



SwyxPhone L6xx User Documentation

SwyxPhone L615 - SwyxPhone L620 - SwyxPhone L640 - SwyxPhone L660 - SwyxPhone L680

As of: October 2010

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L6xx Series: Overview

The SwyxPhone L6xx series is the new generation of Swyx system phones, distinguished by modern and ergonomic design. It comprises the models SwyxPhone L615, SwyxPhone L620, SwyxPhone L640, SwyxPhone L660 and SwyxPhone L680.

In this documentation, the term SwyxPhone is used for the telephones described here from the SwyxPhone L6xx series. Swyx also offers further SwyxPhone models, which are described in separate manuals.

The SwyxPhones convey a professional image, with the right mixture of minimalist design, modern operating concept, user-friendliness and good workmanship. All SwyxPhone models support 10/100 Mbit/s, and except for SwyxPhone L615 are also available in a gigabit variant. All devices have a display and are deliverable in black (lava), white (iceblue) or silver (SwyxPhone L680 only).

This user documentation will familiarize you with all details of the SwyxPhone L6xx. A brief overview of the various system phones and key modules now follows, and subsequent chapters give detailed descriptions of the functions for the SwyxPhone L6xx series.

SwyxPhone L615

SwyxPhone L615 is the cost-saving entry-level variant of the L6xx series, easily and optimally integrable by any user into the SwyxWare concept.

The user has eight freely configurable LED buttons, which can be expanded with 18 further buttons by connecting the optional key module.

SwyxPhone L615 also has three preconfigured function keys and three navigation buttons for intuitive operation.



Figure 1-1: SwyxPhone L615

SwyxPhone L620

SwyxPhone L620 is the universal entry-level phone for professional use, with an intuitive and interactive user interface. It has a swiveling LCD display, seven defined function keys and a 3-way navigator for fast and interactive operation.



Figure 1-2: SwyxPhone L620

SwyxPhone L640

SwyxPhone L640 is the telephone for frequent use. It has six freely configurable function keys and eight preconfigured, a swiveling backlit LCD display, a 5-way navigator, optical call signaling and a headset connection.



Figure 1-3: SwyxPhone L640

SwyxPhone L660

SwyxPhone L660 offers a more extensive functional range along with maximum user-friendliness. The phone has a large swiveling LCD display, optical call signaling, eight freely configurable function keys, six preconfigured function keys, six menu buttons, a sensor navigation wheel, a sensor slider for volume control, a customizable screen saver and a headset connection.



Figure 1-4: SwyxPhone L660

SwyxPhone L680

SwyxPhone L680 is a high-end phone with innovative control elements and a large color display. It was developed especially for the requirements of upper management, and has a large swiveling LCD display with VGA resolution, optical call signaling, 9 freely configurable function keys, 6 preconfigured function keys, 6 menu buttons, a sensor navigation wheel, a sensor slider for volume control, a customizable screen saver and a headset connection.



Figure 1-5: SwyxPhone L680

Key modules

The functionality of the SwyxPhone L6xx series can be expanded with additional key modules. This provides you with a greater number of programmable function keys, Line buttons and Speed Dials.

Key Module T615

This module is used together with SwyxPhone L615. The Tastenmodul T615 increases the number of freely configurable LED buttons by a further 18. A paper insert is used for labeling.



Figure 1-6: Key Module T615

Key Module T640, Key Module T660, Key Module T680

These models are functionally identical but matched in design and color to the specific SwyxPhone model. LCD displays automatically show the button assignment. A maximum of two key modules can be connected to SwyxPhone, so that the number of freely programmable function keys can be extended by 24.

The modules have 12 LED function keys. Two modules can be connected simultaneously to a phone, thereby expanding the total possible number of function keys by a further 24. The key labels are shown on LCD displays and can be adjusted quickly and flexibly.



Figure 1-7: Key Module T680

BusyLampField BLF640

This module is used with SwyxPhone L640 and provides 90 further freely configurable LED buttons, which can be defined as function keys, Line buttons or Speed Dials. A paper insert is used for labeling.



Figure 1-8: BusyLampField BLF640

L6xx Series Phones Compared

| | L615 | L620 | L640 | L660 | L680 |
|--|--|-------------------------------------|--|--|---|
| Display | LCD, monochrome 2 lines non-tilting | LCD, monochrome 2 lines | LCD, monochrome 6 lines, 240 x 128 pixel backlight | TFT, 320 x 240 pixel (QVGA), diagonal: 14.5 cm, color depth: 16 bit | TFT, 640 x 480 pixel (VGA), diagonal: 16.3 cm, color depth: 16 bit |
| Defined Function Keys | 3 | 7 | 8 | 6 | 6 |
| Freely programmable function keys with LEDs | 8, light color: red | - | 6, light color: red | 8, light color: blue | 9, light color: blue |
| Volume Control | +/- buttons | +/- buttons | +/- buttons | Sensor slider blue/white LEDs | Sensor slider blue/white LEDs |
| Optical call signaling | - | - | red LED | blue LED | blue LED |
| Power over Ethernet IEE 802.3af | Class 2 | Class 1 (Class 2 for L620g) | Class 2 (Class 3 for L640g) | Class 3 | Class 3 |
| Interface for key modules | Yes (for 1) | No | Yes (for 2) | Yes (for 2) | Yes (for 2) |
| Headset Connection | No | No | Yes | Yes | Yes |
| Bluetooth v 2.0 interface | No | No | No | Yes | Yes |
| Body colors | "Iceblue" (white) "Lava" (black) | "Iceblue" (white) "Lava" (black) | "Iceblue" (white) "Lava" (black) | "Iceblue" (white) "Lava" (black) | "Metallic" (silver) |
| Dimensions: H x W x D (mm) | 70 x 240 x 221 | 70 x 240 x 220 | 70 x 270 x 220 | 70 x 300 x 220 | 70 x 300 x 220 |
| Weight (kg) | 0,783 | 0,834 | 1,068 | 1,245 | 1,435 |
| Wall Mounting | Yes | Yes | Yes | No | No |
| Audio quality | G.711 (64 kbit/s a/μ-law), G.729 AB (8 kbit/s), from SwyxWare version "2011": G.722 (64 kbit/s) | | | | |
| Network | IEEE802.1Q; QoS (DIFFSERV and IEEE802.1p); Layer 2 authentication Integrated 10/100 Mbps Ethernet switch (The L6xxG series phones have a 10/100/1000 Mbps Ethernet switch.) | | | | |
| Swyx System phone license | inclusive | | | | |

Key Modules Compared

| | Key Module T615 | Key Module T640 | Key Module T660 | SwyxPhone L680 | BusyLampField BLF640 |
|--------------------|-----------------|-----------------|-----------------|----------------|----------------------|
| SwyxPhone Model | SwyxPhone L615 | SwyxPhone L640 | SwyxPhone L660 | SwyxPhone L680 | SwyxPhone L640 |
| Number of keys | 18 | 12 | 12 | 12 | 90 |
| Self labeling keys | No | Yes | Yes | Yes | No |
| Illuminated keys | red LEDs | red LEDs | blue LEDs | blue LEDs | red LEDs |

2 How does SwyxPhone L6xx work?

This chapter introduces the basic technical concepts of SwyxPhone.

SwyxServer

The telephony server SwyxServer act as a core system, which offers the complete functionality of a sophisticated telephone private branch exchange. The SwyxServer takes care of call handling (e.g. transferring calls to another extension or to your Voicemail) and manages both terminal equipment and users which use it to communicate.

In a PC network, which is equipped with a SwyxServer, you can use SwyxPhone to make telephone calls just like you would with a traditional desk telephone. However, in this case your telephone is not plugged into a normal telephone socket, but into the PC network interconnection (Ethernet).

You can use SwyxPhone just like any other desk telephone, but in doing so, you are using a high-perfor-

mance telephone, which is run on the SwyxServer private branch exchange, and this means you can take advantage of all of its features. SwyxGate is a supplementary component for SwyxServer and it enables you to make calls in the public telephone network.

SwyxIt!

SwyxIt! is an application software that you install on your PC. This software allows you to make telephone calls in a network from your PC, and this can be done with a SwyxIt! Headset, a SwyxIt! Handset or by using a microphone and speakers, which are connected to your PC. SwyxIt! and SwyxPhone use the same user account. You will find more information on SwyxIt! in Chapter 17, Interaction with SwyxIt!, page 195.

A User Account for Every User (User Concept)

Every user is provided with a user account. A variety of settings and information are stored there for every SwyxPhone user.

When you start SwyxPhone, it automatically logs on to SwyxServer. You will be asked to enter your PIN for authentication purposes. SwyxServer recognizes the appropriate user data based on the PIN entered and the SwyxPhone is then configured. The advantage of this is that you will find the same configuration and button assignments on any SwyxPhone device or SwyxIt! you log on to with your PIN.

Naturally, the logon procedure also has a security aspect – only those who logon correctly are authorized to place telephone calls.

Function keys

SwyxPhone is provided with configurable function keys. This allows you to assign specific functions to keys, according to your telephoning behavior. You can reconfigure the default settings to meet your individual needs. You will find a description of the individual function keys and how to configure these functions yourself in Chapter 8.5, Configure function keys, page 71.

As part of the interaction with SwyxIt!, the SwyxPhone will apply all of the function key settings you have defined in SwyxIt!, as long as they are not dependent on the terminal (e.g. Phonebook, definition of forwardings, assignment of extension numbers to lines). In doing so, SwyxPhone and SwyxIt! use the same user account and, therefore,

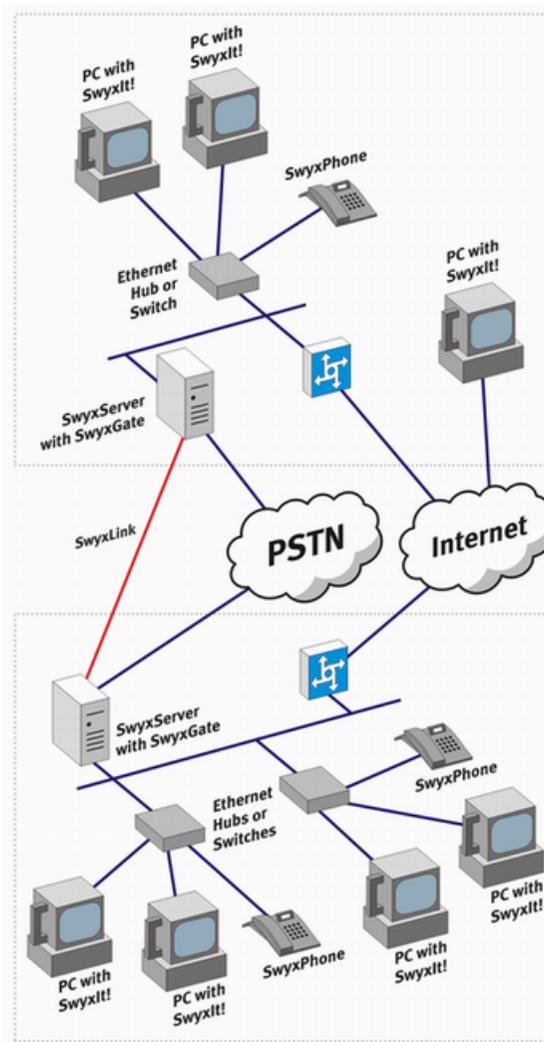


Figure 2-1: The Interaction of SwyxWare Components

they both use the user data which is stored there. For further information please refer to chapter 17, Interaction with SwyxIt!, page 195.

Two, Four or More Lines for Every User (Line Concept)

Common telephones provide the user with one, sometimes two lines. With SwyxPhone, you have access to two (default setting) or more (a maximum of nine) lines. These lines are also known as “virtual lines” because technically they are only implemented as parallel “IP connections” for simultaneous calls on your PC main connection. The “virtual lines” not only allow you to telephone comfortably, but they also make it easier to use. Just by pressing a button, you can

- select the line you want to speak on, or
- switch between lines, or
- “join” lines in order to connect two subscribers, for example.

Voicemail

The SwyxWare telephony solution offers another essential benefit for every subscriber – a high-performance Voicemail functionality. This functionality provides you with an “answering machine” which records those calls which don’t reach you, and it allows you to set various announcement texts. The voice messages from your telephone are then found in the form of e-mails in your electronic e-mail inbox. The Voicemail functionality is only available to you if you have a license for this option pack.

Remote Inquiry

You can listen to and delete the Voicemails you receive in your electronic e-mail inbox per remote inquiry. Within remote inquiry, you can also use a menu to change the destination of your Call Forwarding Unconditional as well as record a new announcement for your Voicemail.

SwyxFax

This makes it possible to use the central fax service from any Windows PC in a Windows network, in which SwyxWare is installed. Each user can be assigned his or her own fax number. Once the SwyxFax Client has been installed on his PC, the user can send, receive, forward and manage documents both internally and externally per fax. Alternatively, you can also receive fax documents as e-mails.. SwyxFax is only available to you if you have a license for this option pack.

The Menus

The menus can be used to simply and intuitively configure and operate SwyxPhone. You can control most of your phone functions with a navigation wheel, which differs in function according to the SwyxPhone model. You can alternatively call up the menu items directly by entering the corresponding number.

Encryption of call data with SRTP

From Version "2011", SwyxWare supports the encryption of call data via "Secure Real Time Transport Protocol" (SRTP). The protocol, designed for real-time communication, means security for voice data transmission. The data is encrypted, so that listening to and recording calls is prevented.

The terminals of the SwyxPhone L6xx series support this technology, and can also be used for calls via SRT protocol. For further information, please refer to the SwyxWare Administrator documentation.

3 What is meant by...?

This chapter defines in detail the terminology commonly used throughout the SwyxWare documentation.

You will find additional technical terms used in connection with the “Voice-over-IP” technology in App. C: Technical Terms.

3.1 Subscriber

Persons who take part in a telephone conversation are called subscribers.

A differentiation is made between

- internal subscribers and
- external subscribers.

Internal subscribers are subscribers within the company, possibly at different company locations. External subscribers can be reached either via the public telephone network or via the Internet (Internet Telephony).

3.2 Group

Subscribers are combined into a logical unit called a group. The administrator is responsible for creating groups and assigning members to groups. Thus, you can combine all of the company’s sales employees into a group called “Sales”, for example. The group is assigned its own extension number (group extension). Only internal subscribers who are registered on the same server can be combined as a group.

When a group extension call is received, the telephone will ring for all members of the group (group call). The telephone call can then be taken by any group member. However, the administrator can also define groups with a specific call allocation. In this case, according to the definition the call is first forwarded to a specific member of the group - if it is not accepted there, e.g. because the employee is not at his desk or is already on the phone, the call is forwarded to the next member of the group. The administrator can define an order in which the group members are dialed, but can also specify random call allocation.

3.3 Call Signaling

In call signaling, incoming calls for subscriber A are also signaled to subscriber B. Call signaling arrangements between subscribers are specified by the system administrator.

This special signaling is at first only shown on the display of subscriber B. As a result, the number or the name of the caller, as well as the number of the destination subscriber, will be displayed. If subscriber B has assigned the destination subscriber’s (A) number to a Speed Dial and this number is now being called, the Speed Dial will blink. Then, if the call is not picked up within 10 seconds, a single warning tone is produced. The telephone call can be picked up by subscriber B immediately or after the warning tone. (see chapter 6.5, How do I pick up a call?, page 37).

Call signaling prevents calls from being “lost” (if, for example, Subscriber A’s standard Voicemail or call forwarding have not been activated). The system administrator uses the relationships of the subscribers to each other to define signaling.



You can enable or disable the call signaling warning tone in your user settings. However, call signaling will continue to be shown on your display. For further information, please refer to the SwyxIt! documentation.

3.4 Status Signaling

The status of another internal subscriber (e.g. ringing, speaking, logged on, away) is signaled on the Speed Dial which has been assigned his number. (see chapter 8.7, Configuring Speed Dials, page 75). The system administrator uses the relationships of the subscribers to each other to define signaling.

3.5 Number (Telephone Number)

A number is a sequence of digits or a SIP URI. Numbers differentiate between

- internal and
- external numbers

Internal numbers are used for calling internal subscribers or groups, who are usually located within your company and are known to SwyxServer.

External numbers are directed to other subscribers in the public telephone network. They are called using your normal number. The appropriate public line access code must always be dialed (e.g. "0"). External subscribers in a public IP network (Internet) can also be called using their Internet address, SIP URI or domain name (for example, Carol.Jones.company.com).

Examples of Valid Numbers

| Number | Meaning |
|-------------------------|---|
| 123 | Internal number of a subscriber within a company in which SwyxServer is used. |
| 09776123 | The number of a subscriber who can be reached via the public telephone network (local call, the 0 is the public line access in this example). |
| 002319776123 | The number of a subscriber who can be reached via the public telephone network (long distance call, the first 0 is the public line access in this example). Please note that you must always use the area code in order for the call to be delivered. |
| 0001324345456 | International call (the first 0 is the public line access in this example). |
| carol.jones@company.com | SIP-URI. This is constructed similarly to an e-mail address, and consists of a user name and the realm (name range, rather like a domain). |

3.6 Line

In SwyxWare, the term "Line" refers to a potential telephone connection which can be used to place your telephone calls. Due to the fact that SwyxWare uses the IP protocol or SIP protocol to transmit telephone calls, this new IP telephony is not connected to an actual "cable connection" for each telephone call. On the contrary; it enables you to carry out several independent calls simultaneously via your network connection. SwyxWare continues to use the familiar term "Line" for the "logical" connection option for a telephone call, even though a "physical" line is no longer required for this connection. This concept allows you, on the one hand, to continue to use the practical and simple term "Line" – a subscriber can still "be on hold on the other line" – and, on the other hand, you can profit from the new line flexibility:

It is now possible, for example, to determine in just a few steps how many lines you need at your place of work without actually having to install a new physical line and a new telephone.

3.7 Users

A user is a person, a group or a location (for example, a conference room), for whom/which an account has been set up on the SwyxServer. Each account on the SwyxServer is assigned a user name, a PIN (Personal Identification Number), and usually a Windows user account (even several, if necessary). The PIN is required for user authentication when using the SwyxPhone, the desk telephone of the SwyxWare product family.

Each user's individual settings will be stored centrally on SwyxServer (for example, entries in the Personal Phonebook, forwarding definitions, or the assignment of extension numbers to lines). This means that it doesn't matter which PC or which SwyxPhone you logon to, you will always find the same telephone environment!

If you share a SwyxPhone with someone, the system administrator must set up one user account for both of you together. In such a case, you must discuss the password and the settings with your partner so that you are both able to change the configuration.

3.8 Active Connection

An active connection is the period during a telephone call in which you can hear your conversation partner and your partner can hear you.

3.9 Connection on Hold

A connection on hold is a telephone call you have placed but which you have interrupted for a short time.

The subscriber put on hold hears music on hold. The call on hold can be reactivated. If you have a second call on another line at the same time, the connection that was active until now will become a connection on hold.

In this way, you can conveniently take several calls “simultaneously” and easily switch between the individual callers (Call Swap).

Example:

Another call comes in for you while you are having a telephone conversation. The new call is displayed as incoming call. If you take this call, the call which was just active will be put on hold and the incoming call becomes active.

3.10 Call waiting

If you are in the middle of a telephone conversation and another call comes in, this call will be shown and a call waiting tone (not actually ringing) will be played in the active conversation. This procedure is known as Call Waiting. You can now decide whether you would like to put the current call on hold in order to take the second call or whether you would like to continue your call without interruption. If you take this call, the call which was just active will be put on hold and the incoming call becomes active.

3.11 Conference

A conference is a call between at least three subscribers. You can start a conference if you have created at least two connections. Each subscriber can add additional callers to an existing conference.

Alternatively, the system administrator can create a conference room, which the conference participants can call independently of one another.

For further information please refer to chapter 15.7, Conference, page 167.

3.12 Call Swap

Call swapping is when you switch between an active call and one or more calls on hold. When you do this, the currently active call will be put on hold and a call previously on hold will become active. For further information please refer to chapter 6.8, How do I switch between lines (Call Swap)?, page 39.

3.13 Incognito

Incognito prevents the transmission of your telephone number to the subscriber called. This means that your number will not be shown on the display of the person called at an external destination.



Please remember that the “Incognito” function only applies to external calls. Telephone number suppression when making external calls must also be supported by your ISDN line, otherwise only the display of your extension number will be suppressed.

3.14 Logoff

Logoff means that you log off from SwyxServer as a user. Your user data will remain on the SwyxServer. The next time you log on to SwyxPhone with your PIN, you will once again find your own button configuration.



You should not be irritated by different button labels if you use your PIN to log on to a colleague’s SwyxPhone.

3.15 Telephone States

The following table includes a list of the different states which Swyx-Phone can have and the menu options available to you in each state.

| Telephone State | Meaning | The following options are available |
|-----------------|--|--|
| Idle | No line is currently in use | All menu and button functions |
| Idle tone | The handset is off hook, you hear the idle tone. A connection has not yet been made. | Voicemail inquiry, all number lists, Phonebooks, Speed Dials, <Main Menu>:<Incognito now!>, Redial, Function buttons, Speaker buttons |
| Dialing | The handset is off hook, you are dialing. | Numeric Keypad |
| Ringing | The handset is off hook, the number has been dialed, and it is ringing. | Call Forwarding |
| Active | A connection exists | Note, Phonebook, Call Forwarding, Call Swap, Speaker, Microphone, activate/deactivate Secondary Call; Disconnect will end the connection |
| On hold | The connection is set up, the caller hears music on hold | Voicemail inquiry, all number lists, Phonebooks, Speed Dials, <Main Menu>:<Incognito now!>, Redial, Function buttons, Speaker buttons |
| Call | The telephone rings, the LED blinks; A call waiting signal is produced in the handset when a second call is received | Phonebooks, Call Swap, <Main Menu>:<Pick Up/Reject>, Line button, Disconnect, Speaker activates the connection |

| Telephone State | Meaning | The following options are available |
|----------------------|---|---|
| Call Signaling | A subscriber, who has defined you in his call signaling, is called | Pick Up Button <Main menu>:<Pick Up> |
| Wrap Up Time | You have ended a telephone call. The LED of the Line Button glows with brief interruptions. | All menu and button functions |
| Callback request | "Callback Requests" appears in the display, meaning that another internal subscriber would like you to call back. | All menu and button functions To call back, confirm the entry in the "Callback Requests" list. |
| Callback on busy | You have left a callback on busy request because the subscriber called is still on the phone. Once the call is ended, the telephone will generate a callback tone to indicate that you can now call back. | All menu and button functions |
| PC Operation per CTI | The telephone is operated from a PC (SwyxIt!). | All menu and button functions are available to you, even on the telephone. |

3.16 LED Displays

In the following table, you will find an overview of the LED displays, their meaning, and the available options.

| Button | Display | Meaning | Action when button is pressed |
|--|--|---|--|
| Line | | | |
| Line 1  | LED off | The line is idle | LED glows The target telephone number can be entered. |
| Line 1  | LED blinks | The line is active, an existing connection is on hold | A call on hold is picked up again, the LED glows. |
| Line 1  | LED blinks quickly | The line is active, incoming call | The call can be picked up by pressing a button or by lifting the handset, the LED glows. |
| Line 1  | LED glows | The line is active, a connection exists. | If another Line button or Speed Dial is pressed in this state, the connection will be put on hold; the LED will now blink. |
| Line 1  | The LED glows with brief interruptions | The line is idle. The line is disabled for incoming calls (wrap-up time). | If the Line Button is pressed while in this state, the line becomes active again. Then the line is no longer disabled. |
| Speed dial | | | |

| Button | Display | Meaning | Action when button is pressed |
|---|-----------|--|---|
| Schmidt  | LED glows | A connection has been created to this subscriber. If call signaling to your phone has been allowed: The subscriber is currently telephoning. | A connection from you to this subscriber will be created. |
| Schmidt  | LED off | If call signaling to your phone has been allowed: The subscriber is not telephoning. | Dials the defined number (immediately or as a redial); LED glows. |
| Redial | | | |
| Redial  | LED glows | You are in the Redial List. | The next entry in the Redial List is shown. |
| Redial  | LED off | | The Redial List will be displayed; LED glows. |
| Call Swap | | | |
| Call Swap  | LED off | | The next line will be selected. |
| Call Forwarding | | | |
| Call Forwarding  | LED glows | Call Forwarding Unconditional (temporary / standard) is active | Call Forwarding Unconditional is switched off. LED goes out. |
| Call Forwarding  | LED off | Call Forwarding Unconditional has not been activated. | Your default settings for Call Forwarding Unconditional become active. LED glows. |
| Call Transfer | | | |

| Button | Display | Meaning | Action when button is pressed |
|---|-----------|-----------------------------------|---|
| Call Transfer  | LED off | | If you have two calls, e.g. on Line 1 and 2, these will then be connected to each other. |
| Pick up call | | | |
| Pick up call  | LED glows | A call is signaled on your phone. | You can take the call by lifting the receiver. LED goes out. |
| Pick up call  | LED off | | None. |
| Speaker | | | |
| Speaker  | LED glows | The speaker is switched on. | The speaker is switched off. LED goes out. |
| Speaker  | LED off | The speaker is switched off. | The speaker is switched on. Those present in the room can listen along. The handsfree microphone is switched on when the handset is on hook. LED glows. |
| Voicemail | | | |
| Voicemail  | LED glows | You have a new Voicemail. | You are connected to the remote inquiry of your Voicemail. LED goes out. |
| Voicemail  | LED off | You have no new Voicemails. | You are connected to the remote inquiry of your Voicemail. |
| Conference | | | |

| Button | Display | Meaning | Action when button is pressed |
|---|-----------|---|---|
| Conference  | LED glows | You have started a conference. | If you call another subscriber on another line, you can add this subscriber to the Conference by pressing a button. |
| Do not Disturb | | | |
| Do not disturb  | LED glows | Calls are signaled visually only (from Version "2011", otherwise forwarded to voicemail). | There is no acoustic signal for call signaling. The subsequent calls are also signaled acoustically. |
| Do not disturb  | LED off | Calls are also signaled acoustically. | When the phone rings, the ringing is subsequently silenced. Calls will only be signaled visually. |
| Secondary call | | | |
| Secondary call  | LED glows | Secondary call is disabled. | Secondary calls will be signaled. |
| Secondary call  | LED off | Secondary calls are signaled. | Secondary calls will be prevented. |

3.17 Acoustic Signals

The following table provides a brief overview of the most important acoustic signals and their meaning.

| Signal Sound | Meaning |
|---------------------|---|
| Ringing | This sound is produced for incoming calls. You can choose different ring tones for different calls (e.g. from certain numbers or internal and external calls). |
| Idle tone | This sound is heard before a connection is made. |
| Stuttered Dial Tone | You have a new Voicemail. |
| Busy Signal | Produced after dialing a subscriber whose line is busy. |
| Call Waiting Signal | Generated for a subscriber whose line is busy, who is telephoning when a further call is received which can be picked up on another line. However, this requires that the "Disable Secondary Call" function has not been activated. |
| Call Signaling | This sound is played when the destination subscriber has not picked up the call and the Timer (10 seconds) has expired. Acoustic signaling in the form of an attention tone takes place only once if call signaling is activated. |
| Callback Signal | This tone is generated when you leave a "Callback on busy" request. The other subscriber has ended his call. If you confirm the callback, a connection will be initiated. |
| Direct Call Signal | This tone is produced at the beginning of a direct call. Another internal subscriber, to whom you signal your status, has initiated a direct call connection to you and the telephone activates the speaker. If you would like to answer the subscriber, please lift the handset. |
| Button signal | This sound is produced if no function has been assigned to the button you have pressed or if it is not possible to execute the function at this time. The button signal will also be produced when entering alphanumeric names, if SwyxPhone is ready to receive an additional character. |

3.18 Call Routing

Call Routing refers to the treatment of incoming calls according to pre-defined rules, for example, the forwarding of incoming calls to another subscriber.

Call Routing Manager provides you with an extremely powerful instrument in SwyxIt! which will significantly improve the availability in your company while greatly reducing the number of "lost calls". The Call Routing Manager is equipped with a Rule Wizard to help you change or redesign rules.



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

The Graphical Script Editor provides other options for call handling and it allows you to graphically display even a complex set of rules. Rules created in this manner can only be used if the option pack 'Extended Call Routing' has been installed on the SwyxServer. For further information, please refer to the documentation "Call Routing Manager".

3.19 Voicemail

SwyxWare provides its users with a personal answering machine. If you have e-mail access, your Voicemails will be sent to your e-mail address if this has been set for your SwyxPhone during installation: The Voicemails will be in your mailbox and you can then play the messages on your PC. The Voicemail functionality goes far beyond the performance of a traditional answering machine. It allows you, for example, to use caller-, time-, and date-specific announcements, to forward voice messages in the form of an e-mail to another address, or even to make them available to an entire distribution list – with just a single click of the mouse.

Alternatively, you can listen to and manage the messages left for you from your SwyxIt!, your SwyxPhone or from another telephone line per remote inquiry.

For further information please refer to chapter 7.2, Voicemail inquiry, page 49.

3.20 Remote Inquiry

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

3.21 CTI

With the CTI functionality you can dial the person you wish to speak to on your PC (SwyxIt!), e.g. from Outlook or Lotus Notes Contacts but the call will be made as usual via the telephone device. Even if SwyxPhone is controlled from another CTI-SwyxIt!, all telephony functions are available to you at any time directly on SwyxPhone.

3.22 Callback request

SwyxWare offers the option of leaving callback requests on other internal subscribers' phones. The subscriber can then call back later. If the subscriber you are calling is busy, you can start a "Callback on busy". In this case a new call is suggested as soon as the subscriber is available again.

3.23 Wrap Up Time

You can specifically block a line for further incoming calls, for example, in order to have enough time to process a customer inquiry after a call from a customer.

3.24 Intercom Connection

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

4 Set It Up & Log On

This chapter provides information concerning the requirements and settings necessary for initial operation of SwyxPhone.

4.1 General Safety Advice

- Do not open the casing of the phone or the mains power supply.
- Keep the phone and the mains power supply dry.
- Always disconnect your SwyxPhone from the power supply before connecting or disconnecting any cables.
- Do not expose the devices to direct sunlight or other heat sources.
- Protect the devices against excessive dust, aggressive fluids and vapors.
- Do not expose the devices to electromagnetic fields. The speech quality could be affected.
- The phone may only be operated in the temperature environment of 5°C to 40°C.



4.2 Intended use

SwyxPhone is intended exclusively for use in residential and business premises.

The SwyxPhone L6xxG phones are only suitable for connection to an IP network and should only be used within the SwyxWare concept under SwyxServer administration.

4.3 Care Instructions

Use a slightly damp cloth, or even better, an anti-static cloth, to wipe off the case of your SwyxPhone. Do not use any detergents or scouring agents.



Do not use a dry cloth because this may cause a static charge which could destroy the electronics.

4.4 Eco-friendly disposal

SwyxPhone cannot go in normal domestic refuse at the end of its lifetime. Leave it at a collection point for the processing of electrical and electronic devices. As some parts or raw materials are recycled from used products, you will make an important contribution toward environmental protection.



Dispose of packaging materials in accordance with local regulations.

4.5 Scope of supply

The following items are included in the package:

- SwyxPhone L6xx
- telephone handset and spiral cable
- Quickstart "SwyxPhone L6xx"
- network cable



The SwyxWare DVD includes label templates for SwyxPhone L615, Tastenmodul T615 and BusyLampField BLF640.

4.6 System Requirements

The following requirements must be fulfilled to be able to make phone calls with SwyxPhone L6xx:

- Power supply (Mains Power Supply or Power over LAN)
- network with TCP/IP protocol
- operable 10/100 Base-T-Ethernet connection
- installed and operable SwyxServer
- SwyxWare user account and PIN must be set up on the SwyxServer

To minimize the time and effort spent on configuring SwyxPhone, we recommend using a configured DHCP server. For further information, please refer to the SwyxWare Administrator documentation.

4.7 Connection of the phones

4.7.1 Power Supply

The power supply for your SwyxPhone L6xx can either be provided over the LAN cable or over a mains power supply.

Power Supply Over Mains Power Supply

A mains power supply for power supply is not included in your SwyxPhone L6xx package. This device must be ordered separately. A mains power supply can provide power to two SwyxPhones at the same time.



Always disconnect the SwyxPhone from the power supply before connecting or disconnecting any cables!

Power Supply Over LAN

If your network supports power supply over the LAN (Power over LAN), you can supply power to your SwyxPhone even without a mains power supply.



Prior to the power supply via LAN (Power over LAN), please note the power class of the relevant SwyxPhone model. For further information please refer to **B.1 Technical Data, page 204**.

4.7.2 Connect SwyxPhone L615/SwyxPhone L620

This is how you connect SwyxPhone L615/SwyxPhone L620



1. Connect the handset cable (short straight end) to the telephone handset. Both ends of the handset cable are equipped with identical four-pole RJ-11 plugs.
2. Plug the long straight end of the spiral cable into the RJ-11 jack (3) on the underside of the telephone.
3. Plug the LAN cable (RJ-45 plug) in the LAN jack on the underside of the telephone to connect your SwyxPhone to the Ethernet data network.
4. If necessary, plug the RJ-11 plug of the mains power supply into the jack for the power supply.
5. Place the handset cable in the provided guide groove on the underside of the telephone.

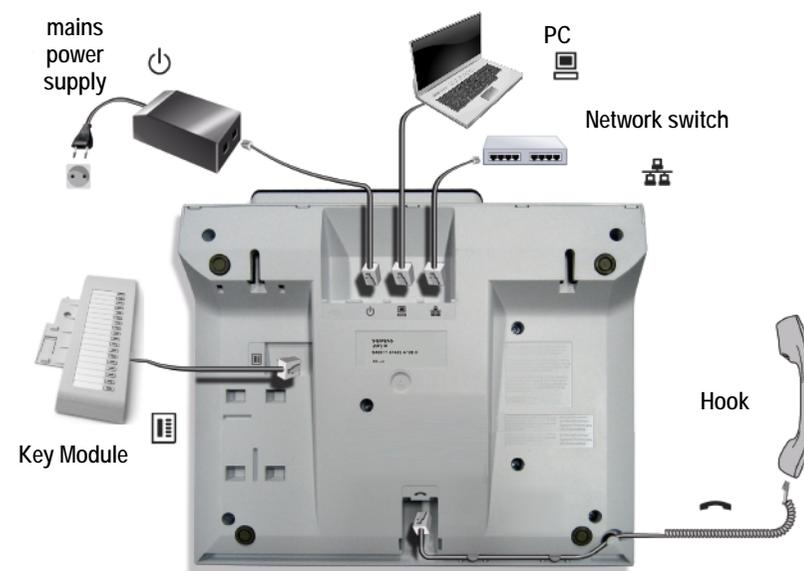


Figure 4-1: Connections on the underside of the SwyxPhone L615

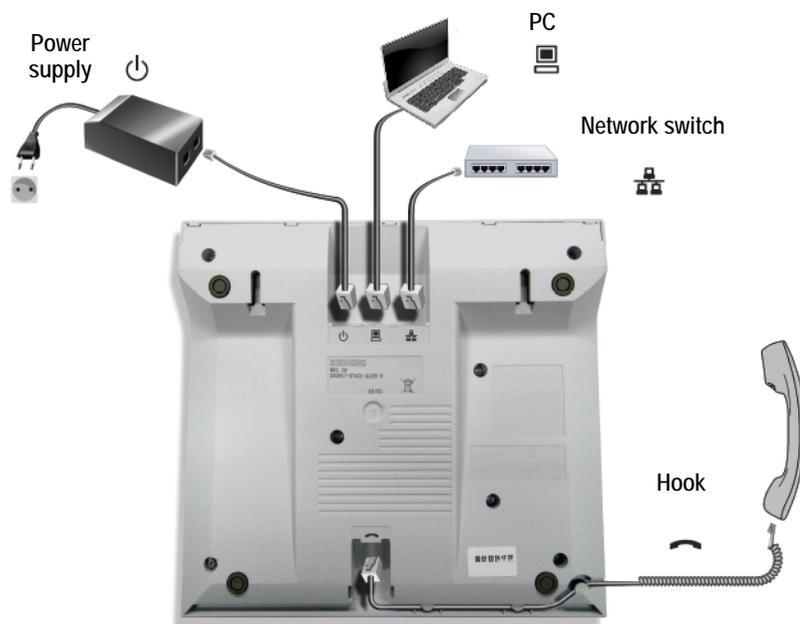


Figure 4-2: Connections on the underside of the SwyxPhone L620

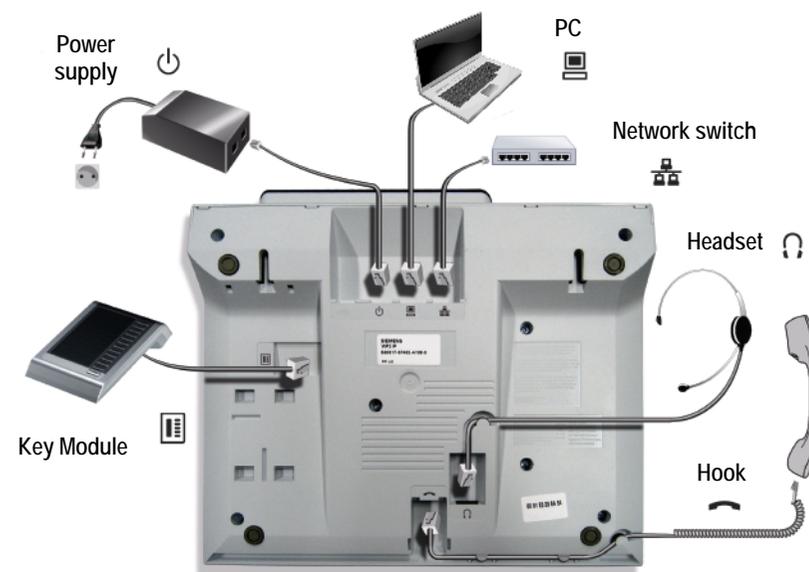


Figure 4-3: Connections on the underside of the SwyxPhone L640

4.7.3 Connect SwyxPhone L640

This is how you connect SwyxPhone L640



1. Connect the handset cable (short straight end) to the telephone handset. Both ends of the handset cable are equipped with identical four-pole RJ-11 plugs.
2. Plug the long straight end of the spiral cable into the RJ-11 jack (3) on the underside of the telephone.
3. Plug the LAN cable (RJ-45 plug) in the LAN jack on the underside of the telephone to connect your SwyxPhone to the Ethernet data network.
4. If necessary, plug the RJ-11 plug of the mains power supply into the jack for the power supply.
5. Place the handset cable in the provided guide groove on the underside of the telephone.

4.7.4 Connect SwyxPhone L660/SwyxPhone L680

This is how you connect the SwyxPhone L660/SwyxPhone L680



1. Connect the handset cable (short straight end) to the telephone handset. Both ends of the handset cable are equipped with identical four-pole RJ-11 plugs.
2. Plug the long straight end of the spiral cable into the RJ-11 jack (3) on the underside of the telephone.
3. Plug the LAN cable (RJ-45 plug) in the LAN jack on the underside of the telephone to connect your SwyxPhone to the Ethernet data network.
4. If necessary, plug the RJ-11 plug of the mains power supply into the jack for the power supply.
5. Place the handset cable in the provided guide groove on the underside of the telephone.

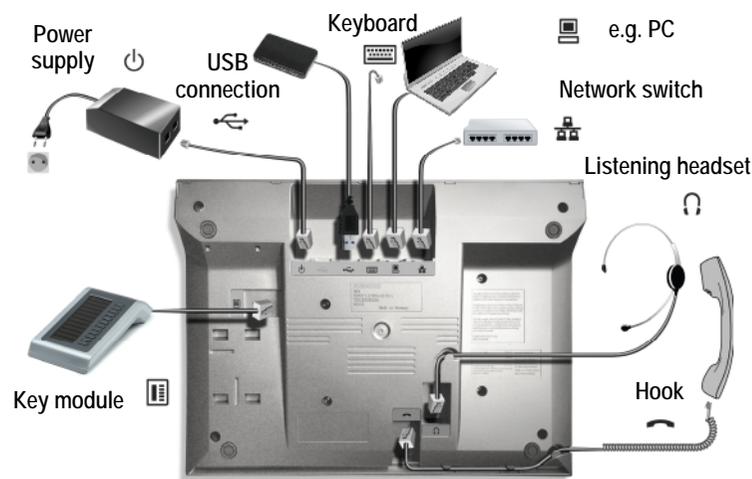


Figure 4-4: Connection of the SwyxPhone L660/SwyxPhone L680

Making better use of network connections

All SwyxPhone L6xx models have a built-in 10/100 Mbps Ethernet switch. The SwyxPhone L6xxG series phones have a 1000 Mbps Ethernet switch. This means that you can always connect a further network device (e.g. a PC) to the LAN directly via the telephone.



With this mode of connection you save a network connection of the switch you are using, and with the right arrangement you need fewer network cables and/or use shorter cable paths.

4.8 Connecting a Key Module

You can connect Key Modules to the models SwyxPhone L615, SwyxPhone L640, SwyxPhone L660 and SwyxPhone L680. This provides you with additional keys, which you can configure as speed dials, function keys or line keys.



If SwyxPhone L640 is operated with two key modules in Power-over-Ethernet mode, you need power class 3. In order to operate SwyxPhone L640G, SwyxPhone L660G or SwyxPhone L680G with two key modules, an external current source (power supply) is needed (see also B.1 *Technical Data*, page 204).

This is how you connect a Key Module



1. Separate the telephone from the power supply.
2. Attach the Key Module with the help of the plug connections, to the telephone or to another Key Module. The Key Module is then a single unit together with SwyxPhone.
3. Connect the jack for the connection of a Key Module to the jack of the Key Module.
4. If a Key Module is already installed, connect its jack (towards the telephone) to the jack of the new Key Module (towards key module).

After the connection of a Key Module you can configure the function key as described in Chapter 8.5, Configure function keys, page 71 or Chapter 17.1, Configuration of SwyxPhone in SwyxIt!, page 198.

4.9 Logging on to SwyxServer

When you connect SwyxPhone to the power supply, a restart will automatically be initiated.

This will be followed by information on the display, accompanying the determination of the configuration data.

The IP network configuration and the address of the PhoneManager or the backup PhoneManager are identified during the start. This process may take several seconds in some cases.



A SwyxPhone user must have a PIN for authorized access to SwyxPhone. If you do not yet have a PIN, contact your administrator.



If you have accidentally entered the wrong PIN more than once, you must wait several minutes. Then you can once again enter your PIN.



If SwyxPhone or SwyxIt! does not log on properly, please check whether other devices are already logged on under this user. A maximum of four devices (SwyxIt!, SwyxPhone or other telephones) can be logged on simultaneously for one user.

If you would like to know how to log on and off SwyxPhone, e.g. in a conference room, after installation has taken place, please see Chapter 7.9, Log On/Off, page 60.

5 Control elements of SwyxPhone L615/ SwyxPhone L620

This chapter describes the control elements of the models SwyxPhone L615 and SwyxPhone L620.

The control elements of all SwyxPhones consist of a display, a handset, a hands-free microphone, a speaker and buttons.



Figure 5-1: Control elements of SwyxPhone L615

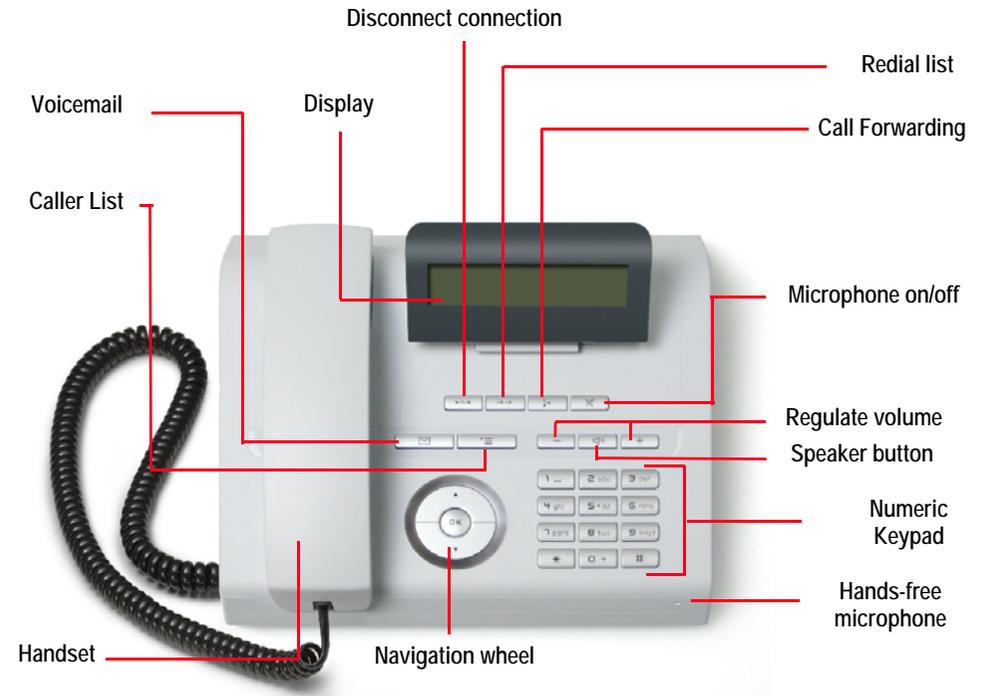


Figure 5-2: Control elements of SwyxPhone L620

5.1 Buttons

The buttons can be classified in the following groups:

- defined keys
- preconfigured function keys
- freely configurable function keys

5.1.1 Defined keys

The following buttons are preset for the SwyxPhone L615 and the SwyxPhone L620, and cannot be assigned to other functions. These buttons are marked with corresponding symbols.

Numeric Keypad

The buttons of the numeric keypad (number keys) are used for entering numbers, letters and symbols.

In the idle state, when no calls are being made and no menus are open, you can input the call number directly. If you have opened a menu, you call call up a menu item directly with the numeric button.

You can also use the numeric keypad to enter letters. You can enter text at the relevant points (e.g. the name for a new phonebook entry), or switch directly to an entry in a list. Enter the space with "0". The '*' key is used to switch between upper and lower case letters.

Example:

To speed up a search in a phonebook with many entries, you can enter the first letter of the name, e.g. for an "F" press the "3" three times, for an "S" press the "7" four times.

+/- Buttons

You can use the +/- buttons to adjust the volume of the speaker and the handset, depending on which one is currently active. The volume setting will stay at this level for the next call.

You can also use these buttons in the configuration menu to change the ringing volume (see chapter 8.3.1, Ringing, page 64).



Menu navigation

SwyxPhone L615

SwyxPhone L615 is controlled with three navigation buttons.

| Control element | Function when button is pressed |
|---|--|
|  | Arrow button "Down" If the phone is idle: <ul style="list-style-type: none"> • Open main menu In lists and menus: <ul style="list-style-type: none"> • Scroll down |
|  | Arrow button "Up" In lists and menus: <ul style="list-style-type: none"> • Scroll up |
|  | "OK" button <ul style="list-style-type: none"> • Open menu option • Confirm entry • Execute action |

SwyxPhone L620

SwyxPhone L620 is controlled with a 3-way navigation wheel.

| Control element | Function when button is pressed |
|--|--|
|  | Arrow button "Down" If the phone is idle: <ul style="list-style-type: none"> • Open main menu In lists and menus: <ul style="list-style-type: none"> • Scroll down |
|  | Arrow button "Up" In lists and menus: <ul style="list-style-type: none"> • Scroll up |
|  | "OK" button <ul style="list-style-type: none"> • Open menu option • Confirm entry • Execute action |

5.1.2 Preconfigured function keys

All function keys on SwyxPhone can be individually configured. Some function keys are preconfigured at purchase. These are also labeled with appropriate symbols, e.g. the envelope symbol on the voicemail button. You have the option of assigning these keys to other functions, e.g. "Call Swap" or "Redial". For further information please refer to chapter 8.5, Configure function keys, page 71.

Voicemail

A Voicemail is a spoken message in the form of a WAV file.



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

If you have e-mail access, your Voicemails will be sent to your e-mail address if this has been entered for your SwyxPhone during installation.

If you have received a Voicemail, the LED of the Voicemail button will be on. If you press the button you will be directly connected to your voicemail inbox. You are in the main menu. Follow the menu instructions to listen to your messages.

Caller List

If you press the "Caller List" button, the last calls received for you will be displayed. The calls are listed in the order in which they were received. You can directly dial, or edit and then dial the individual entries from the Caller List, or save them in the Personal Phonebook. 20 entries will be saved in the Caller List per default setting.



Speaker

When the telephone is in an active state (a conversation is in progress), the Speaker button is used to switch the speaker on or off. This allows other people present in the room to listen to the conversation. You can then turn the speaker off again and continue the conversation on the handset.



In an idles state (if no call is currently being made), pressing the Speaker button has the same effect as picking up the handset; you can immediately dial a number and place your call using the handsfree telephone. The LED of the Speaker button will glow as long as the handsfree telephone is activated. If the handset is on hook, end the call by pressing the Speaker button.

The following buttons are only present on the SwyxPhone L620:

Disconnect connection

Pressing the "Disconnect" button terminates an active call.



Redial

The Redial button allows you to call the Redial List when the handset is on the hook. If you press this button when the handset is off the hook, the number last dialed will once again be called.



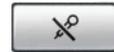
Call Forwarding

Press the Forwarding button, if you would like to forward calls immediately to another number or to your Voicemail. Before you can use this function, you must configure call forwarding in the main menu under "Forwardings".



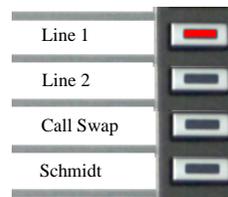
Microphone

You can use this button to switch off the handset microphone or handsfree microphone for a while, so that the call partner cannot listen e.g. to an inquiry in the room.



5.1.3 Freely configurable function keys

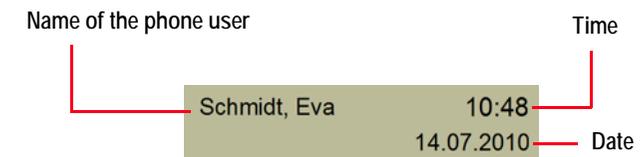
SwyxPhone L615 has eight freely configurable function keys with LEDs. A paper insert is used for labeling. These keys can be assigned to particular functions, e.g. "Call Swap" or "Redial", or used as Line buttons or Speed Dials. At delivery, the two upper function keys are configured as Line buttons.



5.2 Display

The SwyxPhone L615 and SwyxPhone L620 models come with a monochrome (black and white) LC display. It supports you intuitively in operating the telephone. Up to 48 characters can appear in two rows in the display.

In the idle state, when no calls are being made and no menus are open, the following information appears in the display:



When you open a menu, the title of each menu list is displayed, with the first available menu item in each case.



You can use the arrow buttons or the number keys to page through the menu items. The currently displayed menu item can be opened with the "OK" button. You can also call the menu item you want directly, by pressing the corresponding number key, e.g. "8" for "Configuration" and then "3" for "Lines". Press "0" to go up a level in the menu structure.

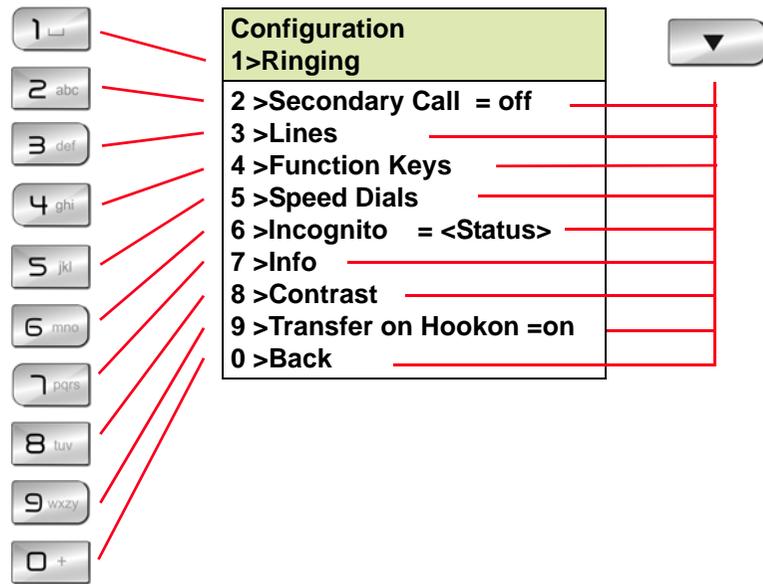


Figure 5-3: Menu navigation

6 Telephoning with SwyxPhone L615/ SwyxPhone L620

This chapter describes the following basic telephone functions:

- How do I call a subscriber? (page 35)
- How do I pick up a call? (page 37)
- How do I pick up a call? (page 37)
- How do I end a call? (page 38)
- How do I start an inquiry call? (page 38)
- How do I switch between lines (Call Swap)? (page 39)
- How do I connect two subscribers to one another? (page 39)
- How do I transfer a call without Inquiry? (page 40)
- How do I forward a call? (page 40)
- How do I forward a call? (page 41)
- How do I use the Phonebook? (page 44)
- The Secondary Call (page 41)
- Speaker and Handsfree Telephone (page 45)

6.1 How do I call a subscriber?

SwyxPhone is in an inactive state. You will see your user name and the current time and date on the display:

```
Jones, Tom          10:10
                   22.02.2008
```

If there were calls which you did not pick up, or you received call-back requests or voicemails, this will also be shown on the display:

```
Jones, Tom          10:10
New incoming calls (XX)
```



This is how you call a subscriber

1. Pick up the handset or press the Speaker button.
You will then hear the dial tone.
2. Use the numeric keypad to dial the number you want.

```
L1: Dialing
>Caller List
```

When you begin to enter the numbers, they will appear in the second line of the display. The subscriber is then immediately called.

With the handset on hook and the speaker deactivated:

1. Use the numeric keypad to dial the number you want.
The word “dialing” will immediately appear in the first line of the display. The numbers entered appear in the second line of the display.
2. You can still correct your entry using the arrow button ▲.
3. Press the OK button or the Speaker button.
The subscriber is then called.
4. Simply lift the handset.

If the connection to the destination subscriber has not yet been made, the line number and “ringing” will appear in the first line of the display. The number or, if available, the name of the destination subscriber will appear in the second line:

```
L1: ringing
= <Number>
```

If all of the target subscriber’s lines are busy, the word “busy” will appear in the first line of the display. The number or the name of the destination subscriber will appear in the second display line.

```
L1: Busy
= <Number>
```

If the connection is made, then the line number and the number or name of the destination subscriber will appear in the first line of the

display. The duration of the call is shown in the second line of the display.

L1:<Number>
=Call duration: xx:xx:xx

6.2 Other Options for Dialing a Number

- Select the subscriber you want from the Global or Personal Phonebook, and then confirm your selection by pressing OK twice, or by picking up the handset. The connection will immediately be made. For further information please refer to chapter 8.4.2, Phonebooks, page 66.
- Use the "Caller List" button  to call up the list of recently received calls. Use the arrow buttons to select the subscriber you want and confirm the call with the "OK" button. The subscriber is then immediately dialed. For further information concerning the Caller List, see chapter 8.4.3, Caller List, page 69.
- Use the "Redial" button  to show the list of the calls you have most recently made. The "Redial" button can be used in two ways.

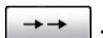
1. Abbreviated Dialing:

Lift the handset and press the "Redial" button .

The number of the last call will be dialed immediately.

2. The Redial List:

Leave the handset on the hook and press the "Redial" button



A list of the calls you have most recently made will appear. Use the arrow buttons to select the subscriber you want and confirm the call with the "OK" button.

The subscriber is then immediately called.

6.3 Available Options during a Call

During a phone call you can select the following menu items with the arrow buttons, and activate the option of your choice with the "OK" button:

- Call duration
Shows the length of the call.
- Conference
If you have one active line and at least one other line on hold, you can start a conference (see chapter 7.7, Conference, page 57).
- Callback Request
This function is only available to you during a call to an internal subscriber (see also chapter 7.6, Callback request, page 54).
- Note
Here you can enter a number and the corresponding name in the Personal Phonebook during a telephone call (see chapter 7.5, Note, page 53).
- Call Transfer
You can transfer a caller directly here. If you have two connections (one active connection and one on hold), these are directly connected to each other. If you only have one call on one line, you must input a further number or select one from the phonebook (see chapter 6.9, How do I connect two subscribers to one another?, page 39).
- Disconnect
Disconnects the active connection.
- Speaker
This switches the speaker on / off (see chapter 6.16, Speaker and Handsfree Telephone, page 45).
- Microphone
This switches the microphone on / off (see chapter 6.16.2, Activating/ Deactivating the Microphone During a Call, page 45).
- Secondary call
You can either allow or disable a second call during a call (see chapter 6.13, The Secondary Call, page 41).
- Call Swap
If you select this menu item, the active line is put on "Hold", your conversation partner will hear music on hold and SwyxPhone will switch to the next available line (see chapter 6.8, How do I switch between lines (Call Swap)?, page 39).

6.4 How do I pick up a call?

If you receive a call, a call is forwarded to you or a call is received for a group of which you are a member,

- the number or the name of the caller will appear on the display,
- a ringing sound will be produced.

| |
|-----------------------------|
| L1:<Caller> >Accept |
| >Forward call to >Reject |

A call to a group (Group Call) is shown as follows:

| |
|----------------------------------|
| L1:<Caller> Grp: <Group name> |
| >Accept >Reject |

If you are a member of a Hunt Group with sequential, rotary or random distribution, the call will first be displayed in Call Signaling, and only put through if no other member has picked up the call. In this case you see the call signaling for the Group Call:

| |
|----------------------------------|
| L1:<Caller> Grp: <Group name> |
| >Pick Up >Ignore >Back |

A call which has been forwarded from another subscriber to you is shown as follows in the display:

| |
|---|
| <Caller> ==><Destination Subscriber> |
| >Accept >Forward call to >Reject |



If the number of the caller is known, i.e. if a name in the Global or Personal Phonebook or on a Speed Dial been assigned to this number, the name will appear in the display. If not, only the number will be displayed.



If "XXX" appears in the display, the caller's number was not transmitted, e.g. because the caller has suppressed his number.



This is how you accept a telephone call

1. Simply lift the handset.
The handset is activated. You can now speak with the caller.
or press the Speaker button.
The speaker and hands-free microphone will be activated, so that other people present in the room can also follow the conversation.

6.5 How do I pick up a call?

In the case of a signaled call, you will only be shown that another user or a group has received a call. Signaling is set up by the system administrator. You can pick up a signaled call.

If a call is signaled to you, your display will show who the call was originally for:

| |
|---|
| <Caller name> =><Destination Subscriber> |
| >Pick Up >Ignore |

If the call is not picked up by the destination subscriber and if you have activated call signaling in the Settings menu, you will hear an additional brief acoustic signal after ten seconds.

This is how you pick up a signaled call

1. Use the arrow buttons to select the menu item "Pick up Call".
2. Press the "OK" button.



Please remember when picking up a call via the menu that you must first confirm the option "Pick up Call" and only then lift the handset. If you lift the handset first, the call signaling will be ignored and a free line will be activated.



If several subscribers, whose calls are signaled to you, receive a call at the same time, only one name will be shown in the display.

6.6 How do I end a call?

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

This is how you end a telephone call



1. Simply place the handset on the hook.
or
1. Use the arrow buttons to select the menu item "Disconnect".
or
1. Activate the handsfree mode, i.e. if the speaker is activated and handset is on the hook, the Speaker button.



If you end a call and you have a second call on hold, a single telephone ring will be produced after five seconds have passed. Pick up the handset once again in order to directly connect to the caller on hold.

This is how you end one of several calls

You can only end the active connection.



1. Use the arrow buttons to select the menu item "Disconnect". (Then you can select one of the remaining inactive lines.)
2. Confirm the selection with "OK".



If you have created the connection yourself, putting the handset on hook will result in the transfer of this call to the call on hold. If you have several lines on hold, the active line will also switch to the state "On hold".

6.7 How do I start an inquiry call?

You are having a telephone conversation and you would like to call another subscriber (Inquiry Call). Then you would like to alternately speak to both subscribers (Call Swap).

Example:

You are speaking to a customer (Subscriber A) and you would like to ask someone in the warehouse (Subscriber B), whether a certain article is in stock.

You begin a second call at the same time with Subscriber B. Then you can alternately speak with Subscriber A and Subscriber B (Call Swap).

While you are speaking with one subscriber, the other subscriber will hear music on hold

When you end the call with one of the subscribers (using the menu item "Disconnect"), the corresponding line becomes free again. You can then switch to the line on hold.



If you were the initiator of the call on the active line and you place the handset on hook, the two subscribers will be connected to each other.

This is how you call an additional subscriber



1. During an active call, select the menu item "Call Swap".
You will hear the dial tone and you can call a second subscriber.
2. Dial the number and wait until the connection is made.
The first call is put on hold. Your first call partner will hear music on hold.

6.8 How do I switch between lines (Call Swap)?

You are having conversations with several subscribers at the same time. The active connection is the connection to the person you are currently talking to. All other subscribers, who are listening to music on hold while they wait, are on connections on hold. The switch between between the active line and the line on hold is called "Call Swap".

Example:

Several calls are received at the operator desk and you would like to forward these calls to various colleagues, who, however, cannot be reached immediately. You can put the caller on hold. You can switch to these lines on hold at any time in order to inform the callers of the progress of your efforts to connect them to the correct colleagues.

This is how to swap between lines



1. Use the arrow buttons to select the menu item "Call Swap"
2. Press the "OK" button.

The active line is put on hold, and the other line becomes active.



If you use the "Call Swap" function often, you can also assign this function to one of the configurable buttons. For further information please refer to chapter 8.5, *Configure function keys*, page 71.

This is how you call swap using the configured "Call Swap" button

1. Press the button "Call Swap".



You have now activated the next line.

By repeatedly pressing the "Call Swap" button you will switch between the active lines.



You can have as many calls simultaneously as you have lines. This means, however, that you have several calls on hold and one active line at the most.

6.9 How do I connect two subscribers to one another?

You are connected with two subscribers simultaneously. While you are talking to one of the subscribers, the other is on hold. This subscriber will hear music on hold. You can now connect these two subscribers to each other.

Example:

You are talking to Subscriber A on Line 1. Line 2 has a connection on hold with Subscriber B. You connect Subscriber A with Subscriber B.

This is how you connect two subscribers

1. Use the arrow buttons to select the menu item "Call transfer".
The line on hold appears on the display.
2. Press the "OK" button.
The subscribers are connected to one another. Your lines will become free (inactive).



When you directly connect subscribers, you may still be charged, even though you are no longer involved in their telephone call. These will only occur on your side if you set up one or both of the connections. If, for example, Subscriber A called you and you called Subscriber B to inquire about something, you will only be charged for the connection to Subscriber B. No costs will be charged if you are called by both Subscriber A and Subscriber B. However, if you have called both subscribers, you will be charged for both connections.

6.10 Transfer When Placing Handset on Hook

You can define whether the subscribers on the active line and the line on hold should be connected when you go on hook. The item "Transfer on Hookon" is available in the "Configuration" menu for this.

Configuration
9 >Transfer on Hookon=<on/off>

- If this option is activated, you can connect the two callers to one another by simply placing the handset on hook. However, this only works if you set up the active call yourself. If you did not initiate the active call (i.e. you received the call), the connection will be terminated by hook on. The second call will remain on hold.

Example:

Subscriber A is called by C. Then subscriber A begins a second call on another line to subscriber B (e.g. for an Inquiry Call). If A goes on hook, subscribers B and C are then connected to one another.

- If this option is not activated, the active call will be ended and the other one will be kept on hold.

6.11 How do I transfer a call without Inquiry?

Your SwyxPhone can be used to accept incoming calls and then to transfer these calls to another subscriber, without waiting for the new subscriber to answer. This means you can connect two subscribers even though there is not yet an active connection to one of the subscribers.

This is how you transfer a call without inquiry

You are having a telephone conversation with subscriber A.

1. Use the arrow buttons to select the menu item "Call transfer".
2. Select the number of the subscriber, to whom you would like to transfer the call (Subscriber B).
3. Press the "OK" button.
4. As soon as it rings, hang up.

Your caller (Subscriber A) will hear ringing, and "Call Transfer" appears on your display. The line on which you initiated the second call will become free and the first line will change its status from "Hold" to "Transferring". Your previous caller (Subscriber A) hears the telephone ring.

The person called (Subscriber B) sees on the display:

<Number of subscriber A>
L1: <Name of Subscriber A>

The call can be picked up directly by Subscriber B.

If the call is not picked up within 20 seconds or if the call is forwarded to Voicemail, the connection attempt will be terminated and the caller will once again be put on "Hold" and will hear music on hold.

5. To activate the call again, select "Accept" with the arrow buttons and press the "OK" button.

6.12 How do I forward a call?

If you are receiving a call you can transfer this call while it is still ringing to another subscriber or to your Voicemail.

This is how you transfer a call without accepting

You receive a call, it rings.

1. Use the arrow buttons to select the menu item "Forward call to".

L1: <Caller name>
>Accept
>Forward call to
>Reject

2. Select the forwarding destination with the arrow buttons:
 - your voicemail (This option is only available if the Voicemail functions are configured.),
 - a number in the phonebook,
 - any number.

Forward call to
>Voicemail
>Number in phonebook
>Phone number
0 >Back

- Press the "OK" button.
The call is then immediately transferred.

6.13 The Secondary Call

You can use the "Secondary Call" function to define whether you are available for an additional subscriber. You can set this option in the main menu or during a call.



This is how you switch the Secondary Call function on / off

- From the main menu, select "Secondary Call".
You will see in the display the currently valid setting, "on" or "off":

| |
|--|
| Main Menu 7 >Secondary Call = <on/off> |
|--|

- Press the "OK" button to activate or deactivate Secondary Call.

6.14 How do I forward a call?

You can forward incoming calls

- to another telephone number (internal or external) or
- to your Standard Voicemail.

There are several different methods for forwarding incoming calls:

- Call Forwarding Unconditional:

The call is then immediately transferred.

- Call Forwarding Busy:

You line is busy, which means that you are currently telephoning and you have not allowed a secondary call or you are telephoning on all configured lines.

- Call Forwarding No Reply:

The telephone rings several times at your desk but you do not pick up the call.

The type of redirection to be applied to all of your incoming calls is defined in the "Forwarding" shortcut menu:

| |
|--|
| Call Forwarding 1 >Immediate = <Status> |
| 2 >If busy = <Status> 3 >No Reply = <Status> 0 >Back |

6.14.1 Define Call Forwarding Unconditional

You can enable Call Forwarding Unconditional if you do not wish to receive any calls from this time on. All incoming calls are forwarded immediately to the specified destination.

There are different options for the forwarding of the call:

- no call forwarding,
- Voicemail,
- <Phone number>,
- <Phonebook>.

This is how you activate Forwarding Unconditional

1. Select the menu item "Forwardings" with the arrow buttons, and press the "OK" button:



| | |
|----------------|-------|
| Main menu | 10:10 |
| 4 >Forwardings | |

The following appears on the display:

| |
|-------------------------|
| Call Forwarding |
| 1 >Immediate = <Status> |
| 2 >If busy = <Status> |
| 3 >No Reply = <Status> |
| 0 >Back |

2. Choose "Unconditional" and press the "OK" button.
The following will appear:

| |
|-------------------------------|
| Call Forwarding Unconditional |
| = <Status> |
| 1 >Activate/Deactivate |
| 2 >to Voicemail |
| 3 >to phone number |
| 4 >to number in phonebook |
| 0 >Back |

3. If you choose "Activate", all incoming calls will be forwarded immediately to the specified destination.

4. To forward the call to a different destination, use the arrow keys to select the required menu item, and press OK.

Or

1. Press the "Forwarding" button  on your SwyxPhone L620. The red LED for the Forwarding button will glow. You will see on your display that Forwarding Unconditional has been activated.



| |
|--|
| <Name of the Subscriber> Forward call to <Number> |
|--|

To switch off unconditional forwarding, press the "Forwarding" button again. The red LED for the Forwarding button will go out.



Your Voicemail can be configured using SwyxIt!. For further information, please refer to the SwyxIt! documentation. If Remote Inquiry has been configured for you, you can also change your Voicemail announcement and the destination of your (Call) Forwarding Unconditional from the menu of Remote Inquiry (see chapter 7.3, *Remote Inquiry*, page 50).

6.14.2 Define Forwarding Busy

This is where you specify how incoming calls are redirected if all your lines are busy. If a secondary call is disabled, further incoming calls during a telephone conversation will be handled as for busy lines.

This is how you define "Call Forwarding Busy"



1. Choose "Forwardings" in the main menu, and press the "OK" button.
2. Choose "If busy" and press the "OK" button.

The following appears on the display:

| |
|---|
| Call Forwarding Busy = < Status > |
| 2 >to Voicemail |
| 3 >to phone number |
| 4 >to number in phonebook |
| 0 >Back |

3. Choose the appropriate menu item and press the "OK" button.
4. Specify the destination, or enter a number, and press the "OK" button.

Incoming calls will be forwarded to the specified destination, if you are currently telephoning and the option "Secondary Call" is deactivated or all lines are busy.



Your Voicemail can be configured using SwyxIt!. For further information, please refer to the SwyxIt! documentation. If Remote Inquiry has been configured for you, you can also change your Voicemail announcement and the destination of your (Call) Forwarding Unconditional from the menu of Remote Inquiry (see chapter 7.3, Remote Inquiry, page 50).

6.14.3 Define Call Forwarding No Reply

If Forwarding No Reply is activated, incoming calls are signaled. If the call is not picked up within the defined time limit, it will then be forwarded to another number or to your Voicemail.

This is how you define Call Forwarding No Reply



1. Choose "Forwardings" in the main menu, and confirm with the "OK" button.

| | |
|------------------|--------------|
| Main menu | 10:10 |
| 4 > Forwardings | |

The following appears on the display:

| |
|--------------------------|
| Call Forwarding |
| 1 > Immediate = <Status> |
| 2 > If busy = <Status> |
| 3 > No Reply = <Status> |
| 0 >Back |

2. Choose "No Reply" and confirm with the "OK" button.

The following will appear:

| |
|---------------------------------|
| Call Forwarding No Reply |
| 2 >to Voicemail |
| 3 >to phone number |
| 4 >to number in phonebook |
| 0 >Back |

3. Choose the appropriate destination, and confirm with the "OK" button.

- Specify the destination, or enter a number, and press the "OK" button.

Then the time delay will appear on the display:

```
Forwarding after
- < 010 seconds >+
```

Here you can use the arrow buttons to set the time delay (between 1 and 180 seconds) after which the incoming call should be forwarded.

- Press the "OK" button.

Forwarding No Reply is activated.

For further information on the various configuration options see Chapter 8.2.1, Forwardings, page 63.



Your Voicemail can be configured using SwyxIt!. For further information, please refer to the SwyxIt! documentation. If Remote Inquiry has been configured for you, you can also change your Voicemail announcement and the destination of your (Call) Forwarding Unconditional from the menu of Remote Inquiry (see chapter 7.3, Remote Inquiry, page 50).

6.14.4 Signaling a Forwarding

If a call is forwarded to you, the following message will appear on the display:

```
<Caller>
==> <Destination Subscriber>
```

The number or the name of the caller will appear in the first line. The second line shows the number or the name of the destination subscriber.

To take the forwarded call, simply lift the handset or select the menu item "Pick Up" with the arrow buttons, and press the "OK" button.

6.15 How do I use the Phonebook?

Frequently used numbers are stored in the Phonebook. You can then dial these numbers directly from the Phonebook. You have

- the Global Phonebook and
- the Personal Phonebook.

The Global Phonebook is available to all users. The system administrator or user with the appropriate authorization can add further phone numbers to this Global Phonebook. The Global Phonebook also contains call numbers of individual groups.

You can store, edit or delete your personal numbers in the Personal Phonebook.

This is how you call a subscriber from the Phonebook

- Use the arrow buttons to select the menu item "Phonebooks" and press the "OK" button.



The following appears on the display:

```
Phonebook
1 >Global
2 >Personal
0 >Back
```

- Select the relevant Phonebook (Global or Personal) and press OK.

```
Gl. phonebook      XX/YY
><Party>
><Party>
..
><Party>
0 >Back
```

- In the list, select the subscriber you want to call, and press OK. You will see additional information about the subscriber (phone number, name).

4. Press the "OK" button.

The connection will immediately be made.

For more information on editing entries in your Personal Phonebook, please see Chapter 8.4.2, Phonebooks, page 66.



To make it easier to search for an entry in an extensive Phonebook, you can enter the first letter of the subscriber's name. Use the numeric keypad: for example, to enter an "F", press the "3" button three times, for an "S", press the "7" button four times. When a letter is entered, a short beep will be produced after one second and you can then enter the next letter. If no further entry is made in the following three seconds, you must once again begin with the first letter for the next search.

6.16 Speaker and Handsfree Telephone

To enable all those present in the room to follow a telephone conversation, you can use the speaker. To allow those present to participate in the conversation too, you also have a complete Handsfree Telephone (speaker and microphone).

6.16.1 Activating/Deactivating the Speaker During a Call

You are telephoning and using the handset.



This is how you activate/deactivate the speaker during a call

1. Press the Speaker button. 

The Speaker button glows. The speaker is active. The call will continue via the microphone in the handset.
2. Press the Speaker button again to continue the conversation on the handset.

If you hang up while the speaker is active, the call is ended and the Speaker button goes dim.



You can also switch the speaker on or off via the menu during a call.

6.16.2 Activating/Deactivating the Microphone During a Call

You are telephoning and using the handset.

You want to interrupt the call briefly. You don't want your call partner to hear you during the pause.



This is how you activate/deactivate the microphone during a call

1. Use the arrow buttons to select the menu item "Microphone = on" and press the "OK" button.

| | |
|-------------------|----------|
| L1: <Name> | |
| =Call duration: | XX:XX:XX |
| >Callback Request | |
| >Note | |
| ... | |
| > Microphone = on | |
| ... | |

The displayed text changes to "Microphone = off". Your call partner cannot hear you.

2. If you press OK once more, the microphone will be reactivated.



If you have assigned a function key for the microphone, you can switch the microphone on or off during the conversation by pressing this key.

6.16.3 Activating the Handsfree Facility During a Call

You are telephoning and using the handset. The speaker can be either on or off.

This is how you activate the handsfree facility during a call

1. Press the Speaker button  and keep it pressed while you put the handset on the hook.
2. Release the speaker button.

The handsfree facility is activated.



6.16.4 Deactivating the Handsfree Facility During a Call

You are telephoning and using the handsfree facility.



This is how you deactivate the handsfree facility during a call

1. Simply lift the handset.
The call will be held exclusively via the handset. The Speaker button will go out.



If you press the Speaker button during the call or deactivate the speaker in the shortcut menu, the call will be disconnected.

6.16.5 Activate handsfree facility for outgoing call

The handset is put on the hook. The line is idle.



This is how you activate the handsfree facility for an outgoing call

1. Press the Speaker button. 
The handsfree telephone will be activated. You will then hear the dial tone.
2. Dial the number you want.
The call will be initiated. As soon as your call is picked up, you can carry on the conversation handsfree.
3. To carry on the call with the handset, lift the handset.

6.16.6 Activating the Handsfree Facility for an Incoming Call

It is also possible to pick up a call with the Speaker button. If you have picked up the call in this manner, the handsfree function is activated. You then have the call using the handsfree facility.

6.16.7 Regulating the Volume

The "+" and "-" buttons located over the numeric keypad can be used to regulate the speaker volume. This adjustment can only take place with the loudspeaker active.

If you press the "+" or "-" buttons while the speaker is off during a call, the volume of the handset speaker will change.



If you press the "+" or "-" buttons while the telephone is inactive, the volume / type of the ringing tone is adjusted.

6.17 Configuring the ringing tone

The "+" or "-" buttons can be used to regulate the volume of the ringing tone. If you press the buttons while your SwyxPhone is ringing, the volume is adjusted.

You can also configure the ringing tones to change the tones for external and internal calls while the telephone is inactive.

Press "+" for external calls or "-" for internal calls.

You can then adjust the volume with the "+" or "-" buttons, or select the ring tone with the arrow buttons.

For further information please refer to chapter 8.3.1, Ringing, page 64.

6.18 Charging info

From the main menu, select "Charging info".

| <Subscriber> <Date> | <Time> |
|------------------------------|--------|
| 1 >Caller list (YY) | |
| 2 >Phonebooks | |
| 3 >Lists | |
| 4 >Forwardings | |
| 5 >Charging info | |
| 6 >Do not disturb = <Status> | |
| 7 >Secondary call = <Status> | |
| 8 >Configuration | |
| 9 >Logoff | |
| 0 >Back | |

This is how you receive the exact amount of the charges incurred for your last call. This information will remain until the next connection is set up.



The calculation of the charges depends on the data provided by your telephone service provider. Ask your system administrator or your telephone service provider.

6.19 Sequence of the Display Entries While Idle

The entries in the SwyxPhone display are shown a specific sequence one after another:

1. Missed Callbacks (XX)
2. New Callbacks (XX)
3. New incoming calls (XX)
4. Voicemail available
5. Callback Requests (XX)
6. Call Forwarding

Only when there are no more entries in a higher prioritized list will the next entry be shown.

7 SwyxPhone L615/SwyxPhone L620 for Experts

This chapter contains information about the use of special functions which go beyond "normal" telephoning, such as conference calls or the allocation of project codes, for example.

7.1 Disabling Lines (Wrap-up Time)

You can specifically block a line for further incoming calls, for example, in order to have enough time to process a customer inquiry after a call from a customer. Your SwyxPhone is then busy for further incoming calls. If you would always like to have a wrap-up time configured for a line, you must define this when configuring the line (see chapter 8.6, Configure Line buttons, page 74).

How to disable a line

1. Take the handset off the hook.



| |
|--------------------|
| L1: Dialing |
| >Voicemail inquiry |
| >Caller List |
| >Phonebooks |
| >Redial |
| >Incognito now |
| >Disconnect |
| >Disable line |
| >Call Swap |

2. Select the menu item "Disable Line" with the arrow button, and press the "OK" button:
The line is disabled.



If you want to disable a different line, select the relevant line beforehand with the "Call Swap" option.

This is how you enable a disabled line

1. Take the handset off the hook.



| |
|--------------------|
| L1: Dialing |
| >Voicemail inquiry |
| >Caller List |
| >Phonebooks |
| >Redial |
| >Incognito now |
| >Disconnect |
| >Enable Line |
| >Call Swap |

2. Use the arrow buttons to select the menu item "Enable Line" and press the "OK" button.
The line is enabled.

This is how you set the wrap-up time

1. Select the menu item "8 Configuration" with the arrow buttons, and press the "OK" button.



| |
|-------------------------------|
| Configuration |
| >Ringing |
| >Call Signaling = <Status> |
| >Lines |
| >Function Keys |
| >Speed Dials |
| >Incognito = <Status> |
| >Enable Line |
| >Info |
| >Contrast |
| >Transf. on Hookon = <status> |
| >Back |

2. Select "Lines".

| |
|--|
| Lines (Number:xx) >Line 01 |
| >Line 02 0 >Back |

3. Select the line for which you want to set the wrap-up time, and press OK.

The following will appear:

| |
|---|
| Line XX 1 >Incoming calls |
| 2 >Outgoing calls 3 >Wrap-Up time = off 0 >Back |

4. Choose "Wrap-Up time" and press the "OK" button.

The following will appear:

| |
|---|
| Wrap-Up time = <Status> 1 >Enable/Disable |
| 2 >Time period = 120s 0 >Back |

5. Press OK to switch the wrap-up time on or off.
6. Select "Time period" to change the wrap-up time.
7. Enter the desired duration in seconds (5 -1800s) and press OK.

The wrap-up time for the line in question is defined and activated.

7.2 Voicemail inquiry

A Voicemail is a spoken message in the form of a WAV file.

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

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

- the message "Voicemail available" appearing on the SwyxPhone display,
- a briefly interrupted (stuttered) dial tone,
- the illumination of the Voicemail button.

If you have e-mail access, your Voicemails will be sent to your e-mail address if this has been entered for your SwyxPhone during installation.

You can check your voicemails with the SwyxPhone or directly from your e-mail program.

Voicemail Options in your E-mail Program

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

- Message as an e-mail attachment (audio file) You can listen to this comfortably on your PC, and then save or forward the file.
- Direct starting of a callback from the e-mail (only in SwyxIt! or with CTI)
- Direct sending of an e-mail to the caller (it must be possible to resolve the user name for this.)
- Link for listening to Voicemail directly by Remote Inquiry (only in SwyxIt! or with CTI)

This is how you check your new voicemails with SwyxPhone

You have new Voicemails.

1. Press the "Voicemail" function key and then OK.



The connection to the SwyxServer for checking the voicemail will be initiated immediately..

or

1. lift the handset and select the option "Voicemail inquiry" with the arrow buttons.

The connection to the SwyxServer for checking the voicemail will be initiated immediately.



If no Voicemail has been configured for you by the administrator, the menu item "Voicemail inquiry" will not be displayed.

7.3 Remote Inquiry

You can also check your Voicemail by Remote Inquiry from any phone connection. To do this, your Standard Voicemail must be configured appropriately.

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

You will receive a PIN (Personal Identification Number) from your administrator. If, in addition to your SwyxPhone, you also have the option of configuring the standard remote inquiry in SwyxIt!, you can also change the PIN there.



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

This is how you listen to your Voicemails remotely

In order for a received call to be picked up by your Standard Voicemail and in order for you to have the option of Remote Inquiry, you must configure your call forwarding accordingly. This means that an incoming call must reach your Standard Voicemail and may not be redirected. For further information, please refer to the SwyxIt! documentation.

1. Dial your SwyxWare phone number.

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

2. Press the *-key during the welcome announcement.

You will hear the welcome announcement of the Remote Inquiry and will be asked to enter your PIN.



You will not be prompted to enter your PIN if you are calling from your own extension number.

3. Enter your PIN and complete the entry with the # key.
4. If new Voicemails have been received, you will first be given the total number of Voicemails.

Then all of the new Voicemails will be played, beginning with the one most recently recorded. The sender information of each Voicemail is given first.

- Date received
- Time
- Caller's number (if available)
- Name of the caller, if this can be determined for internal calls by the system (For further information, please refer to the SwyxIt! documentation.)

and finally

- the recorded Voicemail.

You can use the * key to skip the current message (sender information or recorded Voicemail).

The following options are available to you during the output of a Voicemail:

| Button | Effect |
|---|---|
|  | Connect to the caller (if possible) |
|  | Back to the beginning of the mail |
|  | Forward to the end of the mail |
|  | 10 seconds backward |
|  | Stop/Start Output (Pause) |
|  | 10 seconds forward |
|  | Switch to the previous Voicemail |
|  | Switch to the next Voicemail |
|  | Main Menu |
|  | Switch to the next information (Date, Time, Number, Mail Content) |
|  | Help |

If you have no new Voicemails, you will find yourself in the main menu. Here you can listen to all available Voicemails and configure your Call Forwarding Unconditional (see This is how you change the settings for Forwarding Unconditional per Remote Inquiry, page 52).

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

| Button | Effect |
|---|--|
|  | Connect to the caller (if possible) |
|  | Repeat the current Voicemail |
|  | Delete the current Voicemail. Confirm with  |
|  | Answer per Voicemail (only possible for internal use) |
|  | Forward to an internal number |
|  | Switch to the previous Voicemail |
|  | Switch to the next Voicemail |
|  | Main Menu |
|  | Help |

After the new Voicemails have been played, you will be shown the main menu. The following options are available:

| Button | Effect |
|---|---|
|  | End Remote Inquiry (=Hook on) |
|  | Inquiry of all Voicemails (most recent first) |

| Button | Effect |
|---|---|
|  | Inquiry of all E-mails |
|  | Configuration of the Immediate Redirection |
|  | Record note |
|  | Change Voicemail Announcement |
|  | Delete all Voicemails. Confirm with  |
|  | Help |

6. End Remote Inquiry by going on hook.

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

The name announcement, which other internal subscribers hear when listening to a Voicemail you have left, can be recorded using SwyxIt!. Ask your system administrator should you have questions about this.



If you change your Windows password, you must also adjust this in the configuration of the remote enquiry with SwyxIt!, or contact your administrator.



Note that Remote Enquiry only covers voicemail that is present as e-mail in the Outlook folder which you specified in the Remote Enquiry configuration. You can adjust the configuration of the remote enquiry with the help of SwyxIt!, or it will be done by the administrator.



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



If you end Remote Inquiry in the main menu with '0', other actions of the Call Routing Manager can still be applied. For further information, please refer to the documentation "Call Routing Manager".

7.3.1 Change Forwarding Unconditional

You can also use the Remote Inquiry menu to change the settings for Forwarding Unconditional. You can choose between

- a Forwarding Unconditional to a number,
- a Forwarding Unconditional to standard Voicemail or
- deactivation of Forwarding Unconditional.

This is how you change the settings for Forwarding Unconditional per Remote Inquiry

In order to take advantage of this, Remote Inquiry must be configured for you.



1. Dial your SwyxWare phone number.
The call is picked up and you hear the welcome announcement of your Voicemail.
2. Press the *-key during the welcome announcement.
You will hear the welcome announcement of the Remote Inquiry and will be asked to enter your PIN.
3. Enter your PIN and complete the entry with the # key.



You will not be prompted to enter your PIN if you are calling from your own extension number.

4. If you have received new Voicemails, you will be given the opportunity to listen to them.
5. To open the main menu, press '9'.
The following options are available in the main menu:

| Button | Effect |
|--------|---|
| | Inquiry of all Voicemails (most recent first) |
| | Inquiry of all E-mails |
| | Configuration of the Immediate Redirection |
| | Record note |
| | Change Voicemail Announcement |
| | Delete all Voicemails. Confirm with |
| | Help |
| | End Remote Inquiry (=Hook on) |

6. To change Forwarding Unconditional, press '4'.
The current status of Forwarding Unconditional will be given. You will then have the following options for changing your Forwarding Unconditional:

| Button | Effect |
|--------|--|
| | Activate redirection to the saved number The Call Forwarding Unconditional to the saved destination number will be activated. If no destination number is saved, you will be prompted to enter a number. |
| | Activate redirection to Voicemail The Call Forwarding to your Standard Voicemail will be activated. |
| | Deactivate the redirection Call Forwarding Unconditional is switched off. Please note that in this case other rules of the Call Routing Manager can be applied. |

| Button | Effect |
|---|--|
|  | Save a new destination for forwarding Here you can enter a new destination number and end with  . Call Forwarding Unconditional to this number is then activated. |
|  | Current status of Call Forwarding The current status of Call Forwarding Unconditional will be given. |
|  | Change Voicemail Announcement |
|  | Main Menu The remote configuration of Call Forwarding Unconditional is ended and you return to the main menu. |
|  | Redirection to the current Caller ID (only possible if the CallerID is available) |
|  | Help |

7.4 Project Codes

SwyxWare can record the data of individual telephone calls in CDRs (Call Detail Records) and assign different project codes to them. This data can then be evaluated later. For further information, please refer to the SwyxWare Administrator documentation.

To associate a call to a project, you must enter the assigned project code before making the call.

This is how you assign a call to a project

1. Enter '*' and then the project code.
2. End the entry of the project code with '#'.
3. Then immediately dial the destination number as usual.

The project code will now be recorded in the Call Detail Record (CDR) by SwyxWare.



You can also, for example, assign a project code to a Speed Dial (e.g. *123#, Option: activate "Successive dial" and deactivate "Dial immediately") and then activate a corresponding contact partner on a second Speed Dial (e.g. 00123 4567, please do not activate "Successive dial" here). If you would now like to assign a conversation with your contact partner to a project, press the Speed Dial with the code first and then the button with the telephone number.

7.5 Note

You can add entries to your Personal Phonebook during a call.

This is how you create a note during a call

You are having a telephone conversation.

1. Select the menu item "Note" with the arrow buttons, and press the "OK" button.

The following appears on the display:

Enter number

—

2. Enter the number of the new entry in the Personal Phonebook, and end your input with the "OK" button.

The following appears on the display:

Enter name

—

3. Enter the name for the new entry in the Personal Phonebook, and end your input with the "OK" button.

The new entry in the Personal Phonebook is saved.



Enter the letters as for an SMS: e.g. for the letter R press button 7 three times. Enter the space with "0". The '*' key is used to switch between upper and lower case letters.



If while creating a note you enter the number but not the name, the following entry will appear in your personal Phonebook in the first position: "<No Name>:<Number>". You can then process this entry in your personal Phonebook.

7.6 Callback request

SwyxWare offers the option of leaving callback requests on other internal subscribers' phones. The subscriber can then call back later. If the subscriber you are calling is busy, you can start a "Callback on busy". In this case an new call is suggested as soon as the subscriber is available again.

The list "My Callback Requests" serves for managing the callback requests you have made. The callback requests directed to you are given in the list "Callback Requests".

If you call another subscriber within your company and the connection is not completed (e.g. speaking, busy, call not picked up, absent), you can make a callback request.

There are two different situations:

- Callback on busy, i.e. the person called is speaking
- Callback (when the line is idle and the call is not picked up or is forwarded to Voicemail)

7.6.1 Callback on busy

You call a subscriber in your company and this person is currently speaking on the phone. You receive the message "Busy" or "Call waiting", depending on whether the person called has allowed a second call. (In the Caller List of the person called, an entry appears - as is the case for every call.) If you now select the "Callback" option, the person called will not receive any further signal and the call waiting signal will stop. If the person called has ended his call, this will be signaled by a brief tone and a message on your display. You can start the callback.

This is how you make a callback request if the line is busy

You call an internal subscriber. The other subscriber is currently speaking on the phone.



1. Select the menu item "Callback request" with the arrow buttons, and press the "OK" button.

Your call will be ended. On your display you will see the message "Terminated - Callback requested". An entry will be created in your "My Callback Requests" list.

If the person called has ended his call, this will be signaled by a brief tone and a message on your display.

2. You can start the callback directly by lifting the handset. (see This is how you start Callback on busy, page 54).



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

This is how you start Callback on busy

You have made a Callback on busy request.

The person called ends his call.

A signal tone will be produced. The following appears on the display:

| |
|--------------------------|
| <Destination Subscriber> |
| >Accept Callback |
| >Reject Callback |



1. Select the menu item "Pick Up Call" with the arrow buttons, and press the "OK" button.

The call will be initiated.

If you do not confirm the new call within 20 seconds, the "Missed Callbacks" display will appear. The entry in the list "My Callback Requests" will change to "Was free. Retry?".

1. Confirm the message "Missed Callbacks" with the "OK" button. The list of missed callbacks is displayed.

2. Select the entry you want.
 - If you would like to call back to the displayed subscriber immediately, lift the receiver or press the Speaker button.
 - If you would like to see the details for this callback attempt, press the "OK" button.
Details for this callback attempt, such as date and time, will be displayed.
You can dial this number again or you can delete it.

If a connection is made to the person originally called, the entry in the "My Callback Requests" list will be deleted automatically.

This is how you reject Callback on busy

You have made a Callback on busy request.



1. Select the menu item "Reject Call" with the arrow buttons, and press the "OK" button.

| |
|--|
| <Destination Subscriber> > Reject Call |
|--|

The entry in the "My Callback Requests" list will be deleted.

This is how you delete Callback on busy

You have made a Callback on busy request.



1. Use the arrow buttons to select the menu item "Lists".
The following will appear:

| |
|--|
| Lists 1 >My Callback Lists |
| 2 >Callback Requests 3 >Redial 0 >Back |

2. Press the "OK" button.
The "My Callback Requests" list will open:

| |
|--|
| My Callback 01/01 <Date> ><Dest.subscriber> <Time> |
| 1 >Clear list 0 >Back |

3. Select the entry you want to delete, and press OK.
The details for this callback request will be displayed.

| |
|--|
| <Destination Subscriber> 1 >Callback on busy |
| 2 ><Date> <Time> 3 >Dialing 4 >Delete 0 >Back |

4. Choose "Delete" and press the "OK" button.
The entry will be deleted.

7.6.2 Callback if idle

You call another internal subscriber and this call is not picked up. You receive the message "Ringing" or the Voicemail announcement.

You make a callback request. This request will be entered with "Callback requested" in your "My Callback Requests" list. If the person called edits his Caller list or the Callback list, he can

- start the callback from his Caller List (SwyxIt!) or his "Callback Requests" list (SwyxPhone).

If you then pick up the callback, the callback request in your list will be deleted.

If no connection is made, the callback request will remain unchanged.

- ignore the Callback Request.

If the person called ignores the entry in his list, the extension to the entry will change to "Callback obsolete".

- delete the callback request in the Caller List.

The complete entry will be deleted in the list of the person called, and in your "Callback Requests" list, the entry will change to "Callback obsolete".

This is how you make a callback request when the line is idle

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



1. Use the arrow buttons to select the menu item "Callback Request".

An entry will be created with "Callback requested" in your "My Callback Requests" list. The person called will be signaled your callback request.

Your call will be ended.

This is how you answer a callback request

You have received a callback request and in your display you see the list "New callback requests (XX)".



1. Press the "OK" button.
The "Callback requests" list will appear.
2. Select the caller and lift the handset.

The caller will be called back.

If you want to ignore the callback request, select "Ignore" and press the "OK" button.



After you have opened the "New Callback Requests" list, all entries will be transferred to the "Callback Requests" list, even those which have not yet been displayed.



The entry in your "My Callback Requests" list will be deleted in any case if a connection to the person called is successfully made. At the same time, the entry in the Caller List of the person called will change to "Callback obsolete".

"My Callback Requests" List

In the "My Callback Requests" list you will find all callbacks that you have requested yourself.

This is how you open the "My Callback Requests" list



1. Select the menu item "Lists" with the arrow buttons, and press the "OK" button.
2. Choose "My Callback Requests" and press the "OK" button.
The "My Callback Requests" list will open.

| | |
|-------------------|--------|
| My Callback 01/01 | <Date> |
| <Dest.subscriber> | <Time> |
| 1 >Clear list | |
| 0 >Back | |

3. Choose the appropriate entry and press the "OK" button.

Details for this entry will be displayed:

- Callback on busy
You have made a callback request of a subscriber whose line is busy. This subscriber is still telephoning.
- Callback requested
You have made a callback request of a subscriber whose line is idle. No connection was successfully made.
- Callback obsolete
You have made a callback request of a subscriber whose line is idle. After this, the callback has either been ignored by the other subscriber, was answered per e-mail or deleted.

You can select an entry in this list, delete individual entries or the entire list. When deleting, the "Callback requested" entries will be deleted from the list of the other subscriber.

“Callback Requests” List

In the “Callback Requests” list you will find all callbacks that have been directed to you.

This is how you open the “Callback Requests” list

1. Select the menu item "Lists" with the arrow buttons, and press the "OK" button.
2. Choose "Callback Requests" and press the "OK" button.
The “Callback Requests” list will open.

| | |
|----------------|-------------|
| Callback 01/01 | <Date> |
| >Jones, Tom | <Time> |
| 1 | >Clear list |
| 0 | >Back |

3. Choose the appropriate entry and press the "OK" button.

You can answer the entry

- with “Callback” or
- “Ignore”.

If you delete the list, the corresponding entry in the caller’s list will be marked as “Callback obsolete”.

The “Missed Callbacks” List

In the “Missed Callbacks” list you will find all callbacks on busy, which were prompted because the person called had finished his conversation, but were not confirmed by you.

This is how you open the “Missed Callbacks” list

The following appears on the display:

| |
|--------------------|
| Missed Callbacks |
| >Jones, Tom <Time> |

1. Press the "OK" button.
The “My Callback Requests” list will open.

| | |
|-------------------|-------------|
| My Callback 01/01 | <Date> |
| >Jones, Tom | <Time> |
| 1 | >Clear list |
| 0 | >Back |

2. If you select the required entry in this list, you can start this callback again or delete it.

The “Missed Callbacks” list will remain in the display until it contains no entries.

7.7 Conference

With SwyxWare you can join internal and external subscribers to form a conference. Furthermore, you can add new subscribers to an existing conference. Alternatively, you can also arrange to meet with other subscribers in a conference room. In a conference room you can take an active part in the conversation or only act as a listener.

7.7.1 Starting a Conference

If you have at least one active line and one line on hold, the entry "Conference" appears in the available menu. This provides you with the option of creating a conference between these subscribers and yourself.

This is how you start the conference

You are having conversations with several subscribers at the same time. The active connection is the connection to the person you are currently talking to. All other subscribers, who are listening to music on hold while they wait, are on connections on hold.



1. Select the menu item "Conference" with the arrow buttons, and press the "OK" button.
All of the individual calls which you are currently having, both the active and held calls, will be joined into one conference. All lines, except for the conference line, will be free again. A welcome signal will be produced for all participants.

The following appears on the display for all participants:

| |
|---|
| L0x:Conference = Call duration: xx:xx:xx |
| >Note >Call transfer >Disconnect >Speaker = <Status> >Microphone=<Status> >Secondary call = <Status> >Call Swap |



You can only start one conference at a time. However, you can participate in other conferences. These conferences must have been started by other subscribers.

7.7.2 Inquire and Add

During a conference you can start an inquiry to another subscriber. After this inquiry you can add the other subscriber to the conference. The other subscriber for his part can create a conference of which you are a member. In this situation, you can then use the "Conference" button to join both conferences into one..

This is how you start an Inquiry Call from a conference

You are a participant in a conference.



1. Use the arrow buttons to select the menu item "Call Swap".
The line with the conference will be put on "Hold".
2. Dial the number you want.
The new connection will be set up.
3. If you would like to end the call to the subscriber you made an inquiry call to, put the handset on the hook or press the corresponding Line button.

This is how you add an additional subscriber to a conference

You are a participant of a conference.



1. Use the arrow buttons to select the menu item "Call Swap".
2. Dial the number you want.
3. Once you have reached the new participant, select "Conference" with the arrow buttons and press the "OK" button.
A welcome signal will be produced for all conference participants. A new subscriber has been added to the conference.



If one conference participant puts his conference line on "Hold" and then returns to the conference, no welcome signal will be produced.

7.7.3 Leaving or Ending a Conference

When going on hook, there are two different situations:

- You started the conference.
In this case, the conference will be ended for all participants if you put the handset on the hook.
- Another subscriber started the conference.
Only you will leave the conference. A goodbye signal will be produced for all other subscribers and the remaining subscribers can continue to speak to one another.



All those subscribers whom you added to this conference will leave the conference with you. The conference will continue for all other subscribers.

This is how you leave a conference

Another subscriber started the conference.



1. Place the handset on the hook.
If a subscriber leaves a conference, a goodbye signal will be produced for all other subscribers.

This is how you end a conference

You have started a conference and the conference line has an "active" state, i.e. you can speak to the other conference participants.



1. Place the handset on the hook.
The conference is ended. The line becomes free again.



If Subscriber A of the original conference added other subscribers, e.g. B and C, to this conference, a second conference between A, B and C will continue to exist until Subscriber A, as initiator of the second conference, terminates the connection and thus ends the conference.

7.7.4 Conference Rooms

Conference rooms are set up by the administrator. A number is assigned with which the conference room can be "entered". All subscribers can dial the Conference Room and participate in a conference with other users, who have dialed this number. All participants can leave the conference independently of one another, without the conference being terminated. You can enter a Conference Room as a member of a conference or purely as a listener.

This is how you reach a Conference Room



1. Dial the number of this Conference Room.
You will be connected to the conference. All participants in the conference room will hear a welcome signal.
If you are the only conference participant, an appropriate announcement will be played.
2. To leave the conference, simply go on hook.
All those present in the Conference Room will hear a goodbye signal. The conference between the other subscribers continues to exist.

You can also start Inquiry Calls from a Conference Room. (see This is how you start an Inquiry Call from a conference, page 58).

Furthermore, you can add other subscribers to this Conference Room. (see This is how you add an additional subscriber to a conference, page 58).



If you go on hook, all of the conference participants you have added will also leave the conference.

In addition, you can connect another subscriber to the Conference Room. He/she becomes an independent participant in the conference and must end the connection to this conference personally.

This is how you connect another subscriber to the Conference Room

Requirements:

- You have a connection to the Conference Room and
- you have a connection to another subscriber.



1. Select the menu item "Call Transfer" with the arrow buttons, and press the "OK" button.
The other subscriber is connected to the Conference Room and a welcome signal is produced in the conference. Both of your lines are free again.

The party who created the connection will bear the costs.



It is not possible to directly connect conference rooms to one another. If you would like to allow the participants from two different conference rooms to talk to one another, then you should start a conference between the two lines. This 'Conference of the Conference Rooms' will be maintained as long as you, as initiator, participate in this conference, and it will end when you go on hook.

7.7.4.1 Silent conference participation

You can also dial in as a listener to conferences in conference rooms. You can then follow the conference, but not take part in the conversation.

To dial in as a silent conference participant, dial the number of the conference room plus the string '#OWC'; e.g. "219#OWC". However, your administrator can individually adapt this dial-in option with a script. For further information, please refer to the SwyxWare Administrator documentation.

Please note that the complete string of digits (<number of conference room>#OWC) must be dialed as a block number.

The entry / departure of a silent conference participant is also announced by an audio signal. This signal is different from the usual entry/departure signal to indicate that this participant cannot take part in the conference call.

If you want to dial into a conference room as a silent participant, you first have to configure a corresponding Speed Dial with SwyxIt!, since you cannot dial the string "OWC" via SwyxPhone. Since SwyxPhone and SwyxIt! access the same user profile, the Speed Dials configured in SwyxIt! are also available to you in SwyxPhone.



A simple way round the problem is also to dial into the conference as a normal participant, and deactivate the microphone on your telephone.

7.8 Using a headset

If you telephone a great deal, you can connect a headset to SwyxPhone in order to have your hands free while on the phone. Swyx offers several headsets and the necessary connection cable as an accessory.

7.8.1 Connecting a headset to SwyxPhone L615/SwyxPhone L620

SwyxPhone L615 and SwyxPhone L620 do not have their own connection for the headset. You can connect the headset using an adapter cable with switch (Headset Cable K420). You can choose at any time whether you want to make a call using the headset.

To switch between handset and headset, press the switch button on the correspondingly marked side.

This is how you connect a headset with K420 to SwyxPhone L620 / SwyxPhone L615



1. Remove the handset cable from the jack on the back of the telephone (see Figure 4-2, page 27).
2. Connect the switch to the phone: Plug the RJ11 switch cable into the handset jack on the telephone.
3. Connect the handset to the switch: Insert the RJ11 handset cable into the correspondingly marked jack on the switch.
4. Connect the QuickDisconnect plug of the headset to the QuickDisconnect plug of the long cable.
5. Connect the headset to the switch: Insert the RJ11 headset cable into the correspondingly marked jack on the switch.
6. Configure a function key as the "Handset button" in order to pick up or end a call (see chapter 8.5, Configure function keys, page 71).

Instead of a "handset button" you can just use the handset for hook on and hook off, and telephone with the headset.

This is how you switch between the handset, headset and handsfree telephoning



- If you hear the subscriber in the headset, you can switch to the handset by picking up the handset.
- If you hear the subscriber in the handset, you can switch to the headset by pressing the "Headset" button. Do not place the handset on the hook, or the call will be ended.
- If you hear the other subscriber in the headset or the handset, press the "Speaker" button to switch the handsfree telephone on or off. If you press the "Speaker" button once again, you will continue your call as before either on the headset or the handset.

7.9 Log On/Off

You can log off as a SwyxPhone user from the SwyxServer. Then a different user can log on using his PIN (Personal Identification Number), and he will find his own settings on the SwyxPhone.

This is how you log off from SwyxPhone as a user

1. Use the arrow buttons to select the menu item "Logoff" and press the "OK" button.



The following appears on the display:

| |
|---------------|
| Logoff |
| 1 >OK |
| 0 >Cancel |

2. To terminate the logoff procedure, select "Cancel". If you would like to log off, select "OK" and press the "OK" button

The following will appear:

| |
|--------------|
| User? |
| PIN: _ |

A different user can log on to SwyxPhone.

This is how you log on as a SwyxPhone user

If no user is logged on to SwyxPhone you will see the following display:

User?
PIN: _



1. Enter your PIN on the keypad and press OK.
Your user name will appear and your personal settings will be transferred.



If SwyxPhone or SwyxIt! does not log on properly, please check whether other devices are already logged on under this user. A maximum of four devices (SwyxIt!, SwyxPhone or other telephones) can be logged on simultaneously for one user.



If a user is configured for automatic logon for this SwyxPhone, this user can log on again without entering a PIN by confirming the empty entry prompt with the "OK" button.

7.10 Call Intrusion

The "SwyxMonitor" option pack enables, in addition to permanent call recording (only for the administrator), intrusion into another user's conversation. A supervisor (e.g. in a call center) can listen in on an ongoing conversation ("Listening only" mode), give directions to the speaking agent (e.g. advice on presenting the case) or even actively join in the call (speaking modes).



If the SwyxMonitor option pack is used, it is essential to observe the relevant statutory provisions relating to data protection.

The "SwyxMonitor" option pack must be installed for Call Intrusion, and the SwyxWare administrator must activate this function appropriately for each individual user.

Also, calls can only be listened in on if they are made directly with SwyxIt! (and not in CTI mode). Conversations that are made via a SwyxPhone, cannot be intruded.



This is how you listen in on a call

1. Dial the number of the agent whose call you want to hear, followed by the DTMF command *24*1#, and start the call as usual. Please note that you can only start the call set-up with the DTMF command for the "Listening only" mode. However, if another supervisor is already listening in on this call in a speaking mode, you will also be switched immediately into this mode.

The number of the agent will be dialed. There is no call signaling to the agent, the call is accepted directly and coupled with the active call. You are now listening in on the call, but you are not heard by the two call partners.

If the agent is not on an active call at the time, the call set-up is aborted. The agent's call redirections (e.g. forwarding of a second call to voicemail or to a colleague) are ignored, i.e. the call is always accepted. An exception is Unconditional Call Forwarding - in this case even Call Intrusion is redirected.

2. Choose the appropriate DTMF command to speak with the agent or both call partners.
3. End the listening like a normal call, e.g. by replacing the handset.

If the agent's call partner (e.g. the customer) terminates the conversation, you are automatically connected to the agent, unless you are in "Listening only" mode, in which case the call will be ended.

| DTMF command | Explanation |
|--------------|---|
| *24*1# | Listening only. You hear both call partners. |
| *24*2# | Listen to both sides, speak with agent. You hear both call partners, and the agent hears you. The other call partner (e.g. the external customer) hears only the agent. |
| *24*3# | Listen to both sides, speak with both sides. You can participate directly in the conversation. |

7.10.1 Multiple Call Intrusions

A call can also be listened to by several people. These supervisors are always switched into the same mode. Thus if one supervisor switches with a DTMF command from the "Listening only" mode to a speaking mode, the agent also hears all other supervisors who are connected with him. The supervisors can always speak directly to one another, even if they are in "Listening only" mode. Neither the agent nor his call partner can hear them.

8 SwyxPhone L615/SwyxPhone L620 Configuration

You can adjust the default settings of SwyxPhone to meet your individual needs.

The following states can be manually configured:

- Forwardings, page 63
- Do Not Disturb, page 64
- Secondary call, page 64
- Ringing, page 64
- Call Signaling, page 64
- Lists, page 66
- Phonebooks, page 66
- Function keys, page 68
- Lines, page 71
- Speed Dials, page 72

8.1 User Settings

Your user settings contain user-specific information, that is settings which you have made on the SwyxPhone. The user settings include, for example, all lists (Caller List and Redial List), your individual assignments for function keys and Line buttons, and even ringing. Your user settings are stored on SwyxServer, so you will find your personal settings on any SwyxPhone when you enter your PIN (Personal Identification Number). General settings are always made in the main menu or in the Configuration menu.

The basic telephony behavior of the SwyxPhone and the number of Line buttons and function keys are defined either in the main menu or the Configuration menu. You can check and change the current settings via the menu items.

This chapter provides a description of the individual configuration options.

8.2 Settings in the Main Menu

You can open the main menu with the arrow button ▼.

8.2.1 Forwardings

The menu item "Forwardings" allows you to define whether telephone calls are

- forwarded unconditionally or
- forwarded with a delay, i.e. after you have not picked up your call, or
- forwarded if your line is busy (you are presently telephoning).

Furthermore, you can define whether incoming calls should be forwarded specifically to another subscriber or to your Standard Voicemail using the "Forwarding" button.

Activate the option "Immediate", if you do not wish to receive any calls starting immediately (this is equivalent to activating the "Redirection" button on the user interface).

When you activate the option "If busy", you must define how a call should be handled if it cannot be delivered to you because you are already on the telephone and no secondary call is permitted. You can either enter the forwarding destination directly, or make a selection from the Phonebook, or activate your Standard Voicemail. When a call is received, SwyxPhone automatically recognizes whether the line is free or busy and it applies the appropriate type of Call Forwarding.

The "Delayed" option is used to set the amount of time which should be spent attempting to transfer the call directly to SwyxPhone, which you have logged on to. The call can then be forwarded to another number or to your Voicemail.

For further information please refer to chapter 6.14, How do I forward a call?, page 41.



Your Voicemail can only be configured using SwyxIt!. For further information, please refer to the SwyxIt! documentation.

8.2.2 Do Not Disturb

If you activate "Do No Disturb", calls are signaled visually only. Your environment is not disturbed by any acoustic signals. If you confirm this menu item with the "OK" button, this function is enabled/disabled. If you set the status while it is ringing to "Do not Disturb", the ringing is subsequently silenced. If you deactivate the status "Do not Disturb" during an incoming call, there is then also no acoustic signal. The subsequent calls are signaled acoustically. (In earlier SwyxWare versions this setting corresponds to an immediate forwarding of the incoming calls to Voicemail.)

8.2.3 Secondary call

If you deactivate this option, no further calls will be signaled while you are on the telephone. It is also possible to switch Secondary Call on or off during a call. A subscriber, who tries to call you, will then hear either the busy signal or his call will be forwarded according to your settings under "Forward Busy". For further information please refer to chapter 6.13, The Secondary Call, page 41.

8.3 Settings in the Configuration Menu

The configuration menu is in the main menu. You can select the corresponding menu item with the arrow buttons, or press the "8" key.

| |
|---------------------------------------|
| Configuration |
| 1 > Ringing |
| 2 > Secondary Call = off |
| 3 > Lines |
| 4 > Function Keys |
| 5 > Speed Dials |
| 6 > Incognito = off |
| 7 > Info |
| 8 > Contrast |
| 9 > Transfer on Hookon = on |
| 0 > Back |

Figure 8-1: Configuration Menu

8.3.1 Ringing

| |
|------------------------|
| Ring tones |
| 1 > Internal |
| 2 > External |
| 0 > Back |

Figure 8-2: Menu item "Ring tones"

The telephone ring for incoming calls is selected here. You define the telephone ring for calls from outside the company under "External" and for calls from within the company under "Internal".

| |
|---|
| Ringing <internal or external> |
| -< 0x/07 >+ |

You can choose from seven different ringing tones. You can select the ringing sound you want using the arrow buttons and adjust the volume using the "+/-" buttons.

8.3.2 Call Signaling

The administrator can configure the system in such a way that incoming calls for you are signaled to another subscriber. The incoming calls for this subscriber will also be signaled to you. If such signaling has been defined, then the incoming calls for this subscriber will appear on your display. If the destination subscriber does not pick up the call, you will hear a single warning tone after 10 seconds. This tone can be turned off here.

| |
|-----------------------------------|
| Configuration |
| 2 > Call Signaling = on |

The call signaling will still only be visually indicated.

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



Mutual call signaling between subscribers can only be configured by the system administrator.

8.3.3 Lines

Upon delivery, your SwyxPhone L615 or SwyxPhone L620 has two pre-configured lines; i.e. a maximum of two calls can be received.

You can configure up to a total of nine lines for SwyxPhone. If you reduce the number of Line buttons, at least two lines will still remain available in order, for example, to be able to receive a second call via the shortcut menu. Each individual line can be assigned its own extension and be configured according to its use. For further information please refer to chapter 8.6, Configure Line buttons, page 74.

Examples:

Incoming call (you are being called):

You have assigned the extension number 100 to Line 1 and the extension number 101 to Line 2. Now, if a subscriber dials the number 101, you will receive the call on Line 2.

Outgoing call (you are calling someone):

You have assigned the extension number 101 to Line 2. If you now call a subscriber using Line 2, extension 101 will be used. The subscriber you have called will see on his display that he is being called by a subscriber with the number 101.



Due to the fact that both SwyxPhone and SwyxIt! access the same user settings, any changes you make on SwyxPhone will always effect the settings in SwyxIt! and vice versa. Above all, you should keep in mind that if you delete lines, the data will be lost! For further information please refer to chapter 17, Interaction with SwyxIt!, page 195.

8.3.4 Incognito

When you activate this option, your telephone number will not be shown to the destination subscriber (number suppression). If you activate number suppression in the Configuration menu, the setting will be retained.

```
Configuration
6 >Incognito = off
```

You can also use number suppression for a particular call only, by lifting the handset and using the arrow buttons to select the "Incognito now" menu option.

```
L1: Dialing
>Incognito now
```



The numbers of internal calls cannot be suppressed.



Telephone number suppression when making external calls must also be supported by your ISDN line, otherwise only the display of your extension number will be suppressed.

8.3.5 About

Here you will find technical details of your SwyxPhone.

```
Info
1 >IP Address
2 >MAC Address
3 >PBX Server
4 >PhoneManager
5 >Firmware version
6 >Restart
0 >Back
```

Figure 8-3: Menu item "Info"

- IP Address
Under this menu item you will find the IP address of SwyxPhone.
- MAC address
Under this menu item you will find the MAC address of SwyxPhone.
- PBX Server
Under this menu item you will find the name of the SwyxServer to which SwyxPhone is logged on.
- PhoneManager
Under this menu item you will find the name of the PhoneManager to which SwyxPhone is logged on.
- Firmware version
Under this menu item you will find the version number of the internal telephone software.
- Restart
SwyxPhone can be restarted here.

8.3.6 Contrast

Under this menu item you can alter the display contrast.

| |
|-------------------------|
| Contrast setting |
| 1 >Display |
| 0 >Back |

After calling up the menu item "Display", you can set the contrast for the display using the arrow buttons or the "+/-" buttons.

8.3.7 Transfer on Hookon

If "Transfer on Hookon" is activated, then when you go on hook, a second call that you have initiated will be connected to the first call, which is on hold. If "Transfer on Hookon" is deactivated, then when you go on hook a second call will be ended. The line with the first call on hold will become active again.

| |
|--------------------------------------|
| Configuration |
| 9 >Transfer on Hookon = on |

Pressing OK will activate or deactivate the function "Transfer on Hookon".

For further information please refer to chapter 6.10, Transfer When Placing Handset on Hook, page 40.

8.4 Lists

This section provides basic information on the lists, which include:

- the Phonebooks,
- the Caller List,
- the Redial List,
- the Callback Requests list and
- the My Callback Requests list.

In general, you will find the same structure for each list. When you call a list, the name of the list will appear in the display. In addition, the current number of the entry in the list and the total number of entries, including the corresponding date, will be given.

In a single entry, the name of the subscriber appears. If you press the "OK" button you can view additional information about the subscriber, or - depending on the list - call the subscriber, edit the entry, save it in the Phonebook, or delete it.

8.4.1 Menüführung in Listen

The arrow buttons or the navigation wheel can be used to page through the lists. To display more details for an entry, select the corresponding entry and press OK. You will find yourself in the sub-menu of the entry, where you can scroll through the detailed information or edit the entry.

8.4.2 Phonebooks

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

- the Global Phonebook and
- the Personal Phonebook.

In both Phonebooks, the entries are in alphabetical order of the names. The Global Phonebook is available to all users and contains information about the availability of your company's subscribers, e.g. if they are

logged on or if they are currently telephoning. The system administrator or the user with the appropriate authorization can add further phone numbers in this Global Phonebook, e.g. the subscribers of another site. The Global Phonebook also contains dial numbers of individual groups.

You can store, edit or delete your personal numbers in the Personal Phonebook.

You can directly add, modify, or delete an entry in your Personal Phonebook via SwyxPhone . Alternatively, you can also modify the Personal Phonebook via SwyxIt!. For further information, please refer to the SwyxIt! documentation.

The Structure of the Entries in the Global Phonebook

| | |
|--------------------------|--------------|
| Gl. phonebook | XX/YY |
| >Fender, Frank | |

The first line of the display shows which phonebook (Personal or Global Phonebook) you are currently in. You also see which entry (XX) of the total number of entries (YY) has been selected.

The names of subscribers in a phonebook are listed in alphabetical order.

This is how you search in a Phonebook

1. Press the arrow button  .
The main menu will open.
2. Choose "Phonebooks" and press the "OK" button.
The following appears on the display:

| |
|-----------------------|
| Phonebook |
| 1 >Global |
| 2 >Personal |
| 0 >Back |

3. Choose the phonebook you want, and press the "OK" button.

Use the arrow buttons to page through the list of phonebook entries. Confirm the selection of an entry with the "OK" button.

To speed up a search in a large phonebook, you can enter the first letter of the name in the numeric keypad, e.g. for an "F" press the "3" three

times, for an "E" press the "3" twice. The letters entered for the search appear in the display.

| | |
|--------------------------|------------|
| Gl. Phonebook | FE_ |
| >Fender, Frank | |

A beep and the insertion mark "_" prompt you to enter the next character.

Within the entry, you can call the subscriber by pressing OK.

To exit from an entry or a list, press "0".

Personal Phonebook

You can add, modify or delete entries in your Personal Phonebook. If you have created a note during a call, this will be added as a new entry in your Personal Phonebook. (see chapter 7.5, Note, page 53). Entries in the Caller List and in the Redial List can also be added to the Personal Phonebook.



Enter the letters as for an SMS: e.g. for the letter R press button 7 three times. Enter the space with "0". The ^{*} key is used to switch between upper and lower case letters.

This is how you add an entry to the Personal Phonebook

1. Press the arrow button  .
The main menu will open.
2. Choose "Phonebooks" and press the "OK" button.
3. Choose "Personal" and press the "OK" button.
The following appears on the display:

| | |
|--------------------------|--------------|
| Prs. phonebook | XX/YY |
| ><Party> | |
| ><Party> | |
| >.. | |
| ><Party> | |
| 1 >Add entry | |
| 0 >Back | |

- Choose "Add entry".

The following will appear:

| |
|--------------------------|
| Enter number _ |
|--------------------------|

- Enter here the number of the new entry, and press OK.

The following will appear:

| |
|------------------------|
| Enter name _ |
|------------------------|

- Enter the assigned name, and press OK.
- Choose "OK" to save the entry.
The Personal Phonebook will appear with the saved entry.

This is how you edit an entry in the Personal Phonebook

You can modify or delete an entry in the Personal Phonebook.

- Press the arrow button ▼ .
The main menu will open.
- Choose "Phonebooks" and press the "OK" button.
- Choose "Personal" and press the "OK" button.

The following appears on the display:

| | |
|--------------------------|------------|
| Prs. phonebook | XX/ |
| YY | |
| ><Party> | |
| ><Party> | |
| ><Party> | |
| >... | |
| ><Party> | |
| 1 >Add entry | |
| 0 >Back | |

- Select the entry you want to edit or delete, and press OK.
The selected entry will open:

| |
|---------------------------------------|
| <Name of the Subscriber> |
| 1 >Dialing |
| 2 >Edit entry |
| 3 >Delete entry |
| 4 >Show number |
| 0 >Back |

To edit the entry, select "Edit entry". You can now change the name of the entry and then the corresponding telephone number.

For further information please refer to chapter 8.4.2, Phonebooks, page 66.

Confirm each change with "OK". To save the changes, select "Confirm".

To delete, select "Delete entry".

The selected entry will be deleted.

8.4.3 Caller List

The last calls received for you are automatically saved in the Caller List. The calls are listed in the order in which they were received. You can directly dial the individual entries from the Caller List, edit them, and then save them in the Personal Phonebook. 20 entries will be saved in the Caller List per default setting. The maximum number of possible entries can be changed via SwyxIt!..

For further information, please refer to the SwyxIt! documentation.

New Calls

If calls have been received for you but you have not picked up these calls, the number of calls received (XX) will appear on the display:

| | |
|-------------------------|--------|
| <Subscriber> | <Time> |
| New incoming calls (XX) | |

You will be shown as many new calls as the number of entries the Caller List can hold. That is 20 entries in the default setting. The entries of the recent calls will still be available in the Caller List.

| Calls | XX/YY | <Date> |
|----------------|-------------|--------|
| ><Number/Name> | <Time> | |
| ><Number/Name> | <Time> | |
| ... | | |
| ><Number/Name> | <Time> | |
| 1 | >Clear list | |
| 0 | >Back | |

This is how you edit an entry in the Caller List

You can edit an entry in the Caller List, save it in the Phonebook, or delete it.

1. Press the arrow button  .
The main menu will open.
2. Use the arrow buttons to select the menu item "Caller List (XX)" and press the "OK" button.
The following appears on the display:



| Calls | XX/YY | <Date> |
|----------------|-------------|--------|
| ><Number/Name> | <Time> | |
| ><Number/Name> | <Time> | |
| ... | | |
| ><Number/Name> | <Time> | |
| 1 | >Clear list | |
| 0 | >Back | |

3. Choose the appropriate entry and press the "OK" button.
The following will appear:

| <Number/Name> |
|------------------------|
| 1 >Call (not) answered |
| =<Date/Time of call> |
| 1 >Dialing |
| 2 >Edit and dial |
| 3 >Save into phonebook |
| 4 >Delete entry |
| 0 >Back |

- If you select "Dialing" and press OK, the subscriber is called directly.
- "Edit and dial" can be used to edit a telephone number before dialing. When you confirm your changes with OK, the number will be dialed immediately.
- "Save into phonebook" can be used to save the caller's name and number in your Personal Phonebook. If you confirm this option with OK, the number will appear and you can then add the name. If a name already exists, the name will be provided for possible changes.
- You can remove this entry from the list with "Delete entry".

This is how you delete the Caller List

If the list is no longer up-to-date, it can be deleted at any time.

1. Press the arrow button  .
The main menu will open.



- Use the arrow buttons to select the menu item "Caller List (XX)" and press the "OK" button.

The following appears on the display:

| Calls | XX/YY | <Date> |
|----------------|-------|--------|
| ><Number/Name> | | <Time> |
| ><Number/Name> | | <Time> |
| ><Number/Name> | | <Time> |
| ... | | |
| ><Number/Name> | | <Time> |
| 1 >Clear list | | |
| 0 >Back | | |

- Choose "Clear List" and press the "OK" button.
The entire list will be deleted.

8.4.4 Redial List

All dialing procedures are automatically saved in the Redial List. The entries begin with the most recently saved dialing procedure. 20 entries will be saved in the Redial List as default setting. The length of the list can be changed with SwyxIt!. For further information, please refer to the SwyxIt! documentation.

You can also call up the Redial List on SwyxPhone L620 with the "Redial" button .



If the handset is off the hook or if the Speaker button is activated when you press the "Redial" button, the last number dialed will be called again.

This is how you edit the Redial List

You can edit an entry in the Redial List, save it in the Phonebook, or delete it.



- Press the arrow button  .
The main menu will open.
- Choose "Lists" and press the "OK" button.
- Choose "Redial" and press the "OK" button.
The Redial List opens up.

| Redial XX/YY | <Date> |
|----------------|--------|
| ><Number/Name> | <Time> |
| ><Number/Name> | <Time> |
| ><Number/Name> | <Time> |
| ... | |
| ><Number/Name> | <Time> |
| 1 >Clear list | |
| 0 >Back | |

- Choose the appropriate entry and press the "OK" button.
The following will appear:

| <Number/Name> |
|------------------------|
| 1 >Dialing |
| 2 >Edit and dial |
| 3 >Save into phonebook |
| 4 >Delete entry |
| 0 >Back |

- If you select "Dialing" and press OK, the number is dialed at once.
- "Edit and dial" can be used to edit a telephone number before dialing.
- "Save into phonebook" can be used to save the caller's name and number in your Personal Phonebook. If you confirm this option with OK, the number will appear and you can then add the name. If a name already exists, the name will be provided for possible changes.
- You can remove this entry from the list with "Delete entry".

This is how you delete the Redial List

If the Redial List is no longer up-to-date, it can be deleted at any time.



- Press the arrow button  .
The main menu will open.
- Choose "Lists" and press the "OK" button.
- Choose "Redial" and press the "OK" button.
The Redial List opens up.

- Choose "Clear List" and press the "OK" button.

| |
|-------------------------|
| Redial 00/YY |
| 1 >Clear list |
| 0 >Back |
| ><Number/Name> <Time> |
| ><Number/Name> <Time> |
| ... |
| ><Number/Name> <Time> |

The entire list will be deleted.

If you reopen the Redial List, the message "No entry" will appear.

8.4.5 Lists for Callback Requests, My Callback Requests and Missed Callbacks

In the "Callback Requests" list you will find all callbacks that have been directed to you. In the "My Callback Requests" list you will find all callbacks that you have requested yourself. In the "Missed Callbacks" list you will find all callbacks on busy, which were prompted because the person called had finished his conversation, but were not confirmed by you.

8.5 Configure function keys

All function keys on SwyxPhone can be configured. Some function keys are preconfigured at purchase. These are labeled with appropriate symbols, e.g. the envelope symbol on the voicemail button. You have the option of assigning these keys to other functions, e.g. "Call Swap" or "Redial". You can also configure these buttons as Line buttons or Speed Dials (abbreviated dialing buttons). In addition, SwyxPhone L615 has eight freely configurable function keys with LEDs. These keys can also be configured as Line buttons or Speed Dials. At delivery, the two upper freely configurable function keys are preconfigured as Line buttons.

A function key can call only one function, dependent on its configuration.

Each function key can be configured with the following functions:

| Function | Description |
|-----------------|--|
| Line button | Activate/deactivate line For further information please refer to chapter 8.6, Configure Line buttons, page 74. |
| Speed dial | Call specific number For further information please refer to chapter 8.7, Configuring Speed Dials, page 75. |
| Call Transfer | Connect lines to each other For further information please refer to chapter 6.9, How do I connect two subscribers to one another?, page 39. |
| Do not Disturb | Activate/deactivate acoustic call signaling For further information please refer to chapter 8.2.2, Do Not Disturb, page 64. |
| Secondary call | Enable or disable secondary call For further information please refer to chapter 8.2.3, Secondary call, page 64. |
| Caller List | Call up caller list For further information please refer to chapter 8.4.3, Caller List, page 69. |
| Hold | Put an active line on hold For further information please refer to chapter 8.4.3, Caller List, page 69. |
| Phonebook | Call up Global Phonebook For further information please refer to chapter 8.4.2, Phonebooks, page 66. |
| Redial | Call Redial List For further information please refer to chapter 8.4.4, Redial List, page 70. |
| Speaker | Switch the speakers or the handsfree telephone on/off For further information please refer to chapter 6.16, Speaker and Handsfree Telephone, page 45. |
| Call Forwarding | Switches Forwarding Unconditional on / off For further information please refer to chapter 8.2.1, Forwardings, page 63. |
| Call Swap | Switch between Lines For further information please refer to chapter 6.8, How do I switch between lines (Call Swap)?, page 39. |

| Function | Description |
|------------------|--|
| Mute | Switch microphone on/off For further information please refer to chapter 6.16, Speaker and Handsfree Telephone, page 45. |
| Disconnect | End the active connection |
| Incognito | Before an outgoing call, suppress number display For further information please refer to chapter 8.3.4, Incognito, page 65. |
| User logoff | Log off phone user from SwyxServer |
| Voicemail | Call to check voicemail For further information please refer to chapter 7.2, Voicemail inquiry, page 49. |
| Conference | Combine lines into a conference For further information please refer to chapter 7.7, Conference, page 57. |
| Callback Request | Make a callback request For further information please refer to chapter 7.6, Callback request, page 54. |

Tab. 8-1: Key functions

This is how you configure a function key



- Press the arrow button ▼.
The main menu will open.
- Use the arrow buttons to select the menu item "Configuration" and press the "OK" button.
The Settings menu will appear.

Configuration
1 > Ringing

2 > Call Signaling = <Status>
3 > Lines
4 > Function Keys
5 > Speed Dials
6 > Incognito = <Status>
7 > Info
8 > Contrast
9 > Transf. on Hookon = <Status>
0 > Back

- Choose "Function keys" and press the "OK" button.
The following will appear:

function keys
Press a function key!

- Press the configurable function key to which you want to assign a function.
The current function of the button is displayed. If the key is not yet assigned a function, this message appears:

Function Key
= No function
1 > Modify
2 > Delete function
0 > Back

5. Choose "Modify" and press the "OK" button.
You can choose from the following functions:

| Change function key |
|--------------------------|
| >Line key |
| >Speed dial |
| >Call transfer |
| >Do not disturb |
| >Secondary call |
| >Caller List |
| >Hold |
| >Phonebook |
| >Redial |
| >Speaker |
| >Pick Up |
| >Call Forwarding |
| >Call Swap |
| >Microphone off |
| >Headset key/Handset key |
| >Disconnect |
| >Incognito |
| >Voicemail |
| >Conference |
| >Callback Request |
| >User logoff |
| 0 >Back |

6. Choose the function you want, and press the "OK" button.
The key is set with the chosen function.
The following will appear:

| |
|--|
| function keys Press a function key! |
|--|

7. You can assign an additional function key or return to the main menu with "0".

This is how you delete the function of a function key



1. Press the arrow button ▼.
The main menu will open.
2. Use the arrow buttons to select the menu item "Configuration" and press the "OK" button.
The Settings menu will appear.

| Configuration |
|-------------------------------|
| 1 >Ringing |
| 2 >Call Signaling = <Status> |
| 3 >Lines |
| 4 >Function Keys |
| 5 >Speed Dials |
| 6 >Incognito = <Status> |
| 7 >Info |
| 8 >Contrast |
| 9 >Transf. on Hookon=<Status> |
| 0 >Back |

3. Choose "Function keys" and press the "OK" button.
The following will appear:

| |
|--|
| function keys Press a function key! |
|--|

4. Press the configurable key whose function you want to delete.
The current function of the button is displayed.

| Function Key |
|------------------|
| = Speed Dial (X) |
| 1 >Modify |
| 2 >Delete |
| 0 >Back |

5. Choose "Delete" and press the "OK" button.
The function of this key is deleted. The following will appear:

function keys
Press a function key!

- You can edit an additional function key or return to the main menu with "0".

If you press a key with no assigned function, you will hear a brief signal (button signal).

8.6 Configure Line buttons

Every configurable function key can be set with the "Line button" function; see This is how you configure a function key, page 72.

In the default setting, SwyxPhone L615 has two Line buttons and you have therefore been provided with two lines. which means that you can receive a maximum of two calls. You can configure up to nine lines.

SwyxPhone L620 has no preconfigured Line buttons. However, the least number of lines is always two, even if you have only one or no configured Line buttons. You can also define preconfigured function keys as Line buttons.



Due to the fact that both SwyxPhone and SwyxIt! access the same user settings, any changes you make on SwyxPhone will always effect the settings in SwyxIt! and vice versa. Above all, you should keep in mind that if you delete lines or Speed Dials, the data will be lost!

The Number of Available Lines

The least number of available lines is always two. To increase the number of lines, you must add Line buttons.

To add a Line button, you must configure a configurable function key as a Line button (see This is how you configure a function key, page 72).

Configuration of the Individual Line Buttons

You can define numbers for incoming and outgoing calls for the available lines. This requires that your user account has been assigned at least two numbers (or group numbers).

The option "Incoming calls" shows the telephone number the caller has dialed, when the call comes in on this line. Under the option "Outgoing calls", you can specify the telephone number to be used for making outgoing calls from this line.

For each configured Line, you can define whether this line should be blocked for specific period of time after an incoming call is received. (see chapter 7.1, Disabling Lines (Wrap-up Time), page 48)



If an outgoing call is started or if the Line button is pressed during this wrap up time, the line will once again be cleared afterwards for incoming calls.



This is how you configure a Line button

- Press the arrow button ▼ .
The main menu will open.
- Use the arrow buttons to select the menu item "Configuration" and press the "OK" button.
The Settings menu will appear.
- Select "Lines".

The following will appear:

| |
|---------------------------|
| Lines (Number: 02) |
| >Line 01 |
| >Line 02 |
| 0 >Back |

4. Select the line you want to configure, and press OK

The following will appear:

| |
|--------------------------------|
| Line 02 |
| 1 >Incoming calls |
| 2 >Outgoing calls |
| 3 >Wrap-Up time = on |
| 0 >Back |

You have the option of entering an extension for outgoing or incoming calls.

5. Choose the option you want, and press the "OK" button.

The option you have selected will appear in the first line of the display and the current status will be shown in the second line of the display.

If the system administrator has configured several telephone numbers for you, you can change these numbers as follows:

| |
|-------------------------|
| Incoming calls |
| = <Status> |
| 1 >Modify |
| 0 >Back |

6. Choose "Modify" and press the "OK" button.

| |
|--------------------------------------|
| Incoming calls |
| > All Extensions |
| > <All Calls> |
| > <Group Calls Only> |
| > <Phone number 1> |
| > <Phone number 2> |
| ... |
| 0 ▶ Back |

You can define which of your calls should be received on this line.

- "All Calls"
In this case, all calls will be signaled on this line, regardless of whether these calls are directed to your own extension or to a

group, of which you are a member.

- "All Extensions"
Choose this option, if all calls directed to you, regardless of the extension dialed, should be received on this line. This option is only available if you have been assigned several extensions numbers.
- "Group Calls Only"
All calls to groups of which you are a member will be received on this line.
- <Number x>
An incoming call will only be received on this line if the caller has specifically dialed this extension. Here you can even select individual group extension numbers.

You have to confirm the telephone number or option you want with the "OK" button.

The Line button is configured. You can configure another function key, or leave the configuration menu.

8.7 Configuring Speed Dials

Every configurable function key can be set with the "Speed Dial" function; see This is how you configure a function key, page 72.

You can use a Speed Dial for one-click dialing of a number you often call. You only need to press the relevant Speed Dial, and the subscriber whose name is assigned to the Speed Dial will be called at once. Speed Dials can also be utilized for frequently used DTMF commands.

This is how you assign a Speed Dial to the number of your choice

1. Press the arrow button ▼ .
The main menu will open.
2. Use the arrow buttons to select the menu item "Configuration" and press the "OK" button.
The Settings menu will appear.
3. Choose "Speed Dials".
All Speed Dials glow. The following appears on the display:



| |
|--|
| Speed Dials Press speed dial! |
|--|

If no key glows, you first have to configure a function key as a Speed Dial (see This is how you configure a function key, page 72).

- Press the Speed Dial you want.

The following will appear:

| |
|---|
| N02: unassigned 1 >Modify |
| 0 >Back |

The current function of the key is displayed. If the key is not yet assigned, this message appears.

- Choose "Modify" and press the "OK" button.

The following will appear:

| |
|--|
| N02:Modify 1 >Phone number |
| 2 >Dial immediately = on 3 >Successive dial = on 4 >Intercom connection = off 0 >Back |

- Choose "Number" and press the "OK" button.
- You can select a number from the phonebook or enter one manually using the keypad:

| |
|--|
| N02: Number 1 >Phonebook |
| 2 >Enter manually 0 >Back |

- Confirm your entry with "OK".

The Speed Dial has been assigned a number. You can configure another function key, or leave the configuration menu.



Due to the fact that both SwyxPhone and SwyxIt! access the same user settings, any changes you make on SwyxPhone will always effect the settings in SwyxIt! and vice versa. Above all, you should keep in mind that if you delete lines or Speed Dials, the data will be lost!

8.7.1 "Dial immediately", "Successive dial" or "Intercom Connection"?

The Speed Dials provide you with several options for initiating a connection.

Dial immediately

If the option "Dial immediately" is activated, the subscriber will be called immediately once the Speed Dial has been pressed, even if the handset is on the hook. In this case the handsfree telephone will be activated.

If this function has been deactivated, the subscriber will not be called immediately and, therefore, you have the option of entering additional numbers using the keypad or via the Phonebook.

Successive dial

If the "Successive dial" option is activated, the numbers which have already been dialed (display contents) will be kept when the Speed Dial is pressed and the number stored on the Speed Dial will be added. If this function is deactivated, the numbers already dialed will be deleted and only the stored number will appear on the display.

Both of these functions are especially useful if you frequently use cost-efficient call-by-call numbers. Just assign a call-by-call number to a Speed Dial and you will then be able to save both time and effort when you dial the telephone number you want. You can also assign a project number to a Speed Dial, and press this before you dial a number if you would like to associate a call to a particular project.

Intercom Connection

Intercom connection allows you to directly speak to an internal subscriber, who allows his status to be signaled to you, i.e. without him having to pick up the call. If you press the Speed Dial on which the Intercom connection is activated, the corresponding number will be dialed and an intercom signal is produced for the called subscriber. The telephone or SwyxIt! then immediately activates the line and the speaker. You can begin your intercom connection to this subscriber.

If the called subscriber lifts the handset, you can continue the call as a normal telephone call.



Intercom connection is only possible between the internal subscribers if you are mutually signaled the current status ("Available"/"Speaking").



If the subscriber called is currently on the phone, you cannot begin an intercom connection.

This is how you assign the options "Dial immediately" or "Successive dial" or "Intercom connection" to a Speed Dial

1. Follow the steps (1) up to 5 (see "This is how you assign a Speed Dial to the number of your choice").



| |
|--|
| N02:Modify 1 >Phone number |
| 2 >Dial immediately = on 3 >Successive dial = on 4 >Intercom connection = off 0 >Back |

2. Use the arrow buttons to select the option of your choice.
3. Press OK to switch the selected option on or off.

The status of the option changes.

The conditions of the dialing procedure for the Speed Dial have changed. You can configure another function key, or leave the configuration menu.

9 Control elements of SwyxPhone L640

This chapter describes the control elements of the SwyxPhone L640.

The control elements of all SwyxPhones consist of a display, a handset, a hands-free microphone, a speaker and buttons.



9.1 Buttons

The buttons can be classified in the following groups:

- defined keys
- preconfigured function keys
- freely configurable function keys

9.1.1 Defined keys

The following SwyxPhone L640 buttons are preset and cannot be assigned to other functions. These buttons are also marked with corresponding symbols.

Numeric Keypad

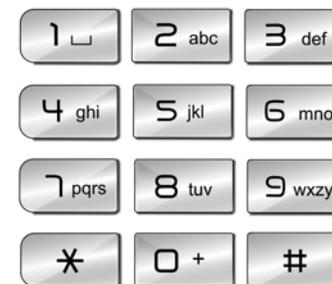
The buttons of the numeric keypad (number keys) are used for entering numbers, letters and symbols.

In the idle state, when no calls are being made and no menus are open, you can input the call number directly. If you have opened a menu, you call call up a menu item directly with the numeric button.

You can also use the numeric keypad to enter letters. You can enter text at the relevant points (e.g. the name for a new phonebook entry), or switch directly to an entry in a list. Enter the space with "0". The '*' key is used to switch between upper and lower case letters. When a letter is entered, a short beep will be produced after one second and you can then enter the next letter.

Example:

To speed up a search in a phonebook with many entries, you can enter the first letter of the name, e.g. for an "F" press the "3" three times, for an "S" press the "7" four times.



+/- Buttons

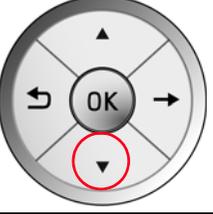
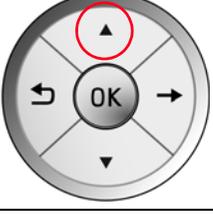
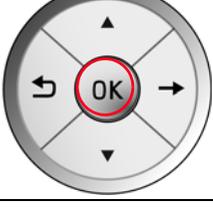
You can use the +/- buttons to adjust the volume of the speaker and the handset, depending on which one is currently active. The volume setting will stay at this level for the next call.



You can also use these buttons in the configuration menu to change the ring tones (see chapter 16.3.1, Ringing, page 177).

Menu navigation

The SwyxPhone L640 is controlled with a 5-way navigation wheel.

| Operation | Function when button is pressed |
|---|---|
|  | <ul style="list-style-type: none"> • Call Shortcut Menu • Execute action • Go one level lower • Call of main menu in idle mode |
|  | <ul style="list-style-type: none"> • Short press of button: one level back • Long press of button: back to the first level of the settings menu • Cancel function • Close context menu • In input mode: delete character to left of cursor |
|  | Arrow button "Down" <ul style="list-style-type: none"> • Scroll down • Select element below • Long press of button: jump to end of list/menu |
|  | Arrow button "Up" <ul style="list-style-type: none"> • Scroll up • Select element above • Long press of button: jump to beginning of list/menu |
|  | "OK" button <ul style="list-style-type: none"> • Confirm input • Execute action • Call Shortcut Menu |

9.1.2 Preconfigured function keys

All function keys on SwyxPhone can be configured. Some function keys are already configured at purchase. These are also marked with appropriate symbols, e.g. the envelope symbol on the voicemail button. You have the option of assigning these keys to other functions, e.g. "Call Swap" or "Redial". For further information please refer to chapter 16.7, Configuring Speed Dials, page 192.

Voicemail

A Voicemail is a spoken message in the form of a WAV file.



If the caller couldn't reach you, he can leave a Voicemail.

You can listen to the Voicemail, when you are back at your desk or from an other phone using the remote inquiry.

If you have e-mail access, your Voicemails will be sent to your e-mail address if this has been entered for your SwyxPhone during installation.

If you have received a Voicemail, the LED of the Voicemail button will be on. If you press the button you will be directly connected to your voicemail inbox. You are in the main menu. Follow the menu instructions to listen to your messages.

Service Menu

This button calls up the Service menu, in which, as an authorized user or administrator, you can configure additional settings on the telephone. Contact your network administrator for further information.



Speaker

When the telephone is in an active state (a conversation is in progress), the Speaker button is used to switch the speaker on or off. This allows other people present in the room to listen to the conversation. You can then turn the speaker off again and continue the conversation on the handset.



In an idles state (if no call is currently being made), pressing the Speaker button has the same effect as picking up the handset; you can immediately dial a number and place your call using the handsfree telephone. The LED of the Speaker button will glow as long as the handsfree telephone is activated. If the handset is on hook, end the call by pressing the Speaker button.

Disconnect connection

Pressing the "Disconnect" button terminates an active call.



Redial

The Redial button allows you to call the Redial List when the handset is on the hook. If you press this button when the handset is off the hook, the number last dialed will once again be called.



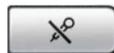
Call Forwarding

Press the Forwarding button, if you would like to forward calls immediately to another number or to your Voicemail. Before you can use this function, you must configure call forwarding in the main menu under "Forwardings".



Microphone

You can use this button to switch off the handset microphone or handsfree microphone for a while, so that the call partner cannot listen e.g. to an inquiry in the room.



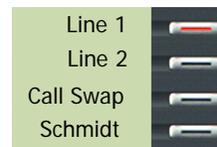
Headset

This button enables or disables the headset.



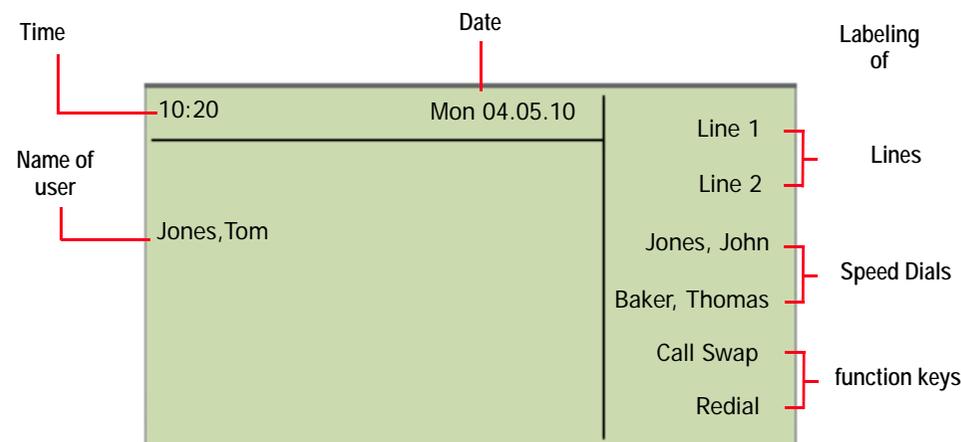
9.1.3 Freely configurable function keys

The SwyxPhone L640 has six freely configurable sensor function keys with LEDs (on the right of the display). These keys can be assigned to particular functions, e.g. "Call Swap" or "Redial", or used as Line buttons or Speed Dials. At delivery, the two upper function keys are configured as Line buttons.

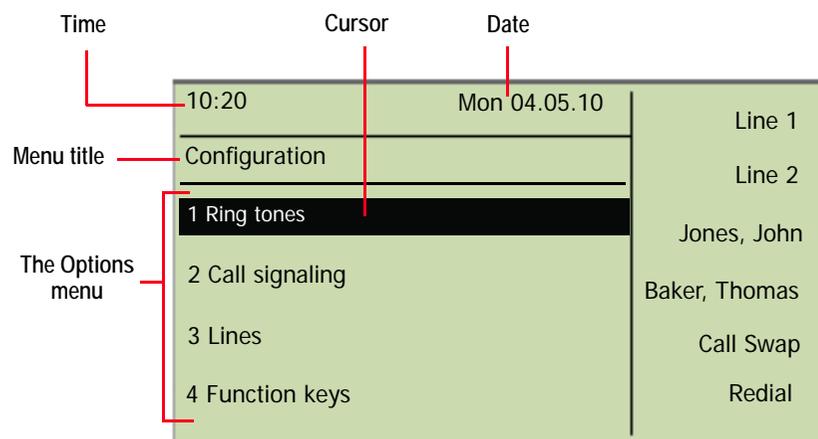


9.2 Display

SwyxPhone L640 comes with a monochrome (black and white) LC display. It supports you intuitively in operating the telephone. Up to 240 characters can appear simultaneously in 6 rows in the display. In the idle state, when no calls are being made and no menus are open, the following information appears in the display:



When you open a menu, the title of each menu area is displayed, with the first four available menu items in each case:



The cursor highlights the selected menu item. If you move the cursor down with the arrow key, further menu items that may be available will be displayed. The menu item highlighted with the cursor can be opened with the "OK" button. You can also call the menu item you want directly, by pressing the corresponding number key, e.g. "8" for "Configuration" and then "3" for "Lines". Press "0" to go up a level in the menu structure.

10 Telephoning with SwyxPhone L640

This chapter describes the following basic telephone functions:

- How do I call a subscriber? (page 82)
- How do I pick up a call? (page 84)
- How do I pick up a call? (page 86)
- How do I end a call? (page 86)
- How do I start an inquiry call? (page 87)
- How do I switch between lines (Call Swap)? (page 88)
- How do I connect two subscribers to one another? (page 88)
- How do I transfer a call without Inquiry? (page 89)
- How do I forward a call? (page 90)
- How do I forward a call? (page 91)
- How do I use the Phonebook? (page 94)
- The Secondary Call (page 90)
- Speaker and Handsfree Telephone (page 95)

10.1 How do I call a subscriber?

SwyxPhone is inactive. You will see your user name, the current time and date, and the labels of Line buttons, Speed Dials, and function keys on the display:

| | | |
|---------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Dupont, Marie | | Line 2 |
| | | Jones, John |
| | | Baker, Thomas |
| | | Call Swap |
| | | Redial |

If there were calls which you did not pick up, or you received call-back requests or voicemails, this will also be shown on the display:

| | | |
|-------------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Dupont, Marie | | Line 2 |
| New incoming calls (xx) | | Jones, John |
| | | Baker, Thomas |
| | | Speed dial 3 |
| | | Speed dial 4 |

This is how you call a subscriber

1. Pick up the handset or press the Speaker button.
You hear the dial tone. The following appears on the display:



| | | |
|-------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| L1: Dialing | | Line 2 |
| | | Jones, John |
| | | Baker, Thomas |
| Voicemail inquiry | | Speed dial 3 |
| Caller List (xx) | | Speed dial 4 |
| Phonebooks | | |

2. Use the numeric keypad to dial the number you want.
The subscriber is then immediately called.

With the handset on hook and the speaker deactivated:

1. Use the numeric keypad to dial the number you want.
The message "Dialing" will appear on the display. The numbers entered appear in the next line of the display. You can correct your entry using the ↶ button.
2. Press the OK button or the Speaker button, or a Line button.
The subscriber is then called.
3. Simply lift the handset.

If the connection to the destination subscriber has not yet been made, the line number and “ringing” will appear in the display. The number or, if available, the name of the destination subscriber will appear in the next line:

| | | |
|------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| L1: ringing | | Line 2 |
| = <Number> | | Jones, John |
| Callback Request | | Baker, Thomas |
| Disconnect | | Speed dial 3 |
| | | Speed dial 4 |

If all of the target subscriber’s lines are busy, the word “busy” will appear. The number or name of the destination subscriber will appear in the next display line:

| | | |
|------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| L1: Busy | | Line 2 |
| = <Number> | | Jones, John |
| Callback Request | | Baker, Thomas |
| Disconnect | | Speed dial 3 |
| | | Speed dial 4 |

If the connection is made, then the line number and the number or name of the destination subscriber will appear. The duration of the call is shown in the next line of the display.

| | | |
|---------------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| L1: <Number> | | Line 2 |
| = Call duration: xx:xx:xx | | Jones, John |
| Callback Request | | Baker, Thomas |
| Note | | Speed dial 3 |
| Forward call to | | Speed dial 4 |

10.2 Other Options for Calling a Number

- Select the subscriber you want from the Global or Personal Phonebook, and then confirm your selection by pressing OK twice, or by picking up the handset. The connection will immediately be made. For further information please refer to chapter 12.4.2, Phonebooks, page 121.
- Use the "Caller List" menu item to call up the list of recently received calls. Use the arrow buttons to select the subscriber you want, and confirm with the "OK" button. The subscriber is then immediately dialed. For more detailed information concerning the Caller List, see chapter 12.4.3, Caller List, page 124.
- Use the “Redial” button  to show the list of the calls you have most recently made. The “Redial” button can be used in two ways.

Abbreviated Dialing:

Lift the SwyxPhone handset and press the “Redial” button .
The number of the last call will be dialed immediately.

The Redial List:

Leave the SwyxPhone handset on the hook and press the "Redial" button.

A list of the calls you have most recently made will appear. You will find the layout of this list in the table in Chapter 12.4.4, Redial List, page 125. Use the arrow buttons to select the subscriber you want, and confirm with the "OK" button. The subscriber is then immediately called.

10.3 Other Menu Options During a Call

During a phone call you can select the following menu items with the arrow buttons, and activate the option of your choice with the "OK" button:

- Call duration
Shows the length of the call.
- Conference
If you have one active line and at least one other line on hold, you can start a conference (see chapter 11.7, Conference, page 109).
- Callback Request
This function is only available to you during a call to an internal subscriber (see also chapter 11.6, Callback request, page 104).
- Note
Here you can enter a number and the corresponding name in the Personal Phonebook during a telephone call (see chapter 11.5, Note, page 104).
- Call Transfer
You can transfer a caller directly here. If you have two connections (one active connection and one on hold), these are directly connected to each other. If you only have one call on one line, you must input a further number or select one from the phonebook (see chapter 10.10, How do I connect two subscribers to one another?, page 88).
- Disconnect
Disconnects the active connection.
- Speaker
This switches the speaker on / off (see chapter 10.17, Speaker and Handsfree Telephone, page 95).

- Microphone
This switches the microphone on / off (see chapter 10.17.2, Activating/Deactivating the Microphone During a Call, page 95).
- Secondary call
You can either allow or disable a second call during a call (see chapter 10.14, The Secondary Call, page 90).
- Call Swap
If you select this menu item, the active line is put on "Hold", your conversation partner will hear music on hold and SwyxPhone will switch to the next available line (see chapter 10.9, How do I switch between lines (Call Swap)?, page 88).

10.4 How do I pick up a call?

If you receive a call, a call is forwarded to you or a call is received for a group of which you are a member,

- the number or the name of the caller will appear on the display,
- a ringing sound will be produced,
- the Line button on which the call is received will blink,
- optical call signaling will blink.

| | |
|---|---------------|
|  | Line 1 |
| Lx: <Caller> | Line 2 |
| Accept | Jones, John |
| Forward call to | Baker, Thomas |
| Reject | Speed dial 3 |
| | Speed dial 4 |

A call to a group (Group Call) is shown as follows:

| | |
|---|---------------|
|  | Line 1 |
| Lx: <Caller> | Line 2 |
| => <Group name> | |
| Accept | Jones, John |
| Reject | Baker, Thomas |
| | Speed dial 3 |
| | Speed dial 4 |

If you are a member of a Hunt Group with sequential, rotary or random distribution, the call may possibly first be displayed in Call Signaling, and only put through if no other member has picked up the call. In this case you see the call signaling for the Group Call:

| | |
|---|---------------|
|  | Line 1 |
| Lx: <Caller> | Line 2 |
| => <Group name> | |
| Pick up call | Jones, John |
| Ignore | Baker, Thomas |
| Back | |
| | Speed dial 3 |
| | Speed dial 4 |

A call which has been forwarded from another subscriber to you is shown as follows in the display:

| | |
|---|---------------|
|  | Line 1 |
| Lx: <Caller> | Line 2 |
| = => <Destination Subscriber> | |
| Accept | Jones, John |
| Forward call to | Baker, Thomas |
| Reject | |
| | Speed dial 3 |
| | Speed dial 4 |



If the number of the caller is known, SwyxWare will attempt to associate the number, i.e. if a name in the Global or Personal Phonebook or on a Speed Dial been assigned to this number, the name will appear in the display. If not, only the number will be displayed.



If "XXX" appears in the display, the caller's number was not transmitted, e.g. because the caller has suppressed his number.

This is how you accept a telephone call



1. Simply lift the handset.
The handset is activated. You can now speak with the caller.
- or
1. press the Speaker button.
- Or
1. press the blinking Line button.

The speaker and hands-free microphone will be activated, so that other people present in the room can also follow the conversation.

10.5 How do I pick up a call?

In the case of a signaled call, you will only be shown that another user or a group has received a call. Signaling is set up by the system administrator. You can pick up a signaled call.

When a call is signaled to you,

- the Pick Up button will blink, if configured,
- the Speed Dial assigned to the called number, if configured, will blink,
- your display will show who the call was originally for:

| | |
|---|---------------|
|  | Line 1 |
| Lx: <Caller> | Line 2 |
| => <Destination Subscriber> | Jones, John |
| Pick up call | Baker, Thomas |
| Ignore | Speed dial 3 |
| | Speed dial 4 |

If the call is not picked up by the destination subscriber and if you have activated call signaling in the Settings menu, you will hear an additional brief acoustic signal after 10 seconds.

This is how you pick up a signaled call

1. Use the arrow buttons to select the menu item "Pick Up", and press the "OK" button.

Or

1. press the blinking Line button.



Please remember when picking up a call via the menu that you must first confirm the option "Pick up Call" and only then lift the handset. If you lift the handset first, the call signaling will be ignored and a free line will be activated.



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

This is how you pick up a telephone call if you are currently involved in a different telephone call



1. Press the blinking Line button.

The active connection is put on hold. The subscriber hears music on hold, and the incoming call is picked up

If you are already on a call, Call Signaling will not be shown in the display, only by a blinking Speed Dial. In other words, in order to pick up the call in this case, you need to have configured a Speed Dial. Also, you cannot see who the caller is.

10.6 How do I end a call?

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

This is how you end a telephone call

1. Place the handset on the hook

or

1. Press the Disconnect button .

or

1. Use the arrow buttons to select the menu item "Disconnect".

or

1. Activate the handsfree mode, i.e. if the speaker is activated and handset is on the hook, the Speaker button.



If you end a call and you have a second call on hold, a single telephone ring will be produced after 5 seconds have passed. Pick up the handset once again in order to directly connect to the caller on hold.

This is how you end one of several calls

You are having conversations with several subscribers at the same time. The active connection is the connection to the person you are currently talking to. All other subscribers, who are listening to music on hold while they wait, are on connections on hold.

You can only end the active connection.



1. press the Disconnect button  .

Or

1. select the menu item "Disconnect" with the arrow buttons, and press the "OK" button.
The line becomes free (inactive).
2. Press the Line button for one of the connections on hold.
The line on hold becomes active. You can continue the call.



If you have created the active connection yourself, putting the handset on hook will result in the transfer of this call to the call on hold. If you have several lines on hold, the active line will also switch to the state "On hold".

10.7 How do I telephone with a headset?

SwyxPhone L640 has a headset connection, and a preconfigured function key "Headset". To use the headset, connect it to the telephone (see chapter 11.8, Using a headset, page 111).

This is how you pick up a call with the headset



1. When you receive a call, press the preconfigured "Headset" function key in order to pick up the call.
You can then telephone using the headset.

This is how you end a call with the headset



1. Press the "Headset" function key again to end the call.
The connection will be terminated.

This is how you switch between the Handset and the Headset



1. If you have begun a call using the headset and you would like to use the handset for the rest of the call, pick up the handset.
The handset is active.

2. If you would like to switch to the headset, press the "Headset" function key and put the handset back on the hook.
You can then continue your call on the headset.

10.8 How do I start an inquiry call?

You are having a telephone conversation and you would like to call another subscriber (Inquiry Call). Then you would like to alternately speak to both subscribers (Call Swap).

Example:

You are speaking to a customer (Subscriber A) and you would like to ask someone in the warehouse (Subscriber B), whether a certain article is in stock.

You begin a second call at the same time with Subscriber B. Then you can alternately speak with Subscriber A and Subscriber B (Call Swap).

While you are speaking with one subscriber, the other subscriber will hear music on hold

When you end the call with one of the subscribers (using the menu item "Disconnect"), the corresponding line becomes free again. You can then switch to the line on hold.



If you were the initiator of the call on the active line and you place the handset on hook, the callers will be connected to each other.

This is how you call an additional subscriber



1. Activate a free Line button during an active connection.
You will hear the dial tone and you can call a second subscriber.
2. Dial the number and wait until the connection is made.
The first call will be placed on hold and your conversation partner will hear music on hold. The LED for the line on hold blinks.

10.9 How do I switch between lines (Call Swap)?

You are having conversations with several subscribers at the same time. The active connection is the connection to the person you are currently talking to. All other subscribers, who are listening to music on hold while they wait, are on connections on hold. The switch between the active line and the line on hold is also called “Call Swap”.

Example:

Several calls are received at the operator desk and you would like to forward these calls to various colleagues, who, however, cannot be reached immediately. You can put the callers on hold, so that these callers will hear music on hold. You can switch to these connections on hold at any time in order to inform the callers of the progress of your efforts to connect them to the correct colleagues.

This is how to swap between lines

1. Press the Line button with the connection on hold.



The active call is put on hold. The other line will be activated. The LED of the active line is on, the LED for the line on hold blinks.



If you use the “Call Swap” function often, you can also assign this function to one of the configurable buttons. For further information please refer to chapter 12.7, *Configuring Speed Dials*, page 131.

This is how you call swap using the configured "Call Swap" button

1. Press the button “Call Swap”.
You have now activated the next line.
2. By repeatedly pressing the “Call Swap” button you will switch between the active lines.



You can have as many calls simultaneously as you have lines. This means, however, that you have several calls on hold and one active line at the most.

10.10 How do I connect two subscribers to one another?

You are connected with two subscribers simultaneously. While you are talking to one of the subscribers, the other is on hold. This subscriber will hear music on hold. You can now connect these two subscribers to each other.

Example:

You are talking to Subscriber A on Line 1. Line 2 has a connection on hold with Subscriber B. You connect Subscriber A with Subscriber B.

This is how you connect two subscribers

1. Use the arrow buttons to select the menu item “Call transfer”.
The line(s) on hold will be offered for connection to the active line.
2. Choose the line and press the "OK" button.



| | | |
|-----------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| | | Line 2 |
| Connect to | | Jones, John |
| Lx: <Subscriber> | | Baker, Thomas |
| 1 Phone number | | Speed dial 3 |
| 2 Number in phonebook | | Speed dial 4 |
| 0 Back | | |

The subscribers are connected to one another. The lines of your SwyxPhone will become free (inactive).



When you directly connect subscribers, you may still be charged, even though you are no longer involved in their telephone call. These will only occur on your side if you set up one or both of the connections. If, for example, Subscriber A called you and you called Subscriber B to inquire about something, you will only be charged for the connection to Subscriber B. No costs will be charged if you are called by both Subscriber A and Subscriber B. However, if you have called both subscribers, you will be charged for both connections.

10.11 Transfer When Placing Handset on Hook

You can define whether the subscribers on the active line and the line on hold should be connected when you go on hook. The item "Transfer on Hookon" is available in the "Configuration" menu for this.

| | | |
|---------------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Configuration | | Line 2 |
| 7 Info | | Jones, John |
| 8 Contrast | | Baker, Thomas |
| 9 Transfer on Hookon = on | | Speed dial 3 |
| 0 Back | | Speed dial 4 |

- If this option is activated, you can connect the two callers to one another by placing the handset on hook. However, this only works if you set up the active call yourself. If you did not initiate the active call (i.e. you received the call), the connection will be terminated by hook on. The second call will remain on hold.

Example:

Subscriber A is called by C. Then subscriber A begins a second call on another line to subscriber B (e.g. for an Inquiry Call). If A goes on hook, subscribers B and C are then connected to one another.

- If the option "Transfer on Hookon" is deactivated, the active call will be ended and the other one will be kept on hold.

10.12 How do I transfer a call without Inquiry?

Your SwyxPhone L640 can be used to accept incoming calls and then to transfer these calls to another subscriber, without waiting for the new subscriber to answer. This means you can connect two subscribers even though there is not yet an active connection to one of the subscribers.

This is how you transfer a call without inquiry

You are having a telephone conversation with subscriber A.



1. Press a free Line button.
2. Now select the number of the subscriber to whom you would like to transfer the call (Subscriber B).
3. Use the arrow buttons to select the menu item "Call transfer".
4. Press the "OK" button.
5. Use the arrow buttons to select the subscriber (here Subscriber A) whom you want to connect to the other subscriber.
6. Press the "OK" button.

Your caller (Subscriber A) will hear ringing, and "Call Transfer" appears on your display. The line on which you initiated the second call will become free and the first line will change its status from "Hold" to "Transferring". Your previous caller (Subscriber A) hears the telephone ring.

7. The person called (Subscriber B) sees the transferred call on his display:

| |
|--|
| <Subscriber A> ==> <Transferred from> |
|--|

The call can be picked up by Subscriber B.

8. To pick up the call again, activate the corresponding Line button.



In case the caller to whom the call should be transferred is not available, please remember that the call may be forwarded with some delay (after more than 20 seconds). If the call is forwarded to Voicemail, the call transfer will automatically be interrupted, the caller is once again put on "Hold" and will hear the normal music on hold.

10.13 How do I forward a call?

If you are receiving a call you can transfer this call while it is still ringing to another subscriber or to your Voicemail.

This is how you transfer a call without accepting

You receive a call, it rings.



1. Use the arrow buttons to select the menu item "Forward call to" and press the "OK" button.

| | |
|---|---------------|
|  | Line 1 |
| Lx: <Caller name> | Line 2 |
| Accept | Jones, John |
| Forward call to | Baker, Thomas |
| Reject | Speed dial 3 |
| | Speed dial 4 |

2. Select the forwarding destination with the arrow buttons:
 - your voicemail (This option is only available if the Voicemail functions are configured.),
 - the number that you have defined as the destination for Call Forwarding Unconditional,
 - a number in the phonebook,
 - any number.

| | |
|---|---------------|
|  | Line 1 |
| Forward call to | Line 2 |
| Voicemail | Jones, John |
| Number in phonebook | Baker, Thomas |
| Number | Speed dial 3 |
| 0 Back | Speed dial 4 |

3. Press the "OK" button.
The call is then immediately transferred.

10.14 The Secondary Call

You can use the "Secondary Call" function to define whether you are available for an additional subscriber during a call. You can set this option in the main menu or during a call.

This is how you switch the Secondary Call function on / off

The telephone is in an inactive state.



1. Press the button  .
The main menu will open.
2. Use the arrow buttons to select the menu item "Secondary call".
You will see in the display the currently valid setting, "on" or "off":

| | | |
|-----------------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Main Menu | | Line 2 |
| 5 Charging info | | Jones, John |
| 6 Do not disturb = <Status> | | Baker, Thomas |
| 7 Secondary call = on | | Speed dial 3 |
| 8 Configuration | | Speed dial 4 |

- Press the "OK" button to activate or deactivate Secondary Call.

10.15 How do I forward a call?

You can forward incoming calls

- to another telephone number (internal or external) or
- to your Standard Voicemail.

There are several different methods for forwarding incoming calls:

- Call Forwarding Unconditional:
The call is then immediately transferred.
- Call Forwarding Busy:
Your line is busy, which means that you are currently telephoning and you have not allowed a secondary call or you are telephoning on all configured lines.
- Call Forwarding No Reply:
The telephone rings several times at your desk but you do not pick up the call.

The type of redirection to be applied to all of your incoming telephone calls is defined in the "Forwarding" context menu:

| | | |
|------------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Call Forwarding | | Line 2 |
| 1 Uncondit. = <Status> | | Jones, John |
| 2 If busy = <Status> | | Baker, Thomas |
| 3 No Reply = <Status> | | Speed dial 3 |
| 0 Back | | Speed dial 4 |

10.15.1 The "Forwarding" Button

You can use the "Forwarding" button to activate or deactivate the forwarding defined in the "Call Forwarding Unconditional" context menu. The Forwarding button will glow as long as Forwarding Unconditional is active (see This is how you activate Forwarding Unconditional, page 91).



10.15.2 Define Call Forwarding Unconditional

You can enable Call Forwarding Unconditional if you do not wish to receive any calls from this time on. All incoming calls are forwarded immediately to the specified destination.

There are different options for the forwarding of the call:

- no call forwarding,
- Voicemail,
- <Phone number>,
- <Phonebook>.

This is how you activate Forwarding Unconditional

- Press the "Forwarding" button  on your SwyxPhone L640. The Forwarding button glows and you will see on your display that immediate redirection has been activated. In this case, calls will be redirected the same way as in the last activation of Immediate Redirection or according to the default setting.



| | | |
|--------------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Dupont, Marie | | Line 2 |
| Forward call to <Number> | | Jones, John |
| | | Baker, Thomas |
| | | Speed dial 3 |
| | | Speed dial 4 |

To switch off Immediate Redirection, press the "Redirection" button again or select the "deactivate" menu item in the shortcut menu for "Redirections". The Forwarding button will go out.

Or

1. Press the button → .
The main menu will open.
2. Use the arrow buttons to select the menu item "Forwardings" and press the "OK" button.

The following appears on the display:

| | | |
|------------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Call Forwarding | | Line 2 |
| 1 Uncondit. = <Status> | | Jones, John |
| 2 If busy = <Status> | | Baker, Thomas |
| 3 No Reply = <Status> | | Speed dial 3 |
| 0 Back | | Speed dial 4 |

3. Choose "Unconditional" and press the "OK" button.
The following will appear:

| | | |
|---|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Call Forwarding Unconditional = <Status> | | Line 2 |
| 1 Activate / Deactivate | | Jones, John |
| 2 to voicemail | | Baker, Thomas |
| 3 to phone number | | Speed dial 3 |
| 4 to number in phonebook | | Speed dial 4 |
| 0 Back | | |

4. Select "Activate".
Incoming calls will be forwarded to the specified destination.
5. To forward the call to a different destination, use the arrow keys to select the required menu item, and press OK.



Your Voicemail can be configured using SwyxIt!. For further information, please refer to the SwyxIt! documentation. If Remote Inquiry has been configured for you, you can also change your Voicemail announcement and the destination of your (Call) Forwarding Unconditional from the menu of Remote Inquiry (see chapter 11.3, *Remote Inquiry*, page 100).

10.15.3 Define Forwarding Busy

This is where you specify how incoming calls are redirected if all your lines are busy. If a secondary call is disabled, further incoming calls during a telephone conversation will be handled as for busy lines.

This is how you define "Call Forwarding Busy"



1. Press the button → .
The main menu will open.
2. Use the arrow buttons to select the menu item "Forwardings" and press the "OK" button.
3. Choose "If busy" and press the "OK" button.
The following will appear:

| | | |
|--------------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Call Forwarding Busy | | Line 2 |
| 2 to voicemail | | Jones, John |
| 3 to phone number | | Baker, Thomas |
| 4 to number in phonebook | | Speed dial 3 |
| 0 Back | | Speed dial 4 |

4. Choose the appropriate menu item and press the "OK" button.
5. Specify the destination, or enter a number, and press the "OK" button.

Incoming calls will be forwarded to the specified destination, if you are currently telephoning and the option "Secondary Call" is deactivated or all lines are busy.



Your Voicemail can be configured using SwyxIt!. For further information, please refer to the SwyxIt! documentation. If Remote Inquiry has been configured for you, you can also change your Voicemail announcement and the destination of your (Call) Forwarding Unconditional from the menu of Remote Inquiry (see chapter 11.3, Remote Inquiry, page 100).

10.15.4 Call Forwarding No Reply

If Forwarding No Reply is activated, incoming calls are signaled. If the call is not picked up within the defined time limit, it will then be forwarded to another number or to your Voicemail.

This is how you define Call Forwarding No Reply

1. Press the button .
The main menu will open.
2. Use the arrow buttons to select the menu item "Forwardings" and press the "OK" button.
3. Choose "No Reply" and press the "OK" button.

The following will appear:

| | | |
|--------------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Call Forwarding No Reply | | Line 2 |
| 2 to voicemail | | Jones, John |
| 3 to phone number | | Baker, Thomas |
| 4 to number in phonebook | | Speed dial 3 |
| 0 Back | | Speed dial 4 |

4. Choose the forwarding destination you want, and press the "OK" button.
5. Specify the destination, or enter a number, and press the "OK" button.

Then the time delay will appear on the display:

| | | |
|--------------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Call Forwarding No Reply | | Line 2 |
| -< 008 seconds >+ | | Jones, John |
| 0 Back | | Baker, Thomas |
| | | Speed dial 3 |
| | | Speed dial 4 |

Here you can use the arrow buttons to set the time delay (between 1 and 180 seconds) after which the incoming call should be forwarded.

6. Press the "OK" button.
Forwarding No Reply is activated.

For further information on the various configuration options see Chapter 12.2.1, Forwardings, page 117.



Your Voicemail can be configured using SwyxIt!. For further information, please refer to the SwyxIt! documentation. If Remote Inquiry has been configured for you, you can also change your Voicemail announcement and the destination of your (Call) Forwarding Unconditional from the menu of Remote Inquiry (see chapter 11.3, Remote Inquiry, page 100).

10.15.5 Signaling a Forwarding

If a call is forwarded to you, the following message will appear on the display:

| | |
|----------------------------|---------------|
| | Line 1 |
| Lx: <Caller> | Line 2 |
| = => <Destination Subscri- | Jones, John |
| Accept | Baker, Thomas |
| Forward call to | Speed dial 3 |
| Reject | Speed dial 4 |

The number or the name of the caller will be given in the display, as will the number or name of the destination subscriber.

To pick up the forwarded call, simply lift the handset.

Or

- press the corresponding Line button.

Or

- select the menu item "Pick Up" with the arrow buttons, and press the "OK" button.

10.16 How do I use the Phonebook?

Frequently used numbers are stored in the Phonebook. You can then dial these numbers directly from the Phonebook.

- the Global Phonebook and
- the Personal Phonebook.

The Global Phonebook is available to all users. The system administrator or user with the appropriate authorization can add further phone num-

bers to this Global Phonebook. The Global Phonebook also contains call numbers of individual groups.

You can store, edit or delete your personal numbers in the Personal Phonebook.



These are the phonebooks that you also access from your SwyxIt!. All changes that you make in these phonebooks on your SwyxPhone will be synchronized with the data that is backed up on SwyxServer.

This is how you call a subscriber from the Phonebook

- Press the button .
The main menu will open.
- Use the arrow buttons to select the menu item "Phonebooks" and press the "OK" button.



The following appears on the display:

| | | |
|------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Phonebook | | Line 2 |
| 1 Global | | Jones, John |
| 2 Personal | | Baker, Thomas |
| 0 Back | | Speed dial 3 |
| | | Speed dial 4 |

- Select the relevant Phonebook (Global or Personal) and press OK.

| | | |
|------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Global Phonebook | | Line 2 |
| xx/yy | | Jones, John |
| <Party> | | ... |
| ... | | Baker, Thomas |
| <Party> | | Speed dial 3 |
| 0 Back | | Speed dial 4 |

4. Select the subscriber you want to call, and press OK.
5. Confirm your selection with OK to open the entry. You will now see additional information about the subscriber (phone number, status).
6. Confirm your selection again with the "OK" button.

The connection will immediately be made.

For more information on editing entries in your Personal Phonebook, please see Chapter 12.4.2, Phonebooks, page 121.



To make it easier to search for an entry in an extensive Phonebook, you can enter the first letter of the subscriber's name. This is done with the numeric keypad: for example, to enter an "F", press the "3" button three times, for an "S", press the "7" button four times. If a letter is entered in this manner, a short beep will be produced after one second and you can then enter the next letter. If no further entry is made in the following three seconds, you must once again begin with the first letter for the next search.

10.17 Speaker and Handsfree Telephone

To enable all those present in the room to follow a telephone conversation, you can use the speaker. To allow those present to participate in the conversation too, you also have a complete Handsfree Telephone (speaker and microphone).

10.17.1 Activating/Deactivating the Speaker During a Call

You are telephoning and using the handset.

This is how you activate/deactivate the speaker during a call



1. Press the Speaker button  .
The Speaker button glows. The speaker is active. The call will continue via the microphone in the handset.
2. Press the Speaker button again to continue the conversation on the handset only.
If you hang up while the speaker is active, the call is ended and the Speaker button goes dim.



You can also switch the speaker on or off via the menu during a call.

10.17.2 Activating/Deactivating the Microphone During a Call

You are telephoning and using the handset.

You want to interrupt the call briefly. You don't want your call partner to hear you during the pause.



This is how you activate/deactivate the microphone during a call

1. Press the "Microphone" button  .
The button will glow. The microphone is inactive. Your call partner can no longer hear you.
2. If you press the "Microphone" button once more, the microphone will be reactivated.

Or

1. Use the arrow buttons to select the menu item "Microphone = on" and press the "OK" button.

| | | |
|--|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Lx: <Caller name> = Call duration: xx:xx:xx | | Line 2 |
| Microphone = on | | Jones, John |
| Secondary call = on | | Baker, Thomas |
| | | Speed dial 3 |
| | | Speed dial 4 |

The displayed text changes to "Microphone = off". Your call partner can no longer hear you.

2. If you press OK once more, the microphone will be reactivated.

10.17.3 Activating the Handsfree Facility During a Call

You are telephoning and using the handset. The speaker can be either on or off.

This is how you activate the handsfree facility during a call



1. Press the Speaker button  and keep it pressed while you put the handset on the hook.
2. Release the speaker button.
The handsfree facility is activated.

10.17.4 Deactivating the Handsfree Facility During a Call

You are telephoning and using the handsfree facility.

This is how you deactivate the handsfree facility during a call



1. Simply lift the handset.
The call will be held exclusively via the handset. The Speaker button will go out.



If you press the Speaker button during the call or deactivate the speaker in the shortcut menu, the call will be disconnected.

10.17.5 Activate handsfree facility for outgoing call

The handset is put on the hook. The line is idle.

This is how you activate the handsfree facility for an outgoing call



1. Press the Speaker button  .
The handsfree telephone will be activated. You hear the dial tone.
2. Dial the number you want.
The call will be initiated. As soon as your call is picked up, you can carry on the conversation handsfree.
3. To carry on the call with the handset, lift the handset.

10.17.6 Activating the Handsfree Facility for an Incoming Call

It is also possible to pick up a call with the Speaker button or with the corresponding Line button. If you have picked up the call in this manner, the handsfree function is activated. You then have the call using the handsfree facility.

10.17.7 Regulating the Volume

The "+" and "-" buttons located over the numeric keypad can be used to regulate the speaker volume. This adjustment can only take place with the loudspeaker active.

If you press the "+" or "-" buttons while the speaker is off during a call, the volume of the handset speaker will change.



If you press the "+" or "-" buttons while the telephone is inactive, the volume / type of the ringing tone is adjusted.

10.18 Configuring the ringing tone

The "+" or "-" buttons can be used to regulate the volume of the ringing tone. If you press the buttons while your SwyxPhone is ringing, the volume is adjusted.

You can also configure the ringing tones to change the tones for external and internal incoming calls while the telephone is inactive.

Press "+" for external calls or "-" for internal calls.

You can then adjust the volume with the "+" or "-" buttons, or select the ring tone with the arrow buttons.

For further information please refer to chapter 12.3.1, Ringing, page 118.

10.19 Charging info

From the main menu, select the menu item “Charging info”.

| | | |
|-----------------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Main Menu | | Line 2 |
| 5 Charging info | | Jones, John |
| 6 Do not disturb = <Status> | | Baker, Thomas |
| 7 Secondary call = <Status> | | Speed dial 3 |
| 8 Configuration | | Speed dial 4 |
| 9 Log off | | |

This is how you receive the exact amount of the charges incurred for your last call. This information will remain until the next connection is set up.

| | | |
|-------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Last Call | | Line 2 |
| Charge: EUR XX,XX | | Jones, John |
| 0 Back | | Baker, Thomas |
| | | Speed dial 3 |
| | | Speed dial 4 |



This calculation of the charges depends on the data provided by your telephone service provider. Ask your system administrator or your telephone service provider.

10.20 Sequence of the Display Entries While Idle

The entries in the SwyxPhone display are shown a specific sequence one after another:

1. Missed Callbacks (xx)
2. Missed Callbacks (xx)
3. New incoming calls (xx)
4. Voicemail available
5. Callback Requests (xx)
6. Call Forwarding

Only when there are no more entries in a higher prioritized list will the next entry be shown.

11 SwyxPhone L640 for Experts

This chapter contains information about the use of special functions which go beyond "normal" telephoning, such as conference calls or the allocation of project codes, for example.

11.1 Disabling Lines (Wrap-up Time)

You can specifically block a line for further incoming calls, for example, in order to have enough time to process a customer inquiry after a call from a customer. Your SwyxPhone L640 is then busy for further incoming calls. If you would always like to have a wrap-up time configured for a line, you must define this when configuring the line (see chapter 12.6, Configure Line buttons, page 130).

How to disable a line

1. Press the corresponding Line button.

The LED will glow.



| | | |
|--------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| | | Line 2 |
| L2: Dialing | | Jones, John |
| | | Baker, Thomas |
| Disable line | | Speed dial 3 |
| Call Swap | | Speed dial 4 |

2. Select the menu item "Disable Line" with the arrow buttons, and press the "OK" button:

The line is disabled. The LED glows with brief interruptions.

This is how you enable a disabled line

1. Press the corresponding Line button.

The LED will glow.



2. Select the menu item "Enable Line" with the arrow buttons, and press the "OK" button:

The line is enabled again. LED will go out.

| | | |
|-------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| | | Line 2 |
| L2: Dialing | | Jones, John |
| | | Baker, Thomas |
| Enable Line | | Speed dial 3 |
| Call Swap | | Speed dial 4 |

This is how you set the wrap-up time

1. Press the button → .

The main menu will open.

2. Select the menu item "8 Configuration" with the arrow buttons, and press the "OK" button.

The following appears on the display:

| | | |
|------------------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Configuration | | Line 2 |
| 1 Ring tones | | Jones, John |
| 2 Call signaling = =<Status> | | Baker, Thomas |
| 3 Lines | | Speed dial 3 |
| 4 Function keys | | Speed dial 4 |
| 5 Speed Dials | | |
| 6 Incognito=<Status> | | |

3. Select "Lines".

| | | |
|--------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Lines (Number: XX) | | Line 2 |
| Line 01 | | Jones, John |
| Line 02 | | Baker, Thomas |
| 0 Back | | |
| | | Speed dial 3 |
| | | Speed dial 4 |

4. Select the line for which you want to set the wrap-up time, and press OK.

The following will appear:

| | | |
|---------------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Lines XX | | Line 2 |
| 1 Incoming calls | | Jones, John |
| 2 Outgoing calls | | Baker, Thomas |
| 3 Wrap-up time = <Status> | | |
| 0 Back | | |
| | | Speed dial 3 |
| | | Speed dial 4 |

5. Choose "Wrap-Up time" and press the "OK" button.

The following will appear:

| | | |
|----------------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Wrap-Up time = <Status> | | Line 2 |
| 1 On/Off | | Jones, John |
| 2 Time period = <duration> | | Baker, Thomas |
| 0 Back | | |
| | | Speed dial 3 |
| | | Speed dial 4 |

6. Press OK to switch the wrap-up time on or off.
 7. Select "Time period" to change the wrap-up time.
 8. Enter the desired duration in seconds (5-1800s) and press OK.
 The wrap-up time for the line in question is defined and activated.

11.2 Voicemail inquiry

A Voicemail is a spoken message in the form of a WAV file.

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

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

- the message "Voicemail available".
- a briefly interrupted (stuttered) dial tone,
- the illumination of the Voicemail button.

If you have e-mail access, your Voicemails will be sent to your e-mail address if this has been entered for your SwyxPhone during installation.

You can check your voicemails with the SwyxPhone L640 or directly from your e-mail program.

Voicemail Options in your E-mail Program

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

- Message as an e-mail attachment (audio file) You can listen to this comfortably on your PC, and then save or forward the file.

- Direct starting of a callback from the e-mail (only in SwyxIt! or with CTI)
- Direct sending of an e-mail to the caller (it must be possible to resolve the user name for this.)
- Link for listening to Voicemail directly by Remote Inquiry (only in SwyxIt! or with CTI)

This is how you check your voicemail with SwyxPhone L640

You have new Voicemails:



1. Press the "Voicemail" function key..
2. Select the menu item "Voicemail inquiry" with the arrow buttons, and press the "OK" button.

or

1. confirm the message "Voicemail available" with the "OK" button. A connection to the SwyxServer will be initiated immediately for checking the voicemail.



If no Voicemail has been configured for you by the administrator, the menu item "Voicemail inquiry" will not be displayed.

11.3 Remote Inquiry

You can also check your Voicemail by Remote Inquiry from any phone connection. To do this, your Standard Voicemail must be configured appropriately.

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

You will receive a PIN (Personal Identification Number) from your administrator. If, in addition to your SwyxPhone L640, you also have the option of configuring the standard remote inquiry in SwyxIt!, you can also change the PIN there.



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

This is how you listen to your Voicemails remotely

In order for a received call to be picked up by your Standard Voicemail and in order for you to have the option of Remote Inquiry, you must configure your call forwarding accordingly. This means that an incoming call must reach your Standard Voicemail and may not be redirected. For further information, please refer to the SwyxIt! documentation.



1. Dial your SwyxWare phone number.
The call is picked up and you hear the welcome announcement of your Voicemail.
2. Press the *-key during the welcome announcement.
You will hear the welcome announcement of the Remote Inquiry and will be asked to enter your PIN.



You will not be prompted to enter your PIN if you are calling from your own extension number.

3. Enter your PIN and complete the entry with the # key.
4. If new Voicemails have been received, you will first be given the total number of Voicemails.

Then all of the new Voicemails will be played, beginning with the one most recently recorded. The sender information of each Voicemail is given first.

- Date received
- Time
- Caller's number (if available)
- Name of the caller, if this can be determined for internal calls by the system (For further information, please refer to the SwyxIt! documentation.)

and finally

- the recorded Voicemail.

You can use the * key to skip the current message (sender information or recorded Voicemail).

The following options are available to you during the output of a Voicemail:

| Button | Effect |
|---|---|
|  | Connect to the caller (if possible) |
|  | Back to the beginning of the mail |
|  | Forward to the end of the mail |
|  | 10 seconds backward |
|  | Stop/Start Output (Pause) |
|  | 10 seconds forward |
|  | Switch to the previous Voicemail |
|  | Switch to the next Voicemail |
|  | Main Menu |
|  | Switch to the next information (Date, Time, Number, Mail Content) |
|  | Help |

If you have no new Voicemails, you will find yourself in the main menu. Here you can listen to all available Voicemails and configure your Call Forwarding Unconditional (see This is how you change the settings for Forwarding Unconditional per Remote Inquiry, page 102).

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

| Button | Effect |
|---|--|
|  | Connect to the caller (if possible) |
|  | Repeat the current Voicemail |
|  | Delete the current Voicemail. Confirm with  |
|  | Answer per Voicemail (only possible for internal use) |
|  | Forward to an internal number |
|  | Switch to the previous Voicemail |
|  | Switch to the next Voicemail |
|  | Main Menu |
|  | Help |

After the new Voicemails have been played, you will be shown the main menu. The following options are available:

| Button | Effect |
|---|---|
|  | End Remote Inquiry (=Hook on) |
|  | Inquiry of all Voicemails (most recent first) |
|  | Inquiry of all E-mails |
|  | Configuration of the Immediate Redirection |
|  | Record note |

| Button | Effect |
|---|---|
|  | Change Voicemail Announcement |
|  | Delete all Voicemails. Confirm with  |
|  | Help |

6. End Remote Inquiry by going on hook.

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

The name announcement, which other internal subscribers hear when listening to a Voicemail you have left, can be recorded using SwyxIt!. Ask your system administrator should you have questions about this.



If you change your Windows password, you must also adjust this in the configuration of the remote enquiry with SwyxIt!, or contact your administrator.



Note that Remote Enquiry only covers voicemail that is present as e-mail in the Outlook folder which you specified in the Remote Enquiry configuration. You can adjust the configuration of the remote enquiry with the help of SwyxIt!, or it will be done by the administrator.



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



If you end Remote Inquiry in the main menu with '0', other actions of the Call Routing Manager can still be applied. For further information, please refer to the documentation "Call Routing Manager".

11.3.1 Change Forwarding Unconditional

You can also use the Remote Inquiry menu to change the settings for Forwarding Unconditional. You can choose between

- a Forwarding Unconditional to a number,
- a Forwarding Unconditional to standard Voicemail or
- deactivation of Forwarding Unconditional.

This is how you change the settings for Forwarding Unconditional per Remote Inquiry



In order to take advantage of this, Remote Inquiry must be configured for you.

1. Dial your SwyxWare phone number.
The call is picked up and you hear the welcome announcement of your Voicemail.
2. Press the *-key during the welcome announcement.
You will hear the welcome announcement of the Remote Inquiry and will be asked to enter your PIN.
3. Enter your PIN and complete the entry with the # key.



You will not be prompted to enter your PIN if you are calling from your own extension number.

4. If you have received new Voicemails, you will be given the opportunity to listen to them.
5. To open the main menu, press '9'.
The following options are available in the main menu:

| Button | Effect |
|---|---|
|  | Inquiry of all Voicemails (most recent first) |
|  | Inquiry of all E-mails |
|  | Configuration of the Immediate Redirection |
|  | Record note |
|  | Change Voicemail Announcement |

| Button | Effect |
|--------|-------------------------------------|
| | Delete all Voicemails. Confirm with |
| | Help |
| | End Remote Inquiry (=Hook on) |

6. To change Forwarding Unconditional press the '4'. The current status of Forwarding Unconditional will be given. You will then have the following options for changing your Forwarding Unconditional:

| Button | Effect |
|--------|--|
| | Activate redirection to the saved number The Call Forwarding Unconditional to the saved destination number will be activated. If no destination number is saved, you will be prompted to enter a number. |
| | Activate redirection to Voicemail The Call Forwarding to your Standard Voicemail will be activated. |
| | Deactivate the redirection Call Forwarding Unconditional is switched off. Please note that in this case other rules of the Call Routing Manager can be applied. |
| | Save a new destination for forwarding Here you can enter a new destination number and end with . Call Forwarding Unconditional to this number is then activated. |
| | Current status of Call Forwarding The current status of Call Forwarding Unconditional will be given. |
| | Change Voicemail Announcement |

| Button | Effect |
|--------|---|
| | Main Menu The remote configuration of Call Forwarding Unconditional is ended and you return to the main menu. |
| | Redirection to the current Caller ID (only possible if the CallerID is available) |
| | Help |

11.4 Project Codes

SwyxWare can record the data of individual telephone calls in CDRs (Call Detail Records) and assign different project codes to them. This data can then be evaluated later. For further information, please refer to the SwyxWare Administrator documentation.

To associate a call to a project, you must enter the assigned project code before making the call.

This is how you assign a call to a project

1. Enter '*' and then the project code.
2. End the entry of the project code with '#'.
3. Then immediately dial the destination number as usual.



The project code will now be recorded in the Call Detail Record (CDR) by SwyxWare.



You can also, for example, assign a project code to a Speed Dial (e.g. *123#, Option: activate "Clear display before calling" and deactivate "Immediate dial") and then activate a corresponding contact partner on a second Speed Dial (e.g. 00123 4567, please do not activate "Clear display before calling" here). If you would now like to assign a conversation with your contact partner to a project, press the Speed Dial with the code first and then the button with the telephone number.

11.5 Note

You can add entries to your Personal Phonebook during a call.

This is how you create a note during a call

You are having a telephone conversation.

| | | |
|--------------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| | | Line 2 |
| Lxx: <Subscriber name> | | Jones, John |
| =Call duration: XX:XX:XX | | Baker, Thomas |
| Callback Request | | Speed dial 3 |
| Note | | Speed dial 4 |



1. Select the menu item "Note" with the arrow buttons, and press the "OK" button.

The following appears on the display:

| | | |
|--------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| | | Line 2 |
| Enter number | | Jones, John |
| - | | Baker, Thomas |
| | | Speed dial 3 |
| | | Speed dial 4 |

2. Enter the number of the new entry in the Personal Phonebook, and end your input with the "OK" button.

The following appears on the display:

| | | |
|------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| | | Line 2 |
| Enter name | | Jones, John |
| - | | Baker, Thomas |
| | | Speed dial 3 |
| | | Speed dial 4 |

3. Enter the name for the new entry in the Personal Phonebook, and end your input with the "OK" button.

The new entry in the Personal Phonebook is saved.



Use the numeric keypad: for example, to enter an "F", press the "3" button three times, for an "S", press the "7" button four times. When a letter is entered, a short beep will be produced after one second and you can then enter the next letter.



If while creating a note you enter the number but not the name, the following entry will appear in your personal Phonebook in the first position: "<No Name>:<Number>". You can then process this entry in your personal Phonebook.

11.6 Callback request

SwyxWare offers the option of leaving callback requests on other internal subscribers' phones. The subscriber can then call back later. If the subscriber you are calling is busy, you can start a "Callback on busy". In this case an new call is suggested as soon as the subscriber is available again.

The list "My Callback Requests" serves for managing the callback requests you have made. The callback requests directed to you are given in the list "Callback Requests".

If you call another subscriber within your company and the connection is not completed (e.g. speaking, busy, call not picked up, absent), you can make a callback request.

There are two different situations:

- Callback on busy, i.e. the person called is speaking
- Callback (when the line is idle and the call is not picked up or is forwarded to Voicemail)

11.6.1 Callback on busy

You call a subscriber in your company and this person is currently speaking on the phone. You receive the message "Busy" or "Call waiting", depending on whether the person called has allowed a second call. (In the Caller List of the person called, an entry appears - as is the case for every call.) If you now select the "Callback" option, the person called will not receive any further signal and the call waiting signal will stop. If the person called has ended his call, this will be signaled by a brief tone and a message on your display. You can start the callback.

This is how you make a callback request if the line is busy

You call an internal subscriber. The other subscriber is currently speaking on the phone.

1. Select the menu item "Callback request" with the arrow buttons, and press the "OK" button.
Your call will be ended. On your display you will see the message "Terminated - Callback requested". An entry will be created in your "My Callback Requests" list..
2. If the person called has ended his call, this will be signaled by a brief tone and a message on your display.
3. You can start the callback directly by lifting the handset. (see This is how you start Callback on busy, page 105).



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

This is how you start Callback on busy

You have made a Callback on busy request.



1. The person called ends his call.
A signal tone will be produced. The following appears on the display:

| | | |
|--------------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| <Destination Subscriber> | | Line 2 |
| Accept Callback | | Jones, John |
| Reject Callback | | Baker, Thomas |
| 0 Back | | Speed dial 3 |
| | | Speed dial 4 |

2. Select the menu item "Pick Up Call" with the arrow buttons, and press the "OK" button.
The call will be initiated.

If you do not confirm the new call within 20 seconds, the "Missed Callbacks" display will appear. The entry in the list "My Callback Requests" will change to "Was free. Retry?".

1. Confirm the message "Missed Callbacks" with the "OK" button.
The list of missed callbacks is displayed.
2. Select the entry you want.
 - If you would like to call back to the displayed subscriber immediately, lift the receiver or press the Speaker button.
 - If you would like to see the details for this callback attempt, press the "OK" button.
Details for this callback attempt, such as date and time, will be displayed.
You can dial this number again or you can delete it.

If a connection is made to the person originally called, the entry in the "My Callback Requests" list will be deleted automatically.

This is how you reject Callback on busy

You have made a Callback on busy request. The line of the other subscriber is free and you will be prompted to call again. A signal tone is produced on the telephone.

1. Use the arrow buttons to select the menu item "Reject Call".
2. Press the "OK" button.



| | | |
|--------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Jones, Tom | | Line 2 |
| Pick up Call | | Jones, John |
| Reject Call | | Baker, Thomas |
| 0 Back | | Speed dial 3 |
| | | Speed dial 4 |

The entry in the "My Callback Requests" list will be deleted.

This is how you delete Callback on busy

You have made a Callback on busy request.

1. Use the arrow buttons to select the menu item "Lists".
The following will appear:



| | | |
|--------------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Lists | | Line 2 |
| 1 My Callback Lists | | Jones, John |
| 2 Callback Requests (XX) | | Baker, Thomas |
| 3 Redial list | | Speed dial 3 |
| 0 Back | | Speed dial 4 |

2. Press the "OK" button.
The "My Callback Requests" list will open:

| | | |
|--------------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| My Callback 01/01 <Date> | | Line 2 |
| Jones, John <Time> | | Jones, John |
| 1 Clear list | | Baker, Thomas |
| 0 Back | | Speed dial 3 |
| | | Speed dial 4 |

3. Select the entry you want to delete, and press OK.
The details for this callback request will be displayed.

| | | |
|--------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Jones, John | | Line 2 |
| = Callback on busy | | Jones, John |
| = <Date> <Time> | | Baker, Thomas |
| 1 Dial | | Speed dial 3 |
| 2 Delete | | Speed dial 4 |
| 0 Back | | |

4. Choose "Delete" and press the "OK" button.
The entry will be deleted.

11.6.2 Callback if idle

You call another internal subscriber and this call is not picked up. You receive the message "Ringing" or the Voicemail announcement.

You make a callback request. This request will be entered with "Callback requested" in your "My Callback Requests" list. If the person called edits his Caller list or the Callback list, he can

- start the callback from his Caller List (SwyxIt!) or his "Callback Requests" list (SwyxPhone).

If you then pick up the callback, the callback request in your list will be deleted.

If no connection is made, the callback request will remain unchanged.

- ignore the Callback Request.

If the person called ignores the entry in his list, the extension to the entry will change to "Callback obsolete".

- delete the callback request in the Caller List.

The complete entry will be deleted in the list of the person called, and in your "Callback Requests" list, the entry will change to "Callback obsolete".

This is how you make a callback request when the line is idle

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

1. Use the arrow buttons to select the menu item "Callback Request".
2. Press the "OK" button.

An entry will be created with "Callback requested" in your "My Callback Requests" list. The person called will be signaled your callback request.

Your call will be ended.

This is how you answer a callback request

You have received a callback request and in your display you see the list "New callback requests (XX)".

1. Press the "OK" button.
The "Callback requests" list will appear.

2. Select the caller and lift the handset.

The caller will be called back.

If you want to ignore the callback request, select "Ignore" and press the "OK" button.



After you have opened the "New Callback Requests" list, all entries will be transferred to the "Callback Requests" list, even those which have not yet been displayed.



The entry in your "My Callback Requests" list will be deleted in any case if a connection to the person called is successfully made. At the same time, the entry in the Caller List of the person called will change to "Callback obsolete".

"My Callback Requests" List

In the "My Callback Requests" list you will find all callbacks that you have requested yourself.

This is how you open the "My Callback Requests" list

1. Press the button  .
The main menu will open.
2. Select the menu item "Lists" with the arrow buttons, and press the "OK" button.
3. Choose "My Callback Requests" and press the "OK" button.
The "My Callback Requests" list will open.



| | | |
|-------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| My Callback 01/01 | <Date> | Line 2 |
| Jones, Tom | <Time> | Jones, John |
| 1 Clear list | | Baker, Thomas |
| 0 Back | | Speed dial 3 |
| | | Speed dial 4 |

4. Choose the appropriate entry and press the "OK" button.
Details for this entry will be displayed:

- **Callback on busy**
You have made a callback request of a subscriber whose line is busy. This subscriber is still telephoning.
- **Callback requested**
You have made a callback request of a subscriber whose line is idle. No connection was successfully made.
- **Callback obsolete**
You have made a callback request of a subscriber whose line is idle. After this, the callback has either been ignored by the other subscriber, was answered per e-mail or deleted.

You can select an entry in this list, delete individual entries or the entire list. When deleting, the "Callback requested" entries will be deleted from the list of the other subscriber.

"Callback Requests" List

In the "Callback Requests" list you will find all callbacks that have been directed to you.

This is how you open the "Callback Requests" list

1. Press the button  .
The main menu will open.
2. Select the menu item "Lists" with the arrow buttons, and press the "OK" button.
3. Choose "Callback Requests" and press the "OK" button.
The "Callback Requests" list will open.

| | | |
|----------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Callback 01/01 | <Date> | Line 2 |
| Jones, Tom | <Time> | Jones, John |
| 1 Clear list | | Baker, Thomas |
| 0 Back | | Speed dial 3 |
| | | Speed dial 4 |

4. Choose the appropriate entry and press the "OK" button.
You can

- with "Callback" or
- "Ignore".

If you delete the list, the corresponding entry in the caller's list will be marked as "Callback obsolete".

The "Missed Callbacks" List

In the "Missed Callbacks" list you will find all callbacks on busy, which were prompted because the person called had finished his conversation, but were not confirmed by you.

This is how you open the "Missed Callbacks" list

The following appears on the display:

| | | |
|----------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Jones, Tom | | Line 2 |
| Missed Callbacks (1) | | Jones, John |
| | | Baker, Thomas |
| | | Speed dial 3 |
| | | Speed dial 4 |

1. Press the "OK" button.
The "My Callback Requests" list will open.
2. If you select the required entry in this list, you can start this callback again or delete it.

The "Missed Callbacks" list will remain in the display until it contains no entries.

11.7 Conference

With SwyxWare you can join internal and external subscribers to form a conference. Furthermore, you can add new subscribers to an existing conference. Alternatively, you can also arrange to meet with other subscribers in a conference room. In a conference room you can take an active part in the conversation or only act as a listener.

11.7.1 Starting a Conference

If you have at least one active line and one line on hold, the entry "Conference" appears in the available menu. This provides you with the option of creating a conference between these subscribers and yourself.

This is how you start the conference

You are having conversations with several subscribers at the same time. The active connection is the connection to the person you are currently talking to. All other subscribers, who are listening to music on hold while they wait, are on connections on hold.

1. Select the menu item "Conference" with the arrow buttons, and press the "OK" button.

All of the individual calls which you are currently having, both the active and held calls, will be joined into one conference. All lines, except for the conference line, will be free again. A welcome signal will be produced for all participants.

The following appears on the display for all participants:

| | | |
|---------------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| L0x:Conference | | Line 2 |
| =Call duration: | XX:XX:XX | Jones, John |
| Conference | | Baker, Thomas |
| Disconnect | | Speed dial 3 |
| Speaker = <Status> | | Speed dial 4 |
| Secondary call = <Status> | | |
| Call Swap | | |



You can only start one conference at a time. However, you can participate in other conferences. These conferences must have been started by other subscribers.

11.7.2 Inquire and Add

During a conference you can start an inquiry to another subscriber. After this inquiry you can add the other subscriber to the conference. The other subscriber for his part can create a conference of which you are a member. In this situation, you can then use the "Conference" button to join both conferences into one.

This is how you start an Inquiry Call from a conference

You are a participant in a conference.

1. Press a free Line button.

or

1. Use the arrow buttons to select the menu item "Call Swap"..

The line with the conference will be put on "Hold".

2. Dial the number you want.

The new connection will be set up.

3. If you would like to end the call to the subscriber you made an inquiry call to, put the handset on the hook or press the corresponding Line button.

This is how you add an additional subscriber to a conference

You are a participant of a conference.

1. Press a free Line button.

or

1. Use the arrow buttons to select the menu item "Call Swap"..

2. Dial the number you want.

3. Once you have reached the new participant, i.e. the connection exists, select "Conference" with the arrow buttons and press the "OK" button.

A welcome signal will be produced for all conference participants. A new subscriber has been added to the conference.



If one conference participant puts his conference line on "Hold" and then returns to the conference, no welcome signal will be produced.

11.7.3 Leaving or Ending a Conference

To leave the conference, put the handset on the hook.

When going on hook, there are two different situations:

- You started the conference.
In this case, the conference will be ended for all participants if you put the handset on the hook.
- Another subscriber started the conference.

Only you will leave the conference. A goodbye signal will be produced for all other subscribers and the remaining subscribers can continue to speak to one another.



All those subscribers whom you added to this conference will leave the conference with you. The conference will continue for all other subscribers.

This is how you leave a conference

Another subscriber started the conference.



Place the handset on the hook.

If a subscriber leaves a conference, a goodbye signal will be produced for all other subscribers.

This is how you end a conference

You have started a conference and the conference line has an "active" state, i.e. you can speak to the other conference participants.



You have several options:

- If the conference line is active, simply go on hook.
- If the conference line is on hold, use the arrow buttons to select the menu item "Disconnect".

The conference is ended. The line becomes free again.



If Subscriber A of the original conference added other subscribers, e.g. B and C, to this conference, a second conference between A, B and C will continue to exist until Subscriber A, as initiator of the second conference, terminates the connection and thus ends the conference.

11.7.4 Conference Rooms

Conference rooms are set up by the administrator. A number is assigned with which the conference room can be "entered". All subscribers can dial the Conference Room and participate in a conference with other users, who have dialed this number. All participants can leave the conference independently of one another, without the conference being terminated. You can enter a Conference Room as a member of a conference or purely as a listener.

This is how you reach a Conference Room

1. Dial the number of this Conference Room.
You will be connected to the conference. All participants in the conference room will hear a welcome signal.
If you are the only conference participant, an appropriate announcement will be played.
2. To leave the conference, simply go on hook.
All those present in the Conference Room will hear a goodbye signal. The conference between the other subscribers continues to exist.



You can also start Inquiry Calls from a Conference Room. (see This is how you start an Inquiry Call from a conference, page 109).

Furthermore, you can add other subscribers to this Conference Room. (see This is how you add an additional subscriber to a conference, page 109).



If you go on hook, all of the conference participants you have added will also leave the conference.

In addition, you can connect another subscriber to the Conference Room. He/she becomes an independent participant in the conference and must end the connection to this conference personally.

This is how you connect another subscriber to the Conference Room

Requirements:

- You have a connection to the Conference Room and
 - you have a connection to another subscriber.
1. Use the arrow buttons to select the menu item "Call transfer".
 2. Press the "OK" button.



The other subscriber is connected to the Conference Room and a welcome signal is produced in the conference. Both of your lines are free again.



The party who created the connection will bear the costs.



It is not possible to directly connect conference rooms to one another. If you would like to allow the participants from two different conference rooms to talk to one another, then you should start a conference between the two lines. This 'Conference of the Conference Rooms' will be maintained as long as you, as initiator, participate in this conference, and it will end when you go on hook.

11.7.4.1 Silent conference participation

You can also dial in as a listener to conferences in conference rooms. You can then follow the conference, but not take part in the conversation.

To dial in as a silent conference participant, dial the number of the conference room plus the string '#OWC'; e. g. "219#OWC". However, your administrator can individually adapt this dial-in option with a script. For further information, please refer to the SwyxWare Administrator documentation.

Please note that the complete string of digits (<number of conference room>#OWC) must be dialed as a block number.

The entry / departure of a silent conference participant is also announced by an audio signal. This signal is different from the usual entry/departure signal to indicate that this participant cannot take part in the conference call.

If you want to dial into a conference room as a silent participant, you first have to configure a corresponding Speed Dial with SwyxIt!, since you cannot dial the string "OWC" via SwyxPhone. Since SwyxPhone and SwyxIt! access the same user profile, the Speed Dials configured in SwyxIt! are also available to you in SwyxPhone.



A simple way round the problem is also to dial into the conference as a normal participant, and deactivate the microphone on your telephone.

11.8 Using a headset

If you telephone a great deal, you can connect a headset to SwyxPhone in order to have your hands free while on the phone. Swyx offers several headsets and the necessary connection cable as an accessory.

11.8.1 Connecting a headset to SwyxPhone L640

The SwyxPhone L640 has a headset connection on the underside.

This is how you connect a SwyxIt! Headset H371 to SwyxPhone L640



1. Insert the end of the adapter cable which is wrapped in the blue banderole into the jack with the Headset symbol on the underside of the telephone. (see Figure 4-3, page 27).
2. Plug the split end of the adapter cable into the base station of the SwyxIt! Headset H371. Insert the RJ10 plug into the jack with the telephone symbol and the RJ45 plug into the jack marked "AUX" on the base station.
3. Switch the SwyxIt! Headset H371 into "DHSG" mode (see chapter 2.4.6 in the supplied Headset Guide).

For information on the use of SwyxIt! Headset H371, see chapter 4 in the accompanying Headset Guide.

Headset button

The SwyxPhone L640 has a Headset button. If this button is pressed, the call will be forwarded to the headset output or a free line will be selected. The Headset button will glow. Pressing the Headset button again will end the connection. During a call you can switch between the handset, handsfree telephone and the headset:

| You are having a telephone conversation on... | Action | New Status |
|---|--|---|
| The Handset | Press the Speaker button | The speaker will be activated. It is possible for others in the room to listen to the call. |
| | Hold down the Speaker button and replace the handset. Then release the Speaker button. | The handsfree telephone will be activated. |
| | Press the Headset button | You will then telephone using the headset. |
| The Headset | Hook off | You are telephoning with the handset. |
| | Press the Speaker button | The speaker will be activated. It is possible for others in the room to listen to the call. |
| The Hands-free Telephone | Hook off | You are telephoning with the handset. |
| | Press the Headset button | You will then telephone using the headset. |



In order to execute hook on and hook off with the talk button on the headset, the headset button on the SwyxPhone cannot be assigned to other functions.

11.9 Log On/Off

You can log off as a SwyxPhone user from the SwyxServer. Then a different user can log on using his PIN (Personal Identification Number), and he will find his own settings on the SwyxPhone.

This is how you log off from SwyxPhone L640 as a user



1. Press the button → .
The main menu will open.
2. Use the arrow buttons to select the menu item "Logoff" and press the "OK" button.

The following appears on the display:

| | | |
|----------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Logoff | | Line 2 |
| 0 Cancel | | Jones, John |
| 1 OK | | Baker, Thomas |
| | | Speed dial 3 |
| | | Speed dial 4 |

3. To terminate the logoff procedure, select "Cancel". If you would like to log off, select "OK" and press the "OK" button

The following will appear:

| | |
|--------|--------------|
| 10:20 | Mon 04.05.10 |
| User? | |
| PIN: _ | |

Another user can now log on to the SwyxPhone L640.



This is how you log on as a SwyxPhone user

If no user is logged on to SwyxPhone L640 you will see the following display:

| | |
|--------|--------------|
| 10:20 | Mon 04.05.10 |
| User? | |
| PIN: _ | |

1. Enter your PIN on the keypad.
2. Confirm the entry with "OK".

Your user name will appear and your personal settings will be transferred.



If SwyxPhone or SwyxIt! does not log on properly, please check whether other devices are already logged on under this user. A maximum of four devices (SwyxIt!, SwyxPhone or other telephones) can be logged on simultaneously for one user.



If a user is configured for automatic logon for this SwyxPhone, this user can log on again without entering a PIN by confirming the empty entry prompt with the "OK" button.



You can also configure a function key with the "Logoff" function. For further information please refer to chapter 12.5, *Configure function keys*, page 127.

11.10 Call Swap as a Substitute for Line Buttons

You can freely configure the function keys on your SwyxPhone L640 (see also chapter 12.5, *Configure function keys*, page 127). Therefore, you could have only one or even no Line buttons on your SwyxPhone L640. However, there are always at least two lines provided with the SwyxPhone L640.

In this case, you telephone as usual by lifting the handset or by pressing the Speaker button. Switch to the second line by selecting the option "Call Swap" in the shortcut menu or by pressing the "Call Swap" button.

11.11 Call Intrusion

The "SwyxMonitor" option pack enables, in addition to permanent call recording (only for the administrator), intrusion into another user's conversation. A supervisor (e.g. in a call center) can listen in on an ongoing conversation ("Listening only" mode), give directions to the speaking agent (e.g. advice on presenting the case) or even actively join in the call (speaking modes).



If the SwyxMonitor option pack is used, it is essential to observe the relevant statutory provisions relating to data protection.

The "SwyxMonitor" option pack must be installed for Call Intrusion, and the SwyxWare administrator must activate this function appropriately for each individual user.

Also, calls can only be listened in on if they are made directly with SwyxIt! (and not in CTI mode). Conversations that are made via a SwyxPhone, cannot be intruded.

This is how you listen in on a call



1. Dial the number of the agent whose call you want to hear, followed by the DTMF command *24*1#, and start the call as usual. Please note that you can only start the call set-up with the DTMF command for the "Listening only" mode. However, if another supervisor is already listening in on this call in a speaking mode, you will also be switched immediately into this mode.

The number of the agent will be dialed. There is no call signaling to the agent, the call is accepted directly and coupled with the active call. You are now listening in on the call, but you are not heard by the two call partners.

If the agent is not on an active call at the time, the call set-up is aborted. The agent's call redirections (e.g. forwarding of a second call to voicemail or to a colleague) are ignored, i.e. the call is always accepted. An exception is Unconditional Call Forwarding - in this case even Call Intrusion is redirected.

2. Choose the appropriate DTMF command to speak with the agent or both call partners.
3. End the listening like a normal call, e.g. by replacing the handset.

If the agent's call partner (e.g. the customer) terminates the conversation, you are automatically connected to the agent, unless you are in "Listening only" mode, in which case the call will be ended.

| DTMF command | Explanation |
|--------------|---|
| *24*1# | Listening only. You hear both call partners. |
| *24*2# | Listen to both sides, speak with agent. You hear both call partners, and the agent hears you. The other call partner (e.g. the external customer) hears only the agent. |
| *24*3# | Listen to both sides, speak with both sides. You can participate directly in the conversation. |

11.11.1 Multiple Call Intrusions

A call can also be listened to by several people. These supervisors are always switched into the same mode. Thus if one supervisor switches with a DTMF command from the "Listening only" mode to a speaking mode, the agent also hears all other supervisors who are connected with him. The supervisors can always speak directly to one another, even if they are in "Listening only" mode. Neither the agent nor his call partner can hear them.

11.11.2 Configuration of a Speed Dial for the Call Intrusion

If you often use Call Intrusion, it is a good idea to configure a corresponding Speed Dial for the DTMF command. Then you only have to enter the agent's number and you can start Call Intrusion with the configured Speed Dial.

The option "Dial immediately" must be deactivated for this Speed Dial. The DTMF command then appears in the display after the Speed Dial is pressed - but the dialing is not yet started and you can enter the agent's number, or again use a Speed Dial to call.

If you have stored the agent's number on a separate Speed Dial, the "Successive dial" option must be activated there. This prevents the display being cleared with the DTMF command. For further information please refer to "Dial immediately", "Successive dial" or "Intercom Connection"?, page 133.

This is how you configure a function key for Call Intrusion

1. Press the button  .
The main menu will open.
2. Select the menu item "8 > Configuration" with the arrow buttons, and press the "OK" button.
The Settings menu will appear.



| | | |
|-----------------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Configuration | | Line 2 |
| 1 Ring tones | | Jones, John |
| 2 Call signaling = <Status> | | Baker, Thomas |
| 3 Lines | | Speed dial 3 |
| 4 Function keys | | Speed dial 4 |
| 5 Speed Dials | | |
| 6 Incognito=<Status> | | |

3. Choose "Speed Dials" and press the "OK" button.
All Speed Dials glow.

| | | |
|-------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Speed Dials | | Line 2 |
| Press speed dial! | | Jones, John |
| 0 Back | | Baker, Thomas |
| | | Speed dial 3 |
| | | Speed dial 4 |

4. Press the relevant button.

The following will appear:

| | | |
|-----------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| S0x: unassigned | | Line 2 |
| 1 Modify | | Jones, John |
| 0 Back | | Baker, Thomas |
| | | Speed dial 3 |
| | | Speed dial 4 |

In the display you will see which Speed Dial it concerns, and which number this has been assigned.

5. Choose "Modify" and press the "OK" button.

The following will appear:

| | | |
|------------------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| S0x: modify | | Line 2 |
| 1 Phone number | | Jones, John |
| 2 Dial immediately= <Status> | | Baker, Thomas |
| 3 Successive dial = <Status> | | Speed dial 3 |
| 4 Intercom = <Status> | | Speed dial 4 |
| 0 Back | | |

6. Choose "Number" and press the "OK" button.

| | | |
|------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| S0x: Number | | Line 2 |
| 1 Phonebook | | Jones, John |
| 2 enter manually | | Baker, Thomas |
| 0 Back | | Speed dial 3 |
| | | Speed dial 4 |

7. Choose "enter manually" and press the "OK" button.
 8. Enter the DTMF command to start Call Intrusion: e.g. "*24*1#".
 9. Press the "OK" button.

| | | |
|-------------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| S0x: *24*1# = *24*1# | | Line 2 |
| 1 Modify | | Jones, John |
| 0 Back | | Baker, Thomas |
| | | Speed dial 3 |
| | | Speed dial 4 |

You must deactivate the option "Dial immediately" for this button.

10. Choose "Modify" and press the "OK" button.
11. Choose "Dial immediately" and press the "OK" button.

"Dial immediately" is switched off. The following appears on the display:

| | | |
|------------------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| S0x: modify | | Line 2 |
| 1 Phone number | | Jones, John |
| 2 Dial immediately = off | | Baker, Thomas |
| 3 Successive dial = <Status> | | Speed dial 3 |
| 4 Intercom = <Status> | | Speed dial 4 |
| 0 Back | | |

If you press the "DTMF" button, the DTMF command appears on the display. You can subsequently dial the required number and start the call.



Due to the fact that both SwyxPhone L640 and SwyxIt! access the same user settings, any changes you make to the Speed Dials on SwyxPhone L640 will always affect the settings in SwyxIt! and vice versa.

12 SwyxPhone L640 Settings

You can use the menu to adjust the default settings of SwyxPhone L640 to meet your individual needs.

The following states can be manually configured:

- Forwardings, page 117
- Do Not Disturb, page 118
- Secondary call, page 118
- Ringing, page 118
- Call Signaling, page 119
- Lists, page 121
- Phonebooks, page 121
- Function keys, page 123
- Lines, page 125
- Speed Dials, page 128



If the menu items **Call Forwarding**, **Do not disturb**, **Disable secondary call** or **Configuration** are not visible, then these functions are not available to you. For more information, please contact your administrator.

12.1 User Settings

Your user settings contain user-specific information, that is settings which you have made on the SwyxPhone. The user settings include, for example, all lists (Caller List and Redial List), your individual assignments for function keys and Line buttons, and even ringing. Your user settings are stored on SwyxServer, so you will find your personal settings on any SwyxPhone when you enter your PIN (Personal Identification Number). General settings are always made in the main menu or in the Configuration menu.

The basic telephony behavior of the SwyxPhone and the number of Line buttons and function keys are defined either in the main menu or the Configuration menu. You can check and change the current settings via the menu items.

The current status is always indicated by an equal sign (=).

This chapter provides a description of the individual configuration options.

12.2 Settings in the Main Menu

You can open the main menu with the button → .

12.2.1 Forwardings

The menu item "Forwardings" allows you to define whether telephone calls are

- forwarded unconditionally or
- forwarded with a delay, i.e. after you have not picked up your call, or
- forwarded if your line is busy (you are presently telephoning).

Furthermore, you can define whether incoming calls should be forwarded specifically to another subscriber or to your Standard Voicemail using the "Forwarding" button.

For further information please refer to chapter 10.15, How do I forward a call?, page 91.

Activate the option "Immediate", if you do not wish to receive any calls starting immediately (this is equivalent to activating the "Redirection" button on the user interface).

When you activate the option "If busy", you must define how a call should be handled if it cannot be delivered to you because you are already on the telephone and no secondary call is permitted. You can either enter the forwarding destination directly, or make a selection from the Phonebook, or activate your Standard Voicemail. When a call is received, SwyxPhone automatically recognizes whether the line is free or busy and it applies the appropriate type of Call Forwarding.

The "Delayed" option is used to set the amount of time which should be spent attempting to transfer the call directly to SwyxPhone, which you have logged on to. The call can then be forwarded to another number or to your Voicemail.



Your Voicemail can only be configured using SwyxIt!. For further information, please refer to the SwyxIt! documentation.

12.2.2 Do Not Disturb

If you activate "Do No Disturb", calls are signaled visually only. Your environment is not disturbed by any acoustic signals. If you confirm this menu item with the "OK" button, this function is enabled/disabled. If you set the status while it is ringing to "Do not Disturb", the ringing is subsequently silenced. If you deactivate the status "Do not Disturb" during an incoming call, there is then also no acoustic signal. The subsequent calls are signaled acoustically. (In earlier SwyxWare versions this setting corresponds to an immediate forwarding of the incoming calls to Voicemail.)

12.2.3 Secondary call

If you deactivate this option, no further calls will be signaled while you are on the telephone. It is also possible to switch Secondary Call on or off during a call. A subscriber, who tries to call you, will then hear either the busy signal or his call will be forwarded according to your settings under "Forward Busy". For further information please refer to chapter 10.14, The Secondary Call, page 90.

12.3 Settings in the Configuration Menu

The configuration menu is in the main menu. You can select the corresponding menu item with the arrow buttons, or press the "8" key.

| | | |
|-----------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Configuration | | Line 2 |
| 1 Ring tones | | Jones, John |
| 2 Call Signaling = on | | Baker, Thomas |
| 3 Lines | | Speed dial 3 |
| 4 Function keys | | Speed dial 4 |

Figure 12-1: Configuration Menu

The configuration menu contains the following items:

- 1 Ring tones
- 2 Call signaling
- 3 Lines
- 4 Function keys
- 5 Speed Dials
- 6 Incognito
- 7 Info
- 8 Contrast
- 9 Transfer on Hookon
- 0 Back

12.3.1 Ringing

| | | |
|------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Ring tones | | Line 2 |
| 1 Internal | | Jones, John |
| 2 External | | Baker, Thomas |
| 0 Back | | Speed dial 3 |
| | | Speed dial 4 |

Figure 12-2: Menu item "Ring tones"

The telephone ring for incoming calls is selected here. You define the telephone ring for calls from outside the company under "External" and for calls from within the company under "Internal".

| | | |
|--------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Internal ring tone | | Line 2 |
| -< 01/07 >+ | | Jones, John |
| 0 Back | | Baker, Thomas |
| | | Speed dial 3 |
| | | Speed dial 4 |

You can choose from seven different ringing tones. You can select the ringing sound you want using the arrow buttons and adjust the volume using the “+/-” buttons.

12.3.2 Call Signaling

The administrator can configure the system in such a way that incoming calls for you are signaled to another subscriber. The incoming calls for this subscriber will also be signaled to you. If such signaling has been defined, then the incoming calls for this subscriber will appear on your display. If the destination subscriber does not pick up the call, you will hear a single warning tone after 10 seconds. This tone can be turned off here.

| | | |
|-----------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Configuration | | Line 2 |
| 1 Ring tones | | Jones, John |
| 2 Call Signaling = on | | Baker, Thomas |
| 3 Line | | Speed dial 3 |
| 4 Function keys | | Speed dial 4 |

The call signaling will still only be visually indicated.

If several subscribers, whose calls are signaled to you, receive a call at the same time, only one name will be shown in the display. The other

calls will only be indicated by the blinking of the corresponding Speed Dials. If you would like to pick up one of these calls, use the corresponding Speed Dial and lift the handset.



Mutual call signaling between subscribers can only be configured by the system administrator.

12.3.3 Lines

Upon delivery, your SwyxPhone has two preconfigured lines; i.e. a maximum of two calls can be received. You can configure up to a total of 9 lines. If you reduce the number of Line buttons, two lines will still remain available. Each individual line can be assigned its own extension and be configured according to its use. For further information please refer to chapter 12.6, Configure Line buttons, page 130.

Incoming call (you are being called):

You have assigned the extension number 100 to Line 1 and the number 101 to Line 2. Now, if a subscriber dials the number 101, you will receive the call on Line 2.

Outgoing call (you are calling someone):

You have assigned the extension number 101 to Line 2. If you now call a subscriber using Line 2, extension 101 will be used. The subscriber you have called will see on his display that he is being called by a subscriber with the number 101.



Due to the fact that both SwyxPhone and SwyxIt! access the same user settings, any changes you make on SwyxPhone will always effect the settings in SwyxIt! and vice versa. Above all, you should keep in mind that if you delete lines, the data will be lost! For further information please refer to chapter 17, Interaction with SwyxIt!, page 195.

12.3.4 Incognito

When you activate this option, your telephone number will not be shown to the destination subscriber (number suppression). If you activate number suppression in the Configuration menu, the setting will be retained.

| | | |
|------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Configuration | | Line 2 |
| 4 Function keys | | Jones, John |
| 5 Speed Dials | | Baker, Thomas |
| 2 Incognito = on | | Speed dial 3 |
| 7 Info | | Speed dial 4 |

You can also use number suppression for a particular call only, by lifting the handset and using the arrow buttons to select the "Incognito now" menu option.

| | | |
|---------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| L1: Dialing | | Line 2 |
| | | Jones, John |
| Redial list | | Baker, Thomas |
| Incognito now | | Speed dial 3 |
| Disconnect | | Speed dial 4 |



The numbers of internal calls cannot be suppressed.



Telephone number suppression when making external calls must also be supported by your ISDN line, otherwise only the display of your extension number will be suppressed.

12.3.5 About

Here you will find technical details of your SwyxPhone..

| | | |
|----------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Info | | Line 2 |
| 1 IP Address | | Jones, John |
| 2 MAC Address | | Baker, Thomas |
| 3 PBX server | | Speed dial 3 |
| 4 PhoneManager | | Speed dial 4 |

Figure 12-3: Menu item "Info"

- IP Address
Under this menu item you will find the IP address of SwyxPhone.
- MAC address
Under this menu item you will find the MAC address of SwyxPhone.
- PBX Server
Under this menu item you will find the name of the SwyxServer to which SwyxPhone is logged on.
- PhoneManager
Under this menu item you will find the name of the PhoneManager to which SwyxPhone is logged on.
- Firmware version
Under this menu item you will find the version number of the internal telephone software.
- Restart
SwyxPhone can be restarted here.

12.3.6 Contrast

Under this menu item you can alter the display contrast.

| | | |
|-------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Contrast setting | | Line 2 |
| 1 Main display | | Jones, John |
| 2 Button displays | | Baker, Thomas |
| 0 Back | | Speed dial 3 |
| | | Speed dial 4 |

After calling up the relevant sub-menu, you can set the contrast for the display using the arrow buttons or the "+/-" buttons.

12.3.7 Transfer on Hookon

If "Transfer on Hookon" is activated, then when you go on hook, a second call that you have initiated will be connected to the first call, which is on hold. If "Transfer on Hookon" is deactivated, then when you go on hook a second call will be ended. The line with the first call on hold will become active again.

| | | |
|---------------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Configuration | | Line 2 |
| 7 Info | | Jones, John |
| 8 Contrast | | Baker, Thomas |
| 9 Transfer on Hookon = on | | Speed dial 3 |
| 0 Back | | Speed dial 4 |

Pressing OK will activate or deactivate the function "Transfer on Hookon".

For further information please refer to chapter 10.11, Transfer When Placing Handset on Hook, page 89.

12.4 Lists

This section provides basic information on the lists, which include:

- the Phonebooks,
- the Caller List,
- the Redial List,
- the Callback Requests list and
- the My Callback Requests list.

In general, you will find the same structure for each list. When you call a list, the name of the list will appear in the display. In addition, the current number of the entry in the list and the total number of entries, including the corresponding date, will be given.

In a single entry, the name of the subscriber appears. If you press the "OK" button you can view additional information about the subscriber, or - depending on the list - call the subscriber, edit the entry, save it in the Phonebook, or delete it.

12.4.1 Menüführung in Listen

The arrow buttons or the navigation wheel can be used to page through the lists. To display more details for an entry, select the corresponding entry and press OK. You will find yourself in the sub-menu of the entry, where you can scroll through the detailed information or edit the entry.

12.4.2 Phonebooks

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

- the Global Phonebook and
- the Personal Phonebook.

In both Phonebooks, the entries are in alphabetical order of the names. The Global Phonebook is available to all users. The system administrator or user with the appropriate authorization can add further phone numbers to this Global Phonebook.

You can store, edit or delete your personal numbers in the Personal Phonebook.

You can directly add, modify, or delete an entry in your Personal Phonebook via SwyxPhone L640. Alternatively, you can also modify the Personal

Phonebook via SwyxIt!. For further information, please refer to the SwyxIt! documentation.

The Structure of the Entries in the Global Phonebook

| | | |
|----------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Gl. phonebook | XX/YY | Line 2 |
| Jones, Tom | | Jones, John |
| Smith, Anthony | | Baker, Thomas |
| Bird, Cyril | | Speed dial 3 |
| Voss, Andrew | | Speed dial 4 |

Figure 12-4: Entries in Global Phonebook

The upper part of the display shows which phonebook (Personal or Global Phonebook) you are currently in. You also see which entry (XX) of the total number of entries (YY) has been selected.

The names of subscribers in a phonebook are listed in alphabetical order.

This is how you search in a Phonebook

1. Press the button  .
The main menu will open.
2. Choose the menu item "Phonebooks" and press the "OK" button.
The following appears on the display:



| | | |
|------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Phonebook | | Line 2 |
| 1 Global | | Jones, John |
| 2 Personal | | Baker, Thomas |
| 0 Back | | Speed dial 3 |
| | | Speed dial 4 |

3. Choose the phonebook you want, and press the "OK" button.
Use the arrow buttons to page through the list of phonebook entries. Confirm the selection of an entry with the "OK" button.
To speed up a search in a large phonebook, you can enter the first letter of the name in the numeric keypad, e.g. for a "V" press the "8" three times, for an "E" press the "3" twice. The letters entered for the search appear in the display.

| | | |
|----------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Gl. Phonebook | VO_ | Line 2 |
| Smith, Anthony | | Jones, John |
| Bird, Cyril | | Baker, Thomas |
| Voss, Andrew | | Speed dial 3 |
| Zimmer, Dieter | | Speed dial 4 |

A beep and the insertion mark "_" prompt you to enter the next character.

Within the entry, you can call the subscriber by pressing OK.
To exit from an entry or a list, press "0".

Personal Phonebook

You can add, modify or delete entries in your Personal Phonebook. If you have created a note during a call, this will be added as a new entry in your Personal Phonebook. (see chapter 11.5, Note, page 104). Entries in the Caller List and in the Redial List can also be added to the Personal Phonebook.

This is how you add an entry to the Personal Phonebook



1. Press the button .
The main menu will open.
2. Choose the menu item "Phonebooks" and press the "OK" button.
3. Choose "Personal" and press the "OK" button.
The Personal Phonebook will appear.
4. Choose "Add entry".
The following will appear:

| | | |
|--------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Enter number | | Line 2 |
| - | | Jones, John |
| | | Baker, Thomas |
| | | Speed dial 3 |
| | | Speed dial 4 |

5. Enter the number of the new entry, and press OK.
The following will appear:

| | | |
|------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Enter name | | Line 2 |
| - | | Jones, John |
| | | Baker, Thomas |
| | | Speed dial 3 |
| | | Speed dial 4 |

6. Enter the assigned name, and press OK.
7. Choose "Confirm" to save the entry.
The Personal Phonebook will appear with the saved entry.

This is how you edit an entry in the Personal Phonebook

You can modify or delete an entry in the Personal Phonebook.



1. Press the button .
The main menu will open.
2. Choose "Phonebooks" and press the "OK" button.
3. Choose "Personal" and press the "OK" button.
The Personal Phonebook will appear.

| | | |
|--------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Pers. Phonebk. 2/4 | | Line 2 |
| Jones, Tom | | Jones, John |
| Bird, Cyril | | Baker, Thomas |
| 1 Add entry | | Speed dial 3 |
| 0 Back | | Speed dial 4 |

4. Select the entry you want to edit or delete, and press OK.
The selected entry will open:

| | | |
|----------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| <Name> | | Line 2 |
| 1 Dial | | Jones, John |
| 2 Edit entry | | Baker, Thomas |
| 3 Delete entry | | Speed dial 3 |
| 4 Show number | | Speed dial 4 |
| 0 Back | | |

To edit the entry confirm "Edit entry" with OK. You can now change the name of the entry and then the corresponding telephone number.

Confirm each of your changes with "OK". To save the changes, select "Confirm".

To delete, select "Delete entry".

The selected entry will be deleted.

12.4.3 Caller List

The last calls received for you are automatically saved in the Caller List. The calls are listed in the order in which they were received. You can directly dial the individual entries from the Caller List, edit them, and then save them in the Personal Phonebook. 20 entries will be saved in the Caller List per default setting. The maximum number of possible entries can be changed via SwyxIt!..

For further information, please refer to the SwyxIt! documentation.

New Calls

If calls have been received for you but you have not picked up these calls, the number of calls received (XX) will appear on the display:

| | | |
|-------------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Dupont, Marie | | Line 2 |
| New incoming calls (xx) | | Jones, John |
| | | Baker, Thomas |
| | | Speed dial 3 |
| | | Speed dial 4 |

You will be shown as many new calls as the number of entries the Caller List can hold. That is 20 entries per default setting. The entries of the recent calls will still be available in the Caller List.

| | | |
|----------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Calls 01/02 04.05.10 | | Line 2 |
| <Number/Name> <Time> | | Jones, John |
| <Number/Name> <Time> | | Baker, Thomas |
| 0 Back | | Speed dial 3 |
| | | Speed dial 4 |

This is how you edit an entry in the Caller List

You can edit an entry in the Caller List, save it in the Phonebook, or delete it.

1. Press the button  .
The main menu will open.
2. Use the arrow buttons to select the menu item "Caller List (XX)" and press the "OK" button.

The following appears on the display:



| | | |
|----------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Calls 01/20 04.05.10 | | Line 2 |
| <Number/Name> | <Time> | Jones, John |
| <Number/Name> | <Time> | Baker, Thomas |
| <Number/Name> | <Time> | Speed dial 3 |
| <Number/Name> | <Time> | Speed dial 4 |

3. Choose the appropriate entry and press the "OK" button. The following will appear:

| | |
|-----------------------|---------------|
| <Number/Name> | Line 1 |
| =Call not answered | Line 2 |
| =<Date> <Time> | Jones, John |
| 1 Dial | Baker, Thomas |
| 2 Edit and dial | Speed dial 3 |
| 3 Save into phonebook | Speed dial 4 |
| 4 Delete entry | |

- If you select "Dialing" and press OK, the subscriber is called directly.
- "Edit and dial" can be used to edit a telephone number before dialing. When you confirm your changes with OK, the number will be dialed immediately.
- "Save into phonebook" can be used to save the caller's name and number in your Personal Phonebook. If you confirm this option with OK, the number will appear and you can then add the name. If a name already exists, the name will be provided for possible changes.
- You can remove this entry from the list with "Delete entry".

This is how you delete the Caller List

If the list is no longer up-to-date, it can be deleted at any time.



1. Press the button .
The main menu will open.
2. Use the arrow buttons to select the menu item "Caller List (XX)" and press the "OK" button.

| | | |
|---------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Calls 0/20 04.05.10 | | Line 2 |
| <Number/Name> | <Time> | Jones, John |
| <Number/Name> | <Time> | Baker, Thomas |
| <Number/Name> | <Time> | Speed dial 3 |
| 1 Clear list | | Speed dial 4 |
| 0 Back | | |

3. Choose "Clear List" and press the "OK" button.
The entire list will be deleted.

12.4.4 Redial List

All dialing events are saved in the Redial List. The entries begin with the most recently saved dialing procedure. 20 entries will be saved in the Redial List as default setting. The length of the list can be changed via SwyxIt! but not with SwyxPhone L640. For further information, please refer to the SwyxIt! documentation.

You can also call up the Redial List with the "Redial" button .



If the handset is off the hook or if the Speaker button is activated when you press the "Redial" button, the last number you dialed will immediately be called.

This is how you edit the Redial List

You can edit an entry in the Redial List, save it in the Phonebook, or delete it.



1. Press the "Redial" button
The Redial List opens up.

| | | |
|---------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Redial 02/20 | <Date> | Line 2 |
| <Number/Name> | <Time> | Jones, John |
| <Number/Name> | <Time> | Baker, Thomas |
| <Number/Name> | <Time> | Speed dial 3 |
| <Number/Name> | <Time> | Speed dial 4 |
| 1 Clear list | | |

2. Select the required menu item with the arrow buttons, and press the "OK" button.

The following will appear:

| | | |
|-----------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| <Name> | | Line 2 |
| 1 Dial | | Jones, John |
| 2 Edit and dial | | Baker, Thomas |
| 3 Save into phonebook | | Speed dial 3 |
| 4 Delete entry | | Speed dial 4 |
| 0 Back | | |

- If you select "Dialing" and press OK, the number is dialed at once.
- "Edit and dial" can be used to edit a telephone number before dialing.
- "Save into phonebook" can be used to save the caller's name and number in your Personal Phonebook. If you confirm this option with OK, the number will appear and you can then add the name. If a name already exists, the name will be provided for possible changes.

- You can remove this entry from the list with "Delete entry".

This is how you delete the Redial List

If the Redial List is no longer up-to-date, it can be deleted at any time.



1. Press the "Redial" button
The Redial List opens up.
2. Choose "Clear List" and press the "OK" button.

| | | |
|---------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Redial 02/20 | <Date> | Line 2 |
| <Number/Name> | <Time> | Jones, John |
| <Number/Name> | <Time> | Baker, Thomas |
| <Number/Name> | <Time> | Speed dial 3 |
| 1 Clear list | | Speed dial 4 |
| 0 Back | | |

The entire list will be deleted.

If you reopen the Redial List, the message "No entry" will appear.

12.4.5 Lists for Callback Requests, My Callback Requests and Missed Callbacks

In the "Callback Requests" list you will find all callbacks that have been directed to you. In the "My Callback Requests" list you will find all callbacks that you have requested yourself. In the "Missed Callbacks" list you will find all callbacks on busy, which were prompted because the person called had finished his conversation, but were not confirmed by you.

12.5 Configure function keys

All function keys on SwyxPhone are configurable. Some function keys are preconfigured at purchase. These are labeled with appropriate symbols, e.g. the envelope symbol on the voicemail button. You have the option of assigning these keys to other functions, e.g. "Call Swap" or "Hold". You can also configure these buttons as Line buttons or Speed Dials (abbreviated dialing buttons). In addition, SwyxPhone L640 has 6 freely configurable function keys with LEDs. These keys can also be configured as Line buttons or Speed Dials. At delivery, the two upper freely configurable function keys are preconfigured as Line buttons.

A function key can call only one function, dependent on its configuration.

Each function key can be configured with the following functions:

| Function | Description |
|----------------|--|
| Line button | Activate/deactivate line For further information please refer to chapter 12.6, Configure Line buttons, page 130. |
| Speed dial | Call specific number For further information please refer to chapter 12.7, Configuring Speed Dials, page 131. |
| Call Transfer | Connect lines to each other For further information please refer to chapter 10.10, How do I connect two subscribers to one another?, page 88. |
| Do not Disturb | Activate/deactivate acoustic call signaling For further information please refer to chapter 12.2.2, Do Not Disturb, page 118. |
| Secondary call | Enable or disable secondary call For further information please refer to chapter 12.2.3, Secondary call, page 118. |
| Caller List | Call up caller list For further information please refer to chapter 12.4.3, Caller List, page 124. |
| Hold | Put an active line on hold For further information please refer to chapter 12.4.3, Caller List, page 124. |

| Function | Description |
|------------------|---|
| Phonebook | Call up Global Phonebook For further information please refer to chapter 12.4.2, Phonebooks, page 121. |
| Redial | Call Redial List For further information please refer to chapter 12.4.4, Redial List, page 125. |
| Speaker | Switch the speakers or the handsfree telephone on/off For further information please refer to chapter 10.17, Speaker and Handsfree Telephone, page 95. |
| Call Forwarding | Switches Forwarding Unconditional on / off For further information please refer to chapter 12.2.1, Forwardings, page 117. |
| Call Swap | Switch between Lines For further information please refer to chapter 10.9, How do I switch between lines (Call Swap)?, page 88. |
| Mute | Switch microphone on/off For further information please refer to chapter 10.17, Speaker and Handsfree Telephone, page 95. |
| Disconnect | End the active connection |
| Incognito | Before an outgoing call, suppress number display For further information please refer to chapter 12.3.4, Incognito, page 120. |
| User logoff | Log off phone user from SwyxServer |
| Voicemail | Call to check voicemail For further information please refer to chapter 11.2, Voicemail inquiry, page 99. |
| Conference | Combine lines into a conference For further information please refer to chapter 11.7, Conference, page 109. |
| Callback Request | Make a callback request For further information please refer to chapter 11.6, Callback request, page 104. |

Tab. 12-1: Key functions

This is how you configure a function key



1. Press the button → .
The main menu will open.
2. Use the arrow buttons to select the menu item "Configuration" and press the "OK" button.
The Settings menu will appear.

| | | |
|-----------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Configuration | | Line 2 |
| 1 Ring tones | | Jones, John |
| 2 Call Signaling = on | | Baker, Thomas |
| 3 Lines | | Speed dial 3 |
| 4 Function keys | | Speed dial 4 |

3. Choose "Function keys" and press the "OK" button.
The following will appear:

| | | |
|-----------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| function keys | | Line 2 |
| Press a function key! | | Jones, John |
| 0 Back | | Baker, Thomas |
| | | Speed dial 3 |
| | | Speed dial 4 |

4. Press the configurable function key to which you want to assign a function.
The current function of the key is displayed. If the key is not yet assigned a function, this message appears:

| | | |
|-------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Function Key | | Line 2 |
| = No function | | Jones, John |
| 1 Modify | | Baker, Thomas |
| 2 Delete function | | Speed dial 3 |
| 0 Back | | Speed dial 4 |

5. Choose "Modify" and press the "OK" button.
You can choose from the following functions:
 - Line button
 - Speed dial
 - Call Transfer
 - Do not Disturb
 - Secondary call
 - Caller List
 - Hold
 - Phonebook
 - Redial
 - Speaker
 - Pick up call
 - Call Forwarding
 - Call Swap
 - Mute
 - Disconnect
 - Headset key
 - Incognito
 - Conference
 - Callback Request
 - User logoff
6. Choose the function you want, and press the "OK" button.
The key is set with the chosen function.
The following will appear:

| | | |
|-----------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| function keys | | Line 2 |
| Press a function key! | | Jones, John |
| 0 Back | | Baker, Thomas |
| | | Speed dial 3 |
| | | Speed dial 4 |

7. You can assign an additional function key or return to the main menu with "0".

This is how you delete the function of a function key

1. Press the button  .
The main menu will open.
2. Use the arrow buttons to select the menu item "Configuration" and press the "OK" button.
The Settings menu will appear.

| | | |
|-----------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Configuration | | Line 2 |
| 1 Ring tones | | Jones, John |
| 2 Call Signaling = on | | Baker, Thomas |
| 3 Lines | | Speed dial 3 |
| 4 Function keys | | Speed dial 4 |

3. Choose "Function keys" and press the "OK" button.
The following will appear:

| | | |
|-----------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| function keys | | Line 2 |
| Press a function key! | | Jones, John |
| 0 Back | | Baker, Thomas |
| | | Speed dial 3 |
| | | Speed dial 4 |

4. Press the configurable key whose function you want to delete.
The current function of the key is displayed.

| | | |
|-------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Function Key | | Line 2 |
| = Speed dial | | Jones, John |
| 1 Modify | | Baker, Thomas |
| 2 Delete function | | Speed dial 3 |
| 0 Back | | Speed dial 4 |

5. Choose "Delete function" and press the "OK" button.
The function of this key is deleted.

If you press a key with no assigned function, you will hear a brief signal (button signal).

12.6 Configure Line buttons

Every configurable function key can be set with the "Line button" function

(see chapter 12.5, Configure function keys, page 127)

In the default setting, SwyxPhone has two Line buttons and you have therefore been provided with two lines. which means that you can receive a maximum of two calls. You can configure up to nine lines.



Due to the fact that both SwyxPhone and SwyxIt! access the same user settings, any changes you make on SwyxPhone will always effect the settings in SwyxIt! and vice versa. Above all, you should keep in mind that if you delete lines or Speed Dials, the data will be lost!

The Number of Available Lines

The least number of available lines is always two. To increase the number of lines, you must add Line buttons. (see chapter 12.5, Configure function keys, page 127).

Configuration of the Individual Line Buttons

You can define numbers for incoming and outgoing calls for the available lines. This requires that your user account has been assigned at least two numbers (or group numbers).

The option "Incoming calls" shows the telephone number the caller has dialed, when the call comes in on this line. Under the option "Outgoing calls", you can specify the telephone number to be used for making outgoing calls from this line.

For each configured Line, you can define whether this line should be blocked for specific period of time after an incoming call is received. (see chapter 7.1, Disabling Lines (Wrap-up Time), page 48).



If an outgoing call is started or if the Line button is pressed during this wrap up time, the line will once again be cleared afterwards for incoming calls.

This is how you configure a Line button

1. Press the button → .
The main menu will open.
2. Use the arrow buttons to select the menu item "Configuration" and press the "OK" button.
The Settings menu will appear.
3. Select "Lines".



The following will appear:

| | | |
|--------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Lines (Number: 02) | | Line 2 |
| Line 01 | | Jones, John |
| Line 02 | | Baker, Thomas |
| 0 Back | | Speed dial 3 |
| | | Speed dial 4 |

4. Select the line you want to configure, and press OK

The following will appear:

| | | |
|---------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Line 02 | | Line 2 |
| 1 Incoming calls | | Jones, John |
| 2 Outgoing calls | | Baker, Thomas |
| 3 Wrap-up time= off | | Speed dial 3 |
| 0 Back | | Speed dial 4 |

You have the option of entering an extension for outgoing or incoming calls.

5. Choose the option you want, and press the "OK" button.
The option you have selected will appear in the upper display line, and the current status will be shown in the second line of the display.
If the system administrator has configured several telephone numbers for you, you can change these numbers.
6. Choose "Modify" and press the "OK" button.
The following will appear:

| | | |
|--------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Incoming calls | | Line 2 |
| 1 All calls | | Jones, John |
| 2 Group calls only | | Baker, Thomas |
| 3 <Extension> | | Speed dial 3 |
| 0 Back | | Speed dial 4 |

You can define which of your calls should be received on this line.

- "All Calls"
In this case, all calls will be signaled on this line, regardless of whether these calls are directed to your own extension or to a group, of which you are a member.
- "All Extensions"
Choose this option, if all calls directed to you, regardless of the extension dialed, should be received on this line. This option is only available if you have been assigned several extensions numbers.
- "Group Calls Only"
All calls to groups of which you are a member will be received on this line.
- <Number>
An incoming call will only be received on this line if the caller has specifically dialed this extension. Here you can even select individual group extension numbers.

You have to confirm the telephone number or option you want with the "OK" button.

12.7 Configuring Speed Dials

Every configurable function key can be set with the "Speed Dial" function; see This is how you configure a function key, page 128.

You can use a Speed Dial for one-click dialing of a number you often call. You only need to press the relevant Speed Dial, and the subscriber whose name is assigned to the Speed Dial will be called at once. Speed Dials can also be utilized for frequently used DTMF commands.

In the default setting, there are four SwyxPhone L640 keys configured as Speed Dials.

This is how you assign a Speed Dial to the number of your choice



1. Press the button → .
The main menu will open.
2. Use the arrow buttons to select the menu item "Configuration" and press the "OK" button.
The Settings menu will appear.

| | | |
|-----------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Configuration | | Line 2 |
| 2 Call Signaling = on | | Jones, John |
| 3 Lines | | Baker, Thomas |
| 4 Function keys | | Speed dial 3 |
| 5 Speed Dials | | Speed dial 4 |

3. Choose "Speed Dials".
All Speed Dials glow. The following appears on the display:

| | | |
|-------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| Speed Dials | | Line 2 |
| Press speed dial! | | Jones, John |
| 0 Back | | Baker, Thomas |
| | | Speed dial 3 |
| | | Speed dial 4 |

If no key glows, you first have to configure a function key as a Speed Dial (see This is how you configure a function key, page 128).

4. Press the Speed Dial you want.

The following will appear:

| | | |
|-----------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| N04: unassigned | | Line 2 |
| = | | Jones, John |
| 1 Modify | | Baker, Thomas |
| 0 Back | | Speed dial 3 |
| | | Speed dial 4 |

The current function of the key is displayed. If the key is not yet assigned, this message appears.

5. Choose "Modify" and press the "OK" button.

The following will appear:

| | | |
|--------------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| N03:Modify | | Line 2 |
| 1 Phone number | | Jones, John |
| 2 Dial immediately = off | | Baker, Thomas |
| 3 Successive dial = off | | Speed dial 3 |
| 4 Intercom = off | | Speed dial 4 |

6. Choose "Number" and press the "OK" button.
7. You can select a number from the phonebook or enter one manually using the keypad:

| | | |
|------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| N03: Number | | Line 2 |
| 1 Phonebook | | Jones, John |
| 2 enter manually | | Baker, Thomas |
| 0 Back | | Speed dial 3 |
| | | Speed dial 4 |

8. Confirm your entry with "OK".

The Speed Dial has been assigned a number. You can configure another function key, or leave the configuration menu.



Due to the fact that both SwyxPhone and SwyxIt! access the same user settings, any changes you make on SwyxPhone will always effect the settings in SwyxIt! and vice versa. Above all, you should keep in mind that if you delete lines or Speed Dials, the data will be lost!

12.7.1 “Dial immediately”, “Successive dial” or “Intercom Connection”?

The Speed Dials provide you with several options for initiating a connection.

Dial immediately

If the option “Dial immediately” is activated, the subscriber will be called immediately once the Speed Dial has been pressed, even if the handset is on the hook. In this case the handsfree telephone will be activated.

If this function has been deactivated, the subscriber will not be called immediately and, therefore, you have the option of entering additional numbers using the keypad or via the Phonebook.

Successive dial

If the “Successive dial” option is activated, the numbers which have already been dialed (display contents) will be kept when the Speed Dial is pressed and the number stored on the Speed Dial will be added. If this function is deactivated, the numbers already dialed will be deleted and only the stored number will appear on the display.

Both of these functions are especially useful if you frequently use cost-efficient call-by-call numbers. Just assign a call-by-call number to a Speed Dial and you will then be able to save both time and effort when you dial the telephone number you want. You can also assign a project number to a Speed Dial, and press this before you dial a number if you would like to associate a call to a particular project.

Intercom Connection

Intercom connection allows you to directly speak to an internal subscriber, who allows his status to be signaled to you, i.e. without him having to pick up the call. If you press the Speed Dial on which the Intercom connection is activated, the corresponding number will be dialed and an intercom signal is produced for the called subscriber. The telephone or SwyxIt! then immediately activates the line and the speaker. You can begin your intercom connection to this subscriber.

If the called subscriber lifts the handset, you can continue the call as a normal telephone call.

Intercom connection is only possible between the internal subscribers if you are mutually signaled the current status (“Available”/“Speaking”).



If the subscriber called is currently on the phone, you cannot begin an intercom connection.

This is how you assign the options “Dial immediately” or “Successive dial” or “Intercom connection” to a Speed Dial

1. Follow the steps (1) up to 5 (see "This is how you assign a Speed Dial to the number of your choice").



| | | |
|--------------------------|--------------|---------------|
| 10:20 | Mon 04.05.10 | Line 1 |
| N03:Modify | | Line 2 |
| 1 Phone number | | Jones, John |
| 2 Dial immediately = off | | Baker, Thomas |
| 3 Successive dial = off | | Speed dial 3 |
| 4 Intercom = off | | Speed dial 4 |

2. Use the arrow buttons to select the option of your choice.
3. Press OK to switch the selected option on or off.

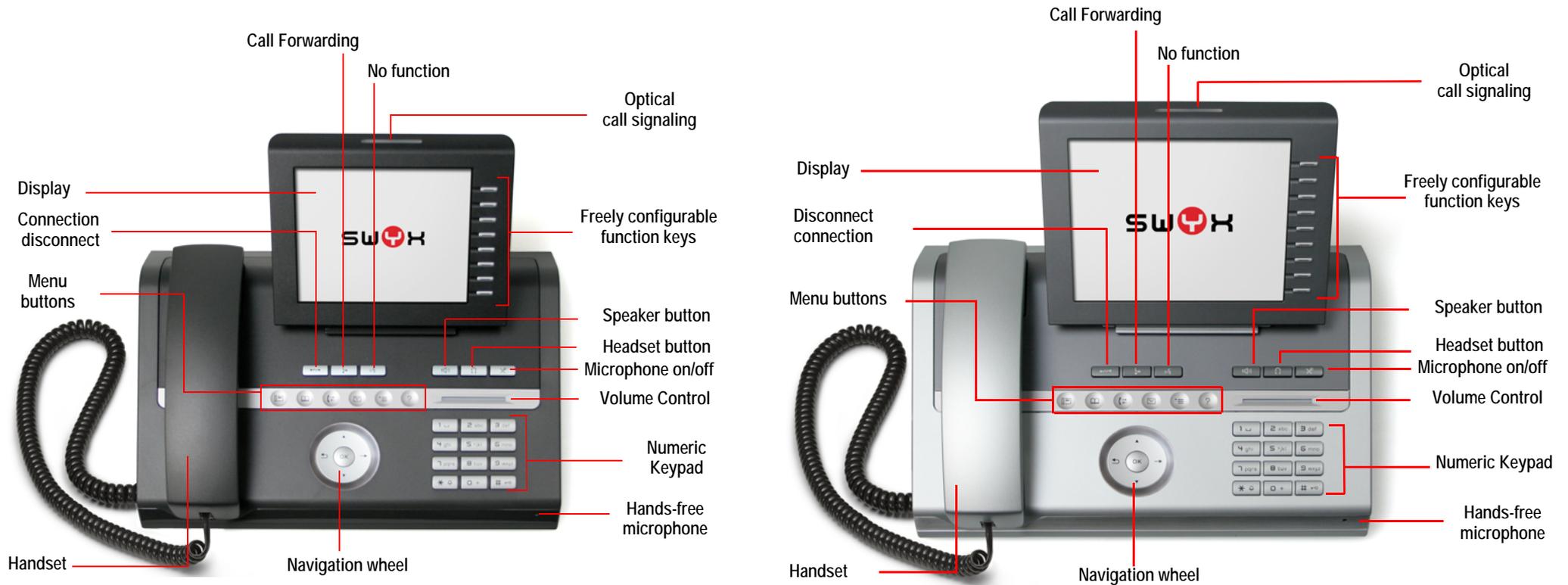
The status of the option changes.

The conditions of the dialing procedure for the Speed Dial have changed. You can configure another function key, or leave the configuration menu.



13 Control elements of SwyxPhone L660 and SwyxPhone L680

This chapter describes the control elements of the SwyxPhone L660 and SwyxPhone L680. The control elements consist of a display, a handset, a hands-free microphone, a speaker and buttons.



13.1 Buttons

The buttons can be classified in the following groups:

- defined keys
- preconfigured function keys
- freely configurable function keys

13.1.1 Defined keys

The following buttons are preset for the SwyxPhone L660 and the SwyxPhone L680, and cannot be assigned to other functions. These buttons are marked with corresponding symbols.

Numeric Keypad

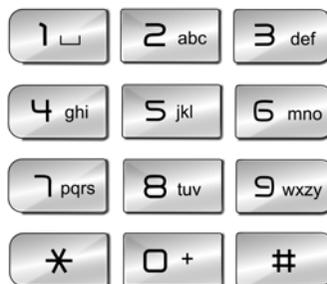
The buttons of the numeric keypad (number keys) are used for entering numbers, letters and symbols.

In the idle state, when no calls are being made and no menus are open, you can input the telephone number directly. If you have opened a menu, you call call up a menu item directly with the numeric button.

You can also use the numeric keypad to enter letters. You can enter text at the relevant points (e.g. the name for a new phonebook entry), or switch directly to an entry in a list. Enter the space with "0". The '*' key is used to switch between upper and lower case letters. When a letter is entered, a short beep will be produced after one second and you can then enter the next letter.

Example:

To speed up a search in a phonebook with many entries, you can enter the first letter of the name, e.g. for an "F" press the "3" three times, for an "S" press the "7" four times.



Volume Control

The volume control (sensor slider) lets you adjust the volume of the speaker and the handset, depending on which one is currently active. The longer the blue light bar, the higher the volume is. You alter the volume setting by running your fingertips over the slider. The setting will stay at this level for the next call.



You can also use this sensor in the configuration menu to set the ringing volume (see chapter 16.3.1, Ringing, page 177).

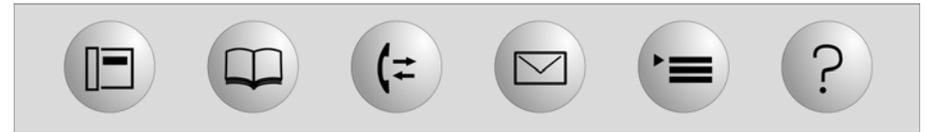
Navigation wheel

The SwyxPhone L660 and SwyxPhone L680 are controlled with a 5-way sensor navigation wheel. You can scroll comfortably through the lists (entries) by running your fingertips over the inner ring of the navigation wheel. Alternatively, you can page through with the arrow buttons.

| Operation | Function when button is pressed |
|-----------|--|
| | <p>Press button!</p> <p>In the idle state:</p> <ul style="list-style-type: none"> • open main menu <p>In lists and menus:</p> <ul style="list-style-type: none"> • open next level <p>An entry is selected:</p> <ul style="list-style-type: none"> • execute action <p>There is a context menu:</p> <ul style="list-style-type: none"> • open the context menu |
| | <p>Press button!</p> <p>In the idle state:</p> <ul style="list-style-type: none"> • open main menu <p>In lists and menus:</p> <ul style="list-style-type: none"> • one level back <p>An entry is selected:</p> <ul style="list-style-type: none"> • cancel action <p>In input mode:</p> <ul style="list-style-type: none"> • delete character to left of cursor |

| Operation | Function when button is pressed |
|--|---|
|  | <p>Press the "Down" arrow button! In lists and menus:</p> <ul style="list-style-type: none"> • Scroll down • Long press of button: jump to end of list/menu |
|  | <p>Press the "Up" arrow button! In lists and menus:</p> <ul style="list-style-type: none"> • Scroll up • Long press of button: jump to beginning of list/ menu |
|  | <p>Run your fingertips over the inner ring of the navigation wheel! In lists and menus:</p> <ul style="list-style-type: none"> • scroll up/down |
|  | <p>Press "OK" button!</p> <ul style="list-style-type: none"> • confirm input • execute action • call Shortcut Menu |

Menu buttons



SwyxPhone L660 and SwyxPhone L680 have six sensor buttons - so-called menu buttons - which call up the required menu areas when touched. The menu areas can consist of several tabs. You can switch between the tabs by repeatedly touching the relevant menu button.

The following table provides an overview of the menu buttons.

| Button | Function | Meaning |
|---|-----------------------|---|
|  | Telephony interface | Calls the main window of the telephone. |
|  | Phonebook | Calls the Phonebooks. SwyxWare phonebooks are located in the "System" tab. |
|  | Call journal | Shows all incoming and outgoing calls. Each call list is shown in a separate tab. |
|  | Voicemail | Opens the menu for checking voicemail. |
|  | Settings/Applications | Opens the service/application menu. |
|  | Help | Opens the manufacturer's guide. |

13.1.2 Preconfigured function keys

All function keys on SwyxPhone can be individually configured. Some function keys are preconfigured at purchase. These are also marked with appropriate symbols, e.g. the headset symbol on the headset button. You have the option of assigning these keys to other functions, e.g. "Call Swap" or "Redial". For further information please refer to chapter 16.5, Configure function keys, page 187.

Disconnect connection

Pressing the "Disconnect" button terminates an active call.



Call Forwarding

Press the Forwarding button, if you would like to forward calls immediately to another number or to your Voicemail. Before you can use this function, you must configure call forwarding in the main menu under "Forwardings".



Speaker

When the telephone is in an active state (a conversation is in progress), the Speaker button is used to switch the speaker on or off. This allows other people present in the room to listen to the conversation. You can then turn the speaker off again and continue the conversation on the handset.



In an idles state (if no call is currently being made), pressing the Speaker button has the same effect as picking up the handset; you can immediately dial a number and place your call using the handsfree telephone. The LED of the Speaker button will glow as long as the handsfree telephone is activated. If the handset is on hook, end the call by pressing the Speaker button.

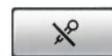
Headset

Pressing the button enables/disables the headset.



Microphone

You can use this button to switch off the handset microphone or handsfree microphone for a while, so that the call partner cannot listen e.g. to an inquiry in the room.



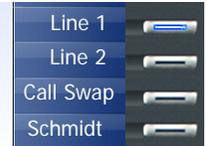
Language selection

The manufacturer has not given this button a function.



13.1.3 Freely configurable function keys

SwyxPhone L660 has eight, SwyxPhone L680 nine freely configurable sensor function keys with LEDs (on the right of the display). These keys can be assigned to particular functions, e.g. "Call Swap" or "Redial", or used as Line buttons or Speed Dials. At delivery, the two upper freely configurable function keys are configured as Line buttons.

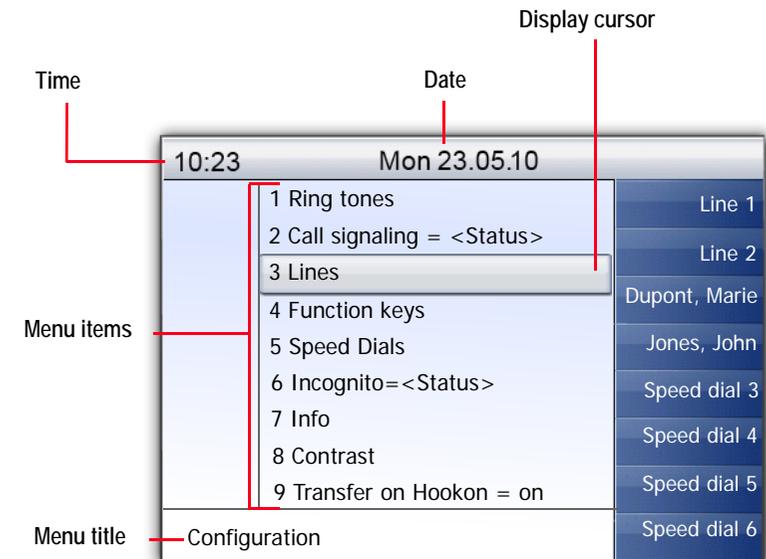


13.2 Display

the color TFT displays of SwyxPhone L660 and SwyxPhone L680 support you intuitively as you use the telephone. In the idle state, when no calls are being made and no menus are open, the following information appears in the display:



When you open a menu, the title of each menu area is displayed, with the available menu items in each case:



The cursor highlights the selected menu item. You can use the arrow buttons or run your fingertips over the inner ring of the navigation wheel to highlight other menu items. The menu item highlighted with the cursor can be opened with the "OK" button. You can also call the required menu item directly, by pressing the corresponding number key, e.g. "8" for "Configuration" and then "3" for "Lines". Press "0" to go up a level in the menu structure.

14 Telephoning with SwyxPhone L660/ SwyxPhone L680

This chapter describes the following basic telephone functions.

- How do I call a subscriber? (page 139)
- How do I answer a call? (page 142)
- How do I pick up a call? (page 143)
- How do I end a call? (page 144)
- How do I start an inquiry call? (page 145)
- How do I switch between lines (Call Swap)? (page 145)
- How do I connect two subscribers to one another? (page 145)
- How do I transfer a call without Inquiry? (page 146)
- How do I forward a call? (page 147)
- How do I forward a call? (page 148)
- How do I use the Phonebook? (page 152)
- The Secondary Call (page 148)
- Speaker and Handsfree Telephone (page 153)



In this chapter, the term SwyxPhone is used for the SwyxPhone L660 and SwyxPhone L680 telephones described here.

14.1 How do I call a subscriber?

SwyxPhone is inactive. You will see your user name, the current time and date, and the labels of Line buttons, Speed Dials, and function keys on the display:



If there were calls which you did not not pick up, or you received call-back requests or voicemails, this will also be shown on the display:



This is how you call a subscriber



1. Pick up the handset or press the Speaker button.
You hear the dial tone. The following appears on the display:



2. Use the numeric keypad to dial the number you want.
The subscriber is then immediately called.

With the handset on hook and the speaker deactivated:

1. Use the numeric keypad to dial the number you want.
The message "Dialing" will appear on the display. The numbers entered appear in the next line of the display. You can correct your entry using the  button.
2. Press the OK button, the Speaker button, or a Line button.
The participant is called.
3. Simply lift the handset.
4. If the connection to the destination subscriber has not yet been made, the line number and "ringing" will appear in the display. The number or, if available, the name of the destination subscriber will appear in the next line:



If all of the target subscriber's lines are busy, the word "busy" will appear in the first line of the display. The number or name of the destination subscriber will appear in the next display line:



If the connection is made, then the line number and the number or name of the destination subscriber will appear. The duration of the call is shown in the next line of the display.



14.2 Other Options for Calling a Number

This is how you call a subscriber using the menu button "Phonebook"



1. Press the menu button "Phonebook"  repeatedly, until the "System" tab is active.
2. Select the relevant Phonebook (Global or Personal) and press OK.
3. Select the subscriber you want with the help of the navigation wheel, and confirm your selection by pressing OK twice, or by picking up the handset.

The connection will immediately be made. For further information please refer to chapter 16.4.2, Phonebooks, page 180.

This is how you call a subscriber using the menu button "Call journal"



1. Press the menu button "Call journal"  repeatedly, until the tab with the required call list appears.
2. Select the entry you want and confirm your selection by pressing OK twice, or by picking up the handset.

The subscriber is then immediately called.

14.3 Other Menu Options During a Call

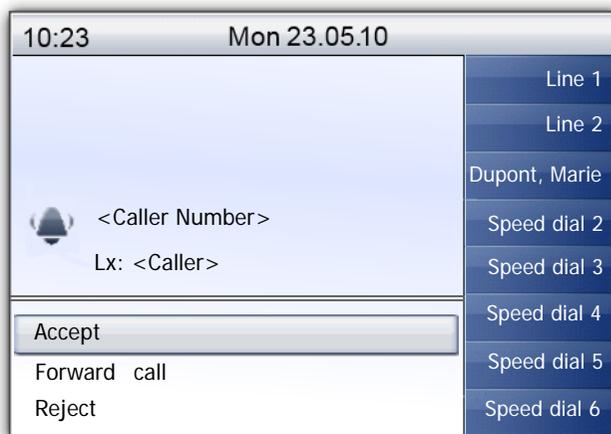
During a phone call you can select the following menu items with the arrow buttons, and activate the option of your choice with the "OK" button:

- **Call duration**
Shows the length of the call.
- **Conference**
If you have one active line and at least one other line on hold, you can start a conference (see chapter 15.7, Conference, page 167).
- **Callback Request**
This function is only available to you during a call to an internal subscriber (see also chapter 15.6, Callback request, page 163).
- **Note**
Here you can enter a number and the corresponding name in the Personal Phonebook during a telephone call (see chapter 15.5, Note, page 162).
- **Call Transfer**
You can transfer a caller directly here. If you have two connections (one active connection and one on hold), these are connected to each other. If you only have one call on one line, you must input a further number or select one from the phonebook (see chapter 14.10, How do I connect two subscribers to one another?, page 145).
- **Disconnect**
Disconnects the active connection.
- **Speaker**
This switches the speaker on / off (see chapter 14.17, Speaker and Handsfree Telephone, page 153).
- **Microphone**
This switches the microphone on / off (see chapter 14.17.2, Activating/Deactivating the Microphone During a Call, page 153).
- **Secondary call**
You can either allow or disable a second call during this call (see chapter 14.14, The Secondary Call, page 148).
- **Call Swap**
The subscriber will hear music on hold and SwyxPhone will switch to the next available line (see chapter 14.9, How do I switch between lines (Call Swap)?, page 145).

14.4 How do I answer a call?

If you receive a call, a call is forwarded to you or a call is received for a group of which you are a member,

- the number or the name of the caller will appear on the display,
- a ringing sound will be produced,
- the Line button on which the call is received will blink,
- optical call signaling will blink.



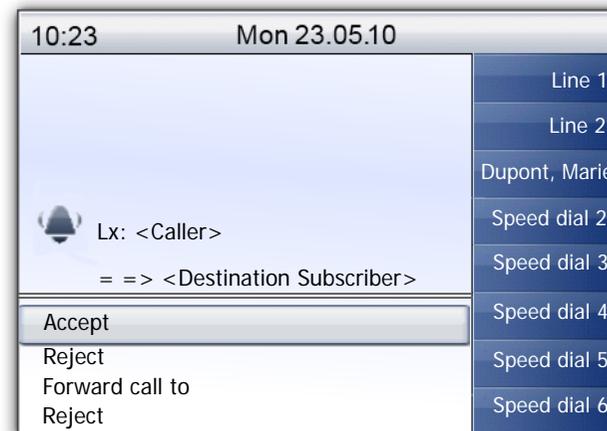
A call to a group (Group Call) is shown as follows:



If you are a member of a Hunt Group with sequential, rotary or random distribution, the call may possibly first be displayed in Call Signaling, and only put through if no other member has picked up the call. In this case you see the call signaling for the Group Call:



A call, which has been forwarded from another subscriber to you, is shown as follows in the display:



If the number of the caller is known, SwyxWare will attempt to associate the number, i.e. if a name in the Global or Personal Phonebook or on a Speed Dial been assigned to this number, the name will appear in the display. If not, only the number will be displayed.



If "XXX" appears in the display, the caller's number was not transmitted, e.g. because the caller has suppressed his number.

This is how you accept a telephone call



1. Simply lift the handset.

The handset is activated. You can now speak with the caller.

or

1. press the Speaker button.

or

1. press the blinking Line button.

The speaker and hands-free microphone will be activated, so that other people present in the room can also follow the conversation.

14.5 How do I pick up a call?

In the case of a signaled call, you will only be shown that another user or a group has received a call. Signaling is set up by the system administrator. You can pick up a signaled call.

When a call is signaled to you,

- the Pick Up button will blink, if configured,
- the Speed Dial assigned to the called number, if configured, will blink,
- your display will show who the call was originally for:



If the call is not picked up by the destination subscriber and if you have activated call signaling in the Settings menu, you will hear an additional brief acoustic signal after 10 seconds.

This is how you pick up a signaled call

1. Use the arrow buttons to select the menu item "Pick Up", and press the "OK" button.



Or

1. press the blinking Line button.



Please remember when picking up a call via the menu that you must first confirm the option "Pick up Call" and only then lift the handset. If you lift the handset first, the call signaling will be ignored and a free line will be activated.



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

This is how you pick up a telephone call if you are currently involved in a different telephone call



1. Press the blinking Line button.

The active connection is put on hold. The subscriber hears music on hold, and the incoming call is picked up

If you are already on a call, Call Signaling will not be shown in the display, only by a blinking Speed Dial. In other words, in order to pick up the call in this case, you need to have configured a Speed Dial. Also, you cannot see who the caller is.

14.6 How do I end a call?

You are having a telephone conversation and you would now like to end the call.

This is how you end a telephone call



1. Place the handset on the hook

or

1. Press the Disconnect button .

or

1. use the arrow buttons to select "Disconnect".

or

1. Activate the handsfree mode, i.e. if the speaker is activated and handset is on the hook, the Speaker button.



If you end a call and you have a second call on hold, a single telephone ring will be produced after five seconds have passed. Pick up the handset once again in order to directly connect to the caller on hold.

This is how you end one of several calls

You are having conversations with several subscribers at the same time. The active connection is the connection to the person you are currently talking to. All other subscribers, who are listening to music on hold while they wait, are connections on hold.

You can only end the active connection.



1. press the Disconnect button .

Or

1. Use the arrow buttons to select the menu item "Disconnect".
The line becomes free (inactive).
2. Press the Line button for one of the connections on hold.
The line on hold becomes active. You can continue the call.



If you have created the active connection yourself, putting the handset on hook will result in the transfer of this call to the call on hold. If you have several lines on hold, the active line will also switch to the state "On hold".

14.7 How do I telephone with a headset?

SwyxPhone L660 and SwyxPhone L680 have a headset connection and a preconfigured function key "Headset", so that you can use a headset to telephone. To use the headset, connect it to the telephone (see chapter 15.8, Using a headset, page 170).

This is how you pick up a call with the headset



1. When you receive a call, press the preconfigured "Headset" function key in order to pick up the call.

You can then telephone using the headset.

This is how you end a call with the headset



1. Press the "Headset" function key again to end the call.
The connection will be terminated.

This is how you switch between the Handset and the Headset



1. If you have begun a call using the headset and you would like to use the handset for the rest of the call, pick up the handset.
The handset is active.
2. If you would like to switch to the headset, press the "Headset" function key and put the handset back on the hook.
You can then continue your call on the headset.

For further information please refer to chapter 15.8, Using a headset, page 170.

14.8 How do I start an inquiry call?

You are having a telephone conversation and you would like to call another subscriber (Inquiry Call). Then you would like to alternately speak to both subscribers (Call Swap).

Example:

You are speaking to a customer (Subscriber A) and you would like to ask someone in the warehouse (Subscriber B), whether a certain article is in stock.

You begin a second call at the same time with Subscriber B. Then you can alternately speak with Subscriber A and Subscriber B (Call Swap).

While you are speaking with one subscriber, the other subscriber will hear music on hold.

When you end the call with one of the subscribers (using the menu item "Disconnect"), the corresponding line becomes free again. You can then switch to the line on hold.



If you were the initiator of the call on the active line and you place the handset on hook, the callers will be connected to each other.

This is how you call an additional subscriber



1. Activate a free Line button during an active connection.
You will hear the dial tone and you can now call a second subscriber.
2. Dial the number and wait until the connection is made.
The first call will be placed on hold, and your conversation partner will hear music on hold. The LED for the line on hold blinks.

14.9 How do I switch between lines (Call Swap)?

You are having conversations with several subscribers at the same time. The active connection is the connection to the person you are currently talking to. All other subscribers, who are listening to music on hold while they wait, are on the connections on hold. The switch between between the active line and the line on hold is also called "Call Swap".

Example:

Several calls are received at the operator desk and you would like to forward these calls to various colleagues, who, however, cannot be reached immediately. You can put the callers on hold, so that these

callers will hear music on hold. You can switch to these connections on hold at any time in order to inform the callers of the progress of your efforts to connect them to the correct colleagues.

This is how to swap between lines



1. Press the Line button with the connection on hold
The active call is put on hold. The other line will be activated. The LED of the active line glows, the LED for the line on hold blinks.



If you use the "Call Swap" function often, you can also assign this function to one of the configurable buttons. For further information please refer to chapter 16.5, *Configure function keys*, page 187.

This is how you call swap using the configured "Call Swap" button



1. Press the button "Call Swap".
You have now activated the next line.
By repeatedly pressing the "Call Swap" button you will switch between the active lines.



You can have as many calls simultaneously as you have lines. This means, however, that you have several calls on hold and one active line at the most.

14.10 How do I connect two subscribers to one another?

You are connected with two subscribers simultaneously. While you are talking to one of the subscribers, the other is on hold. This subscriber will hear music on hold. You can now connect these two subscribers to each other.

Example:

You are talking to Subscriber A on Line 1. Line 2 has a connection on hold with Subscriber B. You connect Subscriber A with Subscriber B.

This is how you connect two subscribers



1. Use the arrow buttons to select the menu item "Call transfer".
The line(s) on hold will be offered for connection to the active line.
2. Choose the line and press the "OK" button.



The subscribers are connected to one another. The lines of your SwyxPhone will become free (inactive).



When you directly connect subscribers, you may still be charged, even though you are no longer involved in their telephone call. These will only occur on your side if you set up one or both of the connections. If, for example, Subscriber A called you and you called Subscriber B to inquire about something, you will only be charged for the connection to Subscriber B. No costs will be charged if you are called by both Subscriber A and Subscriber B. However, if you have called both subscribers, you will be charged for both connections.

14.11 Transfer When Placing Handset on Hook

You can define whether the subscribers on the active line and the line on hold should be connected when you go on hook. The item "Transfer on Hookon" is available in the "Configuration" menu for this.



If this option is activated, you can connect the two callers to one another by simply placing the handset on hook. However, this only works if you set up the active call yourself. If you did not initiate the active call (i.e. you received the call), the connection will be terminated by hook on. The second call will remain on hold.

Example:

Subscriber A is called by C. Then subscriber A begins a second call on another line to subscriber B (e.g. for an Inquiry Call). If A goes on hook, subscribers B and C are then connected to one another.

If the option "Transfer on Hookon" is deactivated, the active call will always be ended and the other one will still be kept on hold.

14.12 How do I transfer a call without Inquiry?

Your SwyxPhone can be used to accept incoming calls and then to transfer these calls to another subscriber, without waiting for the new subscriber to answer. You can connect two subscribers even though there is not yet an active connection to one of the subscribers.

This is how you transfer a call without inquiry

You currently have a call (e.g. with Subscriber A) and the line is active. You are having a telephone conversation with subscriber A.



1. Press a free Line button.
2. Now select the number of the subscriber to whom you would like to transfer the call (Subscriber B).
3. Use the arrow buttons to select the menu item "Call transfer".
4. Press the "OK" button.
5. Use the arrow buttons to select the subscriber (here Subscriber A) whom you want to connect to the other subscriber.
6. Press the "OK" button.
Your caller (Subscriber A) will hear ringing, and "Call Transfer" appears on your display. The line on which you initiated the second call will become free and the first line will change its status from "Hold" to "Transferring". Your previous caller (Subscriber A) hears the telephone ring.
7. The person called (Subscriber B) sees the transferred call on his display:

**<Subscriber A>
==> <Transferred from>**

The call can be picked up by Subscriber B.

8. To pick up the call again, activate the corresponding Line button.



In case the caller to whom the call should be transferred is not available, please remember that the call may be forwarded with some delay (after more than 20 seconds). If the call is forwarded to Voicemail, the call transfer will automatically be interrupted, the caller is once again put on "Hold" and will hear the normal music on hold.

14.13 How do I forward a call?

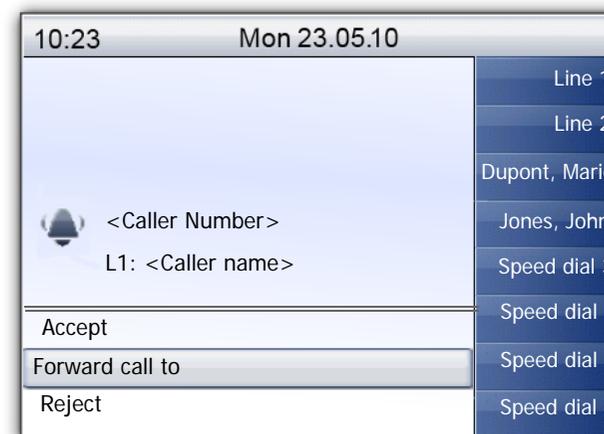
If you are receiving a call you can transfer this call while it is still ringing to another subscriber or to your Voicemail.

This is how you transfer a call without accepting

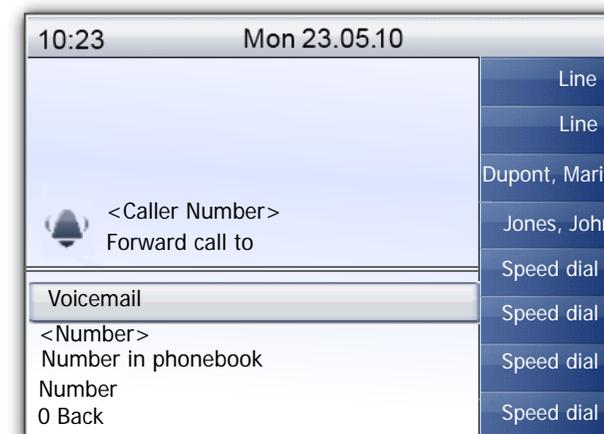
You receive a call, it rings.



1. Use the arrow buttons to select the menu item "Forward call to" and press the "OK" button.



2. Now select the forwarding destination with the arrow buttons:
 - your voicemail (This option is only available if the Voicemail functions are configured.),
 - the number that you have defined as the destination for Call Forwarding Unconditional,
 - a number in the phonebook,
 - any number.



- Press the "OK" button.
The call is then immediately transferred.

14.14 The Secondary Call

You can use the "Secondary Call" function to define whether you are available for an additional subscriber during a call. You can set this option in the main menu or during a call.

This is how you switch the Secondary Call function on / off

The telephone is in an inactive state.



- Press the button → .
The main menu will open.
- Use the arrow buttons to select the menu item "Secondary call".
You will see in the display the currently valid setting, "on" or "off":

| 10:23 | | Mon 23.05.10 | |
|-----------|----------------------|---------------|--|
| 1 | Caller List (XX) | Line 1 | |
| 2 | Phonebooks | Line 2 | |
| 3 | Lists | Dupont, Marie | |
| 4 | Forwardings | Jones, John | |
| 5 | Charging info | Speed dial 3 | |
| 6 | Do not Disturb | Speed dial 4 | |
| 7 | Secondary call = off | Speed dial 5 | |
| 8 | Configuration | Speed dial 6 | |
| Main Menu | | | |

- Press the "OK" button to activate or deactivate Secondary Call.

14.15 How do I forward a call?

You can forward incoming calls

- to another telephone number (internal or external) or
- to your Standard Voicemail.

There are several different methods for forwarding incoming calls:

- Call Forwarding Unconditional:**
The call is then immediately transferred.
- Call Forwarding Busy:**
Your line is busy, which means that you are currently telephoning and you have not allowed a secondary call or you are telephoning on all configured lines.
- Call Forwarding No Reply:**
The telephone rings several times at your desk but you do not pick up the call.

The type of redirection to be applied to all of your incoming telephone calls is defined in the "Forwarding" context menu:

| 10:23 | | Mon 23.05.10 | |
|-----------------|----------------------|---------------|--|
| 1 | Uncondit. = <Status> | Line 1 | |
| 2 | If busy = <Status> | Line 2 | |
| 3 | No Reply = <Status> | Dupont, Marie | |
| 0 | Back | Jones, John | |
| | | Speed dial 3 | |
| | | Speed dial 4 | |
| | | Speed dial 5 | |
| | | Speed dial 6 | |
| Call Forwarding | | | |

14.15.1 The "Forwarding" Button

You can use the "Forwarding" button to activate or deactivate the forwarding defined in the "Call Forwarding Unconditional" context menu (see This is how you activate Forwarding Unconditional, page 149).

14.15.2 Define Call Forwarding Unconditional

You can enable Call Forwarding Unconditional if you do not wish to receive any calls from this time on. All incoming calls are forwarded immediately to the specified destination.

There are different options for the forwarding of the call:

- no call forwarding,
- to Voicemail,
- <Phone number>,
- <Phonebook>.

This is how you activate Forwarding Unconditional



1. Press the "Redirection" button  .
The last configured forwarding destination is offered for selection.
2. Press the "OK" button if you want to continue to have your calls forwarded to this destination.

The Forwarding button glows and you will see on your display that immediate redirection has been activated. In this case, calls will be redirected the same way as in the last activation of Immediate Redirection or according to the default setting.

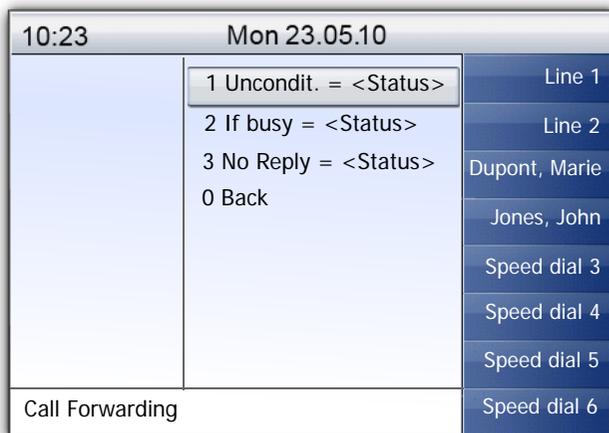


To switch off unconditional forwarding, press the "Forwarding" button again.

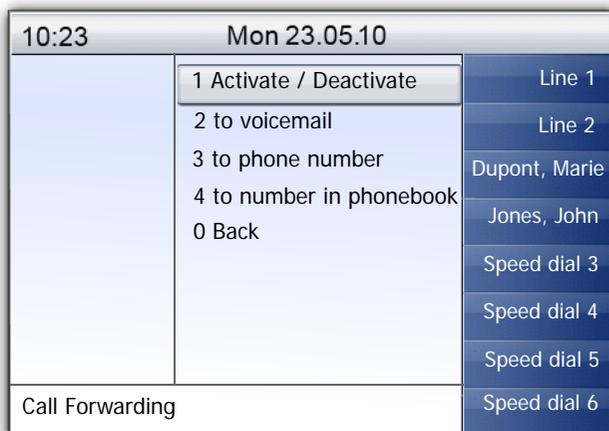
Or

1. Press the button  .
The main menu will open.
2. Use the arrow buttons to select the menu item "Forwardings" and press the "OK" button.

The following appears on the display:



3. Choose "Unconditional" and press the "OK" button.
The following will appear:



4. Select "Activate".
Incoming calls will be forwarded to the specified destination.
5. To forward the call to a different destination, use the arrow keys to select the required menu item, and press OK.



Your Voicemail can be configured using SwyxIt!. For further information, please refer to the SwyxIt! documentation. If Remote Inquiry has been configured for you, you can also change your Voicemail announcement and the destination of your (Call) Forwarding Unconditional from the menu of Remote Inquiry (see chapter 15.3, *Remote Inquiry*, page 158).

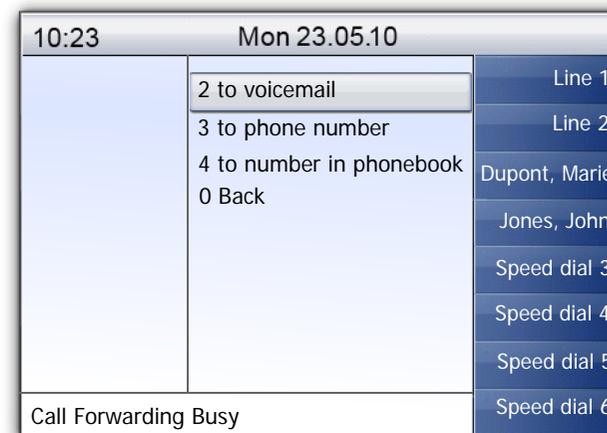
14.15.3 Define Forwarding Busy

This is where you specify how incoming calls are redirected if all your lines are busy. If a secondary call is disabled, further incoming calls during a telephone conversation will be handled as for busy lines.

This is how you define "Call Forwarding Busy"



1. Press the button → .
The main menu will open.
2. Use the arrow buttons to select the menu item "Forwardings" and press the "OK" button.
3. Choose "If busy" and press the "OK" button.
The following will appear:



4. Choose the appropriate menu item and press the "OK" button.
5. Specify the destination, or enter a number, and press the "OK" button.

Incoming calls will be forwarded to the specified destination, if you are currently telephoning and the option "Secondary Call" is deactivated or all lines are busy.



Your Voicemail can be configured using SwyxIt!. For further information, please refer to the SwyxIt! documentation. If Remote Inquiry has been configured for you, you can also change your Voicemail announcement and the destination of your (Call) Forwarding Unconditional from the menu of Remote Inquiry (see chapter 15.3, *Remote Inquiry*, page 158).

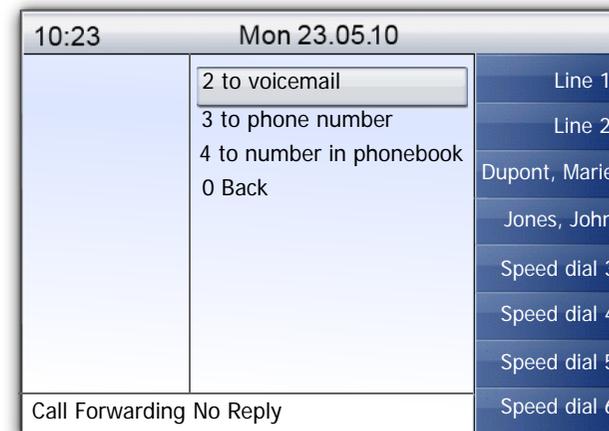
14.15.4 Call Forwarding No Reply

If Forwarding No Reply is activated, incoming calls are signaled. If the call is not picked up within the defined time limit, it will then be forwarded to another number or to your Voicemail.

This is how you define Call Forwarding No Reply

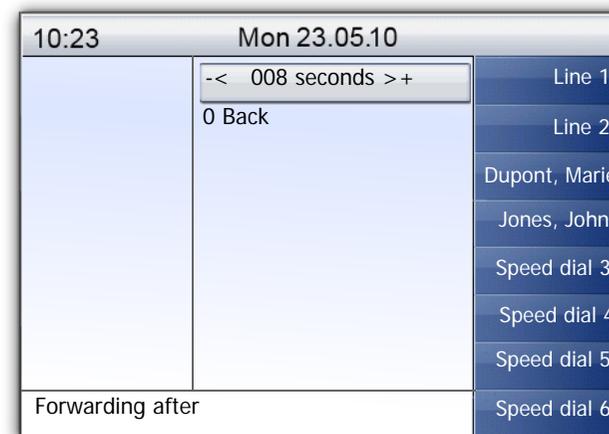


1. Press the button → .
The main menu will open.
2. Use the arrow buttons to select the menu item "Forwardings" and press the "OK" button.
3. Choose "No Reply" and press the "OK" button.
The following will appear:



4. Choose the forwarding destination you want, and press the "OK" button.
5. Specify the destination, or enter a number, and press the "OK" button.

Then the time delay will appear on the display:



Here you can use the arrow buttons to set the time delay (between 1 and 180 seconds) after which the incoming call should be forwarded.

6. Press the "OK" button.

Forwarding No Reply is activated.

For further information on the various configuration options see Chapter 16.2.1, Forwardings, page 176.



Your Voicemail can be configured using SwyxIt!. For further information, please refer to the SwyxIt! documentation. If Remote Inquiry has been configured for you, you can also change your Voicemail announcement and the destination of your (Call) Forwarding Unconditional from the menu of Remote Inquiry (see chapter 15.3, Remote Inquiry, page 158).

14.15.5 Signaling a Forwarding

If a call is forwarded to you, the following message will appear on the display:



The number or the name of the caller will be given in the display, as will the number or name of the destination subscriber.

To pick up the forwarded call, lift the handset.

Or

- press the corresponding Line button.

Or

- select "Pick Up" with the arrow buttons, and confirm with the "OK" button.

Or

- Press the Speaker button.

14.16 How do I use the Phonebook?

Frequently used numbers are stored in the Phonebook. You can then dial these numbers directly from the Phonebook. In the SwyxPhone L660/SwyxPhone L680 the phonebooks are displayed in structured form with the help of tabs:

"System" Tab

You will find the following phonebooks under the "System" tab:

- Global Phonebook

The Global Phonebook is available to all users. The system administrator or user with the appropriate authorization can add further phone numbers to this Global Phonebook. The Global Phonebook also contains call numbers of individual groups.

- Personal Phonebook

You can store, edit or delete your personal numbers in the Personal Phonebook.



These are the phonebooks that you also access from your SwyxIt!. All changes that you make in these phonebooks on your SwyxPhone will be synchronized with the data that is backed up on SwyxServer.

"Corporate" and "Personal" tabs

In the SwyxPhone L660/SwyxPhone L680 there are two further phonebooks:

- the "Corporate" phonebook and
- an additional personal phonebook

Please note that entries you store in these phonebooks are stored only on this device. There is no synchronization with the data on SwyxServer. Also, other users who log on to your SwyxPhone L660/SwyxPhone L680 at another time can view and change the entries in these phonebooks.

The following description therefore refers to the Global and Personal Phonebooks under the "System" tab.

This is how you call a subscriber from the Phonebook



1. Press the menu button "Phonebooks"  repeatedly, until the "System" tab is active.
2. Select the relevant Phonebook (Global or Personal) and press OK. The list of subscribers will appear.
3. Select the subscriber you want to call, using the arrow buttons or the navigation wheel.
4. Press the "OK" button.
5. Confirm your selection again with the "OK" button. The connection will be set up.

For more information on editing entries in your Personal Phonebook, please see Chapter 16.4.2, Phonebooks, page 180.



To make it easier to search for an entry in an extensive Phonebook, you can enter the first letter of the subscriber's name. This is done with the numeric keypad: for example, to enter an "F", press the "3" button three times, for an "S", press the "7" button four times. If a letter is entered in this manner, a short beep will be produced after one second and you can then enter the next letter. If no further entry is made in the following three seconds, you must once again begin with the first letter for the next search.

14.17 Speaker and Handsfree Telephone

To enable all those present in the room to follow a telephone conversation, you can use the speaker. To allow those present to participate in the conversation too, you also have a complete Handsfree Telephone (speaker and microphone).

14.17.1 Activating/Deactivating the Speaker During a Call

You are telephoning and using the handset.



This is how you activate/deactivate the speaker during a call

1. Press the Speaker button  .
The Speaker button glows. The speaker is active. The call will continue via the microphone in the handset.
2. Press the Speaker button again to continue the conversation on the handset only.
If you hang up while the speaker is active, the call is ended and the Speaker button goes dim.



You can also switch the speaker on or off via the menu during a call.

14.17.2 Activating/Deactivating the Microphone During a Call

You are telephoning and using the handset.

You want to interrupt the call briefly. You don't want your call partner to hear you during the pause.



This is how you activate/deactivate the microphone during a call

1. Press the "Microphone" button  .
The button will glow. The microphone is inactive. Your call partner can no longer hear you.
2. If you press the "Microphone" button once more, the microphone will be reactivated.

Or

1. Use the arrow buttons to select the menu item "Microphone = on" and press the "OK" button.



The displayed text changes to "Microphone = off". Your call partner can no longer hear you.

2. If you press OK once more, the microphone will be reactivated.

14.17.3 Activating the Handsfree Facility During a Call

You are telephoning and using the handset. The speaker can be either on or off.



This is how you activate the handsfree facility during a call

1. Press the Speaker button  and keep it pressed while you put the handset on the hook.
2. Release the speaker button.
The handsfree facility is activated.

14.17.4 Deactivating the Handsfree Facility During a Call

You are telephoning and using the handsfree facility. The handset is put on the hook.



This is how you deactivate the handsfree facility during a call

1. Simply lift the handset.
The call will be held exclusively via the handset. The Speaker button will go out.



If you press the Speaker button during the call or deactivate the speaker in the shortcut menu, the call will be disconnected.

14.17.5 Activate handsfree facility for outgoing call

The handset is put on the hook. The line is idle.



This is how you activate the handsfree facility for an outgoing call

1. Press the Speaker button  .
The handsfree telephone will be activated. You hear the dial tone.
2. Dial the number you want.
The call will be initiated. As soon as your call is picked up, you can carry on the conversation handsfree.
3. To carry on the call with the handset, lift the handset.

14.17.6 Activating the Handsfree Facility for an Incoming Call

It is also possible to pick up a call with the Speaker button or with the corresponding Line button. If you have picked up the call in this manner, the handsfree function is activated. You then have the call using the handsfree facility.

14.17.7 Regulating the Volume

The volume control (sensor slider) lets you adjust the volume of the speaker and the handset, depending on which one is currently active. The longer the blue light bar, the higher the volume is. You alter the volume setting by running your fingertips over the slider. The setting will stay at this level for the next call.

If you press the volume control while the speaker is off during a call, the volume of the handset speaker will change.



If you press the volume control while the telephone is inactive, the volume of the ringing tone is adjusted.

14.18 Configuring the Ringing tone

Touch the volume control to regulate the volume of the ringing tone. If you sweep over the slider while your SwyxPhone L660/SwyxPhone L680 is ringing, the volume will be adjusted.

For further information please refer to chapter 16.3.1, Ringing, page 177.

14.19 Charging info

From the main menu, select the menu item “5 > Charging info”.

| 10:23 | | Mon 23.05.10 | |
|-----------|------------------------|--------------|---------------|
| | 1 Caller list | | Line 1 |
| | 2 Phonebooks | | Line 2 |
| | 3 Lists | | Dupont, Marie |
| | 4 Forwarding | | Jones, John |
| | 5 Charging info | | Speed dial 3 |
| | 6 Do not Disturb | | Speed dial 4 |
| | 7 Secondary call = off | | Speed dial 5 |
| | 8 Configuration | | Speed dial 6 |
| Main Menu | | | |

This is how you receive the exact amount of the charges incurred for your last call. This information is retained until the next connection is set up.



This calculation of the charges depends on the data provided by your telephone service provider. Ask your system administrator or your telephone service provider.

15 SwyxPhone L660/SwyxPhone L680 for Experts

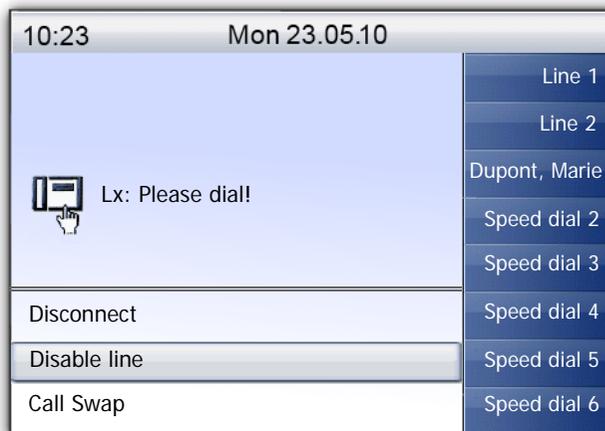
This chapter contains information about the use of special functions which go beyond "normal" telephoning, such as conference calls or the allocation of project codes, for example.

15.1 Disabling Lines (Wrap-up Time)

You can specifically block a line for further incoming calls, for example, in order to have enough time to process a customer inquiry after a call from a customer. Your SwyxPhone is then busy for further incoming calls. If you would always like to have a wrap-up time configured for a line, you must define this when configuring the line (see chapter 16.6, Configure Line buttons, page 190).

How to disable a line

1. Press the corresponding Line button.
The LED will glow.



2. Select the menu item "Disable Line" with the arrow buttons, and press the "OK" button:
The line is disabled. The LED glows with brief interruptions.

This is how you enable a disabled line

1. Press the corresponding Line button.
The LED will glow.



2. Select the menu item "Enable Line" with the arrow buttons, and press the "OK" button:
The line is enabled again. LED will go out.

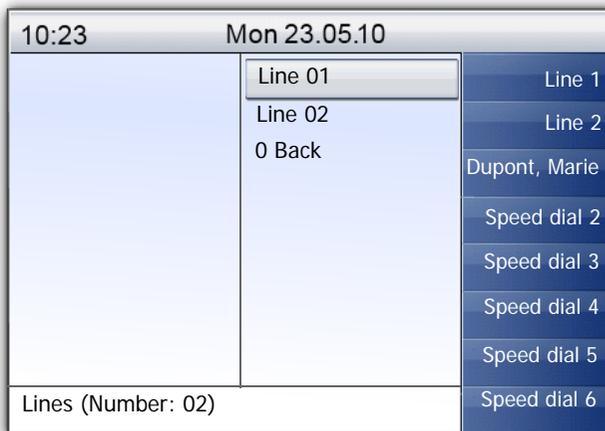
This is how you set the wrap-up time

1. Press the button → .
The main menu will open.
2. Select the menu item "8 Configuration" with the arrow buttons, and press the "OK" button.
The following appears on the display:

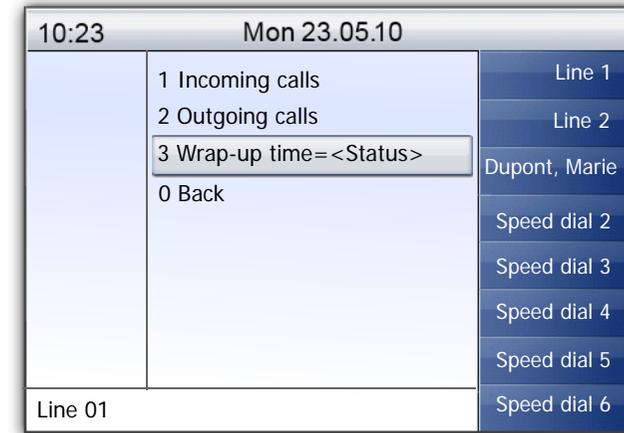




3. Select "Lines".



4. Select the line for which you want to set the wrap-up time, and press OK.
The following will appear:



5. Choose "Wrap-Up time" and press the "OK" button.
The following will appear:



6. Press OK to switch the wrap-up time on or off.
7. Select "Time period" to change the wrap-up time.
8. Enter the desired duration in seconds (5-1800s) and press OK.
The wrap-up time for the line in question is defined and enabled.

15.2 Voicemail inquiry

A Voicemail is a spoken message in the form of a WAV file.

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

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

- the message "Voicemail available" appearing on the SwyxPhone L660/SwyxPhone L680 display,
- a briefly interrupted (stuttered) dial tone,
- the illumination of the Voicemail button.

If you have e-mail access, your Voicemails will be sent to your e-mail address if this has been entered for your SwyxPhone during installation.

You can check your voicemails with the SwyxPhone L660/SwyxPhone L680 or directly from your e-mail program.

Voicemail Options in your E-mail Program

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

- Message as an e-mail attachment (audio file) You can listen to this comfortably on your PC, and then save or forward the file.
- Direct starting of a callback from the e-mail (only in SwyxIt! or with CTI)
- Direct sending of an e-mail to the caller (it must be possible to resolve the user name for this.)
- Link for listening to Voicemail directly by Remote Inquiry (only in SwyxIt! or with CTI)

This is how you check your voicemail with SwyxPhone L660/SwyxPhone L680

You have new Voicemails:



1. Press the menu button "Voicemail" .
2. Select the menu item "Voicemail inquiry" with the arrow buttons, and press the "OK" button.

A connection to the SwyxServer will be initiated immediately for checking the voicemail.



If no Voicemail has been configured for you by the administrator, the menu item "Voicemail inquiry" will not be displayed.

15.3 Remote Inquiry

You can also check your Voicemail by Remote Inquiry from any phone connection. To do this, your Standard Voicemail must be configured appropriately.

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

You will receive a PIN (Personal Identification Number) from your administrator. If, in addition to your SwyxPhone, you also have the option of configuring the standard remote inquiry in SwyxIt!, you can also change the PIN there.



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

This is how you listen to your Voicemails remotely

In order for a received call to be picked up by your Standard Voicemail and in order for you to have the option of Remote Inquiry, you must configure your call forwarding accordingly. This means that an incoming call must reach your Standard Voicemail and may not be redirected. For further information, please refer to the SwyxIt! documentation.



1. Dial your SwyxWare phone number.
The call is picked up and you hear the welcome announcement of your Voicemail.
2. Press the *-key during the welcome announcement.
You will hear the welcome announcement of the Remote Inquiry and will be asked to enter your PIN.



You will not be prompted to enter your PIN if you are calling from your own extension number.

3. Enter your PIN and complete the entry with the # key.
4. If new Voicemails have been received, you will first be given the total number of Voicemails.
Then all of the new Voicemails will be played, beginning with the one most recently recorded. The sender information of each Voicemail is given first.

- Date received
- Time
- Caller's number (if available)
- Name of the caller, if this can be determined for internal calls by the system (For further information, please refer to the SwyxIt! documentation.)

and finally

- the recorded Voicemail.

You can use the * key to skip the current message (sender information or recorded Voicemail).

The following options are available to you during the output of a Voicemail:

| Button | Effect |
|---|---|
|  | Connect to the caller (if possible) |
|  | Back to the beginning of the mail |
|  | Forward to the end of the mail |
|  | 10 seconds backward |
|  | Stop/Start Output (Pause) |
|  | 10 seconds forward |
|  | Switch to the previous Voicemail |
|  | Switch to the next Voicemail |
|  | Main Menu |
|  | Switch to the next information (Date, Time, Number, Mail Content) |
|  | Help |

If you have no new Voicemails, you will find yourself in the main menu. Here you can listen to all available Voicemails and configure your Call Forwarding Unconditional (see This is how you change the settings for Forwarding Unconditional per Remote Inquiry, page 160).

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

| Button | Effect |
|---|--|
|  | Connect to the caller (if possible) |
|  | Repeat the current Voicemail |
|  | Delete the current Voicemail. Confirm with  |
|  | Answer per Voicemail (only possible for internal use) |
|  | Forward to an internal number |
|  | Switch to the previous Voicemail |
|  | Switch to the next Voicemail |
|  | Main Menu |
|  | Help |

After the new Voicemails have been played, you will be shown the main menu. The following options are available:

| Button | Effect |
|---|---|
|  | End Remote Inquiry (=Hook on) |
|  | Inquiry of all Voicemails (most recent first) |

| Button | Effect |
|---|---|
|  | Inquiry of all E-mails |
|  | Configuration of the Immediate Redirection |
|  | Record note |
|  | Change Voicemail Announcement |
|  | Delete all Voicemails. Confirm with  |
|  | Help |

6. End Remote Inquiry by going on hook.

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

The name announcement, which other internal subscribers hear when listening to a Voicemail you have left, can be recorded using SwyxIt!. Ask your system administrator should you have questions about this.



If you change your Windows password, you must also adjust this in the configuration of the remote enquiry with SwyxIt!, or contact your administrator.



Note that Remote Enquiry only covers voicemail that is present as e-mail in the Outlook folder which you specified in the Remote Enquiry configuration. You can adjust the configuration of the remote enquiry with the help of SwyxIt!, or it will be done by the administrator.



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



If you end Remote Inquiry in the main menu with '0', other actions of the Call Routing Manager can still be applied. For further information, please refer to the documentation "Call Routing Manager".

15.3.1 Change Forwarding Unconditional

You can also use the Remote Inquiry menu to change the settings for Forwarding Unconditional. You can choose between

- a Forwarding Unconditional to a number,
- a Forwarding Unconditional to standard Voicemail or
- deactivation of Forwarding Unconditional.

This is how you change the settings for Forwarding Unconditional per Remote Inquiry

In order to take advantage of this, Remote Inquiry must be configured for you.



1. Dial your SwyxWare phone number.
The call is picked up and you hear the welcome announcement of your Voicemail.
2. Press the *-key during the welcome announcement.
You will hear the welcome announcement of the Remote Inquiry and will be asked to enter your PIN.
3. Enter your PIN and complete the entry with the # key.



You will not be prompted to enter your PIN if you are calling from your own extension number.

4. If you have received new Voicemails, you will be given the opportunity to listen to them.
5. To open the main menu, press '9'.

The following options are available in the main menu:

| Button | Effect |
|---|---|
|  | Inquiry of all Voicemails (most recent first) |
|  | Inquiry of all E-mails |
|  | Configuration of the Immediate Redirection |
|  | Record note |
|  | Change Voicemail Announcement |

| Button | Effect |
|--------|-------------------------------------|
| | Delete all Voicemails. Confirm with |
| | Help |
| | End Remote Inquiry (=Hook on) |

6. To change Forwarding Unconditional, press '4'. The current status of Forwarding Unconditional will be given. You will then have the following options for changing your Forwarding Unconditional:

| Button | Effect |
|--------|--|
| | Activate redirection to the saved number The Call Forwarding Unconditional to the saved destination number will be activated. If no destination number is saved, you will be prompted to enter a number. |
| | Activate redirection to Voicemail The Call Forwarding to your Standard Voicemail will be activated. |
| | Deactivate the redirection Call Forwarding Unconditional is switched off. Please note that in this case other rules of the Call Routing Manager can be applied. |
| | Save a new destination for forwarding Here you can enter a new destination number and end with . Call Forwarding Unconditional to this number is then activated. |
| | Current status of Call Forwarding The current status of Call Forwarding Unconditional will be given. |
| | Change Voicemail Announcement |

| Button | Effect |
|--------|---|
| | Main Menu The remote configuration of Call Forwarding Unconditional is ended and you return to the main menu. |
| | Redirection to the current Caller ID (only possible if the CallerID is available) |
| | Help |

15.4 Project Codes

SwyxWare can record the data of individual telephone calls in CDRs (Call Detail Records) and assign different project codes to them. This data can then be evaluated later. For further information, please refer to the SwyxWare Administrator documentation.

To associate a call to a project, you must enter the assigned project code before making the call.

This is how you assign a call to a project

1. Enter '*' and then the project code.
2. End the entry of the project code with '#'.
3. Then immediately dial the destination number as usual.



The project code will now be recorded in the Call Detail Record (CDR) by SwyxWare.



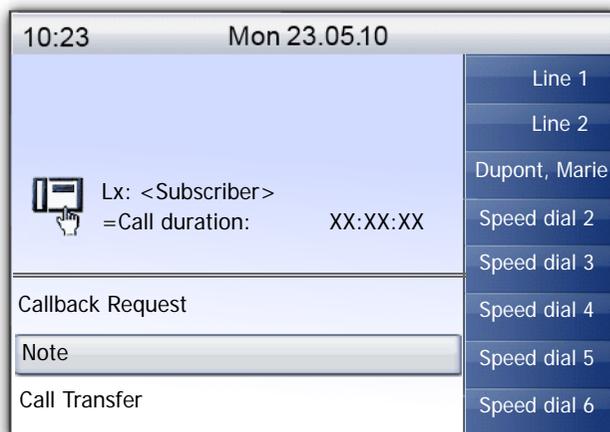
You can also, for example, assign a project code to a Speed Dial (e.g. *123#, Option: activate "Clear display before calling" and deactivate "Immediate dial") and then activate a corresponding contact partner on a second Speed Dial (e.g. 00123 4567, please do not activate "Clear display before calling" here). If you would now like to assign a conversation with your contact partner to a project, press the Speed Dial with the code first and then the button with the telephone number.

15.5 Note

You can add entries to your Personal Phonebook during a call.

This is how you create a note during a call

You are having a telephone conversation.



1. Select the menu item "Note" with the arrow buttons, and press the "OK" button.

The following appears on the display:



2. Enter the number of the new entry in the Personal Phonebook, and end your input with the "OK" button.
The following appears on the display:



3. Enter the name for the new entry in the Personal Phonebook, and end your input with the "OK" button.

The new entry in the Personal Phonebook is saved.



Use the numeric keypad: for example, to enter an "F", press the "3" button three times, for an "S", press the "7" button four times. When a letter is entered, a short beep will be produced after one second and you can then enter the next letter.



If while creating a note you enter the number but not the name, the following entry will appear in your personal Phonebook in the first position: "<No Name>:<Number>". You can then process this entry in your personal Phonebook.

15.6 Callback request

SwyxWare offers the option of leaving callback requests on other internal subscribers' phones. The subscriber can then call back later. If the subscriber you are calling is busy, you can start a "Callback on busy". In this case an new call is suggested as soon as the subscriber is available again.

The list "My Callback Requests" serves for managing the callback requests you have made. The callback requests directed to you are given in the list "Callback Requests".

If you call another subscriber within your company and the connection is not completed (e.g. speaking, busy, call not picked up, absent), you can make a callback request.

There are two different situations:

- Callback on busy, i.e. the person called is speaking
- Callback (when the line is idle and the call is not picked up or is forwarded to Voicemail)

15.6.1 Callback on busy

You call a subscriber in your company and this person is currently speaking on the phone. You receive the message "Busy" or "Call waiting", depending on whether the person called has allowed a second call. (In the Caller List of the person called, an entry appears - as is the case for every call.) If you now select the "Callback" option, the person called will not receive any further signal and the call waiting signal will stop. If the person called has ended his call, this will be signaled by a brief tone and a message on your display. You can start the callback.

This is how you make a callback request if the line is busy

You call an internal subscriber. The other subscriber is currently speaking on the phone.

1. Select the menu item "Callback request" with the arrow buttons, and press the "OK" button.

Your call will be ended. On your display you will see the message "Terminated - Callback requested". An entry will be created in your "My Callback Requests" list..

If the person called has ended his call, this will be signaled by a brief tone and a message on your display.

2. You can start the callback directly by lifting the handset. (see This is how you start Callback on busy, page 163).



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

This is how you start Callback on busy

You have made a Callback on busy request.

1. The person called ends his call.

A signal tone will be produced. The following appears on the display:



2. Select the menu item "Pick Up Call" with the arrow buttons, and press the "OK" button.

The call will be initiated.

If you do not confirm the new call within 20 seconds, the "Missed Callbacks" display will appear. The entry in the list "My Callback Requests" will change to "Was free. Retry?".

1. Confirm the message "Missed Callbacks" with the "OK" button. The list of missed callbacks is displayed.
2. Select the entry you want.
 - If you would like to call back to the displayed subscriber immediately, lift the receiver or press the Speaker button.
 - If you would like to see the details for this callback attempt, press the "OK" button. Details for this callback attempt, such as date and time, will be displayed. You can dial this number again or you can delete it.

If a connection is made to the person originally called, the entry in the "My Callback Requests" list will be deleted automatically.

This is how you reject Callback on busy

You have made a Callback on busy request.

1. The person called ends his call.

A signal tone will be produced. The following appears on the display:



2. Select the menu item "Reject Call" with the arrow buttons, and press the "OK" button.
The entry in the "My Callback Requests" list will be deleted.

This is how you delete Callback on busy

You have made a Callback on busy request.

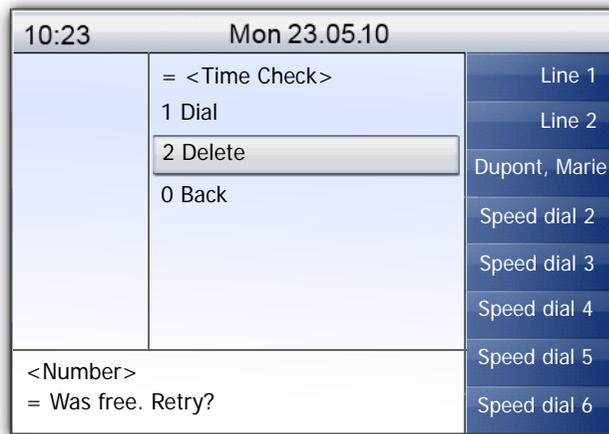
1. Press the button → .
The main menu will open.
2. Use the arrow buttons to select the menu item "Lists".
The following will appear:



3. Press the "OK" button.
The "My Callback Requests" list will open:



4. Select the entry you want to delete, and press OK.
5. The details for this callback request will be displayed.



- Choose "Delete" and press the "OK" button.
The entry will be deleted.

15.6.2 Callback if idle

You call another internal subscriber and this call is not picked up. You receive the message "Ringing" or the Voicemail announcement.

You make a callback request. This request will be entered with "Callback requested" in your "My Callback Requests" list. If the person called edits his Caller list or the Callback list, he can

- start the callback from his Caller List (SwyxIt!) or his "Callback Requests" list (SwyxPhone).

If you then pick up the callback, the callback request in your list will be deleted.

If no connection is made, the callback request will remain unchanged.

- ignore the Callback Request.

If the person called ignores the entry in his list, the extension to the entry will change to "Callback obsolete".

- delete the callback request in the Caller List.

The complete entry will be deleted in the list of the person called, and in your "Callback Requests" list, the entry will change to "Callback obsolete".

This is how you make a callback request when the line is idle

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



- Use the arrow buttons to select the menu item "Callback Request".
An entry will be created with "Callback requested" in your "My Callback Requests" list. The person called will be signaled your callback request.
Your call will be ended.

This is how you answer a callback request

You have received a callback request and in your display you see the list "New callback requests (XX)".



- Press the "OK" button.
The "Callback requests" list will appear.
- Select the caller and lift the handset.
The caller will be called back.
If you want to ignore the callback request, select "Ignore" and press the "OK" button.



After you have opened the "New Callback Requests" list, all entries will be transferred to the "Callback Requests" list, even those which have not yet been displayed.



The entry in your "My Callback Requests" list will be deleted in any case if a connection to the person called is successfully made. At the same time, the entry in the Caller List of the person called will change to "Callback obsolete".

“My Callback Requests” List

In the “My Callback Requests” list you will find all callbacks that you have requested yourself.

This is how you open the “My Callback Requests” list

1. Press the button → .
The main menu will open.
2. Select the menu item "Lists" with the arrow buttons, and press the "OK" button.
3. Choose "My Callback Requests" and press the "OK" button.
The “My Callback Requests” list will open.



| 10:23 | | Mon 23.05.10 | |
|--------------------------|--------------|--------------|---------------|
| | Jones, Tom | | Line 1 |
| | 1 Clear list | | Line 2 |
| | 0 Back | | Dupont, Marie |
| | | | Speed dial 2 |
| | | | Speed dial 3 |
| | | | Speed dial 4 |
| | | | Speed dial 5 |
| | | | Speed dial 6 |
| My Callback 01/01 <Date> | | | |

4. Choose the appropriate entry and press the "OK" button.
Details for this entry will be displayed:
 - Callback on busy
You have made a callback request of a subscriber whose line is busy. This subscriber is still telephoning.
 - Callback requested
You have made a callback request of a subscriber whose line is idle. No connection was successfully made.
 - Callback obsolete
You have made a callback request of a subscriber whose line is idle. After this, the callback has either been ignored by the other subscriber, was answered per e-mail or deleted.

You can select an entry in this list, delete individual entries or the entire list. When deleting, the “Callback requested” entries will be deleted from the list of the other subscriber.

“Callback Requests” List

In the “Callback Requests” list you will find all callbacks that have been directed to you.

This is how you open the “Callback Requests” list

1. Press the button → .
The main menu will open.
2. Select the menu item "Lists" with the arrow buttons, and press the "OK" button.
3. Choose "Callback Requests" and press the "OK" button.
The “Callback Requests” list will open.



| 10:23 | | Mon 23.05.10 | |
|-----------------------|--------------------|--------------|---------------|
| | Jones, Tom <Time> | | Line 1 |
| | Jones, John <Time> | | Line 2 |
| | 1 Clear list | | Dupont, Marie |
| | 0 Back | | Speed dial 2 |
| | | | Speed dial 3 |
| | | | Speed dial 4 |
| | | | Speed dial 5 |
| | | | Speed dial 6 |
| Callback 01/02 <Date> | | | |

4. Choose the appropriate entry and press the "OK" button.
You can
 - with “Callback” or
 - “Ignore”.
 If you delete the list, the corresponding entry in the caller’s list will be marked as “Callback obsolete”.

The “Missed Callbacks” List

In the “Missed Callbacks” list you will find all callbacks on busy, which were prompted because the person called had finished his conversation, but were not confirmed by you.

This is how you open the “Missed Callbacks” list

The following appears on the display:

| 10:23 | | Mon 23.05.10 | |
|------------|------------------|---------------|--|
| | Missed Callbacks | Line 1 | |
| | | Line 2 | |
| | | Dupont, Marie | |
| | | Speed dial 2 | |
| | | Speed dial 3 | |
| | | Speed dial 4 | |
| | | Speed dial 5 | |
| Jones, Tom | | Speed dial 6 | |



1. Press the "OK" button.
The “My Callback Requests” list will open.
2. If you select the required entry in this list, you can start this callback again or delete it.

The “Missed Callbacks” list will remain in the display until it contains no entries.

15.7 Conference

With SwyxWare you can join internal and external subscribers to form a conference. Furthermore, you can add new subscribers to an existing conference. Alternatively, you can also arrange to meet with other subscribers in a conference room. In a conference room you can take an active part in the conversation or only act as a listener.

15.7.1 Starting a Conference

If you have at least one active line and one line on hold, the entry "Conference" appears in the available menu. This provides you with the option of creating a conference between these subscribers and yourself.

This is how you start the conference

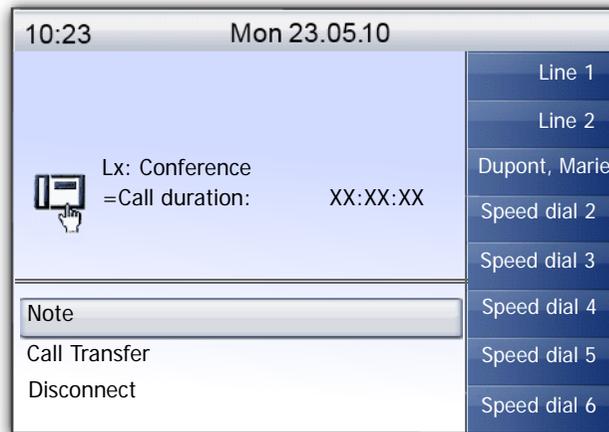
You are having conversations with several subscribers at the same time. The active connection is the connection to the person you are currently talking to. All other subscribers, who are listening to music on hold while they wait, are on connections on hold.



1. Select the menu item "Conference" with the arrow buttons, and press the "OK" button.

All of the individual calls which you are currently having, both the active and held calls, will be joined into one conference. All lines, except for the conference line, will be free again. A welcome signal will be produced for all participants.

The following appears on the display for all participants:



You can only start one conference at a time. However, you can participate in other conferences. These conferences must have been started by other subscribers.

15.7.2 Inquire and Add

During a conference you can start an inquiry to another subscriber. After this inquiry you can add the other subscriber to the conference. The other subscriber for his part can create a conference of which you are a member. In this situation, you can then use the "Conference" button to join both conferences into one.

This is how you start an Inquiry Call from a conference

You are a participant in a conference.



1. Press a free Line button
- or
1. Use the arrow buttons to select the menu item "Call Swap".
The line with the conference will be put on "Hold".
 2. Dial the number you want.
The new connection will be set up.
 3. If you would like to end the call to the subscriber you made an inquiry call to, put the handset on the hook or press the corresponding Line button.

This is how you add an additional subscriber to a conference



1. Press a free Line button.
- or
1. Use the arrow buttons to select the menu item "Call Swap".
 2. Dial the number you want.
 3. Once you have reached the new participant, i.e. the connection exists, select "Conference" with the arrow buttons and press the "OK" button.

A welcome signal will be produced for all conference participants. A new subscriber has been added to the conference.



If one conference participant puts his conference line on "Hold" and then returns to the conference, no welcome signal will be produced.

15.7.3 Leaving or Ending a Conference

To leave the conference, put the handset on the hook.

When going on hook, there are two different situations:

- You started the conference.
In this case, the conference will be ended for all participants if you put the handset on the hook.
- Another subscriber started the conference.
Only you will leave the conference. A goodbye signal will be produced for all other subscribers and the remaining subscribers can continue to speak to one another.



All those subscribers whom you added to this conference will leave the conference with you. The conference will continue for all other subscribers.

This is how you leave a conference

Another subscriber started the conference.



1. Place the handset on the hook.
If a subscriber leaves a conference, a goodbye signal will be produced for all other subscribers.

This is how you end a conference

You have started a conference and the conference line has an "active" state, i.e. you can speak to the other conference participants.



You have several options:

- If the conference line is active, simply go on hook.
- If the conference line is on hold, use the arrow buttons to select the menu item "Disconnect".

The conference is ended. The line becomes free again.



If Subscriber A of the original conference added other subscribers, e.g. B and C, to this conference, a second conference between A, B and C will continue to exist until Subscriber A, as initiator of the second conference, terminates the connection and thus ends the conference.

15.7.4 Conference Rooms

Conference rooms are set up by the administrator. A number is assigned with which the conference room can be "entered". All subscribers can dial the Conference Room and participate in a conference with other users, who have dialed this number. All participants can leave the conference independently of one another, without the conference being terminated. You can enter a Conference Room as a member of a conference or purely as a listener.

This is how you reach a Conference Room



1. Dial the number of this Conference Room.
You will be connected to the conference. All participants in the conference room will hear a welcome signal.
If you are the only conference participant, an appropriate announcement will be played.
2. To leave the conference, simply go on hook.
All those present in the Conference Room will hear a goodbye signal. The conference between the other subscribers continues to exist.

You can also start Inquiry Calls from a Conference Room. (see This is how you start an Inquiry Call from a conference, page 168).

Furthermore, you can add other subscribers to this Conference Room. (see This is how you add an additional subscriber to a conference, page 168).



If you go on hook, all of the conference participants you have added will also leave the conference.

In addition, you can connect another subscriber to the Conference Room. He/she becomes an independent participant in the conference and must end the connection to this conference personally.

This is how you connect another subscriber to the Conference Room

Requirements:

- You have a connection to the Conference Room and
- you have a connection to another subscriber.



1. Select the menu item "Call Transfer" with the arrow buttons, and press the "OK" button.

The other subscriber is connected to the Conference Room and a welcome signal is produced in the conference. Both of your lines are free again.

The party who created the connection will bear the costs.



It is not possible to directly connect conference rooms to one another. If you would like to allow the participants from two different conference rooms to talk to one another, then you should start a conference between the two lines. This 'Conference of the Conference Rooms' will be maintained as long as you, as initiator, participate in this conference, and it will end when you go on hook.

15.7.4.1 Silent conference participation

You can also dial in as a listener to conferences in conference rooms. You can then follow the conference, but not take part in the conversation.

To dial in as a silent conference participant, dial the number of the conference room plus the string '#OWC'; e.g. "219#OWC". However, your administrator can individually adapt this dial-in option with a script. For further information, please refer to the SwyxWare Administrator documentation.

Please note that the complete string of digits (<number of conference room>#OWC) must be dialed as a block number.

The entry / departure of a silent conference participant is also announced by an audio signal. This signal is different from the usual entry/departure signal to indicate that this participant cannot take part in the conference call.

If you want to dial into a conference room as a silent participant, you first have to configure a corresponding Speed Dial with SwyxIt!, since you cannot dial the string "OWC" via SwyxPhone. Since SwyxPhone and

SwyxIt! access the same user profile, the Speed Dials configured in SwyxIt! are also available to you in SwyxPhone.



A simple way round the problem is also to dial into the conference as a normal participant, and deactivate the microphone on your telephone.

15.8 Using a headset

If you telephone a great deal, you can connect a headset to SwyxPhone in order to have your hands free while on the phone. Swyx offers several headsets and the necessary connection cable as an accessory.

15.8.1 Connecting a headset to SwyxPhone L660/SwyxPhone L680

The SwyxPhone L660 and SwyxPhone L680 have a headset connection on the underside.

This is how you connect a SwyxIt! Headset H371 to SwyxPhone

1. Insert the end of the adapter cable which is wrapped in the blue banderole into the jack with the Headset symbol on the underside of the telephone. (see Figure 4-3, page 27).
2. Plug the split end of the adapter cable into the base station of the SwyxIt! Headset H371. Insert the RJ10 plug into the jack with the telephone symbol and the RJ45 plug into the jack marked "AUX" on the base station.
3. Switch the SwyxIt! Headset H371 into "DHSG" mode (see chapter 2.4.6 in the supplied Headset Guide).

For information on the use of SwyxIt! Headset H371, see chapter 4 in the accompanying Headset Guide.

Headset button

The SwyxPhone L640 has a Headset button. If this button is pressed, the call will be forwarded to the headset output or a free line will be selected. The Headset button will glow. Pressing the Headset button again will end the connection. During a call you can switch between the handset, handsfree telephone and the headset:

| You are having a telephone conversation on... | Action | New Status |
|---|--|---|
| The Handset | Press the Speaker button | The speaker will be activated. It is possible for others in the room to listen to the call. |
| | Hold down the Speaker button and replace the handset. Then release the Speaker button. | The handsfree telephone will be activated. |
| | Press the Headset button | You will then telephone using the headset. |
| The Headset | Hook off | You are telephoning with the handset. |
| | Press the Speaker button | The speaker will be activated. It is possible for others in the room to listen to the call. |
| The Handsfree Telephone | Hook off | You are telephoning with the handset. |
| | Press the Headset button | You will then telephone using the headset. |



In order to execute hook on and hook off with the talk button on the headset, the headset button on the SwyxPhone cannot be assigned to other functions.

15.8.2 Connecting a Bluetooth Headset

You can connect a Bluetooth headset to your SwyxPhone L660/SwyxPhone L680.

This is how you enable the Bluetooth function on your SwyxPhone L660/SwyxPhone L680



1. Press the "Service Menu" button  until the "Settings" tab is active.
Choose "User" and press the "OK" button.
2. Enter the user password, and confirm the entry with "OK".
3. Choose "Configuration" and press the "OK" button.
4. Choose "Bluetooth" and press the "OK" button.
5. Choose "Configuration" and press the "OK" button.
6. Choose "Detectable" and press the "OK" button.
7. Choose "Yes" and press the "OK" button.
8. Choose "Save & Exit" and press the "OK" button.

The Bluetooth function is activated and thus detectable for other devices which have not yet been connected to your SwyxPhone L660/SwyxPhone L680. The display shows the Bluetooth symbol.



For security reasons, enable the Bluetooth detection function only when new Bluetooth devices are to be connected. Even if detection is disabled, a connection will still be established to previously coupled devices.

This is how you connect a Bluetooth Headset

Prerequisite: The Bluetooth function of your SwyxPhone L660/SwyxPhone L680 is enabled.



1. Press the "Service Menu" button  until the "Settings" tab is active.
2. Choose "User" and press the "OK" button.
3. Enter the user password, and confirm the entry with "OK".
4. Choose "Configuration" and press the "OK" button.
5. Choose "Bluetooth" and press the "OK" button.
6. Choose "Coupled Devices" and press the "OK" button.
7. Choose "Options" and press the "OK" button.
8. Now switch your Bluetooth headset into coupling mode.
9. Choose "Add Device" and press the "OK" button.

The search for devices begins.

10. Select the located Bluetooth headset and press the "OK" button.
The message "Coupling...." appears. After successful coupling, the headset is added to the list of coupled devices.
11. Now connect the Bluetooth headset to the SwyxPhone L660/SwyxPhone L680. To do this, select the Bluetooth headset in the list and press the "OK" button.
12. Choose "Connect" and press the "OK" button.
The connection will be created immediately and the headset will be ready for operation.

15.9 Log On/Off

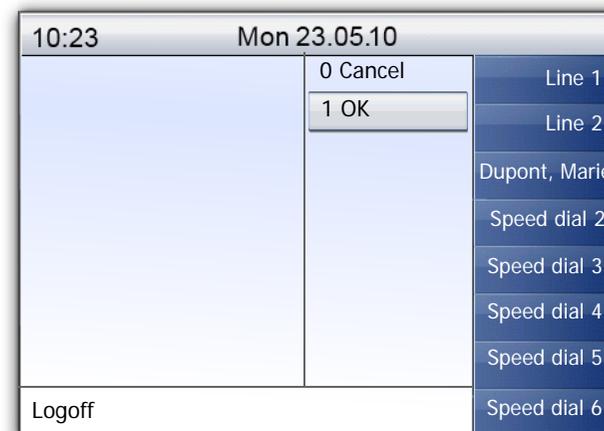
You can log off as a SwyxPhone user from the SwyxServer. Then a different user can log on using his PIN (Personal Identification Number), and he will find his own settings on the SwyxPhone.

This is how you log off from SwyxPhone L660 / SwyxPhone L680 as a user



1. Press the button .
The main menu will open.
2. Use the arrow buttons to select the menu item "Logoff" and press the "OK" button.

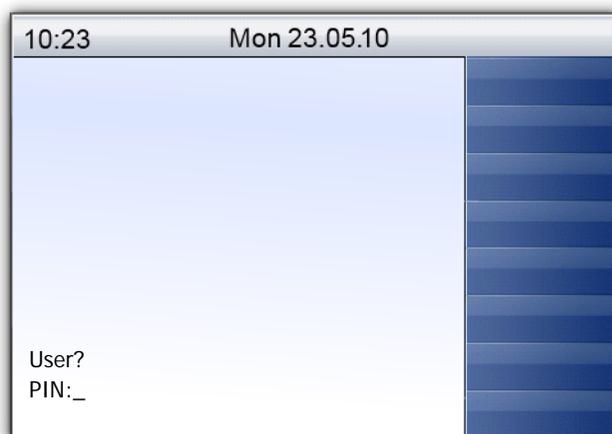
The following appears on the display:



- To terminate the logoff procedure, select "Cancel". If you would like to log off, select "OK" and press the "OK" button
Another user can now log on to SwyxPhone .

This is how you log on as a SwyxPhone user

If no user is logged on to SwyxPhone you will see the following display:



- Enter your PIN on the keypad and confirm the entry with the "OK" button.
Your user name will appear and your personal settings will be transferred.



If SwyxPhone or SwyxIt! does not log on properly, please check whether other devices are already logged on under this user. A maximum of four devices (SwyxIt!, SwyxPhone or other telephones) can be logged on simultaneously for one user.



If a user is configured for automatic logon for this SwyxPhone, this user can log on again without entering a PIN by confirming the empty entry prompt with the "OK" button.



You can also configure a function key with the "Logoff" function. For further information please refer to chapter 16.5, *Configure function keys*, page 187.

15.10 Call Swap as a Substitute for Line Buttons

You can freely configure the function keys on your SwyxPhone L660/SwyxPhone L680 (see also chapter 16.7, *Configuring Speed Dials*, page 192). Therefore, you could have only one or even no Line buttons on your SwyxPhone L660/SwyxPhone L680. However, there are always at least two lines provided.

In this case, you telephone as usual by lifting the handset or by pressing the Speaker button. Switch to the second line by selecting the option "Call Swap" in the shortcut menu or, if configured, pressing the function key "Call Swap".

15.11 Call Intrusion

The "SwyxMonitor" option pack enables, in addition to permanent call recording (only for the administrator), intrusion into another user's conversation. A supervisor (e.g. in a call center) can listen in on an ongoing conversation ("Listening only" mode), give directions to the speaking agent (e.g. advice on presenting the case) or even actively join in the call (speaking modes).



If the SwyxMonitor option pack is used, it is essential to observe the relevant statutory provisions relating to data protection.

The "SwyxMonitor" option pack must be installed for Call Intrusion, and the SwyxWare administrator must activate this function appropriately for each individual user.

Also, calls can only be listened in on if they are made directly with SwyxIt! (and not in CTI mode). Conversations that are made via a SwyxPhone, cannot be intruded.

This is how you listen in on a call



- Dial the number of the agent whose call you want to hear, followed by the DTMF command *24*1#, and start the call as usual. Please note that you can only start the call set-up with the DTMF command for the "Listening only" mode. However, if another supervisor is already listening in on this call in a speaking mode, you will also be switched immediately into this mode.

The number of the agent will be dialed. There is no call signaling to the agent, the call is accepted directly and coupled with the active call. You are now listening in on the call, but you are not heard by the two call partners.

If the agent is not on an active call at the time, the call set-up is aborted. The agent's call redirections (e.g. forwarding of a second call to voicemail or to a colleague) are ignored, i.e. the call is always accepted. An exception is Unconditional Call Forwarding - in this case even Call Intrusion is redirected.

2. Choose the appropriate DTMF command to speak with the agent or both call partners.
3. End the listening like a normal call, e.g. by replacing the handset.

If the agent's call partner (e.g. the customer) terminates the conversation, you are automatically connected to the agent, unless you are in "Listening only" mode, in which case the call will be ended.

| DTMF command | Explanation |
|--------------|--|
| *24*1# | Listening only. You hear both call partners. |
| *24*2# | Listen to both sides, speak with agent. You hear both call partners, and the agent hears you. The other call partner (e.g. the external customer) hears only the agent. |
| *24*3# | Listen to both sides, speak with both sides. You can participate directly in the conversation. |

15.11.1 Multiple Call Intrusions

A call can also be listened to by several people. These supervisors are always switched into the same mode. Thus if one supervisor switches with a DTMF command from the "Listening only" mode to a speaking mode, the agent also hears all other supervisors who are connected with him. The supervisors can always speak directly to one another, even if they are in "Listening only" mode. Neither the agent nor his call partner can hear them.

15.11.2 Configuration of a Speed Dial for the Call Intrusion

If you often use Call Intrusion, it is a good idea to configure a corresponding Speed Dial for the DTMF command. Then you only have to enter the agent's number and you can start Call Intrusion with the configured Speed Dial.

The option "Dial immediately" must be deactivated for this Speed Dial. The DTMF command appears in the display after the Speed Dial is pressed - but the dialing is not yet started and you can enter the agent's number, or again use a Speed Dial to call.

If you have stored the agent's number on a separate Speed Dial, the "Successive dial" option must be activated there. This prevents the display being cleared with the DTMF command. For further information please refer to Successive dial, page 193.

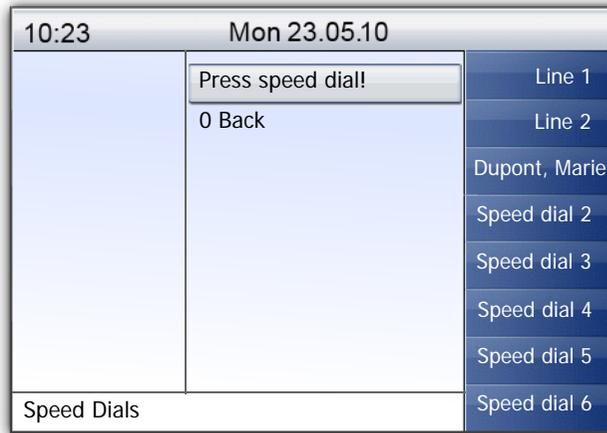
This is how you configure a function key for Call Intrusion

1. Press the button → .
The main menu will open.
2. Select the menu item "8 > Configuration" with the arrow buttons, and press the "OK" button.
The Settings menu will appear.

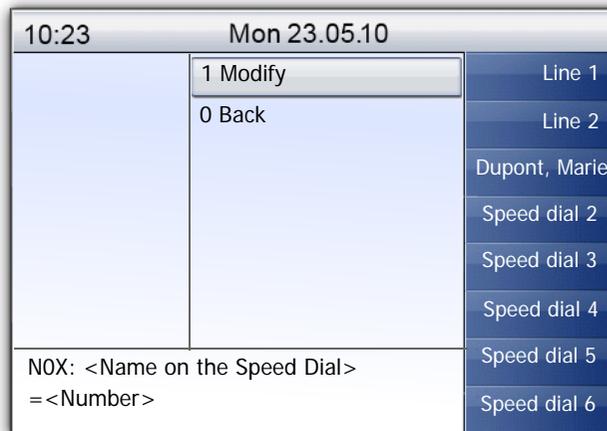


| 10:23 | | Mon 23.05.10 | |
|---------------|---------------------------|--------------|---------------|
| 1 | Ring tones | | Line 1 |
| 2 | Call signaling = <Status> | | Line 2 |
| 3 | Lines | | Dupont, Marie |
| 4 | Function keys | | |
| 5 | Speed Dials | | Speed dial 2 |
| 6 | Incognito=<Status> | | Speed dial 3 |
| 7 | Info | | Speed dial 4 |
| 8 | Contrast | | Speed dial 5 |
| 9 | Transfer on Hookon | | Speed dial 6 |
| 0 | Back | | |
| Configuration | | | |

3. Choose "Speed Dials" and press the "OK" button.
All Speed Dials glow.
The following appears on the display:

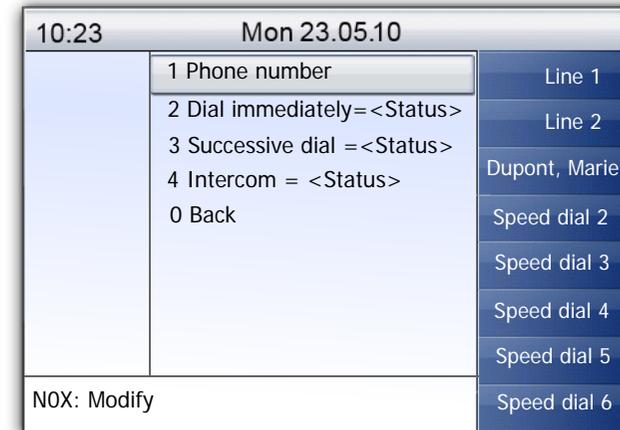


4. Press the relevant button.
The following will appear:



5. Choose "Modify" and press the "OK" button.
The following will appear:

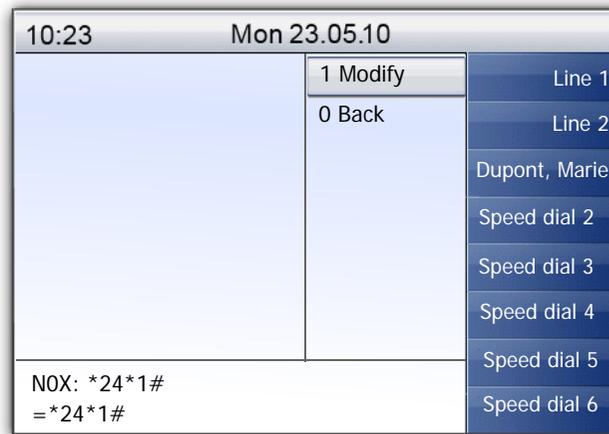
In the display you will see which Speed Dial it concerns, and which number this has been assigned.



6. Choose "Number" and press the "OK" button.



7. Choose "enter manually" and press the "OK" button.
8. Enter the DTMF command to start Call Intrusion: e.g. "*24*1#".
9. Press the "OK" button.

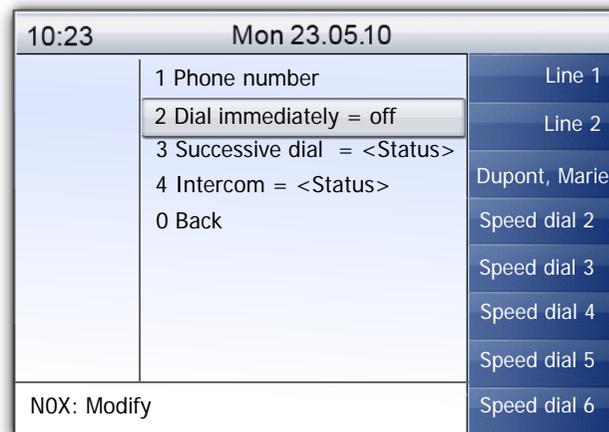


Due to the fact that SwyxPhone L660/SwyxPhone L680 and SwyxIt! access the same user settings, any changes you make to the Speed Dials on SwyxPhone will always affect the settings in SwyxIt! and vice versa.

You must deactivate the option "Dial immediately" for this button.

10. Choose "Modify" and press the "OK" button.
11. Choose "Dial immediately" and press the "OK" button.

"Dial immediately" is switched off. The following appears on the display:



If you press the "DTMF" button, the DTMF command appears on the display. You can subsequently dial the required number and start the call.

16 SwyxPhone L660/SwyxPhone L680 Configuration

You can use the menu to adjust the default settings of SwyxPhone L660/SwyxPhone L680 to meet your individual needs.

The following states can be manually configured:

- Forwardings, page 176
- Do Not Disturb, page 177
- Secondary call, page 177
- Ringing, page 177
- Call Signaling, page 178
- Lists, page 180
- Phonebooks, page 180
- Function keys, page 184
- Lines, page 188
- Speed Dials, page 190

16.1 User Settings

Your user settings contain user-specific information, that is settings which you have made on the SwyxPhone. The user settings include, for example, all lists (Caller List and Redial List), your individual assignments for function keys and Line buttons, and even ringing. Your user settings are stored on SwyxServer, so you will find your personal settings on any SwyxPhone when you enter your PIN (Personal Identification Number). General settings are always made in the main menu or in the Configuration menu.

The basic telephony behavior of the SwyxPhone and the number of Line buttons and function keys are defined either in the main menu or the Configuration menu. You can check and change the current settings via the menu items.

The current status is always indicated by an equal sign (=).

This chapter provides a description of the individual configuration options.

16.2 Settings in the Main Menu

You can open the main menu with the button → .

16.2.1 Forwardings

The menu item "Forwardings" allows you to define whether telephone calls are

- forwarded unconditionally or
- forwarded with a delay, i.e. after you have not picked up your call, or
- forwarded if your line is busy (you are presently telephoning).

Furthermore, you can define whether incoming calls should be forwarded specifically to another subscriber or to your Standard Voicemail using the "Forwarding" button.

For further information please refer to chapter 14.15, How do I forward a call?, page 148.

Activate the option "Immediate", if you do not wish to receive any calls starting immediately (this is equivalent to activating the "Redirection" button on the user interface).

When you activate the option "If busy", you must define how a call should be handled if it cannot be delivered to you because you are already on the telephone and no secondary call is permitted. You can either enter the forwarding destination directly, or make a selection from the Phonebook, or activate your Standard Voicemail. When a call is received, SwyxPhone automatically recognizes whether the line is free or busy and it applies the appropriate type of Call Forwarding.

The "Delayed" option is used to set the amount of time which should be spent attempting to transfer the call directly to SwyxPhone, which you have logged on to. The call can then be forwarded to another number or to your Voicemail.



Your Voicemail can only be configured using SwyxIt!. For further information, please refer to the SwyxIt! documentation.

16.2.2 Do Not Disturb

If you activate "Do No Disturb", calls are signaled visually only. Your environment is not disturbed by any acoustic signals. If you confirm this menu item with the "OK" button, this function is enabled/disabled. If you set the status while it is ringing to "Do not Disturb", the ringing is subsequently silenced. If you deactivate the status "Do not Disturb" during an incoming call, there is then also no acoustic signal. The subsequent calls are signaled acoustically. (In earlier SwyxWare versions this setting corresponds to an immediate forwarding of the incoming calls to Voicemail.)

16.2.3 Secondary call

If you deactivate this option, no further calls will be signaled while you are on the telephone. It is also possible to switch Secondary Call on or off during a call. A subscriber, who tries to call you, will then hear either the busy signal or his call will be forwarded according to your settings under "Forward Busy". For further information please refer to chapter 14.14, The Secondary Call, page 148.

16.3 Settings in the Configuration Menu

The configuration menu is in the main menu. You can select the corresponding menu item with the arrow buttons, or press the "8" key.



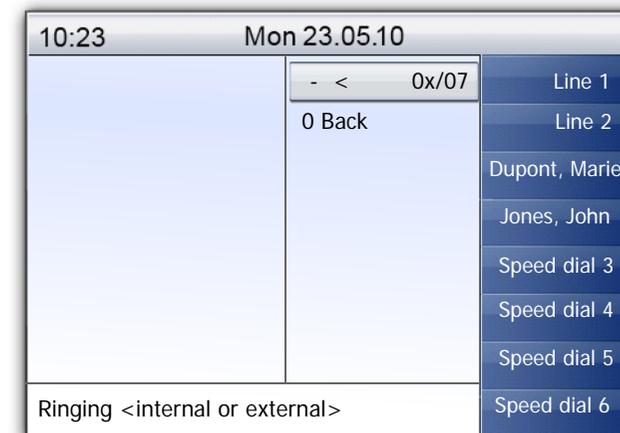
Figure 16-1: Configuration Menu

16.3.1 Ringing



Figure 16-2: Menu item "Ring tones"

The telephone ring for incoming calls is selected here. You define the telephone ring for calls from outside the company under "External" and for calls from within the company under "Internal".



You can choose from seven different ringing tones. You can select the ringing sound you want using the arrow buttons and adjust the volume using the "+/-" buttons.

16.3.2 Call Signaling

The administrator can configure the system in such a way that incoming calls for you are signaled to another subscriber. The incoming calls for this subscriber will also be signaled to you. If such signaling has been defined, then the incoming calls for this subscriber will appear on your display. If the destination subscriber does not pick up the call, you will hear a single warning tone after 10 seconds. This tone can be turned off here.

| 10:23 | | Mon 23.05.10 | |
|-------------------------------|--|--------------|---------------|
| 1 Ring tones | | | Line 1 |
| 2 Call signaling = <Status> | | | Line 2 |
| 3 Lines | | | Dupont, Marie |
| 4 Function keys | | | Jones, John |
| 5 Speed Dials | | | Speed dial 3 |
| 6 Incognito=<Status> | | | Speed dial 4 |
| 7 Info | | | Speed dial 5 |
| 8 Contrast | | | Speed dial 6 |
| 9 Transfer on Hookon=<Status> | | | |
| Configuration | | | |

The call signaling will still only be visually indicated.

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



Mutual call signaling between subscribers can only be configured by the system administrator.

16.3.3 Lines

Upon delivery, your SwyxPhone L660/SwyxPhone L680 has two preconfigured lines; i.e. a maximum of two calls can be received. You can configure up to a total of 9 lines. If you reduce the number of Line buttons, two lines will still remain available in order, for example, to be able to receive a second call via the shortcut menu. Each individual line can be

assigned its own extension and be configured according to its use. For further information please refer to chapter 16.6, Configure Line buttons, page 190.

Incoming call (you are being called):

You have assigned the extension number 100 to Line 1 and the number 101 to Line 2. Now, if a subscriber dials the number 101, you will receive the call on Line 2.

Outgoing call (you are calling someone):

You have assigned the extension number 101 to Line 2. If you now call a subscriber using Line 2, extension 101 will be used. The subscriber you have called will see on his display that he is being called by a subscriber with the number 101.



Due to the fact that both SwyxPhone and SwyxIt! access the same user settings, any changes you make on SwyxPhone will always effect the settings in SwyxIt! and vice versa. Above all, you should keep in mind that if you delete lines, the data will be lost!

16.3.4 Incognito

When you activate this option, your telephone number will not be shown to the destination subscriber (number suppression). If you activate number suppression in the Configuration menu, the setting will be retained.

| 10:23 | | Mon 23.05.10 | |
|-------------------------------|--|--------------|---------------|
| 1 Ring tones | | | Line 1 |
| 2 Call signaling = <Status> | | | Line 2 |
| 3 Lines | | | Dupont, Marie |
| 4 Function keys | | | Jones, John |
| 5 Speed Dials | | | Speed dial 3 |
| 6 Incognito=<Status> | | | Speed dial 4 |
| 7 Info | | | Speed dial 5 |
| 8 Contrast | | | Speed dial 6 |
| 9 Transfer on Hookon=<Status> | | | |
| Configuration | | | |

You can also use number suppression for a particular call only, by lifting the handset and using the arrow buttons to select the “Incognito now” menu option.



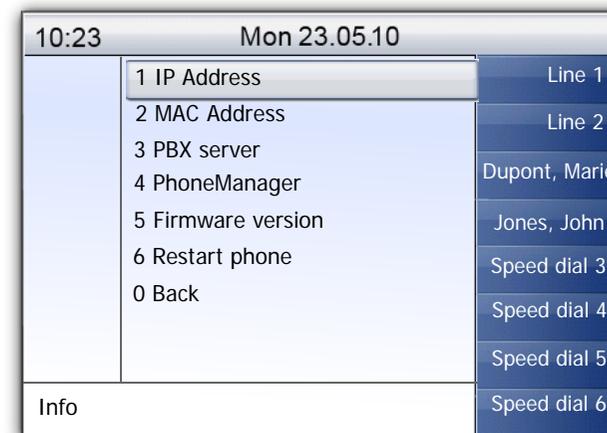
The numbers of internal calls cannot be suppressed.



Telephone number suppression when making external calls must also be supported by your ISDN line, otherwise only the display of your extension number will be suppressed.

16.3.5 About

Here you will find technical details of your SwyxPhone.



- IP Address
Under this menu item you will find the IP address of SwyxPhone.
- MAC address
Under this menu item you will find the MAC address of SwyxPhone.
- PBX Server
Under this menu item you will find the name of the SwyxServer to which SwyxPhone is logged on.
- PhoneManager
Under this menu item you will find the name of the PhoneManager to which SwyxPhone is logged on.
- Firmware version
Under this menu item you will find the version number of the internal telephone software.
- Restart
SwyxPhone can be restarted here.

16.3.6 Contrast

The changes that are made under this menu item have no effect on the TFT displays of SwyxPhone L660 and SwyxPhone L680.

16.3.7 Transfer on Hookon

If "Transfer on Hookon" is activated, then when you go on hook, a second call that you have initiated will be connected to the first call, which is on hold. If "Transfer on Hookon" is deactivated, then when you go on hook a second call will be ended. The line with the first call on hold will become active again.

| 10:23 | | Mon 23.05.10 | |
|---------------|-------------------------------|---------------|--|
| 2 | Call signaling = <Status> | Line 1 | |
| 3 | Lines | Line 2 | |
| 4 | Function keys | Dupont, Marie | |
| 5 | Speed Dials | Jones, John | |
| 6 | Incognito = <Status> | Speed dial 3 | |
| 7 | Info | Speed dial 4 | |
| 8 | Contrast settings | Speed dial 5 | |
| 9 | Transfer on Hookon = <Status> | Speed dial 6 | |
| 0 | Back | | |
| Configuration | | | |

Pressing OK will activate or deactivate the function "Transfer on Hookon".

For further information please refer to chapter 14.11, Transfer When Placing Handset on Hook, page 146.

16.4 Lists

This section provides basic information on the lists, which include:

- the Phonebooks,
- the Caller List,
- the Redial List,
- the Callback Requests list and
- the My Callback Requests list.

In general, you will find the same structure for each list. When you call a list, the name of the list will appear in the display. In addition, the current number of the entry in the list and the total number of entries, including the corresponding date, will be given.

In a single entry, the name of the subscriber appears. If you press the "OK" button you can view additional information about the subscriber, or - depending on the list - call the subscriber, edit the entry, save it in the Phonebook, or delete it.

16.4.1 Menüführung in Listen

The arrow buttons or the navigation wheel can be used to page through the lists. To display more details for an entry, select the corresponding entry and press OK. You will find yourself in the sub-menu of the entry, where you can scroll through the detailed information or edit the entry.

16.4.2 Phonebooks

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

- the Global Phonebook and
- the Personal Phonebook.

In both Phonebooks, the entries are in alphabetical order of the names. The Global Phonebook is available to all users. The system administrator or user with the appropriate authorization can add further phone numbers to this Global Phonebook. The Global Phonebook also contains call numbers of individual groups.

You can store, edit or delete your personal numbers in the Personal Phonebook.

You can directly add, modify, or delete an entry in your Personal Phonebook via SwyxPhone. Alternatively, you can also modify the Personal

Phonebook via SwyxIt!. For further information, please refer to the SwyxIt! documentation.

The Structure of the Entries in the Global Phonebook

| 10:23 | | Mon 23.05.10 | |
|---------------------------|--------------------------|---------------|--|
| | <Name of the Subscriber> | Line 1 | |
| | <Name of the Subscriber> | Line 2 | |
| | <Name of the Subscriber> | Dupont, Marie | |
| | <Name of the Subscriber> | Jones, John | |
| | <Name of the Subscriber> | Speed dial 3 | |
| | <Name of the Subscriber> | Speed dial 4 | |
| | <Name of the Subscriber> | Speed dial 5 | |
| | <Name of the Subscriber> | Speed dial 6 | |
| Pers. Phonebook.....XX/YY | | | |

The lower part of the display shows which phonebook (Personal or Global Phonebook) you are currently in. You also see which entry (XX) of the total number of entries (YY) has been selected.

The names of subscribers in a phonebook are listed in alphabetical order.

This is how you search in a Phonebook

1. Press the button  .
The main menu will open.
2. Choose "Phonebooks" and press the "OK" button.
The following appears on the display:



| 10:23 | | Mon 23.05.10 | |
|-----------|------------|---------------|--|
| | 1 Global | Line 1 | |
| | 2 Personal | Line 2 | |
| | 0 Back | Dupont, Marie | |
| | | Jones, John | |
| | | Speed dial 3 | |
| | | Speed dial 4 | |
| | | Speed dial 5 | |
| | | Speed dial 6 | |
| Phonebook | | | |

3. Choose the phonebook you want, and press the "OK" button.
4. Use the arrow buttons or the navigation wheel to scroll through the list of phonebook entries. Confirm the selection of an entry with the "OK" button.

To make it easier to search for an entry in an extensive Phonebook, you can enter the first letter of the subscriber's name. This is done with the numeric keypad: for example, to enter an "F", press the "3" button three times, for an "E", press the "3" button twice. The letters entered for the search appear in the display.

| 10:23 | | Mon 23.05.10 | |
|----------------------|---------------|---------------|--|
| | Fender, Frank | Line 1 | |
| | Frohne, Anton | Line 2 | |
| | Fulmiak, Otto | Dupont, Marie | |
| | ... | Jones, John | |
| | | Speed dial 3 | |
| | | Speed dial 4 | |
| | | Speed dial 5 | |
| | | Speed dial 6 | |
| Global Phonebook FE_ | | | |

A beep and the insertion mark “_” prompt you to enter the next character.

- In order to display more details, e.g. to display the status for an entry, select the corresponding entry and press OK.

The following will appear:

| 10:23 | | Mon 23.05.10 | |
|--------------------------|---------------|--------------|--|
| <Number >= <Status> | Line 1 | | |
| 0 Back | Line 2 | | |
| | Dupont, Marie | | |
| | Jones, John | | |
| | Speed dial 3 | | |
| | Speed dial 4 | | |
| | Speed dial 5 | | |
| <Name of the Subscriber> | Speed dial 6 | | |

Within the entry, you can call the subscriber by pressing OK.

To exit from an entry or a list, press "0".

Personal Phonebook

You can add, modify or delete entries in your Personal Phonebook. If you have created a note during a call, this will be added as a new entry in your Personal Phonebook. (see chapter 15.5, Note, page 162). Entries in the Caller List and in the Redial List can also be added to the Personal Phonebook.

This is how you add an entry to the Personal Phonebook

- Press the button  .
The main menu will open.
- Choose "Phonebooks" and press the "OK" button.
- Choose "Personal" and press the "OK" button.
The Personal Phonebook will appear:

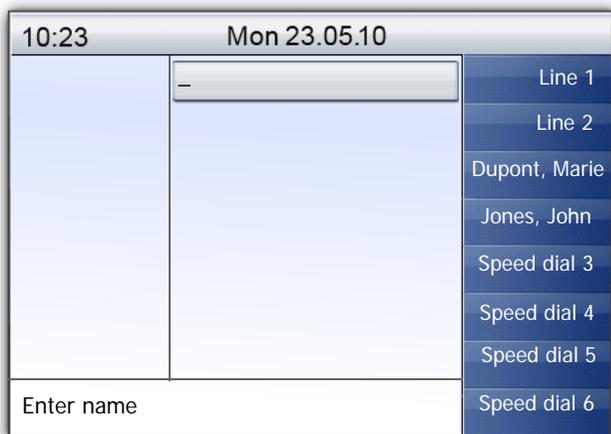


| 10:23 | | Mon 23.05.10 | |
|--------------------------|---------------|--------------|--|
| <Name of the Subscriber> | Line 1 | | |
| <Name of the Subscriber> | Line 2 | | |
| <Name of the Subscriber> | Dupont, Marie | | |
| 1 Add entry | Jones, John | | |
| 0 Back | Speed dial 3 | | |
| | Speed dial 4 | | |
| | Speed dial 5 | | |
| | Speed dial 6 | | |
| Personal Phonebook | | | |

- Choose "Add entry".
The following will appear:

| 10:23 | | Mon 23.05.10 | |
|--------------|---------------|--------------|--|
| - | Line 1 | | |
| | Line 2 | | |
| | Dupont, Marie | | |
| | Jones, John | | |
| | Speed dial 3 | | |
| | Speed dial 4 | | |
| | Speed dial 5 | | |
| | Speed dial 6 | | |
| Enter number | | | |

- Enter the number of the new entry, and press OK.
The following will appear:

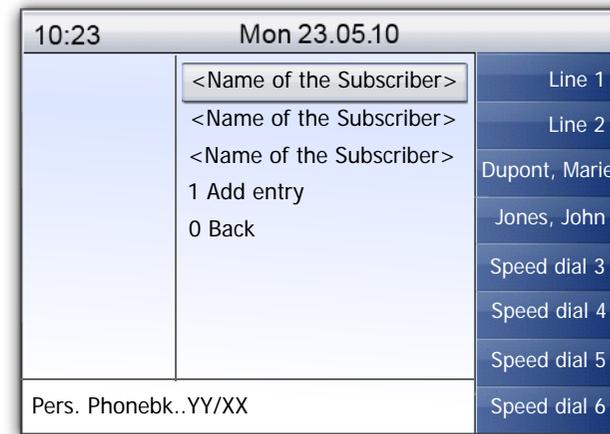


6. Enter the assigned name, and press OK.
7. Choose "Confirm" to save the entry.
The Personal Phonebook will appear with the saved entry.

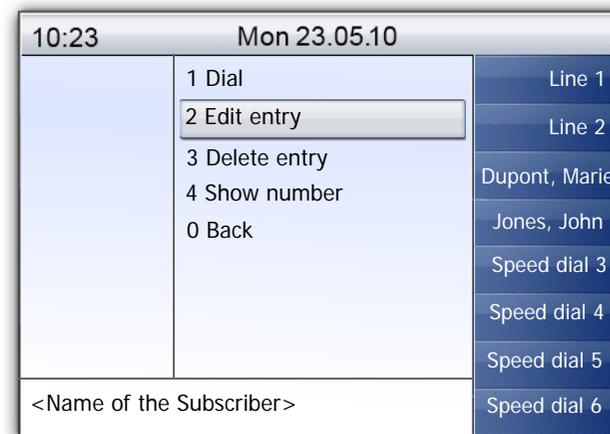
This is how you edit an entry in the Personal Phonebook

You can modify or delete an entry in the Personal Phonebook.

1. Press the button .
The main menu will open.
2. Choose "Phonebooks" and press the "OK" button.
3. Choose "Personal" and press the "OK" button.
The Personal Phonebook will appear:



4. Select the entry you want to edit or delete, and press OK.
The selected entry will open:



To edit the entry confirm "Edit entry" with OK. You can now change the name of the entry and then the corresponding telephone number.

Confirm each of your changes with "OK". To save the changes, select "Confirm".

To delete, select "Delete entry".

The selected entry will be deleted.

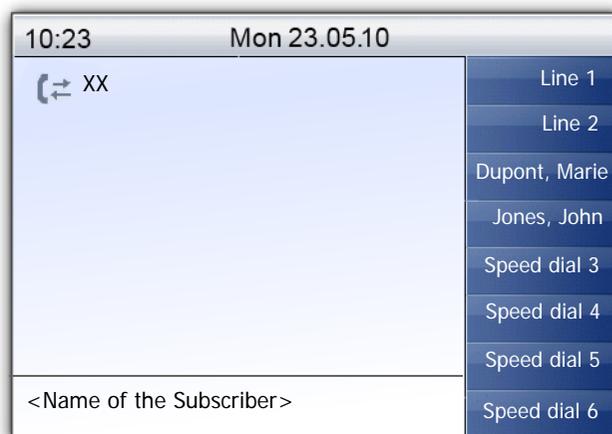
16.4.3 Caller List

The last calls received for you are automatically saved in the Caller List. The calls are listed in the order in which they were received. You can directly dial the individual entries from the Caller List, edit them, and then save them in the Personal Phonebook. 20 entries will be saved in the Caller List per default setting. The maximum number of possible entries can be changed via SwyxIt!..

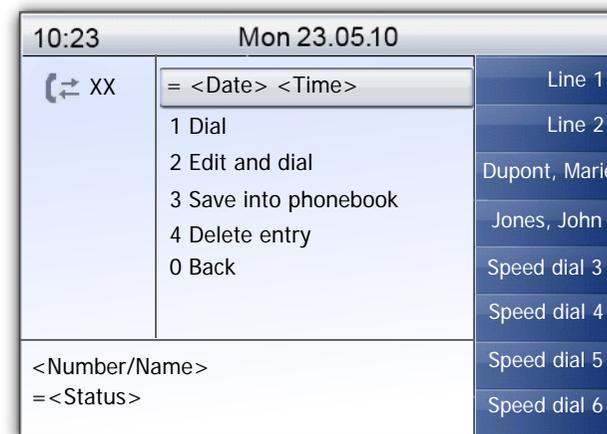
For further information, please refer to the SwyxIt! documentation.

New Calls

If calls have been received for you but you have not picked up these calls, the number of calls received (XX) will appear on the display:



You will be shown as many new calls as the number of entries the Caller List can hold. That is 20 entries per default setting. The entries of the recent calls will still be available in the Caller List.



This is how you edit an entry in the Caller List

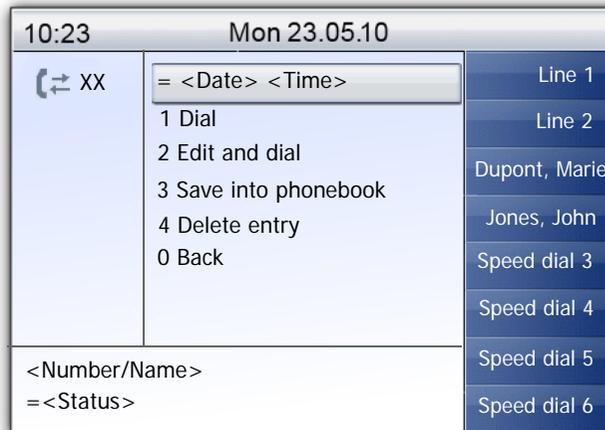
You can edit an entry in the Caller List, save it in the telephone, or delete it.



1. Press the button  .
The main menu will open.
2. Use the arrow buttons to select the menu item "Caller List (XX)" and press the "OK" button.
The following appears on the display:



- Choose the appropriate entry and press the "OK" button. The following will appear:



- If you select "Dialing" and press OK, the subscriber is called directly.
- "Edit and dial" can be used to edit a telephone number before dialing. When you confirm your changes with OK, the number will be dialed immediately.
- "Save into phonebook" can be used to save the caller's name and number in your Personal Phonebook. If you confirm this option

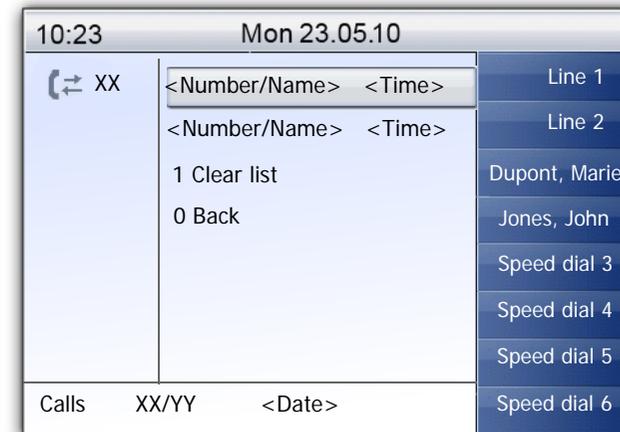
with OK, the number will appear and you can then add the name. If a name already exists, the name will be provided for possible changes.

- You can remove this entry from the list with "Delete entry".

This is how you delete the Caller List

If the list is no longer up-to-date, it can be deleted at any time.

- Press the button  . The main menu will open.
- Use the arrow buttons to select the menu item "Caller List (XX)" and press the "OK" button.



- Choose "Clear List" and press the "OK" button. The entire list will be deleted.

16.4.4 Redial List

All dialing events are saved in the Redial List. The entries begin with the most recently saved dialing procedure. 20 entries will be saved in the Redial List as default setting. The length of the list can be changed via SwyxIt! but not with SwyxPhone L660/SwyxPhone L680. For further information, please refer to the SwyxIt! documentation.

This is how you edit the Redial List

You can edit an entry in the Redial List, save it in the Phonebook, or delete it.



1. Press the button → .
The main menu will open.
2. Choose "Lists" and press the "OK" button.
3. Choose "Redial List" and press the "OK" button.
The Redial List opens up.

| 10:23 | | Mon 23.05.10 | |
|--------|----------------------|---------------|--------------|
| ↔ XX | <Number/Name> <Time> | Line 1 | |
| | <Number/Name> <Time> | Line 2 | |
| | 1 Clear list | Dupont, Marie | |
| | 0 Back | Jones, John | |
| Redial | XX/YY | <Date> | Speed dial 3 |
| | | | Speed dial 4 |
| | | | Speed dial 5 |
| | | | Speed dial 6 |

4. Select the required menu item with the arrow buttons, and press the "OK" button.
The following will appear:

| 10:23 | | Mon 23.05.10 | |
|---------------|-----------------------|---------------|--------------|
| ↔ XX | 1 Dial | Line 1 | |
| | 2 Edit and dial | Line 2 | |
| | 3 Save into phonebook | Dupont, Marie | |
| | 4 Delete entry | Jones, John | |
| | 0 Back | Speed dial 3 | |
| <Number/Name> | Speed dial 4 | Speed dial 5 | Speed dial 6 |

- If you select "Dialing" and press OK, the number is dialed at once.
- "Edit and dial" can be used to edit a telephone number before dialing. When you confirm your changes with OK, the number will be dialed immediately.
- "Save into phonebook" can be used to save the caller's name and number in your Personal Phonebook. If you confirm this option with OK, the number will appear and you can then add the name. If a name already exists, the name will be provided for possible changes.
- You can remove this entry from the list with "Delete entry".

This is how you delete the Redial List

If the Redial List is no longer up-to-date, it can be deleted at any time.



1. Press the button → .
The main menu will open.
2. Choose "Lists" and press the "OK" button.
3. Choose "Redial List" and press the "OK" button.
The Redial List opens up.
4. Choose "Clear List" and press the "OK" button.

| 10:23 | | Mon 23.05.10 | |
|--------|----------------------|---------------|--------------|
| ↔ XX | <Number/Name> <Time> | Line 1 | |
| | <Number/Name> <Time> | Line 2 | |
| | 1 Clear list | Dupont, Marie | |
| 0 Back | Jones, John | Speed dial 3 | |
| Redial | XX/YY | <Date> | Speed dial 4 |
| | | | Speed dial 5 |
| | | | Speed dial 6 |

The entire list will be deleted.
If you reopen the Redial List, the message "No entry" will appear.

16.4.5 Lists for Callback Requests, My Callback Requests and Missed Callbacks

In the "Callback Requests" list you will find all callbacks that have been directed to you. In the "My Callback Requests" list you will find all callbacks that you have requested yourself. In the "Missed Callbacks" list you will find all callbacks on busy, which were prompted because the person called had finished his conversation, but were not confirmed by you.

16.5 Configure function keys

All function keys on SwyxPhone are configurable. Some function keys are preconfigured at purchase. These are labeled with appropriate symbols, e.g. the loudspeaker symbol on the speaker button. You have the option of assigning these keys to other functions, e.g. "Call Swap" or "Redial". You can also configure these buttons as Line buttons or Speed Dials (abbreviated dialing buttons). In addition, SwyxPhone L660 has 8 freely configurable function keys with LEDs, and SwyxPhone L680 has 9. These keys can also be configured as Line buttons or Speed Dials. At delivery, the two upper freely configurable function keys are preconfigured as Line buttons.

A function key can call only one function, dependent on its configuration.

Each function key can be configured with the following functions:

| Function | Description |
|----------------|---|
| Line button | Activate/deactivate line For further information please refer to chapter 16.6, Configure Line buttons, page 190. |
| Speed dial | Call specific number For further information please refer to chapter 16.7, Configuring Speed Dials, page 192. |
| Call Transfer | Connect lines to each other For further information please refer to chapter 14.10, How do I connect two subscribers to one another?, page 145. |
| Do not Disturb | Activate/deactivate acoustic call signaling For further information please refer to chapter 16.2.2, Do Not Disturb, page 177. |

| Function | Description |
|-----------------|--|
| Secondary call | Enable or disable secondary call For further information please refer to chapter 16.2.3, Secondary call, page 177. |
| Caller List | Call up caller list For further information please refer to chapter 16.4.3, Caller List, page 184. |
| Hold | Put an active line on hold For further information please refer to chapter 16.4.3, Caller List, page 184. |
| Phonebook | Call up Global Phonebook For further information please refer to chapter 16.4.2, Phonebooks, page 180. |
| Redial | Call Redial List For further information please refer to chapter 16.4.4, Redial List, page 185. |
| Speaker | Switch the speakers or the handsfree telephone on/off For further information please refer to chapter 14.17, Speaker and Handsfree Telephone, page 153. |
| Call Forwarding | Switches Forwarding Unconditional on / off For further information please refer to chapter 16.2.1, Forwardings, page 176. |
| Call Swap | Switch between Lines For further information please refer to chapter 14.9, How do I switch between lines (Call Swap)?, page 145. |
| Mute | Switch microphone on/off For further information please refer to chapter 14.17, Speaker and Handsfree Telephone, page 153. |
| Disconnect | End the active connection |
| Incognito | Before an outgoing call, suppress number display For further information please refer to chapter 16.3.4, Incognito, page 178. |
| User logoff | Log off phone user from SwyxServer |
| Voicemail | Call to check voicemail For further information please refer to chapter 15.2, Voicemail inquiry, page 158. |

| Function | Description |
|------------------|--|
| Conference | Combine lines into a conference For further information please refer to chapter 15.7, Conference, page 167. |
| Callback Request | Make a callback request For further information please refer to chapter 15.6, Callback request, page 163. |

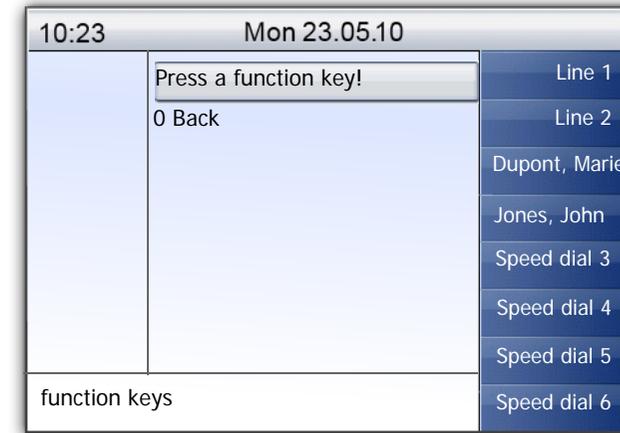
Tab. 16-1: Key functions

This is how you configure a function key

1. Press the button → .
The main menu will open.
2. Use the arrow buttons to select the menu item "Configuration" and press the "OK" button.
The Settings menu will appear.



3. Choose "Function keys" and press the "OK" button.
The following will appear:



4. Press the configurable function key to which you want to assign a function.

The current function of the key is displayed. If the key is not yet assigned a function, this message appears:



5. Choose "Modify" and press the "OK" button.

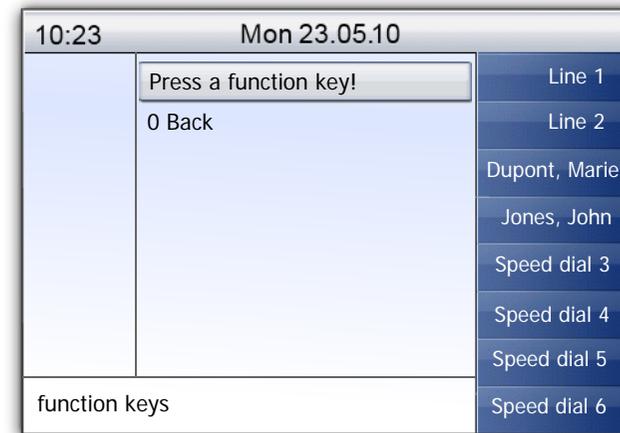
You can choose from the following functions:

- Line button
- Speed dial
- Call Transfer
- Do not Disturb
- Secondary call
- Caller List
- Hold
- Phonebook
- Redial
- Speaker
- Pick up call
- Call Forwarding
- Call Swap
- Mute
- Disconnect
- Headset key
- Incognito
- Conference
- Callback Request
- User logoff

6. Choose the function you want, and press the "OK" button.

The key is set with the chosen function.

The following will appear:



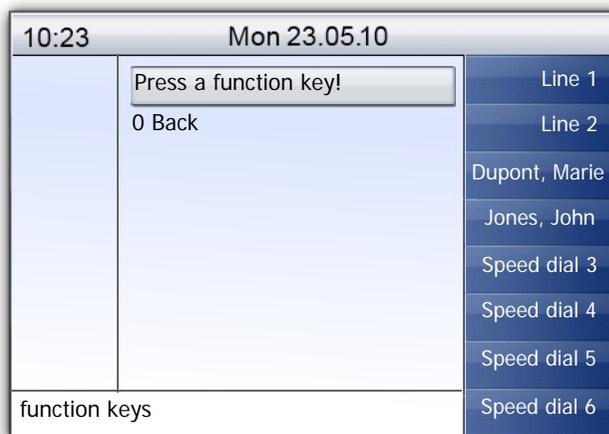
7. You can assign a further function key, or return to the main menu by pressing the "0" button.

This is how you delete the function of a function key

1. Press the button  .
The main menu will open.
2. Use the arrow buttons to select the menu item "Configuration" and press the "OK" button.
The Settings menu will appear.



- Choose "Function keys" and press the "OK" button.
The following will appear:



- Press the configurable key whose function you want to delete.
The current function of the key is displayed.



- Choose "Delete function" and press the "OK" button.
The function of this key is deleted.

If you press a key with no assigned function, you will hear a brief signal (button signal).

16.6 Configure Line buttons

Every configurable function key can be set with the "Line button" function, see chapter 16.5, Configure function keys, page 187

In the default setting, SwyxPhone has two Line buttons and you have therefore been provided with two lines. which means that you can receive a maximum of two calls. You can configure up to nine lines.



Due to the fact that both SwyxPhone and SwyxIt! access the same user settings, any changes you make on SwyxPhone will always effect the settings in SwyxIt! and vice versa. Above all, you should keep in mind that if you delete lines or Speed Dials, the data will be lost!

The Number of Available Lines

The least number of available lines is always two. To increase the number of lines, you must add Line buttons. (see chapter 16.5, Configure function keys, page 187).

Configuration of the Individual Line Buttons

You can define numbers for incoming and outgoing calls for the available lines. This requires that your user account has been assigned at least two numbers (or group numbers).

The option "Incoming calls" shows the telephone number the caller has dialed, when the call comes in on this line. Under the option "Outgoing calls", you can specify the telephone number to be used for making outgoing calls from this line.

For each configured Line, you can define whether this line should be blocked for specific period of time after an incoming call is received. (see chapter 15.1, Disabling Lines (Wrap-up Time), page 156).



If an outgoing call is started or if the Line button is pressed during this wrap up time, the line will once again be cleared afterwards for incoming calls.

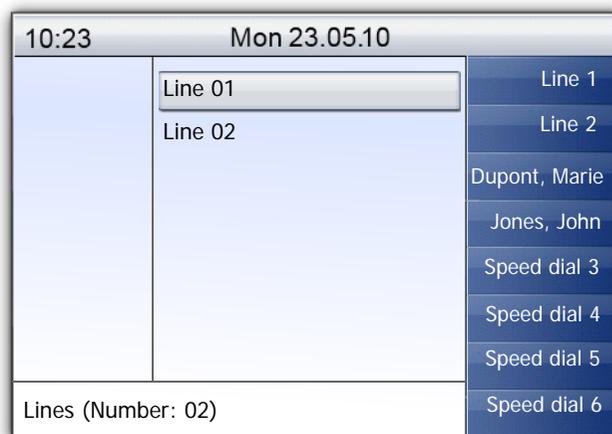
This is how you configure a Line button

- Press the button → .
The main menu will open.
- Use the arrow buttons to select the menu item "Configuration" and press the "OK" button.
The Settings menu will appear.



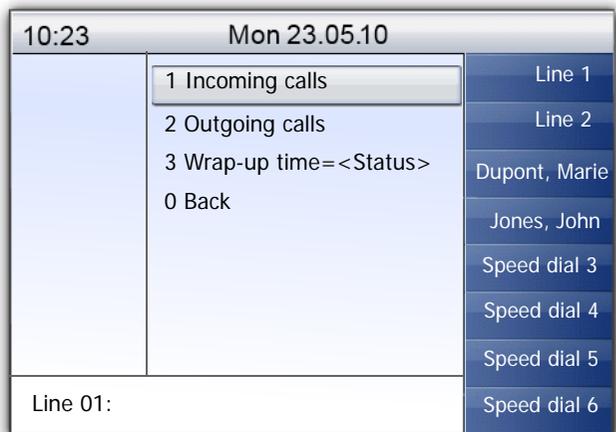
3. Select "Lines".

The following will appear:



4. Select the line you want to configure, and press OK

The following will appear:



You have the option of entering an extension for outgoing or incoming calls.

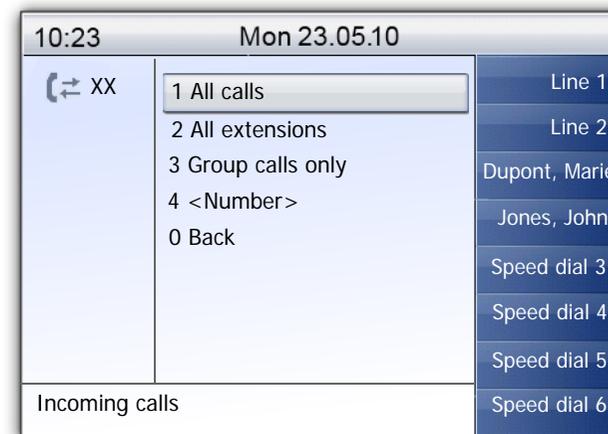
5. Choose the option you want, and press the "OK" button.

The option you have selected will appear in the upper display line, and the current status will be shown in the second line of the display.

If the system administrator has configured several telephone numbers for you, you can change these numbers.

6. Choose "Modify" and press the "OK" button.

The following will appear:



You can define which of your calls should be received on this line.

- "All Calls"
In this case, all calls will be signaled on this line, regardless of whether these calls are directed to your own extension or to a group, of which you are a member.
- "All Extensions"
Choose this option, if all calls directed to you, regardless of the extension dialed, should be received on this line. This option is only available if you have been assigned several extensions numbers.
- "Group Calls Only"
All calls to groups of which you are a member will be received on this line.
- <Number>
An incoming call will only be received on this line if the caller has specifically dialed this extension. Here you can even select individual group extension numbers.

You have to confirm the telephone number or option you want with the "OK" button.

16.7 Configuring Speed Dials

Every configurable function key can be set with the "Speed Dial" function; see This is how you configure a function key, page 188.

You can use a Speed Dial for one-click dialing of a number you often call. You only need to press the relevant Speed Dial, and the subscriber whose name is assigned to the Speed Dial will be called at once. Speed Dials can also be utilized for frequently used DTMF commands.

This is how you assign a Speed Dial to the number of your choice

1. Press the button → .
The main menu will open.
2. Use the arrow buttons to select the menu item "Configuration" and press the "OK" button.
The Settings menu will appear.

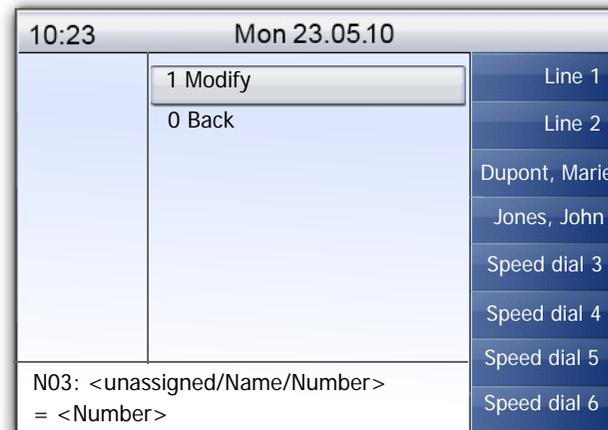


3. Choose "Speed Dials".
All Speed Dials glow. The following appears on the display:



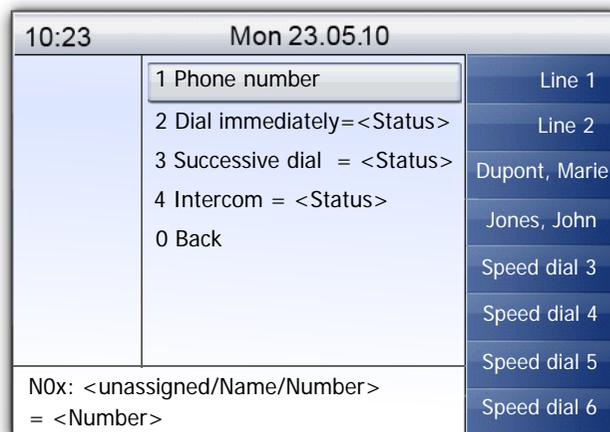
If no key glows, you first have to configure a function key as a Speed Dial (see This is how you configure a function key, page 188).

4. Press the Speed Dial you want.
The following will appear:

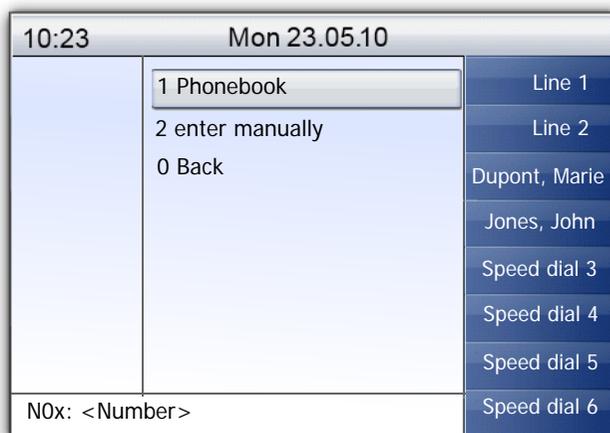


The current function of the key is displayed. If the key is not yet assigned, this message appears.

5. Choose "Modify" and press the "OK" button.
6. The following will appear:



7. Choose "Number" and press the "OK" button.
8. You can select a number from the phonebook or enter one manually using the keypad:



9. Confirm your entry with "OK".
The Speed Dial has been assigned a number. You can configure another function key, or leave the configuration menu.



Due to the fact that both SwyxPhone and SwyxIt! access the same user settings, any changes you make on SwyxPhone will always effect the settings in SwyxIt! and vice versa. Above all, you should keep in mind that if you delete lines or Speed Dials, the data will be lost!

16.7.1 "Dial immediately", "Successive dial" or "Intercom Connection"?

The Speed Dials provide you with several options for initiating a connection.

Dial immediately

If the option "Dial immediately" is activated, the subscriber will be called immediately once the Speed Dial has been pressed, even if the handset is on the hook. In this case the handsfree telephone will be activated.

If this function has been deactivated, the subscriber will not be called immediately and, therefore, you have the option of entering additional numbers using the keypad or via the Phonebook.

Successive dial

If the "Successive dial" option is activated, the numbers which have already been dialed (display contents) will be kept when the Speed Dial is pressed and the number stored on the Speed Dial will be added. If this function is deactivated, the numbers already dialed will be deleted and only the stored number will appear on the display.

Both of these functions are especially useful if you frequently use cost-efficient call-by-call numbers. Just assign a call-by-call number to a Speed Dial and you will then be able to save both time and effort when you dial the telephone number you want. You can also assign a project number to a Speed Dial and then always press this before you dial a number if you would like to associate a call to a particular project.

Intercom Connection

Intercom connection allows you to directly speak to an internal subscriber, who allows his status to be signaled to you, i.e. without him having to pick up the call. If you press the Speed Dial on which the Intercom connection is activated, the corresponding number will be dialed and an intercom signal is produced for the called subscriber. The telephone or SwyxIt! then immediately activates the line and the speaker. You can begin your intercom connection to this subscriber.

If the called subscriber lifts the handset, you can continue the call as a normal telephone call.



Intercom connection is only possible between the internal subscribers if you are mutually signaled the current status ("Available"/"Speaking").

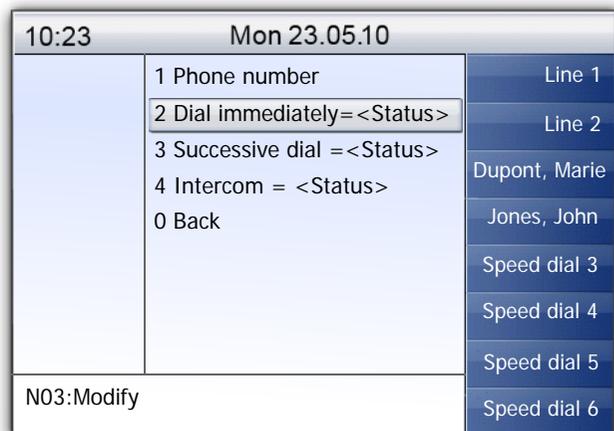


If the subscriber called is currently on the phone, you cannot begin an intercom connection.

This is how you assign the options “Dial immediately” or “Successive dial” or “Intercom connection” to a Speed Dial



1. Follow the steps (1) up to 5 (see "This is how you assign a Speed Dial to the number of your choice").



2. Use the arrow buttons to select the option of your choice.
3. Press OK to switch the selected option on or off.

The status of the option changes.

The conditions of the dialing procedure for the Speed Dial have changed. You can configure another function key, or leave the configuration menu.



Due to the fact that both SwyxPhone and SwyxIt! access the same user settings, any changes you make on SwyxPhone will always effect the settings in SwyxIt! and vice versa. Above all, you should keep in mind that if you delete lines or Speed Dials, the data will be lost!

17 Interaction with SwyxIt!

SwyxIt! is a telephony application which can be installed on your PC. SwyxIt! uses Internet Protocol and interacts with Microsoft Outlook and Microsoft Exchange.

SwyxPhone applies many of the telephony settings you have created in SwyxIt!, as long as they are not dependent on the terminal (e.g. the Personal Phonebook, the definition of call forwardings, the assignment of Speed Dials, or Remote Inquiry). SwyxPhone is not dependent on your PC, i.e. if your PC is switched off, you can still be reached on the SwyxPhone.

Furthermore, you can control a SwyxPhone remotely with CTI. In this way, you can use the extensive features of SwyxIt!, and in addition benefit from the advantages of the telephone, which is e.g. still available when your computer is switched off. For further information please refer to chapter 17.5, PC Operation of a SwyxPhone or SwyxIt! (CTI), page 198.



If SwyxPhone or SwyxIt! does not log on properly, please check whether other devices are already logged on under this user. A maximum of four devices (SwyxIt!, SwyxPhone or other telephones) can be logged on simultaneously for one user.



If you only have a SwyxPhone available, the settings you would have otherwise made using SwyxIt! can be carried out by the system administrator for you.



If several devices are logged on under one user, the administrator can define which device (SwyxIt!, SwyxPhone, H.323- or SIP-telephone) should signal the user's status (Logged on, speaking, etc.).

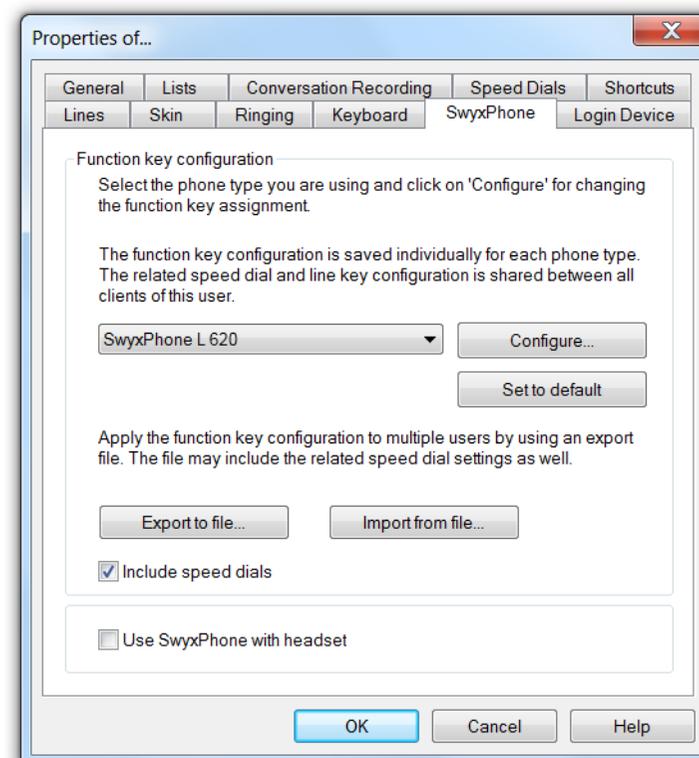
17.1 Configuration of SwyxPhone in SwyxIt!

In SwyxIt! you can easily configure the SwyxPhone keys and a Key Module, if available. For the configuration in SwyxIt! you must use the same user account as for SwyxPhone.

This is how you configure the buttons for SwyxPhone in SwyxIt!



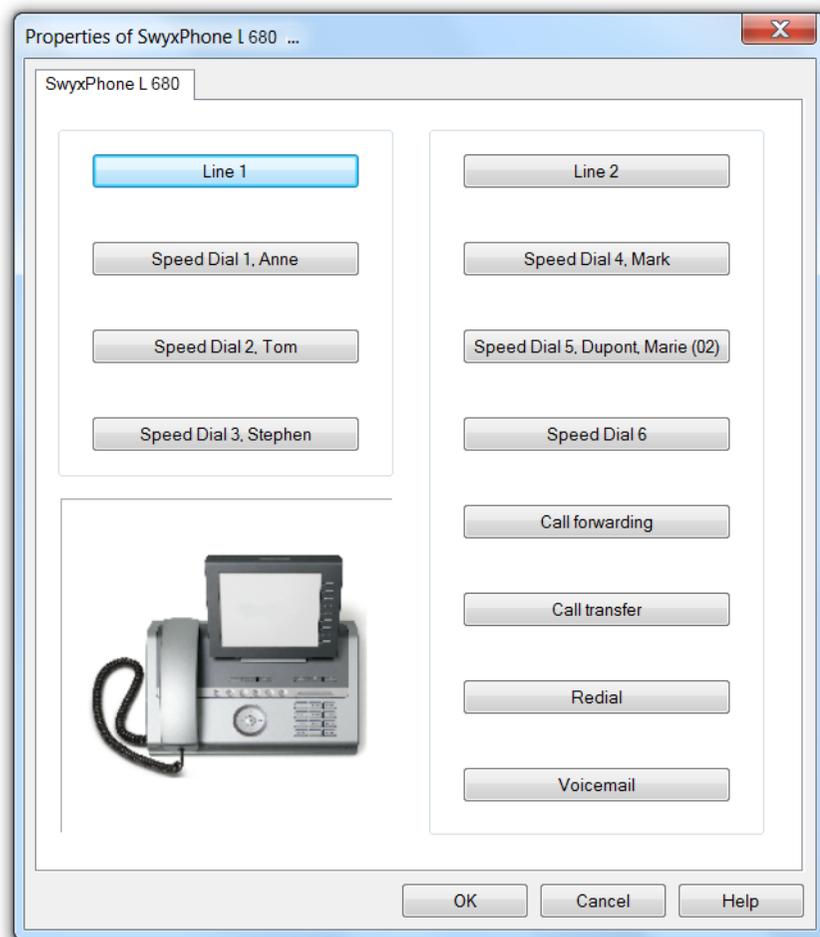
1. Start SwyxIt! under your user account.
2. In the menu bar of SwyxIt!, open the tab "SwyxPhone" under "Settings | User Profile...".



Here you can assign the buttons of the telephone and import or export this assignment.

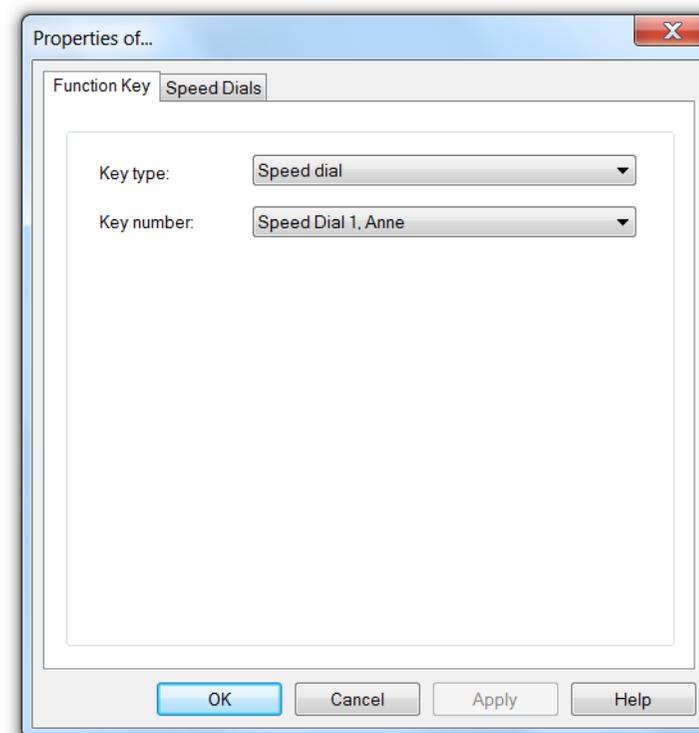
3. Select the type of terminal you would like to configure from the dropdown list, and then click on "Configure...".

The dialog window with the properties of the selected telephone will open.



You will see a picture of the selected phone and buttons arranged like the keys on this phone.

4. Click on a button to configure the corresponding key. The following will appear:



Depending on the selected function of the key, there is another tab provided for defining the properties of this key in more detail.

5. Use this method to configure all keys of the selected phone. If you use different telephone types, you can configure all keys for these telephone types here. Depending on the selected telephone type, you can configure additional key modules.

17.2 Settings Which Can Only Be Made in SwyxIt!

There are settings, which can only be made using SwyxIt!, and these settings also have an effect on the behavior of your SwyxPhone:

- Length of the Caller List and the Redial List
- Rulebook of the Call Routing Manager
- Remote Inquiry
- Voicemail

17.2.1 Length of the Caller List and the Redial List

The Caller List and the Redial List are valid for both SwyxIt! and SwyxPhone. The length of these lists (default setting: 20 entries) can only be changed in SwyxIt!.

17.2.2 Rulebook of the Call Routing Managers

An extensive set of rules is available for call handling in SwyxIt!. This is known as the Call Routing Manager. If you activate rules in the Call Routing Manager, these will also be valid for your SwyxPhone. From your SwyxPhone you have no direct access to the Call Routing Manager.

17.2.3 Voicemail

In SwyxIt! you can define parameters for your standard Voicemail, e.g. the announcement or the e-mail address to which the Voicemails received should be sent. If you activate the forwarding to your Voicemail, the standard Voicemail configured in SwyxIt! will be used.

17.2.4 Remote Inquiry

In SwyxIt! you can also define the access conditions for the remote inquiry of your Voicemails, e.g. the PIN and the access to the mail server on which the Voicemails are stored.

17.3 Settings Which Are Simultaneously Valid for SwyxIt! and SwyxPhone

There are also properties, which affect both SwyxIt! and SwyxPhone in the same way, i.e. changes to SwyxIt! are also valid for SwyxPhone. These include:

- Personal Phonebook

- Mutual ringing
- Speed Dials
- Lines
- Forwardings (Unconditional, Busy, No Reply)
- Content of the lists
- Do not Disturb
- Acoustic call signaling
- Secondary call
- Telephone number suppression

17.3.1 Phonebooks

Your Personal Phonebook is available both in SwyxIt! and in SwyxPhone. Changes which are made on one of the two are valid for both.

The Global Phonebook receives the entries of all employees, which have internal extensions, from SwyxServer. In addition, the Outlook – Contacts are also available to SwyxIt! users. These are altered accordingly within Outlook.

17.3.2 “Mutual Ringing” for SwyxPhone and SwyxIt!

If you are registered as a user for both SwyxPhone and SwyxIt! under one user account on SwyxServer, you can pick up all of your incoming calls either on SwyxPhone or on SwyxIt!. You will find more detailed information, for example, in Chapter 6.4, How do I pick up a call?, page 37.

17.3.3 Speed Dials

The assignment of the Speed Dials in SwyxPhone corresponds to the assignment of the Speed Dials in SwyxIt!. The Speed Dials have an index so that the button N01 on the SwyxPhone corresponds to Speed Dial 1 on the SwyxIt!. If you make changes in one of these applications, this will also directly affect the other application.

Example:

SwyxIt! and SwyxPhone are registered under the same user account on SwyxServer. On SwyxIt! you have assigned the telephone number 234 to Speed Dial 1. If you now change Speed Dial N01 on your SwyxPhone, e.g. to the telephone number 789, then the Speed Dial assignment will also be changed in SwyxIt!.

17.3.4 Lines and Line Buttons

The lines on SwyxPhone are represented by different Line buttons. If you change the configuration of these lines, the changes will affect both - SwyxIt! as well as SwyxPhone.

Example:

If you configure in SwyxIt! Line 1 in such a way that only calls to extension 246 are received, this configuration will also be valid for Line button L01 on your SwyxPhone.



If you have more lines configured on your SwyxIt! than existing lines on your SwyxPhone, calls that are received on the lines which have no assignment on your SwyxPhone will be connected on your SwyxPhone on Line 1. This ensures that none of your calls is lost.

17.3.5 Call Forwarding

The settings for Forwarding Unconditional, Forwarding Busy, and Forwarding No Reply can be changed in SwyxIt! and in SwyxPhone. Changes are then valid for both.

If you activate one of these forwarding options, it will be valid simultaneously for both SwyxIt! and SwyxPhone.

17.3.6 Lists

The Caller List and the Redial List are valid for both SwyxIt! and SwyxPhone. The length of these lists (default setting: 20 entries) can only be changed in SwyxIt!. If you have picked up a call with SwyxPhone, this call will also appear as picked up in the Caller List of your SwyxIt!.

17.4 Settings Which Are Individually Valid for SwyxIt! and SwyxPhone

Some settings are valid either for SwyxIt! or for SwyxPhone. Any changes are not apply to the other device:

- Ring tones
- Volume
- Function assignment of the buttons on SwyxPhone

17.5 PC Operation of a SwyxPhone or SwyxIt! (CTI)

With the CTI functionality you can dial the person you wish to speak to on your PC (SwyxIt!), e.g. from Outlook or Lotus Notes Contacts but the call will be made as usual via the telephone device. Even if SwyxPhone is controlled from a CTI SwyxIt!, all telephony functions are available to you at any time directly on SwyxPhone.



A SwyxPhone user must have a PIN for authorized access to a SwyxPhone. If you do not yet have a PIN, contact your administrator.

SwyxIt! can only operate a SwyxPhone, which is logged on under the same user on SwyxServer. To do this, the SwyxIt! used for operation switches to CTI mode. If only one other SwyxPhone is logged on under the same user on SwyxServer the link will take place automatically. If several telephony terminals are logged on under the same user, the PC operation from one of the telephony terminals must be accepted.

You are provided with the following options on the CTI-SwyxIt! for the PC operated telephony client:

- Dial
 - You can dial from Outlook or from another application, via the Caller List or Redial List and from the phonebooks. In this case, highlight the telephone number and click on the handset (block dialing). Alternatively, you can click on the handset icon first (the line becomes active) and enter individual digits on the PC.
- Telephony functions such as Hold, Call Swap, Transfer, Start Conference, Callback or Callback on busy
- Settings
 - Button assignments (Speed Dials and Shortcuts), signaling (call and status signaling), Forwarding, Voicemail and Call Routing Manager or Skin (only for SwyxIt!), are assigned to the user account and are therefore the same for the operated telephone and the CTI SwyxIt!.



You can only pick up or end calls using a CTI SwyxIt! via the SwyxIt! interface per mouse click. Picking up a handset which is connected to the CTI SwyxIt! will not result in this case in the activation of a line. If you lift the handset of the PC operated SwyxPhone, this will activate the line.

This is how you configure SwyxIt! as CTI SwyxIt!



1. Go to the menu bar and select "Settings | CTI | Run as CTI SwyxIt!".
2. SwyxIt! will log off and then log on again as a CTI SwyxIt! on SwyxServer.

After logon, SwyxIt! searches for a telephony terminal that is logged on to this SwyxServer under the same user account.

- If only one other terminal (SwyxIt! and SwyxPhone) is logged on, a pairing will be created immediately.
 - If there is more than one other terminal logged on, "Looking for controlled device" will appear in the display. A message appears on all telephony devices (SwyxIt! and SwyxPhone) to accept the PC operation request. Accept this by clicking on "OK" on SwyxIt! or selecting in the menu bar "Settings | CTI | Accept Pairing", or by pressing the OK button on SwyxPhone.
3. If a telephony device accepts the PC operation request, the pairing will be started. You can now carry out all functions for the operated telephony device on the CTI SwyxIt!.
 4. You can terminate the CTI SwyxIt! search for a telephony device by selecting "Settings | CTI | Cancel Pairing".



For every SwyxWare user account, only one SwyxIt! can be operated in CTI mode at the same time.



A CTI SwyxIt! cannot log on if there are not sufficient CTI licenses on SwyxServer. Ask your system administrator should you have questions about this.



If a SwyxPhone is PC operated, there will only be as many available lines as offered on the interface of the CTI SwyxIt! during the PC operation.



If during installation of SwyxIt! the CTI functionality is already activated, this will be valid for all users who start on this PC SwyxIt!. Regardless of this, each user of this PC can use the "Run as CTI SwyxIt!" checkbox to deactivate the CTI functionality.

This is how you end the PC operation with CTI SwyxIt!

SwyxIt! is in CTI mode, i.e. SwyxIt! is operating another SwyxPhone remotely.



1. Click in the menu bar of the CTI SwyxIt! on "Settings | CTI | Release Pairing".
The connection between the CTI SwyxIt! and the operated SwyxPhone is released. SwyxIt! remains in CTI mode.

This is how you start the PC operation with CTI SwyxIt! once again



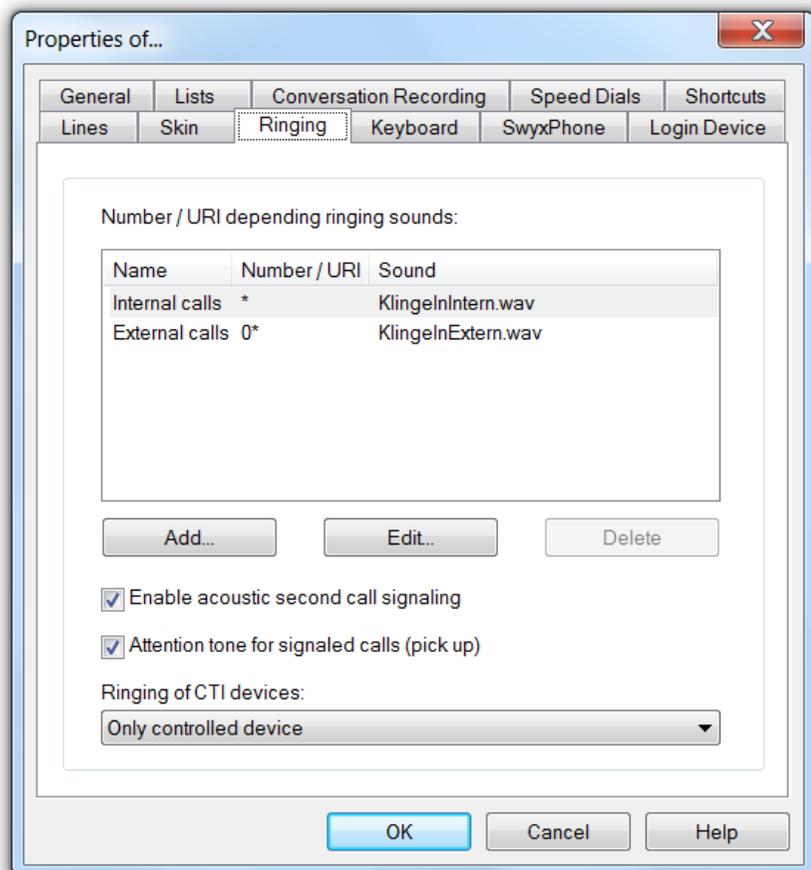
1. Go to the menu bar and click on "Settings | CTI | Start Pairing".
SwyxIt! will once again search for a telephony device which is logged on to this SwyxServer under the same user.
 - If only one other terminal (SwyxIt! and SwyxPhone) is logged on, a pairing will be created immediately.
 - If there is more than one other terminal logged on, "Looking for controlled device" will appear in the display. A message appears on all telephony devices (SwyxIt! and SwyxPhone) to accept the PC operation request. Accept this by clicking on "OK" on SwyxIt! or selecting in the menu bar "Settings | CTI | Accept Pairing", or by pressing the OK button on SwyxPhone.
2. If a telephony device accepts the PC operation request, the pairing will be started. You can now carry out all functions for the operated telephony device on the CTI SwyxIt!.

Configuring the Ringing

If you use a CTI SwyxIt! to operate a SwyxPhone or another SwyxIt! remotely, you can indicate which of these telephony clients will ring.

This is how you configure the ringing in CTI mode

1. Go to the menu bar and click on “Settings | User Settings...”.
The “Properties of...” dialog window will appear.



2. Select the “Ringing” tab.
3. You have several options:
 - Only controlled device
In this case, only the operated SwyxPhone or SwyxIt! will ring.
 - Only CTI SwyxIt!
Only the CTI SwyxIt! will ring. Here you can vary the ringing accordingly within SwyxIt!.
 - Both devices
Both the CTI SwyxIt! and the operated SwyxPhone or SwyxIt! will ring.
4. Select the required option and click on the “OK” button.
The ringing of CTI devices is configured.

App. A: Call Management: What do I do, if...?

SwyxPhone provides an optimal environment for professionally organizing incoming and outgoing calls.

You are provided with functions such as "Conference", "Call swap", "Call transfer", "Forwarding", "Call signaling", and much more. Using the configurable function keys, you can customize SwyxPhone to your telephoning behavior.

You will find an explanation of the terms used in Chapter 3, What is meant by...?, page 17.

The following chapter lists a variety of situations and your reaction options in each case. This overview will help you to handle several calls at the same time.



Please remember that for some of the examples given the corresponding function keys must be configured and you must have at least three lines available (default setting: two lines). For further information please refer to chapter 16.5, *Configure function keys*, page 187.

| What do I do, if... | Signaling | Tip |
|---|---|--|
| another call is received while I am on the telephone and I would like to pick up the second call? | the LED of the corresponding Line button blinks very quickly. | <ul style="list-style-type: none"> Press the corresponding Line button. The line is put on hold. Press the "Call Swap" function key until you reach the Line you want and confirm this with "Pick Up". The connection which was active up until now will automatically be put on hold. |
| I would like to switch to a call on hold? | The LED of the call on hold blinks slowly. | <ul style="list-style-type: none"> Press the corresponding Line button. Press the "Call Swap" function key until you reach the Line button you want. The active connection is automatically put on hold. |

| What do I do, if... | Signaling | Tip |
|---|---|---|
| I would like to connect two callers? | After the connection has been completed, the LEDs will be switched off. | <ul style="list-style-type: none"> Press the "Call transfer" function key. The callers will automatically be connected to each other and your lines will be free again. |
| I would like to connect two callers and I have several calls on hold? | After the connection has been completed, the corresponding LEDs will be switched off. | <ul style="list-style-type: none"> Press the "Call transfer" function key and select the second caller in the menu. |
| I want to forward a call without an Inquiry Call? | If the transfer was successful, the LED will go out, otherwise the call will be returned to you. | <ul style="list-style-type: none"> Press a free Line button and select a new destination phone number. Then press the "Call Transfer" function key or simply go on hook. |
| I do not wish to pick up another call? | The LED for the line blinks. | <ul style="list-style-type: none"> Select the menu item "Forwardings" in the display with the arrow buttons, and press the "OK" button. |
| I want to disable another call during a telephone conversation? | | <ul style="list-style-type: none"> Select the menu item "Secondary call" with the arrow buttons, and deactivate the option by pressing the "OK" button. |
| I would like to pick up a signaled call? | Call signaling on the display and after 10 seconds a single acoustic signal. The phone of the called subscriber is ringing. If a Speed Dial is assigned to the caller, it blinks. | <ul style="list-style-type: none"> Press the "Pick Up" button and lift the handset off the hook. Select the menu item "Pick Up" with the arrow buttons, and press the "OK" button. Press the Speed Dial. If several calls are signaled simultaneously and you do not want to pick up the call which is signaled in the display, simply press the Speed Dial on which this call is signaled. |

| What do I do, if... | Signaling | Tip |
|--|---|---|
| I would like to reject a signaled call? | Call signaling on the display and after 10 seconds a single acoustic signal. The phone of the called subscriber is ringing. | <ul style="list-style-type: none"> Ignore the call. |
| I would like to make a group call? | | <ul style="list-style-type: none"> Select the appropriate extension from the global Phonebook or dial the extension on the keypad. |
| I do not wish to permit call signaling? | The optical display of call signaling on the display remains but the warning tone is disabled. | <ul style="list-style-type: none"> Select the menu item "Call signaling" in the "Configuration" menu, and deactivate the option by pressing the "OK" button. |
| I would like to pick up a secondary call? | The line button holding the second call blinks. | <ul style="list-style-type: none"> Press the relevant line button, or select the menu item "Pick Up" with the arrow buttons, and press the "OK" button. |
| I would like to reject a secondary call? | The line button holding the second call blinks. | <ul style="list-style-type: none"> Select the menu item "Reject" with the arrow buttons, and press the "OK" button. |
| I would like to hide my telephone number for the following call? | | <ul style="list-style-type: none"> With SwyxPhone off hook, select the menu item "Incognito now" with the arrow buttons, and press the "OK" button. |
| I would like to put the active connection on hold? | The LED of the Line button with the active connection glows. | <ul style="list-style-type: none"> Press another Line button or, in the display, select the option "Call Swap" and press the "OK" button. |

| What do I do, if... | Signaling | Tip |
|---|--|--|
| I want to create a conference between the active line and the line on hold? | All of the lines on hold will be combined on the active line to create a conference. The LEDs of the lines on hold will go out. | <ul style="list-style-type: none"> Select the menu item "Conference" with the arrow buttons, and press the "OK" button. Press the "Conference" function key. |
| I am in a conference and I want to start an Inquiry Call? | The LED of the conference line on hold blinks slowly. The LED for the Inquiry Call line glows. | <ul style="list-style-type: none"> Press a different line button, or select the menu item "Call Swap" with the arrow buttons, and press the "OK" button. You can dial another subscriber. |
| I want to add another subscriber to a conference? | The LED of the conference line blinks slowly (Hold), the LED of the second line glows. The LED of the second line goes out, the LED of the conference line glows (active). | <ul style="list-style-type: none"> Press a different line button, or select the menu item "Call Swap" with the arrow buttons, and press the "OK" button. Call the other subscriber. Select the menu item "Conference" with the arrow buttons, and press the "OK" button. |
| I would like to end a conference? | The LED of the conference line goes out. | <ul style="list-style-type: none"> Place the handset on the hook. |
| I would like to connect a subscriber to the Conference Room? | The LED of the conference line glows. The LED of the conference line blinks slowly, the LED of the second line glows. Both LEDs go out, the lines are free again. | <ul style="list-style-type: none"> Call the Conference Room. Press a different line button, or select the menu item "Call Swap" with the arrow buttons, and press the "OK" button. You can dial the subscriber. Select the menu item "Call Transfer" with the arrow buttons, and press the "OK" button. |

| What do I do, if... | Signaling | Tip |
|--|---|--|
| I no longer want to be called on a line? | The LED of the line glows with brief interruptions. | <ul style="list-style-type: none"> Press the corresponding Line button and confirm "Disable line" with the "OK" button. |
| I want to enable a line that was disabled in the wrap up time? | The LED glows. | <ul style="list-style-type: none"> Press the Line button. |
| if I want to be called back by an internal subscriber who is currently on the phone? | The line of the subscriber called is busy. | <ul style="list-style-type: none"> Press the "Callback request" function key. Once the subscriber call can be reached again, your telephone will suggest a new attempt. |
| I want to be called back by an internal subscriber who cannot be reached? | The subscriber called does not pick up or his Voicemail picks up the call. | <ul style="list-style-type: none"> Press the "Callback request" function key. |
| I would like to answer a callback ? | In the display you will see the "New Callbacks (XX)" list. | <ul style="list-style-type: none"> Open the "Callback Requests" list with the "OK" button, and select the entry in the list that you would like to call back. Then take the handset off the hook. |
| if a Callback on busy is suggested? | The LED of the "Callback" function key blinks quickly, "Accept Callback" is shown in the display | <ul style="list-style-type: none"> Take the handset off the hook. The number will be redialed. |
| if I have missed a Callback on busy? | In the display you will see "Missed Callbacks (XX)", the LED of the "Callback Request" function key will blink. | <ul style="list-style-type: none"> Open the "Missed Callbacks" list with the "OK" button, and select the entry in the list that you would like to call back. Then take the handset off the hook. |

App. B: Technical Details

In this section you will find the technical details of your SwyxPhone.

B.1 Technical Data

The following is an overview of the technical data of the various Swyx-Phones described in this manual.

| | SwyxPhone L615 | SwyxPhone L620 | SwyxPhone L640 | SwyxPhone L660 | SwyxPhone L680 |
|---|---|---|---|---|---|
| Display | LCD, monochrome 2 lines non-tilting | LCD, monochrome 2 lines | LCD, monochrome 6 lines, 240 x 128 pixel backlight | TFT, 320 x 240 pixel (QVGA), diagonal: 14.5 cm, color depth: 16 bit | TFT, 640 x 480 pixel (VGA), diagonal: 16.3 cm, color depth: 16 bit |
| Conventional power supply | Original power supply. Part number: L30250-F600-C14x (x: 1=EU, 2=US, 3=UK) | Original power supply. Part number: L30250-F600-C14x (x: 1=EU, 2=US, 3=UK) | Original power supply. Part number: L30250-F600-C14x (x: 1=EU, 2=US, 3=UK) | Original power supply. Part number: L30250-F600-C14x (x: 1=EU, 2=US, 3=UK) | Original power supply. Part number: L30250-F600-C14x (x: 1=EU, 2=US, 3=UK) |
| Power over Ethernet IEE 802.3af | Class 1 | Class 1 | Class 2 (with 2 key modules: class 3) | Class 3 | Class 3 |
| | | SwyxPhone L620G Class 2 | SwyxPhone L640G Class 3 (with 2 key modules: only with power supply) | SwyxPhone L660G Class 3 (with 2 key modules: only with power supply) | SwyxPhone L680G Class 3 (with 2 key modules: only with power supply) |
| Bluetooth v 2.0 interface | No | No | No | Yes | Yes |
| Dimensions: H x W x D (mm) | 70 x 240 x 221 | 70 x 240 x 220 | 70 x 270 x 220 | 70 x 300 x 220 | 70 x 300 x 220 |
| Weight (kg) | 0,783 | 0,834 | 1,068 | 1,245 | 1,435 |
| Wall Mounting | Yes | Yes | Yes | No | No |
| Audio quality | G.711 (64 kbit/s a/μ-law), G.722 (64 kbit/s), G 729 AB (8 kbit/s) | | | | |
| Network | IEEE802.1Q; QoS (DIFFSERV and IEEE802.1p); Layer 2 authentication | | | | |
| Storage conditions | - 40° C to +70° C (ETSI EN300 019-2-2) | | | | |
| Operating conditions | +5° C to +40° C | | | | |
| Certification | CE Code, EMC EN5502 Class B, EN55024, EN61000-4-11, EN61000-3-2, Safety EN60950-1, North America EMC (FCC) Part 15 (CFR 47) Class B, Safety UL60950-1CSA 22.2 No950 | | | | |
|  | | | | | |

B.2 Updating the Firmware

B.2.1 Automatic Update

If SwyxPhone logs on to SwyxServer, and if the latter has a newer version of firmware than SwyxPhone has, then the following message will appear on the display:



This is an offer to automatically update the firmware in SwyxPhone. If you confirm this with “OK”, the internal SwyxPhone software will be automatically updated and SwyxPhone will then log on to SwyxServer. If you do not wish to update, press “0” and SwyxPhone will log on to SwyxServer once again with an older version of the firmware.

App. C: Technical Terms

Here you will find more detailed explanations of technical terms used in connection to the “Voice over IP” technology.

These terms are included to help you understand the technical background, but they are not necessarily required to operate the phone itself. We also recommend technical “laymen” briefly read through these terms; some of these terms are easy to understand, other explanations are aimed at those more technically interested readers.

| Term | Explanation |
|---------------|---|
| Line | ISDN line for operating a single ISDN terminal. This is usually a telecommunications system with the option of dialing to an extension. In comparison to the multiple connection, the line has the advantage that the number of extension numbers is not limited. |
| AES | Advanced Encryption Standard Data encryption algorithm |
| ACD | Automatic Call Distribution Automatic call distribution |
| API | Application Programming Interface Interface for application programs |
| Block Dialing | All numbers of the destination phone number are entered before the handset has been lifted. In this case, it is still possible to change the phone number after it has been entered. The phone number will be dialed completely (as a block) when the handset is lifted. The opposite of this is ‘Overlap Sending’. |
| CAPI | Common ISDN Application Programmable Interface CAPI is the software interface, which regulates the data transfer between the ISDN card and the applications. The CAPI is a standard, which also supports the D-channel protocol of the Euro-ISDN (DSS1) in the CAPI Version 2.0. |
| CCITT | Comité Consultatif International Télégraphique et Téléphonique International consulting committee for telegraph and telephone service; known as ITU-T today |

| Term | Explanation |
|-----------|---|
| CDR | Call Detail Record A call detail record provides statistical information, such as caller, duration and cost of the connection. |
| Client PC | The client PC is an single workstation computer (PC). Many client PCs are connected to a server via the network. |
| CMI | Cordless Multicell Integration Multicellular wireless network for cordless equipment |
| CorNet® | A protocol created by Siemens, which is used by SwyxPhone to communicate with SwyxServer. This connection is only used to transmit information to the server, for example, via an activated button, and to send display information from the server to the SwyxPhone. The actual telephony functions are carried out in SwyxServer. |
| CTI | Computer Telephony Integration Term used for the connection of telecommunications systems and computer systems (e.g. databases) using a special interface. This enables the user to use telephony services from a PC. |
| DECT | Digital Enhanced Cordless Telecommunication European Standard for the digital cordless communication between a base station and a transportable device for the range of a few hundred meters. |
| DHCP | Dynamic Host Configuration Protocol Instead of permanently assigning an IP address to a computer in a LAN, DHCP makes it possible to assign IP addresses dynamically and variably. Applications, which depend on an IP address, are immediately assigned one upon request. |
| DDI | Direct Dial In DDI refers to the direct dial from a telephone network to a subscriber. Direct dial allows you to dial specific extensions directly via this number. |

| Term | Explanation |
|------------------------|---|
| DMZ | Demilitarized Zone In the context of firewalls, a DMZ is a protected logical network segment which contains the publicly accessible services of a company. Thus, a DMZ prevents external access to internal IT structures. |
| DNS | Domain Name Server A server, which translates the symbolic name (e.g. www.microsoft.com) into an IP address. |
| DTMF | Dual Tone Multi Frequency Seven different frequencies and additional mixture frequencies are transmitted in the telephone line in order to clearly communicate the activated button. |
| DSP | Digital Signal Processor |
| Direct Dialing-In line | ISDN line, to which a telecommunications system with so-called extension numbers is connected, which can be used to directly contact a subscriber. In the case of the number "(0231) 4777-227, "227" is the extension number within a telecommunications system. An extension number allows you to dial a specific extension of a telecommunications system directly via this defined number. |
| E.164 | ITU-T standard for global telephone numbering (country code, local area code and subscriber number, e.g. +49 (231) 123456-789. |
| ENUM | Telephone Number Mapping ENUM is an application of the Domain Name System for converting telephone numbers (in the E.164 format) to Internet addresses. An ENUM registration of a VoIP number allows calls to be placed directly via the Internet, for example. |
| Ethernet | Network for limited local operation (10 m to 10 km) in the LAN. The individual PCs are connected via a cable network. Data is transferred within this network at a rate of 10 Mbit/s, 100 Mbit/s or 1 Gbit/s. |
| FD | Full Duplex (DX, sometimes also FDX, permits simultaneous transmission of information in both direction, e. g. in telephony) |

| Term | Explanation |
|------------------|--|
| FTP | File Transfer Protocol (Network protocol for file transmission) |
| G.711 | ITU standard for compression, here: Audiocodec 64 kbit/s |
| G.722 | ITU standard for compression, here: Audiocodec 64 kbit/s |
| G.723.1 | ITU standard for compression, here: Audiocodec 5.3 kbit/s and 6.3 kbit/s |
| G.729 | ITU standard for compression, here: Audiocodec 8 kbit/s |
| GAP | Generic Access Protocol Standard for DECT Handsets, which allows the communication between handsets and basis stations of different manufacturers. |
| Gateway | A gateway is a system, which connects two different networks and which can transfer the data in one network to the other network and vice versa. This means that the physical networks can be different and the protocols used (e.g. IP network and ISDN) can also be different. |
| GSM | Global System for Mobile Communication Global system for mobile communication |
| H.323 | A collection of international specifications (ITU), which define the transmission of multimedia data to packet-oriented data connections. |
| H.323 Alias Name | A symbolic name (e.g. TOMMY), which can be used as the address of an H.323 terminal instead of an IP address. |
| H.450 | Standard for additional performance specifications in H.323, such as Conference, Call Forwarding, Hold, Call Swap, etc. |
| HTTP | Hypertext Transfer Protocol. A protocol for transmission of data over a network. It is mainly used for loading websites and other data from the World Wide Web (WWW) into a Web browser. |
| Hub | A hub creates a network node in a star-shaped LAN and it connects several clients to the network. |

| Term | Explanation |
|-------------------|--|
| ID | Identification |
| IEEE | Institute of Electrical and Electronics Engineers International standardization committee |
| Instant Messaging | A service that uses the Instant Messenger software (client) to enable real-time communication (chat) with other subscribers. Short text messages are sent using push technology via a network (server) to the recipient (usually via the Internet), who can respond to them immediately. Files can usually also be exchanged by this means. In addition, many messaging programs offer video or telephone conferences. |
| IPEI | Hardware address (12 digits) of a DECT handset which allows an unique identification. |
| IP | Internet Protocol Fundamental protocol of the Internet, which combines packet-oriented networks with different technical bases to one large network. Thus this protocol (on layer 3 of the OSI layer model) is used for addressing and distributing data into packets. |
| IP Address | An IP address is a 32-bit number, which is usually shown as a four-part number, e.g. 192.177.65.4, and which is assigned to every computer connected to the Internet. Domain names, which are unambiguously assigned to IP addresses using a DNS server, were introduced in order to make these addresses simpler and clearer for users. |
| IP PBX | IP Private Branch Exchange A telephone private branch exchange (PBX) which is created by a software application. It uses Voice-over-IP (VoIP) technology for voice transmission. |
| ISDN | Integrated Services Digital Network Service integrating digital network |
| ITSP | Internet Telephony Service Provider. An Internet telephony service provider offers an interface via a gateway between Internet telephony and the classic telephone network. Thus via an ITSP, VoIP users can also reach subscribers in the classic telephone network, and vice versa. |

| Term | Explanation |
|---------------------|---|
| IVR | Interactive Voice Response Interactive Call handling |
| LAN | Local Area Network A local network, which is made up of numerous, interconnected computer terminals within one company location and which is used to transfer data. |
| LDAP | Lightweight Directory Access Protocol A network protocol that allows querying and modification of information of a directory service (a distributed hierarchical database in the network). The current version is specified in RFC 4511. |
| LED | Light Emitting Diode Light emitting diode (small light) for displaying status information, e.g. for SwyxPhone. |
| MAC Address | Medium Access Control Address Each network card identifies itself with the MAC address. This address is an 8-byte address, which is uniquely defined worldwide. |
| MAPI | Mail Application Programming Interface This Microsoft interface can be used by applications to send E-mails. |
| Multiple connection | Basic Rate Interface for operating up to eight ISDN terminals (ISDN telephones etc.) on a S ₀ bus. It is possible to operate ISDN telephones, ISDN PC cards or ISDN telecommunications systems on a multiple connection. The devices are addressed via MSNs. |
| MSN | Multiple Subscriber Number A non-direct dialing-in line can have several numbers (MSNs). The assignment of these MSNs to the terminals takes place in the terminals themselves. |

| Term | Explanation |
|-----------------|--|
| Name Resolution | Automatic association of a name to a phone number. Example: You receive a call from the public telephone network and the caller's phone number is transmitted. SwyxWare then searches, e.g. in Microsoft Outlook Contacts and in the Personal Phonebook, for a contact matching this phone number. If a contact is found, SwyxIt! will show the name of the caller in addition to the phone number in the display. |
| NAT | Network Address Translation is a method for replacing an IP address by another within a data package. This method is frequently used to map private IP addresses to public IP addresses. |
| NT mode | Network Terminator For ISDN (and other protocols) a different behavior is often required, depending on functionality. For ISDN, the exchange operates in NT mode and the telephones (terminals) operate in TE mode. An example of different behavior is the transfer of charging information, which of course is only possible from NT to TE, and not the other way round. |
| NetBIOS Name | A symbolic name (e.g. WS-SJONES), which is used for addressing a PC, if this PC should be contacted using the Microsoft NetBIOS protocol. |
| Overlap Sending | The numbers entered are dialed immediately. The destination phone number can no longer be edited. The opposite of this is 'Block dialing'. |
| P2P | see Peer-to-Peer |
| PABX | Private Automatic Branch Exchange Private branch exchange |
| PBX | Private Branch Exchange Private branch exchange, i.e. a system for regulating telephone systems in what is usually a smaller telephone network with an interface to the public telephone network. |
| PDA | Personal Digital Assistant. Small portable computer, usually equipped with a quick start operating system, and used along with many other programs mainly for personal calendar, address and task management. |

| Term | Explanation |
|----------------|---|
| PIN | Personal Identification Number This number is linked to the user name, and is used for user authentication. |
| Peer-to-Peer | Network principle in which the data exchange occurs decentrally, directly between the individual computers. In the VoIP field, this means that the connection exists directly between the two subscribers, without server or provider. |
| POTS | Plain Old Telephony System This is the classic analog telephone. |
| Power over LAN | Power over LAN is used to identify a property of devices with Ethernet connection, e.g. IP telephones. Thus, the power supply is provided via the Ethernet connection line and not via a power mains plug, as usual. In this case, the Switch or the Hub to which this device is connected per Ethernet must be able to guarantee the power supply via the Ethernet line. |
| PSTN | Public Switched Telephone Network Umbrella term for analog telephone networks, which usually use digital switches. |
| QoS | Quality of Service The quality in communication networks. Depending on the standard or protocol, different parameters are used for evaluating the properties, such as loss rate, availability, transfer rate and delay. |
| Router | A router connects different kinds of networks to each other. It recognizes the bordering networks and neighboring routers and it determines the path of the data packet. This connection can be created by using either a software or a hardware solution. |
| RSVP | Resource Reservation Protocol IETF standard to guarantee a certain transmission qualities, such as bandwidth and priority via TCP/IP. |
| Server | The workstation computers are connected (e.g. via Ethernet) to the server, which is the "central computer". |

| Term | Explanation |
|-------------------|--|
| SIP | Session Initiation Protocol A network protocol which establishes a communication session between two or more subscribers. |
| Smartphone | A smartphone unites the functional scope of a mobile phone with that of a PDA. You can use a full keypad or touchscreen and speak from a PDA phone. Digital cameras are sometimes also incorporated, as in many mobile phones. |
| SNMP | Simple Network Management Protocol Network protocol developed by the IETF - an open international voluntary association of network engineers, manufacturers and users, which is responsible for proposals for Internet standardization -, to enable network elements (e.g. routers, servers, switches, printers, computers etc.) to be monitored and controlled from a central station. |
| SNTP | Simple Network Time Protocol Standard for synchronizing clocks in computer systems over packet-based communication networks. Although mostly handled via UDP, can also be transported using other layer 4 protocols such as TCP. Specifically developed to enable reliable timing over networks with variable packet propagation time (ping). |
| Voice Compression | The voice data are compressed and sent via the network. This reduces the amount of data to be transmitted. This is especially important for the Home Office connection and the coupling of several branch offices via the Internet. |
| STUN | STUN is a simple network protocol that recognizes the existence and type of firewalls and NAT routers and uses this information to bypass them. |

| Term | Explanation |
|-------------------|--|
| Subnet | A network can be divided into several subnets. For example, it is possible to use the IP address 192.177.65.xxx to address all computers, which have the number 192.177.65. in common and which only differ from one another in terms of the last three digits (xxx). The subnet mask indicates which positions should be used for differentiation within the subnet. In a subnet, two subscribers communicate directly with each other. The IP packets only have to pass through the router if subscribers communicate outside of the subnet. |
| Switch | A Switch is an active hub, which functions as a kind of exchange. In contrast to the hub, the switch does not forward the incoming data packets to all lines, but rather only to that line which leads to the destination of the packet. |
| TA | Terminal Adapter |
| TAPI | Terminal Application Programming Interface Interface for programming terminal applications |
| TE mode | Terminal Endpoint see NT mode, page 209 |
| TEI | Terminal Endpoint Identifier With the help of the TEI, different terminals are addressed to an ISDN bus on Layer 2. |
| TCP/IP | Transmission Control Protocol / Internet Protocol Two commonly used protocols for the transfer of data and for Internet connection, which can be implemented on different types of transport media. |
| TSP | TAPI Service Provider, driver for TAPI devices |
| Unified Messaging | Message management system developed in 1989. It denotes a method of bringing incoming and outgoing messages of any kind (e.g. voicemail, email, fax, SMS, MMS, etc) into a standardized form, and granting the user access to this via a wide range of clients (fixed network or mobile phone, email client). |

| Term | Explanation |
|------|---|
| USB | Universal Serial Bus. Bus system for connecting a computer to ancillary equipment. A USB port takes little space, and can supply power to simple devices such as a mouse, a phone or a keyboard. Devices equipped with USB can be connected to each other during active operation (hot plugging), and their properties can be detected automatically. |
| VLAN | Virtual LAN. Virtual local network within a physical network. A widespread technical implementation of VLANs is partially defined in the standard IEEE 802.1Q. |
| VoIP | Voice over IP Collective term for all techniques for transmitting voice over IP networks. |
| WAP | Wireless Application Protocol. The Wireless Application Protocol denotes a collection of technologies and protocols, whose aim is to make Internet content available for the slower transmission rates and the longer response times in mobile radio, as well as for the small displays of mobile telephones. WAP is thus in direct competition with the i-mode services. |
| WAV | A file format used for recording voice or music, for example, announcement texts, music on hold, or Voicemail. 16 KB of memory are required for each recorded second. |

App. D: Function codes

This appendix provides an overview of the available function codes. This gives you quick access to certain functions by pressing the corresponding keys. Some functions, such as Call Intrusion, are available for SwyxPhone only via function codes.

Within SwyxWare, certain functions can also be started by entering a function code. The character string is interpreted and executed as a command by SwyxServer.

A differentiation is made between

- **Template Script Code**
These character strings are detected and interpreted by the user's script template.
Note that these codes can only be used within SwyxWare, and not externally.
- **MobileExtensionManager Code**
These DTMF character strings are detected and interpreted by the MobileExtensionManager. They are consequently only relevant in a connection to the MobileExtensionManager.
- **Call Intrusion**
These function codes are only used in the context of intrusion on external calls (SwyxMonitor option pack required). They are only possible in block dialing, i.e. before the handset is lifted (e.g. with an abbreviated dialing button).
- **Feature Codes**
These character strings relate to remote enquiry for external voice-mails. They are only possible in block dialing, i.e. before the handset is lifted (e.g. with an abbreviated dialing button).

The following function codes are available:

| Code | Function | Description |
|---|--|---|
| Template Script Code (internal only) | | |
| ## | - | Initial sequence, which routes a call directly to the user. Additional characters are processed by the user's script (template.vbs). |
| ##10 | Remote Inquiry | The remote inquiry for the user is activated; the PIN is not queried since the user himself is calling (from his own device)! Sub-menus in remote inquiry can be reached directly by suffix. |
| ##20nnn# | Call Forwarding Unconditional to nnn | <ul style="list-style-type: none"> • Enable Call Forwarding Unconditional to nnn * • If * is entered instead of nnn, Call Forwarding Unconditional to Voicemail is activated. • Without nnn, Call Forwarding Unconditional is deactivated. |
| ##21nnn# | Call Forwarding Busy to nnn | <ul style="list-style-type: none"> • Enable Call Forwarding Busy to nnn * • If * is entered instead of nnn, Call Forwarding Busy to Voicemail is activated. • Without nnn, Call Forwarding Busy is deactivated. |
| ##22nnn# | Call Forwarding No Reply to nnn | <ul style="list-style-type: none"> • Enable Call Forwarding No Reply to nnn * • If * is entered instead of nnn, Call Forwarding No Reply to Voicemail is activated. • Without nnn, Call Forwarding No Reply is deactivated. |
| ##23 | Deactivate Call Forwarding Unconditional | Deactivate Call Forwarding Unconditional |
| ##24 | Deactivate Call Forwarding Busy | Deactivate Call Forwarding Busy |
| ##25 | Deactivate Call Forwarding No Reply | Deactivate Call Forwarding No Reply |
| ##70* | Call All Devices | Regardless of the redirection rules, all logged-on terminal devices of the calling user will ring. |

| Code | Function | Description |
|-------------------------------|--|---|
| ##71* | Connect to Voicemail | Regardless of all forwarding settings, the calling user will be connected to his own voicemail. He can then leave himself a voice message. |
| ##8nnn*ppp# | Call Forwarding Unconditional from nnn | For the user with the number nnn, Call Forwarding Unconditional to the calling line is activated. The given PIN ppp is checked. |
| ##9nnn# | Remote Inquiry from nnn | The remote inquiry of the user with the number nnn is called. The PIN is queried in the Remote Inquiry menu. |
| MobileExtensionManager | | |
| ** | + Replacement | Replaces the + in a canonical number |
| *0 | Disable DTMF recognition | The MobileExtensionManager's DTMF recognition is disabled. This can be necessary in order to send DTMF signals to the call partner. Please use the sequence ## for # here. |
| #0 | Reactivate DTMF recognition | The MobileExtensionManager's DTMF recognition is reactivated. |
| ## | Send single # | Sends a # as a DTMF tone to the call partner (transparently) |
| *1 | Remote Inquiry | Starts personal remote inquiry |
| *20nnn# *20*# *20# | Call Forwarding Unconditional to nnn | <ul style="list-style-type: none"> • Enable Call Forwarding Unconditional to nnn * • If * is entered instead of nnn, Call Forwarding Unconditional to Voicemail is activated. • Without nnn, Call Forwarding Unconditional is deactivated. |
| *21nnn# *21*# *21# | Call Forwarding Busy to nnn | <ul style="list-style-type: none"> • Enable Call Forwarding Busy to nnn * • If * is entered instead of nnn, Call Forwarding Busy to Voicemail is activated. • Without nnn, Call Forwarding Busy is deactivated. |

| Code | Function | Description |
|--------------------------|---------------------------------|--|
| *22nnn# *22*# *22# | Call Forwarding No Reply to nnn | <ul style="list-style-type: none"> • Enable Call Forwarding No Reply to nnn*. • If * is entered instead of nnn, Call Forwarding No Reply to Voicemail is activated. • Without nnn, Call Forwarding No Reply is deactivated. |
| *3 | Three-way Conference | A three-way conference is opened with the active call partner and the one on hold. |
| *4 | Activate Conversation Recording | The recording of conversations is activated. Note that all conversations of the mobile subscriber are recorded. |
| *5 | End Conversation Recording | The recording of all conversations is ended. |
| *6xxnnn# | Initiates the function code xx | The function code xx (always two characters) is passed on. The transfer of nnn is optional. If another parameter is needed, this can be input separated by *. The command is ended with #. The mobile user can thus act as though he is entering the function code ##xxnnn# within SwyxWare. |
| *600# | Start Remote Inquiry | Starts personal remote inquiry |
| *6002ddd# | Access to personal Voicemail | Starts playback of the voicemail with the ID ddd, without giving date and time |
| *7 | Hold/Call Swap | The current call is put on hold. A switch is made to a free line, or to the line previously on hold. |
| *8 | Exit | The currently active call is terminated. |
| *9 | Call Transfer | The active call is connected to the call on hold. |
| *9nnn# | Blind Call Transfer | The active call is connected to nnn without inquiry. Assumption: you have only one call. |
| *9*# | Connect to the office device | The active call is interrupted, and then put through again to the user's devices (excluding the mobile phone). |

| Code | Function | Description |
|--|--|---|
| # | Call Pick Up | Picks up an incoming call on a mobile phone, after the call was accepted by SwyxIt! Mobile. In other words, the MobileExtensionManager transfers the call after a # has been transmitted to it - usually by SwyxIt! Mobile. |
| Call Intrusion (only possible as block dialing) | | |
| nnn*24*1# | Call Intrusion (listening only) | A call that the agent is making with the number nnn is intruded on in 'listening only' mode. |
| nnn*24*2# | Call Intrusion (speak with agent) | A call that the agent is making with the number nnn is intruded on; the agent can hear the intruder. |
| nnn*24*3# | Call Intrusion (Conference) | The call that the agent is making with the number nnn becomes a conference. |
| Feature Code (only possible as block dialing) | | |
| nnn*71* | Voicemail | Calls the voicemail of user nnn, regardless of the selected call forwarding. You can leave a voice message directly. |
| nnn*72* | DirectCall | Calls the user nnn as a direct call (Intercom), i.e. a device of the called person is switched at once to output. |
| nnn*ppp*8* | Call Forwarding Unconditional from nnn | For the user with the number nnn, Call Forwarding Unconditional to the calling line is activated. The given PIN ppp is checked. |
| nnn*9* | Remote Inquiry from nnn | The remote inquiry of the user with the number nnn is called. The PIN is queried in the Remote Inquiry menu. |

*.<nnn> stands for extension or external number with public line access or in format

**49231123456.

<ppp> stands for the PIN

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