx.com](http://www.swyx.com)

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# About this documentation

This documentation contains the information necessary for making the most effective use of the Swyx solution and the advantages it provides.

## Who is this Documentation written for?

The documentation is largely directed at Administrators who are responsible for global or User-specific configuration of SwyxON.

## Conventions for the Descriptions

### Operating steps

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

### Menu operation

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

"My profile | Password"

refers to the menu item "Password," which you will find in the "My profile" menu.

### Special design elements



This indicates a security notice: ignoring the notice can lead to material damage or loss of data.



This indicates a security notice which should be observed in order to avoid possible license infringements, misunderstandings, malfunctions and delays in software operation.



This indicates information which should not be skipped.




This indicates helpful tips that can make using the software easier.

## These are instructions,

...which prompt the User to perform an action requiring several steps (1., 2. etc.)

## Online help

To access the help system, click on the  icon on the top right on a SwyxON Portal page or in a configuration wizard.

## Further information

- For current information on the products, please visit our internet homepage:  
<http://www.swyx.com>

## Further Online Helps

| Product                 | WWW-Link   |
|-------------------------|--|
| SwyxWare-Administration | <a href="http://help.swyx.com/cpe/11.40/Administration/Swyx/en-US/index.html">help.swyx.com/cpe/11.40/Administration/Swyx/en-US/index.html</a> |
| Swyx Control Center     | <a href="http://help.swyx.com/controlcenter/1.00/web/Swyx/en-US/">http://help.swyx.com/controlcenter/1.00/web/Swyx/en-US/</a>                  |
| SwyxIt!                 | <a href="http://help.swyx.com/cpe/11.40/Client/Swyx/en-US">help.swyx.com/cpe/11.40/Client/Swyx/en-US</a>                                       |
| SwyxFax                 | <a href="http://help.swyx.com/cpe/11.40/FaxClient/Swyx/en-US">help.swyx.com/cpe/11.40/FaxClient/Swyx/en-US</a>                                 |
| Call Routing Manager    | <a href="http://help.swyx.com/cpe/11.40/CRM/Swyx/en-US">help.swyx.com/cpe/11.40/CRM/Swyx/en-US</a>   |
| Graphical Script Editor | <a href="http://help.swyx.com/cpe/11.40/GSE/Swyx/en-US">help.swyx.com/cpe/11.40/GSE/Swyx/en-US</a>   |

# 1 Administration profiles

The administrative functions in SwyxON are merged into administration profiles. Each administration profile is a User role which facilitates management of the system with corresponding permissions and restrictions.

| Task area                       | Hierarchy level | Administration profile                                  |
|---------------------------------|-----------------|---|
| SwyxON Environment and Partners | Platform        | Advanced Platform Administrator, Platform Administrator |
| UC Tenants                      | Partner         | Advanced Partner Administrator, Partner Administrator   |

The following table compares the permissions of the administration profiles:

| Task   | Advanced Platform | Platform | Advanced Partner | Partner |
|--|-------------------|----------|------------------|---------|
| Creating/editing/deleting Administrators on the Platform level | ✓                 |          |                  |         |
| Deleting the SwyxON change log                                 | ✓                 |          |                  |         |
| Defining general settings on Platform level                    | ✓                 |          |                  |         |
| Configuring/maintaining the SwyxON environment                 | ✓                 | ✓        |                  |         |
| Creating/editing Partners                                      | ✓                 | ✓        |                  |         |
| Creating/editing/deleting Administrators on the Partner level  | ✓                 | ✓        | ✓                |         |
| Creating/editing/maintaining UC Tenants                        | ✓                 | ✓        | ✓                |         |
| Configuring sending of usage reports                           | ✓                 | ✓        | ✓                | ✓       |
| Displaying the change log of UC Tenants                        | ✓                 | ✓        | ✓                | ✓       |

| Task  | Advanced Platform | Platform | Advanced Partner | Partner |
|---|-------------------|----------|------------------|---------|
| Managing contingents for Feature Profiles/conference rooms and fax channels | ✓                 | ✓        | ✓                |         |
| Creating Feature Profiles   | ✓                 | ✓        | ✓                |         |
| Replacing Feature Profiles  | ✓                 | ✓        | ✓                |         |
| Editing Feature Profiles  | ✓                 | ✓        |                  |         |
| Assigning Feature Profiles*   | ✓                 | ✓        | ✓                |         |
| Creating/editing Calling Rights*  | ✓                 | ✓        | ✓                |         |
| Assigning Calling Rights*   | ✓                 | ✓        | ✓                |         |
| Creating/editing Trunks*  | ✓                 | ✓        | ✓                |         |

legend: ✓ = allowed for this administration profile

\* = executed via SwyxWare-Administration

## 2 First steps with SwyxON

The following recommendations are valid for setting up your SwyxON environment:



You will find references to the corresponding instructions for every step.

| Task                             | Explanation  |
|----------------------------------|--|
| <b>Creating Feature Profiles</b> | Create and edit Feature Profiles to provide your customer a selection of billing relevant SwyxWare functions.<br><i><a href="#">Creating and editing Feature Profiles</a></i>  |
| <b>Creating UC Tenants</b>       | Create UC Tenants to provide your customers with virtual telephone systems.<br><i><a href="#">Creating and editing UC Tenants</a></i>  |
| <b>Define VPN settings</b>       | Establish the VPN connection settings with the corresponding customer network.<br><i><a href="#">Defining VPN settings for UC Tenants (creating offices)</a></i>   |
| <b>Connecting a VPN gateway</b>  | The corresponding settings must be established at the customers' VPN gateway in order to connect the customer networks with SwyxON.<br>For further information, please see Swyx partner net, SwyxON area.  |
| <b>Creating Users</b>            | For further information, please see the Swyx Control Center documentation:<br><a href="http://help.swyx.com/controlcenter/1.00/web/Swyx/en-US/">http://help.swyx.com/controlcenter/1.00/web/Swyx/en-US/</a><br>and the SwyxWare documentation for Administrators:<br><a href="http://help.swyx.com/cpe/11.40/Administration/Swyx/en-US/index.html">http://help.swyx.com/cpe/11.40/Administration/Swyx/en-US/index.html</a> |

## 3 Logging in and logging out


You must authenticate yourself to gain access to the SwyxON Portal. You receive the homepage address for the SwyxON Portal and the login data via email or directly from your Administrator.

### To log into the SwyxON Portal



You can only be logged into SwyxON with one user account at a time.

- 1 Enter the SwyxON Portal address to your web browser.
  - ✓ The login page appears.



### SwyxON Web Portal

User Name

Password

Anmelden

- 2 Enter your SwyxON user name and your password.
- 3 Click on "Log in".
  - ✓ When you first log in, you are requested to set up two-factor authentication via an app on your smartphone. For this purpose, the following steps are necessary:
- 1 Click on "Next".
  - ✓ The "Configure Two-Factor authentication" configuration wizard appears.

- 2 Load one of the apps displayed onto your smartphone with internet access.
- 3 Set up the app on your smartphone and start the barcode scan.
- 4 In the SwyxON Portal, click on "Next".
  - ✓ A barcode appears in the SwyxON Portal for 30 seconds.
- 5 Point your smartphone camera at the screen to scan the barcode.



If you do not scan the barcode within 30 seconds, you must restart the process. To do this, click on "Finish" and return to the login page.

- ✓ A 6-digit PIN appears in the app on your smartphone.



For security reasons, the PIN is regenerated every 30 seconds. A PIN is only valid one-off and respectively for 6 minutes.

- 6 Enter the PIN on the SwyxON Portal within 6 minutes.



If you do not enter the PIN for setting up two-factor authentication within 6 minutes or enter it incorrectly, you must restart the process. To do this, click on "Finish" and return to the login page.

- ✓ You are logged in.
- ✓ The SwyxON Portal homepage appears.
- ✓ For all following logins, you must enter the current PIN in the app on your smartphone in the SwyxON Portal.



If you cannot access the app, please contact your Administrator.

### To log out of the SwyxON Portal

- 1 Click on your display name in the title bar
  - ✓ The sub-menu for "My Profile" appears.
- 2 Click on "Logoff".





For security reasons, you are automatically logged out after 60 minutes' inactivity.

### 3.1 Forced password changes

If an Administrator has forced a password change in your configuration, then the "Change Password" page appears.

#### Change password

New password

Repeat new password

Kennwort ändern

Enter your new password in the "New password" field and confirm the entry in the "Repeat new password" field, see section *Minimum requirements for passwords*, page 9.



It is not possible to use the current password again when changing a password.

Whilst logged in, you can also change your password at all times, see section *To change your password*, page 49.

### 3.2 Minimum requirements for passwords

Complex passwords for SwyxON must at least meet the following requirements:

- The passwords consists at least of eight characters.
- The password consists of any characters meeting at least the four following character categories:
  - upper-case letters such as: [A-Z]
  - lower-case letters such as: [a-z]
  - Numbers [0-9]
  - Non-alphanumeric characters (special characters) such as: full-stops, commas, brackets, blanks, hash tags (#), question marks (?), percent signs (%), ampersands (&).



Alphabetic characters (such as: ß, ü, ä, è, ô) and non-Latin characters (such as: Φ, π, β) are not special characters and are regarded as letters.



### 3.3 Limited number of log in attempts

The number of log in attempts in SwyxON can be limited.

When the maximum number of failed log in attempts has been reached, the account is locked and a message appears with an instruction to contact the Administrator.

You can no longer log into SwyxON via SwyxON Portal using a client or a terminal device until the Administrator has reactivated your account.



The Advanced Platform Administrator will not be locked.



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



The number of failed log in attempts is irrelevant, when the Administrator has established a forced password change, and the User attempts to log in with his/her previous password.

## 4 User interface and menu navigation



The elements shown on the User interface are based on context and/or profile, i.e. they vary for each user.  
If individual administration areas cannot be accessed or if error messages occur during configuration, please contact your provider.

SWOH Administrator

Home Platform Partner UC Tenant

Collapse all Expand all

Welcome Administrator

Created system units and objects as well as shortcuts to tasks

Overview

|              |    |
|--------------|----|
| Distributors | 14 |
| Partners     | 35 |
| UC Tenants   | 81 |
| - Productive | 80 |
| - Test       | 5  |

Users

|               |      |
|---------------|------|
| - Ordered     | 1546 |
| - Activated   | 1237 |
| - Deactivated | 22   |

Tasks

- Create Partner
- Select Partner
- Create UC Tenant
- Select UC Tenant
- List UC Tenants

Data Privacy | Imprint

Fig. 4-1: Homepage (Example with additional control elements for visualization)

## Title bar

On the left of the title page, the context title shows the administrative unit selected by you (Partner and, if applicable, additional UC Tenant).

SDPartner / SDUCTenant


On the right, your name and user picture are displayed.

☰ Jones, John 

With a click on your name, you move to your profile information, language selection and can log off. Additionally, you can upload a user picture.



You can only upload pictures with 100x100 pixels.

Further information about your current settings is displayed under the title bar. Click on  to hide the information.

## Menu bar

On every page, you will see the menu that provides you with access to settings and information such as statistics in the SwyxON Portal.

The menu structure matches the SwyxON administration levels with decreasing hierarchy (Platform, Partner, UC Tenant).

At Partner and UC Tenant levels, the menu adapts to the administrative unit selected by you (Partner or UC Tenant), i.e. the pages called via the menu depend on the administrative unit selected.









When you have selected a UC Tenant, you can remove the selection by clicking on "Display all" in the menu under UC Tenant. The UC Tenants for all Partners in SwyxON are then displayed again.

Use the arrow keys to hide or unhide submenu items.



The "Partner" and "UC Tenant" submenu items are only displayed if you have selected a Partner or a UC Tenant.


| Button  | Explanation   |
|---|---|
|  | Show all available sub-menu items   |
|  | Hide all available sub-menu items   |
|  | Show individual sub-menu items  |
|  | Hide individual sub-menu items  |
|  | Fully hide menu<br>(only appears if you remain above the menu bar with the mouse pointer) |
|  | Fully display menu  |

## Main area

An overview of your created system units (Distributors, Partners and UC Tenants, if applicable) appears on the start page with buttons for fast access to your tasks - a single click suffices to reach the appropriate menu item.

On the menu pages, various settings appear as well as buttons providing access to configuration wizards.



To access the help system, click on  on the top right on a page or in a configuration wizard.


## 4.1 Navigating and defining settings



The configuration options on menu pages and in configuration wizards depend on your Administrator profile.

To create administrative units and configure basic settings, the corresponding menu pages provide configuration wizards. Use the "Next", "Back" and "Cancel" buttons to navigate within the configuration wizard. In general, you are offered additional optional settings in step before last. On the menu pages you can find further settings under various tabs; these can be defined after creation.



If inputs are incorrect or missing,  and a red margin around the corresponding field are displayed. An explanatory error message appears if you remain over the field with the mouse pointer.

With the help of the navigation path in configuration wizards and on menu pages, you can orientate yourself and return to a past step or a superordinate menu item with a single click.

1

2


3



[Home](#) /


With a single click on the logo in the title bar, you can return directly to the homepage.



## 4.2 Searching and filtering in lists

In tables you can click on  in a table column heading to display one or more filter options. The filter icon shows whether a filter is active.

|   | Explanation   |
|---|---|
|  | No active filter                                    |
|  | Filter active                                       |
| <b>Starts with</b>  | Condition: Search result starts with this character |
| <b>Contains</b>   | Condition: Search result contains this character    |
| <b>Filter</b>   | Action: Apply filter                                |
| <b>Delete</b>   | Action: Remove filter                               |

Click on a column heading and an arrow  is displayed which shows whether the column is sorted alphabetically backwards or forwards. Click again to reverse sorting or to hide the arrow again.

Click on  to display further information.

Click on the dropdown list "Elements per page" to define how many list elements are displayed per page.

## 5 Creating and editing Administrators

Administrators on the Platform and Partner level have access to platform and multi-customer settings in SwyxON and define the default settings for lower levels, see chapter 1 **Administration profiles**, page 6.



When saving and processing personal data, observe the respective applicable legal data protection regulations.



The options on menu pages and in configuration wizards depend on your administration profile and on which menu entry you accessed the configuration wizard.

### 5.1 Creating Administrators

There is a configuration wizard available for creating Administrators on the Platform and Partner level.

#### To create an Administrator

- 1 In the menu, select "Platform | Administrators" or in the menu, select "Partner" and click in the line of the appropriate Partner on "Select".  
Click on the sub-menu item "Administrators" that additionally appears.
- 2 Click on "Create Administrator".  
✓ The "Create an Administrator" configuration wizard appears.
- 3 Define the general settings for the Administrator.



If you change the user name the User will have to change his or her password at the next login.

| Label                                | Explanation   |
|--------------------------------------|---|
| <b>User name</b>                     | Enter a user name the User can use to log into the SwyxON Portal.<br><br>Allowed format:<br>User login name + "@" + UPN suffix<br>You can use the domain name or an alias for the UPN suffix.<br><br><i>Example: john.jones@company.com</i> |
| <b>Display name</b>                  | Enter a name for the User that is displayed in SwyxON Portal. The display name should correspond to the user's first and last name.<br><br><i>Example: John Jones</i>   |
| <b>Email address</b>                 | Enter the email address of the User also used for automatically generated service emails.   |
| <b>Description</b>                   | Enter a description, if applicable.   |
| <b>Administrator profile</b>         | Select the Administration Profile for the User. The Administration Profile defines the User's permissions, see also chapter 1 <b>Administration profiles</b> , page 6.  |
| <b>Password</b>                      | Enter a password for the User, see also section 3.2 <b>Minimum requirements for passwords</b> , page 9.   |
| <b>Repeat password</b>               | Enter the password again to confirm your entry.   |
| <b>Active</b>                        | Activate this checkbox if you would like to activate the user account directly after creation.<br>Deactivated Users cannot access the SwyxON Portal.  |
| <b>Change password on next login</b> | Use this checkbox if you want the User to be required to change his or her password at the next login, see also section 3.1 <b>Forced password changes</b> , page 9.  |



When making later changes to settings, click "Save" to save the settings.

- 4 Click on "Create" or "Save".
  - ✓ After creating an Administrator, a corresponding notification is sent to the email address indicated for the Administrator.
  - ✓ After resetting the password of an Administrator, a corresponding notification is sent to the email address indicated for the Administrator.
  - ✓ The configuration wizard shows a page with additional options.
- 5 Select the corresponding option field to create further elements or close the configuration wizard.
- 6 Click on "Finish".
  - ✓ Depending on your selection, the option selected appears and/or the configuration wizard being used will be closed.
  - ✓ The Administrator is displayed in the list of Administrators.



## 5.2 Editing the general settings for Administrators


You can edit the general settings for Administrators.

### To edit the general settings for an Administrator

- 1 In the menu, select "Platform | Administrators" or in the menu, select "Partner" and click in the line of the appropriate Partner on "Select". Click on the sub-menu item "Administrators" that additionally appears.
  - ✓ A list appears with all Administrators on the Platform or Partner level.




To only show or hide blocked Administrators, click on  in the "Locked" column and select the desired filter option. To remove the filter, click again on  and then on "Delete".

- 2 In the line of the relevant Administrator, click on  . See also step *Define the general settings for the Administrator.*, page 14

## 5.3 Deleting Administrators

Depending on your administration profile, you can delete Administrators.

### To delete an Administrator

- 1 In the menu, select "Platform | Administrators" or in the menu, select "Partner" and click in the line of the appropriate Partner on "Select". Click on the sub-menu item "Administrators" that additionally appears.
- 2 In the line of the relevant Administrator, click on  .
- 3 Click on "Yes" to confirm the process.
  - ✓ The Administrator is deleted and can no longer access SwyxON.

## 8 Creating and editing Feature Profiles

A Feature Profile consists of the individual features available to a User in SwyxON. The profiles "M" and "L" are preconfigured and include all the features ordered.

You determine the features available to Partners for the creation of Feature Profiles via Feature Profiles at Platform level.



For creating and editing Feature Profiles, please use the SwyxON Portal only. Changes can be made via SwyxWare Administration, these are, however, not permanent.

You are provided with the following options for creating Feature Profiles:

- Adapting the Feature Profiles preconfigured by Swyx
- Compiling individual Feature Profiles



Additionally, you can use the Feature Profiles preconfigured by Swyx unchanged.

If you want a preconfigured Feature Profile is no longer used, you must replace it with a different, individually compiled Feature Profile, see also *Replacing Feature Profiles*, page 28.

Partner Administrators can adapt and use the Feature Profiles created at Platform level.

Information regarding the licensing procedure in SwyxON can be found in the performance specification.

For further information on Feature Profiles, please refer to the SwyxWare-Administration documentation.



The options on menu pages and in configuration wizards depend on your administration profile and on which menu entry you accessed the configuration wizard.


## 8.1 Editing Feature Profiles

You can edit the available Feature Profiles for all Partners or a selected Partner.



Adding features is subject to fees. By clicking on "Order with costs", you enter a financial obligation. Information regarding the licensing procedure in SwyxON can be found in the performance specification.

### To edit a Feature Profile for all Partners

- 1 In the menu, select "Platform | Feature Profiles."  
✓ A list appears with all Feature Profiles.
- 2 In the line of the appropriate Feature Profile, click on .
- 3 Define the general settings for the Feature Profile.

| Label              | Explanation                           |
|--------------------|---------------------------------------|
| <b>Name</b>        | Enter a name for the Feature Profile. |
| <b>Description</b> | Enter a description, if applicable.   |

- 4 Click on the "Features" tab in order to add or remove features by activating or deactivating the appropriate checkbox.



By changing the featureal scope, featureality and billing change for the Users who use the Feature Profile.



Features with a red frame are not available to you. If you have any questions, please contact your Administrator.


- 5 Click on "Save".



Check the additional features which can be ordered under "New".

- 6 Click on "Order with costs" to confirm the order with costs.

### To edit a Feature Profile for a selected Partner

- 1 In the menu, select "Partner".
  - ✓ A list appears with all Partners in SwyxON.
- 2 In the line of the appropriate Partner, click on "Select".
  - ✓ The sub-menu for "Partner" appears. You can edit the settings for the selected Partner.
- 3 In the menu, select "Partner | Feature Profiles".
  - ✓ A list appears with all Feature Profiles for the selected Partner.
- 4 In the line of the appropriate Feature Profile, click on .
 

See also step *Define the general settings for the Feature Profile.*, page 27

## 8.2 Creating Feature Profiles

You can create Feature Profiles for all Partners or a selected Partner. A configuration wizard is available for creating Feature Profiles.

### To create a Feature Profile for all Partners

- 1 In the menu, select "Platform | Feature Profiles."
  - ✓ A list appears with all Feature Profiles.
- 2 Click on "Create Feature Profile".
  - ✓ The "Create a Feature Profile" configuration wizard appears.
- 3 Define the general settings for the Feature Profile.

| Label       | Explanation                           |
|-------------|---------------------------------------|
| Name        | Enter a name for the Feature Profile. |
| Description | Enter a description, if applicable.   |

- 4 Click on "Next".
- 5 Define the features which the Feature Profile should include.

| Label     | Explanation  |
|-----------|--|
| Functions | Activate the corresponding checkbox if you want to add the feature to the Feature Profile. |

- 6 Click on "Create".
  - ✓ The Feature Profile is created.
  - ✓ A page is displayed with additional options.
- 7 Select the corresponding option field to create further elements or close the configuration wizard.
- 8 Click on "Finish".
  - ✓ Depending on your selection, the option selected appears and/or the configuration wizard being used will be closed.
  - ✓ The Feature Profile is displayed in the list of Feature Profiles.

### To create a Feature Profile for a selected Partner

- 1 In the menu, select "Partner".
  - ✓ A list appears with all Partners in SwyxON.
- 2 In the line of the appropriate Partner, click on "Select".
  - ✓ The sub-menu for "Partner" appears. You can edit the settings for the selected Partner.
- 3 In the menu, select "Partner | Feature Profiles".
  - ✓ A list appears with all Feature Profiles for the selected Partner.



As a Partner Administrator in the menu select "Administration | Feature Profiles".

- 4 Click on "Create Feature Profile".
  - ✓ The "Create Feature Profile" configuration wizard appears.

See section *To create a Feature Profile for all Partners*, page 28.

## 8.3 Replacing Feature Profiles

If you no longer want to use one or more Feature Profiles, you can replace them instead of deleting them. This ensures that one Feature



Profile still remains available to the Users of the respective Feature Profiles. At Platform level, the Feature Profiles are replaced for all Partners and the assigned UC Tenants, at Partner level you can replace selected Partners' Feature Profiles and the assigned UC Tenants.




Adding features is subject to fees. By clicking on "Order with costs", you enter a financial obligation. Information regarding the licensing procedure in SwyxON can be found in the performance specification.

### To replace a Feature Profile for one or all Partners

- 1 In the menu, select "Platform | Feature Profiles" or in the menu, select "Partner" and click in the line of the appropriate Partner on "Select". Click on the sub-menu item "Feature Profiles" that additionally appears.
  - ✓ A list appears with all Feature Profiles or the Feature Profiles of the selected Partner.



As a Partner Administrator in the menu select "Administration | Feature Profiles".

- 2 In the line of the appropriate Feature Profile, click on .
- 3 Click on "Replace Feature Profile".
  - ✓ The "Replace Feature Profile" configuration wizard appears.
- 4 Select the Feature Profile to be used as the replacement.
- 5 Click on "Next".



By changing the featureal scope, featureality and billing change for the Users who use the Feature Profile.

- 6 Click on "Order with costs" or "Replace".



- 7 Click on "Finish".
  - ✓ The Feature Profiles are replaced and deactivated, i.e. no longer available for the selected Partners and UC Tenants.
  - ✓ Depending on your selection, the option selected appears and/or the configuration wizard being used will be closed.

### To replace several Feature Profiles



- 1 In the menu, select "Platform | Feature Profiles" or in the menu, select "Partner" and click in the line of the appropriate Partner on "Select". Click on the sub-menu item "Feature Profiles" that additionally appears.
  - ✓ A list appears with all Feature Profiles or the Feature Profiles of the selected Partner.



As a Partner Administrator in the menu select "Administration | Feature Profiles".

- 2 Click on "Replace Feature Profile".
  - ✓ The "Replace Feature Profile" configuration wizard appears.
- 3 Click on , to select a Feature Profile you want to replace or , to deselect a Feature Profile.



Click on  or , to select or deselect all elements.

See also step *Select the Feature Profile to be used as the replacement.*, page 29.

## 8.4 Reactivating replaced Feature Profiles

You can reactivate replaced Feature Profiles. This assigns the Feature Profile instead of the replacement profile to the Users concerned. At Platform level, the Feature Profiles are reactivated for all Partners and the


assigned UC Tenants, at Partner level you can reactivate Feature Profiles for selected Partners' and the assigned UC Tenants.

### To reactivate a Feature Profile for one or all Partners

- 1 In the menu, select "Platform | Feature Profiles."  
or  
in the menu, select "Partner" and click in the line of the appropriate Partner on "Select".  
Click on the sub-menu item "Feature Profiles" that additionally appears.  
✓ A list appears with all Feature Profiles or the Feature Profiles of the selected Partner.



As a Partner Administrator in the menu select "Administration | Feature Profiles".

- 2 In the line of the appropriate Feature Profile, click on .
- 3 Click on "Activate Feature Profile".
- 4 Click on "Yes" to confirm the process.  
✓ The Feature Profile is again longer available for the selected Partners and UC Tenants.  
✓ The Feature Profile is no longer displayed in the list of Feature Profiles.


## 8.5 Deleting Feature Profiles

Before deleting a Feature Profile, please ensure that this Feature Profile is no longer assigned to a User. At Platform level, the Feature Profiles are deleted for all Partners and the assigned UC Tenants, at Partner level you can delete Feature Profiles for selected Partners and the assigned UC Tenants.



You can only delete the Feature Profiles you have compiled yourself.

### To delete a Feature Profile for one or all Partners

- 1 In the menu, select "Platform | Feature Profiles"  
or  
in the menu, select "Partner" and click in the line of the appropriate Partner on "Select".  
Click on the sub-menu item "Feature Profiles" that additionally appears.  
✓ A list appears with all Feature Profiles in SwyxON or of the selected Partner.
- 2 In the line of the appropriate Feature Profile, click on .
- 3 Click on "Yes" to confirm the process.  
✓ The Feature Profile is deleted and no longer available.

## 9 Creating and editing UC Tenants

Each customer company is viewed as a separate administrative unit in SwyxON. All customer data and configuration data is combined as a UC Tenant. Each customer administrator has exclusive access to his own UC Tenant's data.



When saving and processing personal data, observe the respective applicable legal data protection regulations.



Under the menu entry "UC Tenant", the UC Tenants of the Partner you have selected under the menu entry "Partner" are displayed. If you have not selected a Partner, the UC Tenants for all Partners in SwyxON are displayed.



To be able to view and edit the settings for a UC Tenant, you must select the respective UC Tenant in the menu under "UC Tenant". You can also click on "Select" in the menu under "Partner" to view all UC Tenants of a Partner.



The configuration options on menu pages and in configuration wizards depend on your Administrator profile.



When you have selected a UC Tenant, you can remove the selection by clicking on "Display all" in the menu under UC Tenant. The UC Tenants for all Partners in SwyxON are then displayed again.

### 9.1 Viewing the list of all UC Tenants

You can view general information in the list of all UC Tenants.

#### To view the list of all UC Tenants

- 1 In the menu, select "UC Tenant".  
A list appears with all UC Tenants or the selected Partner's UC Tenants.  
✓ The following information appears:



Left next to the name the current status of all update tasks for UC Tenants is displayed, see also section 6.13 **Deleting update tasks**, page 22.

| Label                   | Explanation                                |
|-------------------------|--|
| <b>Name</b>             | UC Tenant's name                           |
| <b>Domain</b>           | UC Tenant's domain                         |
| <b>Software version</b> | UC Tenant's software version               |
| <b>Language</b>         | UC Tenant's language setting               |
| <b>Instance ID</b>      | Anonymized UC Tenant's name                |
| <b>Customer ID</b>      | UC Tenant's ID for identification purposes |

### 9.2 Creating UC Tenants

A configuration wizard is available to you for creating UC Tenants.



The creation of UC Tenants is subject to fees. By clicking on "Order with costs", you enter a financial obligation. Information regarding the licensing procedure in SwyxON can be found in the performance specification.

#### To create a UC Tenant

- 1 In the menu, select "UC Tenant".  
A list appears with all UC Tenants or the selected Partner's UC Tenants.

- 2 Click on "Select UC Tenant".
  - ✓ The "Create a UC Tenant" configuration wizard appears.
- 3 Define the general settings for the UC Tenant.



Name and domain must be unique in SwyxON.



Name, domain, Partner, software version and language cannot be changed afterwards.



Each customer is only allowed to have one "Not for resale" UC Tenant.



The maximum test duration is defined by the Provider. If you have any questions, please contact your Provider.

| Label              | Explanation   |
|--------------------|---|
| <b>Name</b>        | Enter a name for the UC Tenant.   |
| <b>Domain</b>      | Enter the UC Tenant's network domain.   |
| <b>Partner</b>     | Select the Partner to which the UC Tenant should be assigned.<br>Potential preconfigured value: Partner currently selected                                    |
| <b>Description</b> | Enter a description, if applicable.   |
| <b>Customer ID</b> | Enter an ID to identify the UC Tenant. The Customer ID can, for example, be used in customer relationship management systems.                                 |
| <b>Active</b>      | Activate this checkbox if you would like to activate the UC Tenant directly after creation.<br>Deactivate the checkbox to temporarily deactivate a UC Tenant. |

| Label                           | Explanation   |
|---------------------------------|---|
| <b>Test UC Tenant</b>           | Activate the checkbox to use a UC Tenant in test mode, see also section 6.15 <i>Defining the maximum test duration for UC Tenants</i> , page 23.<br>Test UC Tenants are not directly billing relevant. Information regarding the licensing procedure in SwyxON can be found in the performance specification. |
| <b>Current software version</b> | Select the software version for the UC Tenant.  |
| <b>Client ID</b>                | The Client ID is required for free own use of a UC Tenant. For further information, please refer to the Swyx Partner Net.   |
| <b>Automatic update allowed</b> | Activated by default<br>Deactivate the checkbox if you do not want the UC Tenant to be selectable when updating UC Tenants.<br>This option is available with subsequent editing, see also section <i>Editing the general settings for UC Tenants</i> , page 34.   |
| <b>Productive</b>               | Activate the checkbox to indicate that the UC Tenant is used in productive operation.<br>This option is available with subsequent editing, see also section <i>Editing the general settings for UC Tenants</i> , page 34.   |
| <b>Not for resale (NFR)</b>     | Activate the checkbox to indicate that the UC Tenant is used for free own use.<br>This option is available with subsequent editing, see also section <i>Editing the general settings for UC Tenants</i> , page 34.  |



An error message appears if updating of a UC Tenant has failed. Click on "Show scheduled tasks" to access the selected UC Tenant's task list and view further information.



Deactivate the "Test UC Tenant" checkbox to convert a Test UC Tenant to a regular UC Tenant.



The "Client ID" is required for free own use of a UC Tenant. For further information, please refer to the Swyx Partner net.



When making later changes to settings, click "Save" to save the settings.

4 Click on "Next".

5 To set the location settings for the UC Tenant.

| Label                            | Explanation  |
|----------------------------------|--|
| <b>Description</b>               | Enter a description, if applicable.  |
| <b>Country code</b>              | Enter the UC Tenant's country code.<br><i>Example: '49' for Germany</i>  |
| <b>Area Code</b>                 | Enter the UC Tenant's area code without a leading "0".<br><i>Example: '231' for Dortmund or '40' for Hamburg</i> |
| <b>Public Access Prefix</b>      | Enter the code for external calls, e.g.<br>Default value: '0'  |
| <b>Long distance call prefix</b> | Enter the code for long distance calls.<br><i>Example: '0' for Germany</i>                                       |
| <b>International call prefix</b> | Enter the code for international calls.<br><i>Example: '00' for Germany</i>                                      |
| <b>Time zone</b>                 | Select the time zone this Location is assigned to.   |



When making later changes to settings, click "Save" to save the settings.

6 Click on "Next".

7 Create a customer Administrator for the UC Tenant.



The user name must be unique in SwyxON.

| Label                  | Explanation  |
|------------------------|--|
| <b>User name</b>       | Enter a user name the User can use to log into the SwyxON Portal.<br><br>Allowed format:<br>User login name + "@" + UPN suffix.<br>You can use the domain name or an alias for the UPN suffix.<br><br><i>Example: john.jones@company.com</i> |
| <b>Display name</b>    | Enter a name for the User that is displayed in SwyxON Portal.<br>The display name should correspond to the user's first and last name.<br><br><i>Example: John Jones</i>   |
| <b>Email address</b>   | Enter the email address of the User also used for automatically generated service emails.  |
| <b>Password</b>        | Enter a password for the User, see also section 3.2 <b>Minimum requirements for passwords</b> , page 9.  |
| <b>Repeat password</b> | Enter the password again to confirm your entry.  |



When making later changes to settings, click "Save" to save the settings.

8 Click on "Next".

9 Select the software version for the UC Tenant.



The selected language is used for audio files, like announcements, if applicable. You can change the language when updating the UC Tenant to another software version.



When making later changes to settings, click "Save" to save the settings.

- 10 Click on "Order with costs".
- 11 Click on "Finish".
  - ✓ The UC Tenant is displayed in the list of UC Tenants.

## 9.3 Editing the general settings for UC Tenants

You can edit the general settings for UC Tenants.

### To edit the general settings for a UC Tenant

- 1 In the menu, select "UC Tenant".
  - ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.
- 2 In the line of the appropriate UC Tenant, click on "Select".
  - ✓ The sub-menu for "UC Tenant" appears. You can edit the settings for the selected UC Tenant.
- 3 In the menu select "UC Tenant | General Settings".  
See also step *Define the general settings for the UC Tenant.*, page 32

## 9.4 Accessing Swyx Control Center

Partner Level Administrators without a SwyxWare user account can access the settings of a UC Tenant for a limited time via Swyx Control Center. You can e. g. define settings for certified SIP phones via Swyx Control Center.




The authentication token is created automatically when a UC Tenant is created and is valid for one hour after creation. Reload the page to create a new token.

### To access Swyx Control Center

- 1 In the menu, select "UC Tenant".
  - ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.
- 2 In the line of the appropriate UC Tenant, click on "Select".
  - ✓ The sub-menu for "UC Tenant" appears. You can edit the settings for the selected UC Tenant.
- 3 In the menu select "UC Tenant | General Settings".
- 4 Click on the "UC Administration" tab.  
The following information is available:

| Label                         | Explanation   |
|-------------------------------|---|
| UC Tenant network IP address  | IP address for connection of the network with SwyxON  |
| Management network IP address | IP address for connection of the RMS with SwyxON  |
| Remote administration         | IP address and port for remote access to the UC Tenant's SwyxWare-Administration, see <i>Accessing SwyxWare-Administration</i> , page 35. |
| Authentication token          | Token for accessing a UC Tenant's SwyxWare-Administration and Swyx Control Center   |
| Validity                      | Period of validity for the current token in minutes   |

- 5 Click on .
- 6 Click on "Open Control Center" to be redirected to Swyx Control Center.
  - ✓ The Swyx Control Center login page appears.

- Click on "Authentication token" and insert the token to the input field. For information on the administration of UC Tenants via Swyx Control Center, please refer to the Swyx Control Center documentation: <http://help.swyx.com/controlcenter/1.00/web/Swyx/en-US>

## 9.5 Accessing SwyxWare-Administration

Some of the settings for UC Tenants are only available via SwyxWare-Administration. The following is required for remote administration:

- Installation of SwyxWare-Administration on the Partner Administrator's PC
- Installation of Remote Admin Connector on the Partner Administrator's PC
- Authentication token
- IP address and Port or the UC Tenant's FQDN



Remote Admin Connector must be installed before the installation of the SwyxWare-Administration. If there is already a SwyxWare-Administration installation on your system, you must uninstall the program and reinstall it after the installation of Remote Admin Connector.



You can also establish a secure connection to Swyx Control Center via Remote Admin Connector. To do this, enter the following URL into your browser:  
<https://localhost:9443/swyxcontrolcenter>


### To copy the authentication token

- In the menu, select "UC Tenant".
  - ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.
- In the line of the appropriate UC Tenant, click on "Select".
  - ✓ The sub-menu for "UC Tenant" appears. You can edit the settings for the selected UC Tenant.
- In the menu select "UC Tenant | General Settings".
- Click on the "UC Administration" tab.  
 The following information appears:

| Label                                | Explanation   |
|--------------------------------------|---|
| <b>UC Tenant network IP address</b>  | IP address for connection of the network with SwyxON  |
| <b>Management network IP address</b> | IP address for connection of the RMS with SwyxON  |
| <b>Remote administration</b>         | IP address and port for remote access to the UC Tenant's SwyxWare-Administration, see section <i>Accessing SwyxWare-Administration</i> , page 35. |
| <b>Authentication token</b>          | Token for accessing a UC Tenant's SwyxWare-Administration   |
| <b>Validity</b>                      | Period of validity for the current token in minutes   |



The authentication token is created automatically when a UC Tenant is created and is valid for one hour after creation. Reload the page to create a new token.

- 5 Click on .
  - ✓ The authentication token is stored in your clipboard.

### To install Remote Admin Connector

Remote Admin Connector is included in the SwyxWare installation package, however it must be installed via command line parameters.

- 1 Navigate to the folder where the installation package is saved.
- 2 Execute the following command in the command line:
 

```
msiexec /i Admin64.msi RemoteAdminConnector=1
```

  - ✓ The SwyxWare setup appears.
- 3 Select "Remote Admin Connector" from the list, click on "Next >" and confirm your input.

You can deinstall Remote Admin Connector via the Windows Control Panel.

### To start Remote Admin Connector

- 1 To install "Remote Admin Connector"
  - ✓ A window appears and displays the current connection status.
- 2 Click on the "Select UC Tenant" button.
  - ✓ "Remote Admin Connector" appears, if applicable, with the UC Tenants list for which you last defined the settings via SwyxWare-Administration.
- 3 Select an UC Tenant from the list, click on "Connect" and enter the respective authentication token  
or  
click on "Add Tenant Address" and enter the UC Tenant's IP address and port or FQDN for which you wish to determine settings in the SwyxWare-Administration.



You can find the IP address and port as well as the authentication token in the SwyxON Portal under the respective UC Tenant | General settings | UC administration.

- 4 Start SwyxWare-Administration.
- 5 Select from the SwyxWare-Administration "RemoteComputer" and enter 127.0.0.1 in the field as the target address.
  - ✓ The SwyxWare-Administration login dialog appears.
- 6 Select "Logon with authentication token" and enter the authentication token in the corresponding field.
  - ✓ The appropriate SwyxWare-Administration appears.
- 7 Click in the "Remote Admin Connector" status window, if applicable, on "Select UC Tenant" to select a different UC Tenant.
- 8 In the "Remote Admin Connector" status window, click if applicable, on "Download trace files" to download SwyxWare trace files.

## 9.6 Blocking UC Tenants for automatic updates

If you block UC Tenants for automatic updates, you must update these tenants manually, see section *Updating UC Tenants*, page 37.

### To block UC Tenants for automatic updates

- 1 In the menu, select "UC Tenant".
  - ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.
- 2 In the line of the appropriate UC Tenant, click on "Select".
  - ✓ The sub-menu for "UC Tenant" appears. You can edit the settings for the selected UC Tenant.
- 3 In the menu select "UC Tenant | General Settings".



| Label                    | Explanation   |
|--------------------------|---|
| Automatic update allowed | Activated by default<br>Deactivate the checkbox if you do not want the UC Tenant to be selectable when updating UC Tenants.<br>This option is available with subsequent editing, see also section <i>Editing the general settings for UC Tenants</i> , page 34. |

4 Click on "Save".

## 9.7 Converting test UC Tenants to regular UC Tenants

You can convert test UC Tenants to regular UC Tenants

### To convert a test UC Tenant to a regular UC Tenant

- In the menu, select "UC Tenant".
  - ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.
- In the line of the appropriate UC Tenant, click on "Select".
  - ✓ The sub-menu for "UC Tenant" appears. You can edit the settings for the selected UC Tenant.
- In the menu select "UC Tenant | General Settings".  
See also step *Define the general settings for the UC Tenant.*, page 32

## 9.8 Updating UC Tenants

You must update UC Tenants regularly in order to ensure that the customers' systems always have the latest software status and function perfectly.



UC Tenants, for whom an update task is scheduled are marked with the icon in the list of UC Tenants at UC Tenant level.



In the menu under Platform | Update UC Tenants, you can find the current status for all tasks, see step 2 **Click on the "Task list" tab.**, page 22.

### To update all UC Tenants on the platform or from a Partner

- In the menu, select "Platform | Update UC Tenants" or in the menu, select "Partner" and click in the line of the appropriate Partner on "Select".



Partner Administrators select "Administration" in the menu.

Click on the sub-menu item "Update UC Tenants" that additionally appears.  
✓ A list appears with all available software versions in SwyxON or for the selected Partner.

- Click on to define the following settings:





You can only edit the update settings for at platform level.

| Label            | Explanation                                     |
|------------------|---|
| Software version | Software version                                |
| UC Tenants       | Number of UC Tenants with this software version |

| Label                 | Explanation  |
|-----------------------|--|
| Language              | Available languages for the software version   |
| Use for new UC Tenant | Activate the checkbox if you want the updating task to be used for all UC Tenants created in the future. When updating the UC Tenants, no other software version can then be selected. |
| Recommend update      | Activate the checkbox to mark an update of the software selected to a different version as recommended.  |
| Update prohibited     | Activate the checkbox if you do not want the selected software version to be selectable when updating UC Tenants.  |
| For testing purposes  | Activate the checkbox if you want to mark the updating task as a test.   |

- 3 Click on "Save".
- 4 Click on "Update UC Tenant" to create an update task.
  - ✓ The "Update UC Tenants" configuration wizard appears.
- 5 Define when the UC Tenants should be updated.

| Label                       | Explanation  |
|-----------------------------|--|
| Immediately                 | The update is executed directly after creating the task. If there are other tasks scheduled for an earlier time, they are executed first.  |
| Platform maintenance window | The update is executed within the platform maintenance window, see also section 6.5 <i>Defining the maintenance window for UC Tenants</i> , page 17.   |
| Custom time                 | Click on  or  and select date and time for the update. |

- 6 Click on "Next".
- 7 Define the update options.

| Label                   | Explanation   |
|-------------------------|---|
| Target software version | Select the software version to which you want to update the UC Tenants.   |
| Forced update           | Activate the checkbox if update tasks for the selected UC Tenants may only be deleted by Platform level Administrators.   |
| Redeployment            | Activate the checkbox if you want the selected UC Tenants to be redeployed. See also <i>Viewing UC Tenants' system values and stopping, restarting or setting up instances again</i> , page 44. |
| Send E-mail             | Activate the checkbox if an email notification on the update should be sent to the Administrators of the respective Partner.  |



You can select both an older and a newer software version. However, compatibility with older versions cannot be guaranteed.

- 8 Click on "Next".
- 9 Activate the checkbox in the line of the UC Tenants which you want to select.



Click on  or  to show or hide the complete list of the respective Partner's UC Tenants.  
Click on  or , to select or unselect all elements.

- 10 Click on "Create".
- 11 Click on "Finish".
  - ✓ The update task is created and the selected UC Tenants are updated to the selected software version at the point in time defined.

### To update a selected UC Tenant

- 1 In the menu, select "UC Tenant".
  - ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.
- 2 In the line of the appropriate UC Tenant, click on "Select".
  - ✓ The sub-menu for "UC Tenant" appears. You can edit the settings for the selected UC Tenant.
- 3 In the menu select "UC Tenant | General Settings".
- 4 Click on "Update UC Tenant".
  - ✓ The "Update UC Tenants" configuration wizard appears. See also step *Define when the UC Tenants should be updated.*, page 38

## 9.9 Deleting UC Tenants

You can delete UC Tenants in SwyxON.



Deletion of a UC Tenant includes all allocated users and is irreversible.



Do not delete a UC Tenant as long as a VPN connection still exists on the customer's side. The VPN connection must be cut off at least 24 hours prior to deleting a UC Tenant.

### To delete a UC Tenant

- 1 In the menu, select "UC Tenant".
  - ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.
- 2 In the line of the appropriate UC Tenant, click on "Select".
  - ✓ The sub-menu for "UC Tenant" appears. You can edit the settings for the selected UC Tenant.
- 3 In the menu select "UC Tenant | General Settings".
- 4 Click on "Delete".
  - ✓ A dialogue window with an overview of all users and further elements allocated to the UC Tenant is displayed.

- 5 Enter your administrator password and click on "Delete" to irreversibly delete the UC Tenant.
  - ✓ The UC Tenant and all users allocated to it are deleted and can no longer be accessed by the customer administrator SwyxON.

## 9.10 Defining VPN settings for UC Tenants (creating offices)

UC Tenants are connected to SwyxON via VPN. The settings required for this purpose are combined under the name of "Office" in SwyxON. An Office must be created for each location.

### To define the VPN settings for a UC Tenant

- 1 In the menu, select "UC Tenant".
  - ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.
- 2 In the line of the appropriate UC Tenant, click on "Select".
  - ✓ The sub-menu for "UC Tenant" appears. You can edit the settings for the selected UC Tenant.
- 3 In the menu select "UC Tenant | Network".
  - ✓ A list appears with the Offices of the selected UC Tenants.
- 4 Click on "Add Office".
  - ✓ The "Add Office" configuration wizard appears.
- 5 Define the general settings for the Office.



If you create further Offices for the UC Tenant, the VPN connection type you have selected for the first Office will remain. You can only select a different type if all Offices have been deleted. You can, however, create Offices with and without FQDN for a UC Tenant.

| Label | Explanation                  |
|-------|------------------------------|
| Name  | Enter a name for the Office. |

| Label                      | Explanation  |
|----------------------------|--|
| <b>VPN connection type</b> | <p><b>IKE v1 (static address)</b><br/>Select this connection type if the customer's VPN gateway only supports the IKE v1 protocol. The connection with SwyxON will only be possible with a static public IP address.</p> <p><b>IKE v2 (static or dynamic IP address)</b><br/>Select this connection type if the customer's VPN gateway supports the IKE v2 protocol. The connection with SwyxON will be possible with a dynamically assigned or a static IP address.</p> |

- Click on "Next".
- Define the public IP address or the FQDN for the Office if the customer's VPN gateway always connects to SwyxON via the same public IP address.  
If the customer's VPN gateway connects to SwyxON via a dynamically assigned IP address, a so called Identity for assigning Office and VPN gateway is automatically generated. The Identity corresponds to the following format: 4-digit-numerical sequence + „@“ + UC Tenant domain. The Identity must be entered to the customer's VPN gateway.

| Label  | Explanation                                  |
|--|--|
| <b>Public IP address/ Fully qualified domain name (FQDN)</b> | Enter the Offices public IP address or FQDN. |

- Define NAT settings, if applicable, if the customer's VPN gateway always connects to SwyxON via the same public IP address.  
If the customer's VPN gateway connects to SwyxON via a dynamically assigned IP address, this step is obsolete.

| Label                                       | Explanation   |
|---|---|
| <b>Use private IP for VPN gateway (NAT)</b> | Activate the checkbox if the public IP address is not directly assigned to the VPN gateway. |
| <b>Private IP address</b>                   | Enter the IP address of the VPN gateway's VPN terminating interface.                        |
| <b>Subnet address</b>                       | Enter the subnet address of the VPN gateway's VPN terminating interface.                    |
| <b>Subnet mask</b>                          | Enter the subnet mask of the VPN gateway's VPN terminating interface.                       |



When making later changes to settings, click "Save" to save the settings.

- Set the subnet settings for the Office.



You can add further subnets later on.

| Label                 | Explanation                       |
|-----------------------|-----------------------------------|
| <b>Subnet address</b> | Enter the Offices subnet address. |
| <b>Subnet mask</b>    | Enter the Offices subnet mask.    |



When making later changes to settings, click "Save" to save the settings.

- Click on "Finish".



If you change the settings for one of several of the customer's Offices, the connection to other locations might be interrupted. Reestablish the VPN connection after you have made your changes to restore the functionality.

- ✓ The Office is displayed in the list of Offices.

## 9.11 Editing name and public IP address for Offices

You can edit the name of an Office. If you have selected the connection type IKE v1 when creating the Office, you can edit the public IP address, too.

### To edit name and public IP address for an Office

- 1 In the menu, select "UC Tenant".
  - ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.
- 2 In the line of the appropriate UC Tenant, click on "Select".
  - ✓ The sub-menu for "UC Tenant" appears. You can edit the settings for the selected UC Tenant.
- 3 In the menu select "UC Tenant | Network".
  - ✓ A list appears with all Offices for the selected UC Tenants.
  - ✓ The following information appears:

| Label    | Explanation  |
|----------|--|
| Status   | The symbol indicates if the Office is connected to SwyxON.   |
| Name     | Enter a name for the Office.   |
| Identity | Automatically generated identity for the assignment of Office and UC Tenant<br>Format: 4-digit-numerical sequence + „@“ + UC Tenant domain.<br>The Identity must be entered to the customer's VPN gateway. |

| Label               | Explanation   |
|---------------------|---|
| Number of networks  | Number of subnets created for this Office, see section <i>Creating subnets for Offices</i> , page 42. |
| VPN connection type | IKE v1 for fixed IP addresses<br>or<br>IKE v2 for fixed or dynamic IP addresses                       |


## 9.12 Deleting Offices

You can remove Offices in SwyxON.



Do not delete an Office as long as a VPN connection still exists on the customer's side. The VPN connection must be cut off at least 24 hours prior to deleting an Office. You can tell whether an Office is connected to SwyxON by the status icon in the list of all Offices.


### To delete an office

- 1 In the menu, select "UC Tenant".
  - ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.
- 2 In the line of the appropriate UC Tenant, click on "Select".
  - ✓ The sub-menu for "UC Tenant" appears. You can edit the settings for the selected UC Tenant.
- 3 In the menu select "UC Tenant | Network".
  - ✓ A list appears with all Offices for the selected UC Tenants.
- 4 Click on  in the line of the appropriate Office.
- 5 Click on "Delete".

## 9.13 Creating and copying pre-shared keys

An encrypted VPN connection between the customers' companies and SwyxON is initiated via pre-shared key.

### To create and copy a pre-shared key

- 1 In the menu, select "UC Tenant".
  - ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.
- 2 In the line of the appropriate UC Tenant, click on "Select".
  - ✓ The sub-menu for "UC Tenant" appears. You can edit the settings for the selected UC Tenant.
- 3 In the menu select "UC Tenant | Network".
- 4 Click on  in the line of the appropriate Office.
- 5 Click on "Copy to pre-shared key to clipboard".
  - ✓ You can use the pre-shared key for the VPN gateway connection settings.
- 6 Click on "Create new pre-shared key" to create a new pre-shared key and use it for the VPN gateway.




The re-creation of the pre-shared key results in the cutoff of the VPN connection at the respective customer's and therefore to an interruption of services. This also includes all current telephone calls.

## 9.14 Creating subnets for Offices

Subnets enable connecting locations to the VPN gateway which establishes the VPN connection with SwyxON.

### To create a subnet for an Office


- 1 In the menu, select "UC Tenant".
  - ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.
- 2 In the line of the appropriate UC Tenant, click on "Select".
  - ✓ The sub-menu for "UC Tenant" appears. You can edit the settings for the selected UC Tenant.
- 3 In the menu select "UC Tenant | Network".
- 4 Click on  in the line of the appropriate Office.
  - ✓ A list appears with all subnets of the selected Office.

- 5 Click on "Create subnet".
  - ✓ The "Create a subnet" configuration wizard appears.
 See also step *Set the subnet settings for the Office.*, page 40

## 9.15 Deleting subnets

You can delete subnets in SwyxON.

### To delete a subnet

- 1 In the menu, select "UC Tenant".
  - ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.
- 2 In the line of the appropriate UC Tenant, click on "Select".
  - ✓ The sub-menu for "UC Tenant" appears. You can edit the settings for the selected UC Tenant.
- 3 In the menu select "UC Tenant | Network".
- 4 Click on the "Subnets" tab.
- 5 Click on .
- 6 Click on "Save".
  - ✓ The subnet no longer appears in the list of subnets of the selected Office.
 See also section *Creating and copying pre-shared keys*, page 41 and *Creating subnets for Offices*, page 42.

## 9.16 Viewing gateway settings for Offices

All the settings for your VPN gateway are displayed in the SwyxON Portal.

### To view the Gateway settings for an Office

- 1 In the menu, select "UC Tenant".
  - ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.
- 2 In the line of the appropriate UC Tenant, click on "Select".
  - ✓ The sub-menu for "UC Tenant" appears. You can edit the settings for the selected UC Tenant.

3 In the menu select "UC Tenant | Network".

4 Click on  .

5 Click on the "Gateway settings" tab.

## 9.17 Displaying network settings of UC Tenants

Swyx Clients outside the local customer network are connected to the UC Tenant via RemoteConnector.

The IP addresses are allocated automatically and must be entered in the clients' connection settings.

For further information please refer to the SwyxWare administrator documentation as well as the SwyxIt! user documentation.

### To view a UC Tenant's network settings

- 1 In the menu, select "UC Tenant".
  - ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.
- 2 In the line of the appropriate UC Tenant, click on "Select".
  - ✓ The sub-menu for "UC Tenant" appears. You can edit the settings for the selected UC Tenant.
- 3 In the menu select "UC Tenant | Network".
- 4 Click on the "Remote Connector" tab.
  - ✓ The following information appears:

| Label                                     | Explanation  |
|---|--|
| <b>Connection for SwyxIt! clients</b>     | IP address and port which must be entered in the connection settings for SwyxIt! clients |
| <b>Connection for Swyx Mobile clients</b> | IP address and port which must be entered in the connection settings for mobile clients  |

| Label   | Explanation  |
|---|--|
| <b>UC Tenant network IP address</b>           | IP address and port for logon on the SwyxWare-Administration<br>For further information please refer to the SwyxWare-Administrationdocumentation, Chapter Logon on the SwyxWare-Administration..     |
| <b>Subnet mask of the UC Tenant's network</b> | Subnet address and port for logon on the SwyxWare-Administration<br>For further information please refer to the SwyxWare-Administrationdocumentation, Chapter Logon on the SwyxWare-Administration.. |
| <b>Management network IP address</b>          | IP address for the instance for access via RMS   |
| <b>Subnet mask of the management network</b>  | Subnet address for the instance for access via RMS   |

## 9.18 Ordering contingents for Feature Profiles

You can order contingents for Feature Profiles by defining the maximum number of users who can use a Feature Profile.




Ordering contingents for Feature Profiles is subject to fees. By clicking on "Order with costs", you enter a financial obligation. Information regarding the licensing procedure in SwyxON can be found in the performance specification.



If the maximum number is 0, you must order contingents so that further users can use the Feature Profile.

### To order contingents for Feature Profiles

- 1 In the menu, select "UC Tenant".
  - ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.
- 2 In the line of the appropriate UC Tenant, click on "Select".
  - ✓ The sub-menu for "UC Tenant" appears. You can edit the settings for the selected UC Tenant.
- 3 In the menu select "UC Tenant | Usage Availability".
- 4 Click on the "Feature Profiles" tab.
- 5 Click on "Update" to retrieve the current system usage capacity again.
- 6 In the line of the appropriate Feature Profile, click on .

| Label                   | Explanation   |
|-------------------------|---|
| <b>Max.</b>             | Maximum number of users who can use the selected Feature Profile<br>Increase the number by the additional quantity you wish to order. |
| <b>Used</b>             | Number of users who can currently use the selected Feature Profile  |
| <b>Standard profile</b> | Activate the check box, if you want the selected Feature Profile to be used as the default for all subsequently created Users.        |

- 7 Click on "Save".



Check the quantity to be ordered under "New".

- 8 Click on "Order with costs".

## 9.19 Ordering conference rooms and fax channels

You can order conference rooms and fax channels for customers by defining the maximum number for a UC Tenant.



Ordering conference rooms and fax channels is subject to fees. By clicking on "Order with costs", you enter a financial obligation. Information regarding the licensing procedure in SwyxON can be found in the performance specification.



No further conference rooms or fax channels can be created if this entails exceeding the maximum number.



If the maximum number is 0, you must place an order so that further conference rooms and fax channels can be created.

### To order conference rooms and fax channels

- 1 In the menu, select "UC Tenant".
  - ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.
- 2 In the line of the appropriate UC Tenant, click on "Select".
  - ✓ The sub-menu for "UC Tenant" appears. You can edit the settings for the selected UC Tenant.
- 3 In the menu select "UC Tenant | Usage Availability".
- 4 Click on the "Conference Rooms & Fax Channels" tab.
- 5 Click on "Update" to retrieve the current system usage capacity again.

| Label          | Explanation   |
|----------------|---|
| <b>Max.</b>    | Maximum number of conference rooms or fax channels which can be used for the selected UC Tenant.<br>Increase the number by the additional quantity you wish to order. |
| <b>Created</b> | Number of conference rooms or fax channels which are currently available for the UC Tenant selected   |

- 6 Click on "Save".





Check the quantity to be ordered under "New".

- 7 Check the order overview and click on "Order with costs".

## 9.20 Viewing UC Tenants' system values and stopping, restarting or setting up instances again

You can view the system values of UC Tenants. Should a SwyxWare installation not function properly, you can redeploy the instance on which the UC Tenant affected is operated via the SwyxON Portal. Additionally, you can set up the instance again under the same name. The settings you have defined for the UC Tenant and the network/VPN connection on the portal as well as the settings laid down in the SwyxWare-Administration then remain.



Stopping or redeploying instances results in an interruption of services at the affected customer's. This also includes all current telephone calls.



The redeployment of instances is only possible if the software version installed on the UC Tenant is available during the redeployment.



The redeployment of instances is only available for standard configurations. Special configurations which are not saved on the SwyxON database, such as extra entries in the Windows registry, area not restored.



The redeployment of instances can take quite a while.

### To view the system values of UC Tenants.

- 1 In the menu, select "UC Tenant".
  - ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.
- 2 In the line of the appropriate UC Tenant, click on "Select".
  - ✓ The sub-menu for "UC Tenant" appears. You can edit the settings for the selected UC Tenant.
- 3 In the menu select "UC Tenant | Maintenance".
  - ✓ The following information appears:

| Label                             | Explanation                                       |
|-----------------------------------|---|
| Host name                         | Host computer's name                              |
| Internal IP address               | Internal IP address of the UC Tenant              |
| Internal subnet                   | Internal subnet of the UC Tenant                  |
| IP address of the datacenter host | IP address of the host computer                   |
| Memory capacity                   | UC Tenant's assigned/unassigned free memory space |
| Status                            | Instance status (switched on or off)              |

| Label                   | Explanation   |
|-------------------------|---|
| Heartbeat               | Instance heartbeat signal for failure monitoring <ul style="list-style-type: none"> <li>• Green: System status is unobtrusive</li> <li>• Yellow System load is obtrusively increased, e.g. due to updates</li> <li>• Red: No signal, possibly the system is not available</li> <li>• Grey: Errors have occurred or the system is just being started</li> </ul> If red or grey is displayed over a longer period, please contact to your provider. |
| System operating period | The period of time since the last restart of the instance   |

**To stop, restart or redeploy an instance**

- 1 In the menu, select "UC Tenant".
  - ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.
- 2 In the line of the appropriate UC Tenant, click on "Select".
  - ✓ The sub-menu for "UC Tenant" appears. You can edit the settings for the selected UC Tenant.
- 3 In the menu select "UC Tenant | Maintenance".
- 4 Click on "Stop UC Tenant VM", "Start UC Tenant VM" or "Redeploy VM".

## 9.21 Sending usage reports from UC Tenants

In SwyxON, data is logged daily with regard to the Users and functions installed. The data is stored in the reporting database and automatically sent once per month to Swyx, the provider, and to the appropriate Partner as necessary.

To obtain the current status of the database in the open billing period, you can send an intermediate report. This report records all data since

the last monthly report up to the last daily data entry. Sending this report does not reset the reporting, i.e. next monthly report still records the complete billing period, beginning with the dispatch time of the preceding monthly report. This intermediate report is not saved, i.e. it does not appear in the list of reports sent. You can also resend older reports.

**To send usage reports from UC Tenants**

- 1 In the menu, select "Partner".
  - ✓ A list appears with all Partners in SwyxON.
- 2 In the line of the appropriate Partner, click on "Select".
  - ✓ The sub-menu for "Partner" appears. You can edit the settings for the selected Partner.
- 3 In the menu, select "Partner".



Partner Administrators select "Administration" in the menu.

- 4 Click on the sub-menu item "Reporting" that additionally appears.
- 5 Click on the "Usage Reports" tab.
  - ✓ A list appears with all usage reports for the selected Partner.
- 6 Click on "Create report" to send the report with the data for the current billing period.
  - or
  - click on "Resend Report" to resend one of the older reports from the list.



You can find a list of all UC Tenants of a Partner including billing relevant information after selecting the appropriate Partner in the menu under „Partner | Reporting“.

## 9.22 Viewing, filtering and exporting the change log for UC Tenants and Resource Management Service (RMS)

All changes to UC Tenants and RMS made via SwyxON Portal are recorded in the change log. You can filter the list to only see the changes made in a certain period of time.



When saving and processing personal data, observe the respective applicable legal data protection regulations.



You can track changes on SwyxON for 90 days in each case. The changes are no longer be accessible afterward.



The change log for changes made via SwyxWare-Administration to UC Tenants is available to you in the SwyxWare-Administration. For further information please refer to the SwyxWare-Administration documentation, section "Change log".

### To view, filter and export the change log for a UC Tenant

- 1 In the menu, select "UC Tenant".
  - ✓ A list appears with all UC Tenants in SwyxON.
- 2 In the line of the appropriate UC Tenant, click on "Select".
  - ✓ The sub-menu for "UC Tenant" appears.
- 3 In the menu select "UC Tenant | Changelog | UC Tenant", to display the changelog of a UC Tenant.
- 4 Click on the entry fields and select the start date in the calendar (left entry field) as well as the end date (right entry field) for the time period during which changes should be shown on the list.
- 5 Click on "Show Changelog" to have the list display the changes for the selected time period.
- 6 To access further information, click on :

| Label                | Explanation  |
|----------------------|--|
| Date                 | Date of change   |
| User name            | User who made the change   |
| Kind of modification | Explanation for the change<br><i>Example: User configuration changed</i> |
| Name                 | Label of the changed element<br><i>Example: User, function</i>           |
| Item name            | Name of the changed element<br><i>Example: John Jones, SwyxBCR</i>       |
| Billing relevant     | ✓ = change affects billing   |
| Original value       | Value saved in the database before the change                            |
| Modified value       | Value saved in the database after the change                             |
| Host name            | Computer where the change has been made                                  |
| Attribute name       | Name of the changed attribute  |

- 7 Click on "Export Changelog" to export the displayed change log.
- 8 Save the downloaded file.

### To view the RMS change log

- 1 In the menu select "UC Tenant | Changelog | RMS", to display the changelog of the RMS.
  - ✓ A list appears with all creation and update tasks for the selected UC Tenant.
- 2 To access further information, click on :
  - Time and date of change
  - Name of the change

## 9.23 Defining the data retention

You can limit the retention of changelogs as well as reporting data and emails with usage reports in the database. After the defined retention the data is deleted automatically.

The retention is 90 days by default. The minimum retention is 3 days for changelogs as well as 31 days for reporting data and emails with usage reports.



When saving and processing personal data, observe the respective applicable legal data protection regulations.

### To define the data retention

- 1 In the menu, select "Platform | General Settings."  
or  
in the menu, select "Partner" and click in the line of the appropriate Partner on "Select".



Partner Administrators cannot edit this setting.



Partner Administrators select "Administration" in the menu.

Click on the sub-menu item "General Settings" that additionally appears.

- 2 Click on the "Retention" tab.
- 3 Enter the time span in days after which the following data is deleted from the database:
  - Change log
  - Reporting data and emails with usage reports
  - Call Detail Records (CDR)

For further information on Call Detail Records, please see the SwyxWare documentation for Administrators.

- 4 Click on "Save".

## 10 Editing your profile information

You can edit your profile information and change the SwyxON Portal display language.



The configuration options on menu pages and in configuration wizards depend on your administration profile, see chapter 1 **Administration profiles**, page 6.

### 10.1 Editing your profile information

You can upload a user picture and edit your display name and email address.

#### How to edit your profile information

- 1 Click on your display name in the title bar



- ✓ The "My Profile" menu appears.
- 2 Click on "User information".
  - 3 Click on "User picture".
- ✓ The appropriate information appears:

| Label                  | Explanation   |
|------------------------|---|
| User name              | The user name you use to log into the SwyxON Portal                             |
| Display name           | Your name as displayed on the SwyxON Portal                                     |
| Email address          | Your email address  |
| Administration profile | Defines your permissions, see chapter 1 <b>Administration profiles</b> , page 6 |

- 4 Click on your user picture or the placeholder picture and select a 100x100 pixel picture from your file system.

- 5 Click on "Save".

#### 10.1.1 Defining your language settings

You can define the display language for the SwyxON Portal.

##### To define your language settings

- 1 Click on your display name in the title bar



- ✓ The "My Profile" menu appears.
- 2 Click on "Language".
  - 3 Click on the desired language.

#### 10.1.2 Changing your password

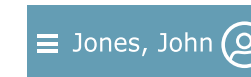
You can change your password for SwyxON.



Note the minimum requirements for passwords in SwyxON, see section 3.2 **Minimum requirements for passwords**, page 9.

##### To change your password

- 1 Click on your display name in the title bar



- ✓ The "My Profile" menu appears.
- 2 Click on "User information".
  - 3 Click on "Password".
  - 4 Enter your current password in the "Current password" field.
  - 5 Enter your new password in the "New password" field and confirm the entry in the "Repeat new password" field, see also section 3.2 **Minimum requirements for passwords**, page 9.
  - 6 Click on "Save".
- ✓ Your password is changed and must be used at the next login.