



Swyx Control Center Documentation for Users

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About this documentation

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

Who is this Documentation written for?

The documentation is primarily directed at Users.

Conventions for the Descriptions

Operating steps

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

Menu operation

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

"My profile | Password"

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

Special design elements



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



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



This indicates information which should not be skipped.




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

Instructions are designed as follows,

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

Online help

To access the help system, click on  on the top right on a page.

Further information

- For current information on the products, please see our Internet homepage:
<https://www.swyx.com>
- Under the 'Support' category of the homepage, you can download the most current version of the documentation (PDF) and software updates:
<http://www.swyx.com/products/support.html>.

Further online help

Product	WWW link
SwyxIt! Client	help.swyx.com/cpe/11.50/Client/Swyx/en-US
SwyxWare Administration	help.swyx.com/cpe/11.50/Administration/Swyx/en-US
Call Routing Manager	help.swyx.com/cpe/11.50/CRM/Swyx/en-US
Graphical Script Editor	help.swyx.com/cpe/11.50/GSE/Swyx/en-US

2 Logging in and logging out

You must authenticate yourself to gain access to Swyx Control Center.

You receive the homepage address and the login data via email or directly from your Administrator.

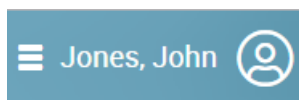
How to log on

- 1 Enter the Swyx Control Center address to your web browser.
 - ✓ The login page appears.

- 2 Enter your User name and your password.
- 3 Click on "Log in".
 - ✓ The Swyx Control Center homepage appears.

To log off from Swyx Control Center

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



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

2.1 Forced password changes

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

Enter your new password in the "New password" field and confirm the entry in the "Repeat new password" field, see section *Minimum requirements for passwords*, page 6.



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

You can change your complex password anytime you are logged on to the system, see section *Title bar*, page 9.

2.2 Minimum requirements for passwords

Passwords must at least meet the following requirements:

- The passwords consists at least of eight characters.

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



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

2.3 Limited number of log in attempts

The number of log in attempts can be limited.

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

You can no longer log in, neither via Swyx Control Center nor client nor end device, until the Administrator has reactivated your account.



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



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

2.4 Reset password

You can reset your password and have a new one send to you.



You can only reset your password if an email address has been stored for you in Swyx Control Center.



This function is not available for SwyxON.

To reset your password

- 1 On the login page, click on "Reset password".
 - ✓ You are redirected to the "Reset password" page.
- 2 Enter your email address or User name in the field.
 - ✓ Your new password will be sent to you shortly via email.
- 3 In the email, click on the corresponding.
 - ✓ You are redirected to the "Reset password" page, see section *Forced password changes*, page 6.

3 User interface and menu navigation



The elements shown on the User interface are based on context and/or profile, i.e. they vary for each user.

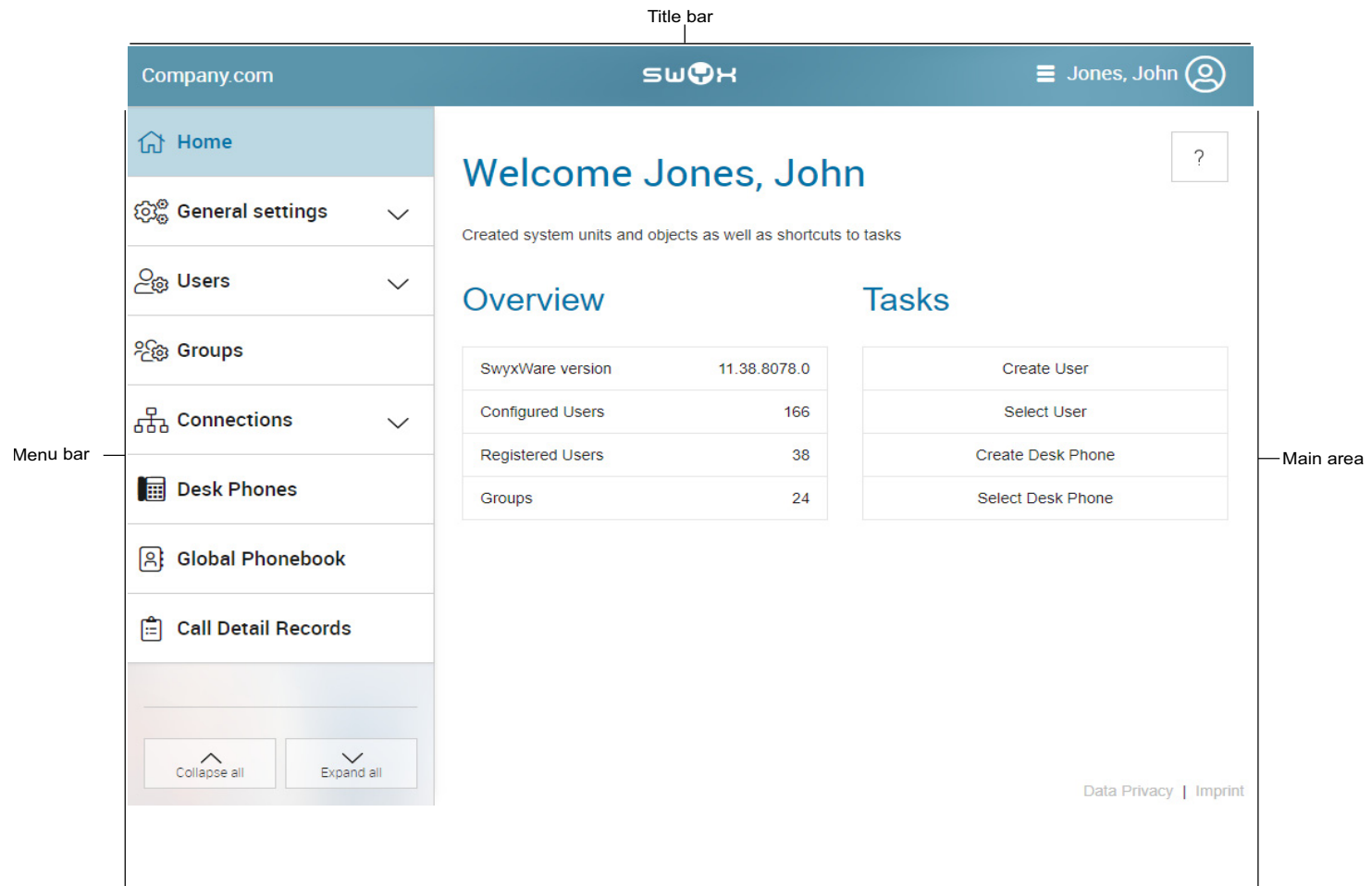


Fig. 3-1: Home page (example for visualization)

Title bar

Your name and User picture are displayed on the title bar.




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




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

Menu bar

On every page, you will see the menu that provides you with access to settings and information.

Use the arrow keys to hide or unhide submenu items.

Button	Explanation
	Show sub-menu items

Button	Explanation
	Hide sub-menu items
	Fully hide menu (only appears if you remain above the menu bar with the mouse pointer)
	Fully display menu

Main area

An overview of your created system units (e.g. Users, Desk Phones) appears on the start page with buttons for fast access to your tasks - a single click suffices to reach the appropriate menu item.

On the menu pages, various settings appear as well as buttons providing access to configuration wizards. Additionally, some main menu items provide buttons for the quick access to settings which are available in sub menu items.

3.1 Navigating and defining settings




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

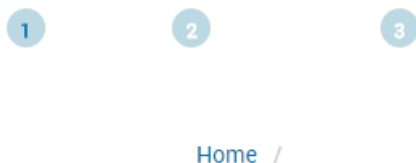
To create system units and configure basic settings, the corresponding menu pages in the provide configuration wizards. Use the "Next", "Back" and "Cancel" buttons to navigate within the configuration wizard. In general, you are offered additional optional settings in step before last.

On the menu pages you can find further settings under various tabs; these can be defined after creation.






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


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



3.2 Searching and filtering in lists

In lists you can click on  in a table column heading to filter lists by search items.


	Explanation
<input type="text"/>	Enter string
	No active filter
	Filter active
Filter	Apply filter
Delete	Remove filter

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

Click on  to display further information.



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

3.3 Starting calls from lists

In lists you can click on  in the line of the appropriate User to call this User via Swyxt! or Swyx Connector for Skype.



For this purpose, you must set Swyxt! or Swyx Connector for Skype as the default program for tel: URL.

As a User without administrator rights, you can call the Administrator on the start page by clicking  or  send him or her an email from your standard email program.

4 Editing General Settings

Under “General Settings” you can define settings which are valid for all Users, Locations, Desk Phones etc.

4.1 Defining a proxy server

For online licensing with license query by the Swyx license server a permanent internet connection to your SwyxServer must be established, see also the SwyxWare documentation for administrators, chapter “Licensing”, section “Online licensing”.

If you use a proxy server for this purpose, you must specify the required settings either during installation or in Swyx Control Center, see also the SwyxWare documentation for administrators, section “Configuring SwyxWare”.

To define a proxy server

- 1 In the menu, select “General Settings | System”.
✓ You can define the following settings:

Label	Explanation
Testing the connection	Click on the button to test your internet connection.
Activating proxy	Activate the checkbox to activate the proxy settings.
Proxy address	Enter the IP address or the DNS server of the proxy server.
Proxy port	Enter the port of the proxy server.
Proxy username	Enter a username for the authentication on the proxy server.
Proxy password	Enter a password for the authentication on the proxy server.

- 2 Click on “Save”.

4.2 Configuring the provisioning of SIP phones

You can configure the provisioning of certified SIP phones in the local network, see chapter 10 *Creating and editing Desk Phones*, page 43.

4.2.1 Activating authentication

If you activate this option, all certified SIP telephone Users must authenticate themselves once before they can use the corresponding device.

To activate authentication

- 1 In the menu, select “General Settings | System”.
- 2 Click on the “Provisioning” tab.
- 3 Activate the checkbox “Authentication required”.
- 4 Click on “Save”.


4.2.2 Defining the provisioning URL

You can edit the server address for the provisioning of SIP phones.

To define the provisioning URL

- 1 In the menu, select “General Settings | System”.
- 2 Click on the “Provisioning” tab.
✓ You can define the following settings:

Label	Explanation
URL auto detect (not in SwyxON)	Activate the option if the IP address of the SwyxServer can be resolved automatically in the local network.
Host name for the provisioning URL	If you deactivate the “URL auto detect” option, you can enter the IP address or the appropriate provisioning server’s host name.

Label	Explanation
Provisioning URL (not in SwyxON)	URL for provisioning SIP phones Click on  to copy the path to your clipboard.
Update RPS IP (Only SwyxON)	Click on the button to update the IP address of the provisioning server.



- 3 Click on "Save".

4.2.3 Displaying the administrative password for certified Yealink SIP phones

For certified Yealink SIP phones, you can define manufacturer-specific settings via the manufacturer's web interface. The IP address can be found on the device under "Menu | Status". You can log in with the user name "admin". Alternatively, you can define the settings directly on the device under "Menu | Settings | Advanced Settings".

To access the settings, you need the administrative password. The password is automatically set when you install your customer system and applies to all Yealink certified SIP phones provided in your network. The password cannot be changed.

To display the administrative password

- 1 In the menu, select "General Settings | System".
- 2 Click on the "Provisioning" tab.
- 3 In the "Administrative device password for certified phones" field, click .
 - ✓ The password is displayed.
 - or
- 4 Click on .
 - ✓ The password is stored in your clip board.

4.3 Editing the login settings

For logging in to SwyxWare Administration and clients the Username in UPN format should be used.



For logging in to SwyxIt! currently only the display name can be used. You can define the display name on the "Administration" tab, see section 7.3 **Editing Users' general settings**, page 26.

On the "Login settings" tab you can enter the UPN suffix. You can use the domain name or an alias for the UPN suffix.



This function is not available for SwyxON.

To enter the UPN suffix

- 1 In the menu, select "General Settings | System".
- 2 Click on the "Login" tab.
- 3 Enter the UPN suffix
- 4 Click on "Save".

4.4 Defining an email server

All recorded voice mails and welcome emails are delivered to the SwyxWare Users via your defined email server.

To define the settings for the email server

- 1 In the menu, select "General Settings | System".
- 2 Click on the "Email server" tab.
 - ✓ You can define the following settings:

Label	Explanation
Activate SMTP	Activate the checkbox to activate the SMTP settings.

Label	Explanation
SMTP mail server	Enter the unique address of the email server you are using. Allowed format: Symbolic name, DNS name, IP address
SMTP port	Enter the SMTP port for connecting the mail server.
Originating address	Enter the email sender address for all voice mails and welcome emails which SwyxServer will use to make deliveries to SwyxWare Users (e.g. @company.com). The address must be chosen in correlation to the email server used. Some email servers support any choice of originating address, others require that the address be in the same format as the address which as already been stored for you. In any case, the domain name (e.g. "@company.com") should be identical to one of the domains managed by the mail server.
SMTP authentication	Activate the checkbox to activate authentication on the e-mail server according to the RFC 2554 specification. Supported methods: "LOGIN", "PLAIN", "CRAM-MD5"
User name	Enter a Username for authentication of SwyxServer on the email server.
Password	Enter a password for authentication of SwyxServer on the email server.
Use SSL	Activate the checkbox to encrypt the connection to the email server.

- Click on "Send test email" to send a test email via the specified mail server to the specified originating address.
- Click on "Save".

4.5 Defining the voicemail settings

You can define a standard voicemail announcement that will be used for all future Users created. Additionally, you can select the codec for voicemail recordings.





The voicemail function is only available if it is activated in a User's Feature Profile.






If the caller enters the DTMF digit '0' during the voicemail announcement, the voicemail will be interrupted and the caller will be connected to an operator. See also the SwyxWare Documentation for Administrators, section "Operator (AutoAttendant)".

To define the voicemail settings

- In the menu, select "General Settings | System".
Click on the "Voicemail" tab.
✓ The following settings are available:

Label	Explanation
Standard voicemail announcement	In the dropdown list all globally available voicemail announcement files stored in the database appear. These files have the "16 kHz 16 Bit PCM mono" audio format.
	Click the button to search for files in any WAV format on the network. After selecting a WAV file, it is converted to the above format and stored in the database. You can record announcements e. g. via Swyxlt! (Menu "Settings Recording Wizard", see also Swyxlt! User Documentation, section "The Recording Wizard").
	Click on the button to delete the selected announcement. You can only delete files you have created yourself.

Label	Explanation
	Click on the button to play the currently selected announcement.
	Click on the button to adapt the volume.
	Click on the button to download the currently selected file.
Codec for recordings	<p>Voicemail attachments are sent as WAV files (Microsoft Wave Audio GSM) by default. As an alternative, additional built-in or custom compressions can be used to reduce the size of attachments. The compression to be used can be set for all Users, or individually for each User.</p> <p>Microsoft WAV Audio G711 WAV file, G.711 compressed</p> <p>Microsoft WAV Audio GSM WAV file, GSM compressed (Default setting after installation)</p> <p>Microsoft WAV Audio PCM Standard WAV file, uncompressed</p>

2 Click on "Save".

4.6 Distributing software to clients or terminals

You can distribute more recent Swyxlt! versions to Users or update the firmware of certified SIP phones. Version control is performed via Swyx version server.

4.6.1 Distributing Swyxlt! to Users

If a more recent Swyxlt! version is available you have the following options to distribute the version data from the Swyx versions server to the registered Users in your network:

- Manually: Check if a more recent version is available on the Swyx versions server and confirm the distribution
- Automatically: As soon as a more recent version is on the Swyx versions server let it be distributed without further confirmation (Auto sync)

When a User logs in to Swyxlt!, an update request appears with the option to download the installation file, postpone the update or skip the version offered, see also Swyxlt! User documentation, chapter "Installation", section "Update".





The automatic installation of Swyxlt! can be done in the following ways:
[via logon script](#)
[via Active Directory Group guidelines](#)
[via System Management Server](#)

To distribute Swyxlt! manually

- 1 In the menu, select "General Settings | Versions".
 ✓ The following settings are available:

Label	Explanation
Manufacturer	Software vendor
Variant	Name of the software
Server version	Software version available on the Swyx versions server.
Local version	Version available on your SwyxServer
Distribution	✓ = the distribution of the software is activated

- 2 In the line of the corresponding software, click on  to download a more recent software version to the database.
 ✓ The URL available on the server is copied over which the version can be distributed.

- 3 Click on  to distribute the software in your network.

Click on  to deactivate automatic distribution.

Click on  to check the software URL, edit it if necessary and click on "Save" after that.




If you want to change the URL of the local version, e.g. to provide the software via local FTP server, make sure that the entered local version matches the version of the software package.

To distribute SwyxIt! automatically

- 1 In the menu, select "General Settings | Versions".
✓ The following settings are available:

Label	Explanation
Manufacturer	Software vendor
Variant	Name of the software
Server version	Software version available on the Swyx versions server.
Local version	Version available on your SwyxServer
Distribution	<input checked="" type="checkbox"/> = the distribution of the software is activated

- 2 Click on  to let the software be distributed automatically.
No further steps are necessary on your part.

4.6.2 Distributing firmware to certified SIP phones


When certified SIP phones are provided, the current firmware is transferred. If a newer firmware is available you can distribute it to the corresponding devices.

To update the firmware for certified SIP telephones


- 1 In the menu, select "General Settings | Versions".
✓ The following settings are available:


Label	Explanation
Manufacturer	Firmware vendor


Label	Explanation
Variant	Name of the firmware
Server version	Software version available on the Swyx versions server.
Local version	Version available on your SwyxServer
Distribution	<input checked="" type="checkbox"/> = the distribution of the firmware is activated

- 2 In the line of the corresponding firmware, click on  to download a more recent firmware version to the database.
✓ The URL available on the server is copied over which the version can be distributed.

- 3 Click on to distribute the firmware in your network.

If you click on  in the second step, will be released for automatic distribution. No further steps are necessary on your part.

Click on  to deactivate automatic distribution.

Click on  to check the firmware URL, edit it if necessary and click on "Save" after that.

4.7 Creating a license activation key

To license your features and feature profiles online, you must create an activation key at Swyx Control Center, send it to your service provider and complete the activation at Swyx Control Center, see also the SwyxWare documentation for administrators, chapter "Licensing", section "Online licensing".

To create an activation key

- 1 In the menu, select "General Settings | Licenses and Features".
- 2 Click on "Create activation key".
✓ The previous key is no longer valid.
- 3 Send the activation key to your service provider.
- 4 Click on "Activate" if your service provider has noticed you about the activation via Swyx licensing server.

- 5 Click on "Update license information" to check the licensing.
 - ✓ The activation is completed and the ordered features are available for you.

4.8 Assigning Feature Profiles

You can assign Feature Profiles to Users.



If the assignment is not possible, there is no license for the Feature Profile.

To assign Feature Profiles to Users

- 1 In the menu, select "General Settings | Licenses and Features".
 - ✓ A list appears with all of your licensed Feature Profiles.
- 2 Drag and drop one of the Users on the right to a Feature Profile in the table on the left.
 - ✓ The User can use the included functions as soon as he or she logs in to SwyxServer.

4.9 Retrieving license information

You can get information about the scope of your licensed Feature Profiles and functions from the Swyx Flex license server, see also the SwyxWare documentation for administrators, chapter "Licenses" and chapter "Profiles".

To retrieve license information

- 1 In the menu, select "General Settings | Licenses and Features".
 - ✓ A list appears with all of your licensed Feature Profiles.

Label	Explanation
Name	Feature Profile name
Licensed	Number of licensed Feature Profiles
Used	Number of currently used Feature Profiles

Label	Explanation
Free	Number of licensed, unused Feature Profiles
Expiration date	Date from which the license loses its validity, i.e. the corresponding Feature Profiles are deactivated.

- 2 In the menu, select "General Settings | Licenses and Features".
- 3 Click on the "User specific features" tab.
 - ✓ A list appears with your licensed additional functions which are assigned to certain Users.

Label	Explanation
Name	Name of the function
Licensed	Number of licensed functions
Used	Number of currently used functions
Free	Number of licensed, unused functions
Expiration date	Date from which the license loses its validity, i.e. the corresponding functions are deactivated.

- 4 Click on the "Customer system specific features" tab.
 - ✓ A list of your licensed functions appears, which are billed per SwyxWare system and are available to all Users.

Label	Explanation
Name	Name of the function
Licensed	Number of licensed functions
Used	Number of currently used functions
Free	Number of licensed, unused functions
Expiration date	Date from which the license loses its validity, i.e. the corresponding functions are deactivated.



Click on "Update license information" to retrieve the current information from the licensing server.

4.10 Starting the evaluation mode

You can operate SwyxWare 30 days free of charge, see also the SwyxWare Documentation for Administrators, chapter "Licensing", section "Evaluation Installation". You can start the evaluation mode either via SwyxWare configuration assistant or Swyx Control Center.

To start the evaluation process

- 1 In the menu, select "General Settings | Licenses and Features".
- 2 Click on "Test".
 - ✓ You can test SwyxWare 30 days free of charge. After this period you can license the program for a fee via Swyx Operator, see the SwyxWare Documentation for Administrators, chapter "Licensing".

5 Creating and editing Locations

Location is a User and Trunk Group property, which Groups together site-dependent parameters.

5.1 Creating Locations

To create a Location

- 1 In the menu, select "Connections | Locations".
 - ✓ A list appears with all Locations.
- 2 Click on "Create Location".
 - ✓ The "Create a Location" configuration wizard appears.
- 3 Define the Location settings.

Label	Explanation
Location	Enter a name for the Location. The name must be unambiguous within SwyxWare.
Description	Enter a description, if applicable.
Time zone	Select the time zone this Location is assigned to. The time zone is required for evaluating time-dependent restrictions, for example for routing. <i>Example</i> <i>A Trunk Group (e.g. ISDN, Location Germany) is enabled only from 6p.m. to 8p.m. If a User in England now calls at 7:15p.m. local time a number in Germany (German local time 8:15p.m.), the ISDN Trunk Group is disabled for this call.</i>
Standard Location	Activate the check box, if you want the Location to be used as the default for all subsequently created Users and Trunk Groups.



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

- 4 Click on "Next".
- 5 Define the number settings for the Location.

Label	Explanation
Country code	Enter the country code of the Location. <i>Example: '49' for Germany</i>
Area Code	Enter the area code of the Location without the preceding '0'. <i>Example: '231' for Dortmund or '40' for Hamburg</i>
Public line access codes (separated by ";"):	Enter the code for external calls, e.g. Default value: '0' You are able to enter several public line accesses separated by a semicolon, e.g. to differentiate private and business calls using a different public line access.
Long distance call prefix	Enter the code for long distance calls. <i>Example: '0' for Germany</i>
International call prefix	Enter the code for international calls. <i>Example: '00' for Germany</i>
Number for undeliverable calls	Select from the Global Phonebook a User to whom calls will be forwarded which are in the SwyxServer number range but are not assigned to a User. The number for undeliverable calls can also be assigned to a User at a linked SwyxServer.




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

- 6 Click on "Create".
 - ✓ The entry is displayed in the list of all Locations.

5.2 Editing the Location settings


You can also edit Locations, e.g. by adding further public line access prefixes.

To edit a Location

- 1 In the menu, select "Connections | Locations".
✓ A list appears with all Locations.
- 2 In the line of the appropriate Locations, click on  .
See also step *Define the Location settings.*, page 18

5.3 Limiting the number of calls between Locations

To limit the number of calls between Locations


- 1 In the menu, select "Connections | Locations".
✓ A list appears with all Locations.
- 2 In the line of the appropriate Locations, click on  .

Label	Explanation
Restricting calls between the Locations	Activate the checkbox, if you want to allow only a certain number of calls from/to this Location. You can limit the number of possible connections between two Locations, in order e.g. to reserve bandwidth of this connection for other applications too. In this case too - as in the limiting of calls over a Trunk - between 24kbit/s (compressed) and 84kbit/s (uncompressed) bandwidth is needed per call.
Maximum number of calls from/to this Location and other Locations	Enter the maximum number of connections for this Location. Connections are not only direct calls but also all connections to SwyxServer e.g. to a script. For instance, if you hold a call and start a second call, you have two connections to the SwyxServer.

- 3 Click on "Save".
- 4 Click on the "Numbers" tab.
See also step *Define the number settings for the Location.*, page 18

5.4 Deleting Locations

How to delete a Location

- 1 In the menu, select "Connections | Locations".
✓ A list appears with all Locations.
- 2 In the line of the appropriate Locations, click on  .
- 3 Click on "Yes" to confirm the process.
✓ The Location is deleted and is not available anymore.

6 Trunks

A Trunk is a connection to another network and a property of Users and Trunk Groups in which site-dependent parameters are combined. A Trunk must always be a member of a Trunk Group. The Trunks of a Trunk Group then have the same properties (such as the same connection protocol or the same rights parameters).

In SwyxWare there are the following Trunk types:

- ISDN Trunk (SwyxGate lines)
- SIP Trunk
- SIP Gateway Trunk
- ENUM Trunk
- SwyxLink Trunk (Server-server coupling)

In Swyx Control Center you can view the most important Trunk settings.

See also the SwyxWare Documentation for Administrators, chapter "Trunks and Trunk Groups".

6.1 Viewing the Trunk settings

To view the Trunk settings

- 1 In the menu, select "Connections | Trunks".
 - ✓ A list appears with all Trunks.
 - ✓ The following information is available:

Label	Explanation
Name	Trunk name
Type	Type of Trunk
Max. Number of concurrent calls	Number of calls which may be routed via this Trunk at the same time. Using a SIP Trunk, the provider will define how many connections at the same time will be possible. The maximum number of channels will be defined by the bandwidth to the provider and the Codec settings (i.e. the bandwidth per call).

Label	Explanation
Activated	✓ = Trunk is activated
Logged in	✓ = Trunk is logged in

To view the Trunk Group settings

- 1 In the menu, select "Connections | Trunks".
 - ✓ A list appears with all Trunks.
- 2 Click on the "Trunk Groups" tab.
 - ✓ A list appears with all Trunk Groups.
 - ✓ The following information is available:

Label	Explanation
Name	Name of the Trunk Group
Description	Description of the Trunk Group
Type	Type of Trunk Group
Profile	Specifies how the Trunk interprets and handles the call numbers. Depending on the Trunk type, a number of predefined profiles are available. For each of these profiles, the number format is specified. For SIP Trunks in particular, the profile specifies the provider and the necessary SIP parameters. For the Trunk types SwyxLink and ENUM, only one profile is available at the moment in each case. See also the SwyxWare Documentation for Administrators, chapter „Profile of an ISDN Trunk Group“, chapter „Profile of a SIP Trunk Group“ and section „Creating a SIP Gateway Trunk“.
Location	Specifies prefixes and time zone for the Trunk Group See also the SwyxWare Documentation for Administrators, sections "Profile of an ISDN Trunk Group", "Profile of a SIP Trunk Group" and "Creating a SIP Gateway Trunk".

Label	Explanation
Calling Rights	Defines where incoming calls from this Trunk Group are forwarded to if the call destination is not a User at the same SwyxServer. See also the SwyxWare Documentation for Administrators, chapter "Trunks and Trunk Groups".

7 Creating and editing Users

To log into SwyxServer Users need a SwyxWare account which they can create in Swyx Control Center.



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

7.1 Administration profiles

The administrator profile defines what rights this User has when he connects to a SwyxServer via SwyxWare Administration or Swyx Control Center. Depending on the profile, he can, for example, create or change Users or edit Phonebooks.

Administration profile	Description
System administrator	This administrator has unrestricted access to SwyxWare.
Back office administrator	This administrator has all the rights required to configure SwyxServer. Primarily, this administrator can create or change feature profiles.
User Administrator (User administrator)	This administrator can make all configurations for Users and Groups. In particular, he can carry out number allocation, Group configuration and the allocation of administration profiles. The exception to this is Trunks, Trunk Groups and Feature Profiles.
User operator (User operator)	This administrator can change all User properties and enter or delete Users. These rights are typically necessary for an administrator who should not change the system configuration.
Operator call status (operator call status)	This administrator can recognize the current call status in the administration, e.g. whether calls are currently being made.

Administration profile	Description
Operator Phone-book (operator Phone-book)	This administrator can edit the Global Phone-book, i.e. for example the addition of or changes to further important company-wide telephone numbers.
No administrator (No administrator)	This profile is allocated to every newly entered User as a default. With this, the User can log on via SwyxWare Web-Administration as a User and change his own data.



Please note that in a standby scenario the Users must be set up on both PCs where SwyxServer is installed. A User must, e.g. have the administration profile "User Administrator" on both computers in order to be able to edit Users, regardless of which of the two Swyx-Servers is currently active.

7.1.1 Administrators in SwyxWare for DataCenter and SwyxON

In SwyxWare for DataCenter and SwyxON we normally distinguish between provider and reseller or partner level administrators on the one hand and a customer's own administrators on the other hand.

Customer level administrators are entered by the provider or reseller or partner in order to provide the customer the option to administrate his telephone system himself.

In detail, the following options are provided:

Administration profile	Solution	Description
Advanced UC Tenant Administrator	SwyxON	This administrator manages his own UC Tenant as well as the objects created with it, including Trunk Groups and Trunks.
UC Tenant Administrator	SwyxON	This administrator manages his own UC Tenant except Trunk Groups and Trunks.

Administration profile	Solution	Description
Customer Administrator	SwyxWare for DataCenter	This administrator has the maximum possible rights for a customer. He can make all necessary configurations for his front end server. The only exception to this is Trunks, Trunk Groups and Feature Profiles.
User Administrator	SwyxWare for DataCenter	This administrator can make all configurations for Users and Groups. In particular, he can carry out number allocation, Group configuration and the allocation of administration profiles. The exception to this is Trunks, Trunk Groups and Feature Profiles.
Call Status Operator	SwyxWare for DataCenter	This administrator can recognize the current call status in the administration, e.g. whether calls are currently being made.
Phonebook Operator (editing the Global Phonebook)	<ul style="list-style-type: none"> SwyxWare for DataCenter SwyxON 	This administrator can edit the Global Phonebook, i.e. for example the addition of or changes to further important company-wide telephone numbers.

7.2 Creating Users

To create a User

- 1 In the menu, select "User".
✓ A list appears with all Users.
- 2 Click on "Create a User".
✓ The "Create a User" configuration wizard appears.
- 3 Define the general settings.

Label	Explanation
Display name	Enter a name for the User that is displayed in Swyx Control Center. The display name should correspond to the User's first and last name. <i>Example:</i> <i>John Jones</i>
Email address	Enter a unique email address for the SwyxWare integration in Microsoft Office (Swyx! function "Office Communication AddIn"). The email address must be provided which is set-up as the User's primary SMTP email address on the company's E-mail server (e.g. Microsoft Exchange Server). This email address will also be used as a default for the delivery of voice mails. The voice mail address can be configured by the User himself or under "Call forwarding Standard voice mail", see section <i>Defining Users' telephony settings</i> , page 28. Additionally, you can send the User via this address welcome emails with his registration data and configurations.
Description	Enter a description, if applicable.
Administration profile	Select an Administration Profile for the User (Standard: No Administrator), see also section <i>Administration profiles</i> , page 22.
Feature profile	Select a Feature Profile for the User. The feature profile determines which SwyxWare functions a User can use. The "Default" profile is pre-configured and contains all licensed options.
Activated	Activate this checkbox if you would like to activate the user account directly after creation. Deactivated Users cannot log into SwyxServer. Deactivate the checkbox to temporarily deactivate a User account.



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

- 4 Click on "Next".
- 5 Define the numbers.

Label	Explanation
Internal number	Enter the number under which the User is available site internally. May be preset by default: Next free number <i>Example: 101</i>
Public number	Enter the number under which the User is available publicly. Allowed format: canonical (+<country code><area code><number>) <i>Example: +49 231 1234100</i>
Displaying in the Phonebook	Activate the checkbox if you want the numbers to appear in the Global Phonebook.
Location	Select the Location for the User.
Calling Rights	Select the Calling Right for the User: Deny all calls The User may not make any calls. This Calling Right is useful for Users who will only receive calls, e.g. Script Users. Internal destinations Only calls to internal SwyxWare participants may be started. Local destinations Only calls within the area code may be started. National destinations Only calls within the country code may be started. European destinations Only calls within Europe can be started, i.e. the country code may only start with a 3 or a 4. No call restrictions There are no call restrictions.



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

- 6 Click on "Next".

Label	Explanation
User account for Call Routing	Activate the check box, if the User should only be used for call forwarding. In this case, the User cannot log in with a device.

- 7 Click on "Next".
- 8 Define the authentication settings for logging into SwyxServer.



In SwyxON, the guideline for complex passwords is forced by default and cannot be removed by any administrator.



If the rule "Force use of a complex password" is activated in the server configuration and/or in the User configuration, the User can continue to use his current password until he changes his password at his own wish or is forced to by the administrator.



Independent of the password settings, any attempt to re-use the current password is checked by the system and not permitted.

Label	Explanation
Windows account	Activate the checkbox if you want the User to log into SwyxServer with his Windows login data.
Windows User account	Windows Username of the User. Allowed format: canonical (+<country code><area code><number>) It is necessary that the computer of the Swyx! User or Swyx Control Center installation and SwyxServer are members of the same domain.
SwyxWare login data	Activate the checkbox if you want the User to log on with SwyxWare his User name and password.
User name	The User name is configured automatically from the data you have entered. You can edit the Username.

Label	Explanation
TenantDomain	The UPN suffix is part of the Username and is automatically generated from your entered data, see also 4.3 <i>Editing the login settings</i> , page 12.
Password	Enter a password for the User.
Repeat password	Enter the password again to confirm your entry.
Change password on next login	Use this checkbox if you want the User to be required to change his or her password at the next login.



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

- 9 Click on "Next".
- 10 Define the SIP settings.

Label	Explanation
Login via SIP phone	Activate the checkbox to permit the use of SIP devices for the User.
SIP User ID	Enter an ID to log into SwyxServer with SIP devices.
SIP authentication method	Select how the User can log into SwyxServer with SIP devices: <SwyxServer default> The server default defines if the User must enter his or her login data for using a SIP device, see also 4.2 <i>Configuring the provision- ing of SIP phones</i> , page 11. No authentication The User must never enter his login data for using a SIP device. Always authenticate The User must always enter his login data for using a SIP device.
SIP User name	Username to log into SwyxServer with SIP devices The SIP User name need not be identical with the SwyxWare User name.

Label	Explanation
SIP password	Enter a password to log into SwyxServer with SIP devices. The SIP password need not be identical with the SwyxWare password.
Repeat the SIP password	Enter the password again to confirm your entry.



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

- 11 Click on "Next".
- 12 Define the Desk Phone settings.

Label	Explanation
Login via Swyx-Phone Lxxx	Activate the checkbox to permit the use of SwyxPhone Lxxx phone models for the User.
PIN	Enter a PIN or have a PIN created with which the User can log into SwyxPhone Lxxx phone models.
Phone certified by Swyx	Activate the checkbox to permit the use of certified SIP devices for the User.
MAC address	Enter the MAC address of the certified SIP phone.

- 13 Click on "Next".


Label	Explanation
Send welcome email	Activate the checkbox or click on the button, to send a welcome email to the User including his or her login data and configurations. See also the SwyxWare Documentation for Administrators, chapter „User Configuration“, section The "Properties..." Dialog: The "Rights" Tab.

- 14 Click on "Create".
 ✓ The User appears in the list with all Users.

7.3 Editing Users' general settings

You can edit the general settings for Users, e.g. name and email address.


To edit the general settings for a User

- 1 In the menu, select "User".
✓ A list appears with all Users.
- 2 In the line of the appropriate User, click on .
See also step *Define the general settings.*, page 23

7.4 Editing Users' authentication settings

You can edit the authentication settings for logging into SwyxServer.


To edit the authentication settings for a User

- 1 In the menu, select "User".
✓ A list appears with all Users.
- 2 In the line of the appropriate User, click on .
- 3 Click on the "Authentication" tab.
See also step *Define the authentication settings for logging into SwyxServer.*, page 24

7.5 Editing Users' SIP settings

You can edit the settings for logging into SwyxServer with SIP devices.


To edit the SIP settings for a User

- 1 In the menu, select "User".
✓ A list appears with all Users.
- 2 In the line of the appropriate User, click on .
- 3 Click on the "SIP" tab.
See also step *Define the SIP settings.*, page 25

7.6 Editing Users' encryption settings

You can edit the settings for the encryption of voice data.

To edit the encryption settings for a User

- 1 In the menu, select "User".
✓ A list appears with all Users.
- 2 In the line of the appropriate User, click on .
- 3 Click on the "Encryption" tab.



If "No encryption" or "Encryption required" is set in the server-wide settings, you cannot change the setting for individual Users, see also SwyxWare Administration Documentation, chapter "Configuration of SwyxServer", Section "'Security' Tab".

Label	Explanation
Encryption mode	Select the settings for the encryption of voice data: No encryption If "No encryption" is selected, the speech data is not encrypted. Encryption preferred If "Encryption preferred" is selected, the speech data is only encrypted if your call partner has configured either the "Encryption preferred" or "Encryption mandatory" mode. If this is not the case, the voice data is not encrypted, but telephony is still possible. Encryption mandatory If "Encryption mandatory" is selected, voice data encryption is obligatory. This means that either encryption always occurs or the call is aborted with the reason "Incompatible encryption settings". This can be the case, for example, if the call partner has configured the "No encryption" mode.
Pre-shared key	Enter a pre-shared key if the User uses SIP devices (with MIKEY support) from a third-party manufacturer. The key must then be stored in the device as well, e. g. via the phone's web interface. The key (PSK) is allocated automatically for Swyx components.



Label	Explanation
Repeat pre-shared key	Enter the pre shared again to confirm your entry.

- 4 Click on "Save".

7.7 Defining call and status signaling for Users

You can define the signaling settings for calls and status (available, away etc.) between Users and Groups.

To define the call and status signaling for a User

- 1 In the menu, select "User".
 - ✓ A list appears with all Users.
- 2 In the line of the appropriate User, click on .
- 3 Click on the "Relationships" tab.
- 4 Click on "Add relationship" or in the line where the existing relationship is on .
 - ✓ The "Add relationship" configuration wizard appears or "Edit relationship".

Label	Explanation
Signalize incoming calls	Activate the check box if you want calls to this User to be signalized to the selected User. A User can pick up calls signaled to him.

Status signaling to Activate the check box if you want the status to be signalized to the selected User. A User can only call another User via intercom connection or use SwyxIt! messenger if he or she is signaled the status of the other User.

Receive call signaling	Activate the check box if you want incoming calls to the selected User to be signalized to the User. A User can pick up calls signaled to him.
-------------------------------	--


Label	Explanation
Receive status signaling	Activate the check box if you want the selected User's status to be signalized to the User. A User can only call another User via intercom connection or use SwyxIt! messenger if he or she is signaled the status of the other User.
	Select the User for whom you want to define signaling settings.

- 5 Click on "Save".
 - ✓ The Relationship appears in the list of all Relationships of the User.

7.8 Creating a Remote Connector certificate for Users

A User can log into SwyxServer outside the local (LAN) or virtual private network (VPN) via Remote Connector. Digital X.509 certificates are used to check whether the User is authorized for a connection of this type. You can generate a client certificate for the User.

To create a Remote Connector certificate for a User

- 1 In the menu, select "User".
 - ✓ A list appears with all Users.
- 2 In the line of the appropriate User, click on .
- 3 Click on the "Remote Connector" tab.



To generate the client certificate, have the password ready that you used to protect the root certificate during the SwyxWare configuration.

Label	Explanation
Fingerprint	The client certificate's digital thumbprint for SwyxRemote-Connector
Create certificate	Click on the button to create a new client certificate for the User.


7.9 Defining rights for Users

You can define the following rights for Users:

- Call Permission
- Feature Profile
- Available Functions

For further information see the SwyxWare documentation for administrators, chapter „User Configuration“.

To define the rights for a User

- 1 In the menu, select "User".
✓ A list appears with all Users.
- 2 In the line of the appropriate User, click on .
- 3 Click on the "Rights" tab.

Label	Explanation
Calling Rights	Select if and to which destinations the User is allowed to start calls: Deny all calls The User may not make any calls. This Calling Right is useful for Users who will only receive calls, e.g. Script Users. Internal destinations Only calls to internal SwyxWare participants may be started. Local destinations Only calls within the area code may be started. National destinations Only calls within the country code may be started. European destinations Only calls within Europe can be started, i.e. the country code may only start with a 3 or a 4. No call restrictions There are no call restrictions.

Feature profile Select the SwyxWare functions the User is allowed to use. The "Default" profile is pre-configured and contains all licensed options.

Label	Explanation
Functional permissions	Activate the checkbox to enable the functions for the User.



- 4 Click on "Save".

7.9.1 Defining Users' telephony settings

You can define the following telephony settings for Users:

- Call forwarding
- Call properties
- Buttons
- Numbers
- Desk Phones
- Client settings

To define the call forwarding settings for a User

- 1 In the menu, select "User".
✓ A list appears with all Users.
- 2 In the line of the appropriate User, click on .
- 3 Click on  on the right next to the User name.
- 4 Click on the sub-menu item "Call Forwarding" that additionally appears.



If you have permitted "Change forwardings" for a User, the User can change the settings you have defined here via SwyxIt!.



If a User is not logged in, any calls are directly forwarded to the standard voicemail by default.

Label	Explanation
Forward all calls immediately	Activate the checkbox if you want all calls for the User to be immediately forwarded to the destination defined below.
Forward call to (number)	Enter the appropriate phone number or click on "Select" to select a number from the phonebook. Standard Voicemail All calls will be forwarded to the standard voicemail, see also step <i>Click on the "Standard remote inquiry" tab.</i> , page 29

5 Click on "Save".

6 Click on the "No reply" tab.

Label	Explanation
Forward calls after a defined time if line is idle/User is away (Call forwarding no reply)	Activate the checkbox if you want all calls for the User to be forwarded to the destination defined below after x seconds (e.g. during absence).
Forward call to (number)	Enter the appropriate phone number or click on "Select" to select the number from the phonebook. Standard Voicemail All calls will be forwarded to the standard voicemail, see also step <i>Click on the "Standard remote inquiry" tab.</i> , page 29
After (seconds)	Enter the number of seconds after which the call will be forwarded.

7 Click on "Save".


8 Click on the "Busy" tab.

Label	Explanation
Forward calls if the line is busy	Activate the checkbox if you want all calls for this User to be immediately forwarded to the destination stipulated below if the User's line is busy.

Label	Explanation
Forward call to (number)	Enter the appropriate phone number or click on "Select" to select the number from the phonebook. Standard Voicemail All calls will be forwarded to the standard voicemail, see also step <i>Click on the "Standard remote inquiry" tab.</i> , page 29

9 Click on "Save".

10 Click on the "Standard Voicemail" tab.

Label	Explanation
Welcome message	Activate the checkbox to activate the welcome message settings. Select a welcome message from the dropdown list or click on  to upload a .wav file.
Recording voice mail	Activate the checkbox to permit the recording voicemails for the User. The date format of the voicemail depends on the language setting in the Windows operating system, i.e. a computer with the language English (United States) will also provide the American date format (mm/dd/yy) for the voicemail.
Maximum voice mail length in seconds (3-600)	Enter the number of seconds for the maximum recording duration.
Send voice mails to the following email address	Enter the email address to which voicemails are to be sent to the User.
Starting Remote Inquiry via * button	Activate the checkbox to permit the User to start a remote inquiry for his standard voice mail with the * key.

11 Click on "Save".

12 Click on the "Standard remote inquiry" tab.

Remote inquiry enables you both to listen to your voice mails and to change immediate call forwarding from any telephone.





If you have permitted "Change forwardings" for a User, the User can change the settings you have defined here via SwyxIt!.

Label	Explanation
PIN	Enter a PIN with which the User can authenticate him or herself for remote inquiry.
Confirm PIN	Enter the PIN again to confirm your entry.
Email server	Enter the address of the email server that SwyxServer requires for sending voicemails. The email server must support IMAP4.
User name	Enter the User name valid for the email server.
Password	Enter the password valid for the email server.
Repeat password	Enter the password again to confirm your entry.
E-mail folder	Enter the email folder to be searched through for remote voice mail inquiries. Enter "INBOX" as the incoming mail folder, as this indicates the standard inbox regardless of the language used. For subdirectories, enter the correct name completely and with "/". <i>Example: "INBOX/Voicemails"</i>
Use SSL (Secure Socket Layer)	Activate the checkbox if you want the connection between SwyxServer and the mail server to be encrypted.
Only taking E-mails into account originating directly from SwyxServer (voice mails)	Activate the checkbox if you want only voice mails to be taken into account for remote inquiry sent directly from SwyxServer to the User. That speeds up querying incoming post.

13 Click on "Save".



To define the call settings for a User

- 1 In the menu, select "User".
✓ A list appears with all Users.
- 2 In the line of the appropriate User, click on .
- 3 Click on  on the right next to the User name.
- 4 Click on the sub-menu item "Call properties" that additionally appears.

Label	Explanation
Hide number/URI	Activate the checkbox if you want the User's number not to be displayed to the contact person when making external calls.
Disable secondary call	Activate the checkbox if no further calls should be accepted if a line is busy.
Transfer on hook on	Activate the checkbox to permit the User to connect two call partners when hanging up. <i>Example:</i> <i>Subscriber A is called by C. Then subscriber A begins a second call on another line to subscriber B. When A hangs up, B and C are connected with each other.</i>

- 5 Click on "Save".


To define the number of buttons for a User

- 1 In the menu, select "User".
✓ A list appears with all Users.
- 2 In the line of the appropriate User, click on .
- 3 Click on  on the right next to the User name.
- 4 Click on the sub-menu item "Keys" that additionally appears.



If you have permitted "Change User Profile" for a User, the User can change the settings you have defined here via SwyxIt!, see also *Defining rights for Users*, page 27.


Label	Explanation
Number of line keys	Enter the number of line keys, which should be available to the User.
Number of speed dial keys	Enter the number of name keys, which should be available to the User.


- 5 Click on "Save".
- 6 Click on the "Speed dials" tab.
 - ✓ The list of speed dial keys configured for the User appears.
- 7 In the line of the appropriate name key, click on .



If you have permitted "Change User Profile" for a User, the User can change the settings you have defined here via SwyxIt!, see also *Defining rights for Users*, page 27.

Label	Explanation
Labelling	Enter a label for the speed dial.
Number/URI	Enter a phone number or URI for the contact or select a number from the phonebook.
Dialing options	Select the dialing options for the speed dial: Immediate dialing Activation of the speed dial starts the call without additional actions (e.g. activation of the line key, taking the handset off the hook). Deleting the display before dialing Activation of the speed dial deletes any existing data in the phone number entry field. Intercom connection Activation of the speed dial starts intercom connection.



Label	Explanation
User's picture	Select a User picture or upload a picture which will be displayed on the speed dial. - No picture - No picture is used. - Automatic - The corresponding User picture is accessed from the SwyxWare database. Click on  .

- 8 Click on "Save".
- 9 Click on the "Line keys" tab.
- 10 In the line of the appropriate line key, click on .





If you have permitted "Change User Profile" for a User, the User can change the settings you have defined here via SwyxIt!, see also *Defining rights for Users*, page 27.

Label	Explanation
Labelling	Enter a name for the line key. <i>Examples: Line 1</i>
Use as default line	Activate the checkbox if all calls started by the User should be made via this line. This setting is only effective if the User has not activated another line key prior to this.



Label	Explanation
Incoming calls	<p>Select which calls can be made via this line:</p> <p>All calls All incoming calls are made via the line.</p> <p>Only Group calls Only incoming calls for Groups the User belongs to are made via the line.</p> <p>Using the number Incoming calls only for a specific number of the User are made via the line. Click on , to select one of the User's numbers.</p>
Outgoing calls	<p>Click on  to select the User's number which should be signaled when outgoing calls are made via this line.</p> <p><i>Example:</i></p> <p><i>A User has the internal extension "225", which is allocated to the external number "+49 231 55666225". Moreover, the User has the internal extension "325", which is allocated to the external number "+44 778 88325". If then only "225" is selected for incoming calls, this User signals the number "+49 231 55666225" externally.</i></p>
Hide number/URI	<p>Activate the checkbox if the User's number should not be displayed to the contact person when making external calls on this line.</p>
Disable line after call	<p>Activate the checkbox if this line should remain busy for the defined time span following a call, for example for processing customer inquiries.</p>
Wrap up time in seconds (5-1800)	<p>Enter the time span for which the line will be blocked after a call.</p>

11 Click on "Save".



To edit the numbers for a User

- 1 In the menu, select "User".
✓ A list appears with all Users.
- 2 In the line of the appropriate User, click on .
- 3 Click on  on the right next to the User name.
- 4 Click on the sub-menu item "Numbers" that additionally appears.
- 5 Click on "Add number".
✓ The "Add number" configuration wizard appears.
See also step *Define the numbers.*, page 23

To define alternative numbers for a User

- 1 In the menu, select "User".
✓ A list appears with all Users.
- 2 In the line of the appropriate User, click on .
- 3 Click on  on the right next to the User name.
- 4 Click on the sub-menu item "Numbers" that additionally appears.
- 5 Click on the "Alternative numbers" tab.
- 6 Click on "Add alternative number".
✓ The "Select alternative number" configuration wizard appears.
- 7 Activate the checkbox in the line of the corresponding number and click on "Select".
✓ The alternative number appears in the list and can be used for outgoing calls.



To define fax numbers for a User

- 1 In the menu, select "User".
✓ A list appears with all Users.
- 2 In the line of the appropriate User, click on .
- 3 Click on  on the right next to the User name.
- 4 Click on the sub-menu item "Numbers" that additionally appears.
- 5 Click on the "SwyxFax numbers" tab.
✓ The "Add number" configuration wizard appears.

Label	Explanation
Internal number	Enter a fax number under which the User is available site internally. May be preset by default: Next free number e.g. 102
Public number	Enter a fax number under which the User is available publicly, if applicable. Allowed format: canonical (+<country code><area code><number>) e.g. +49 231 1234102

- 6 Click on "Save".
✓ The numbers appear in the list.

To define fax forwarding settings for a User


- 1 In the menu, select "User".
✓ A list appears with all Users.
- 2 In the line of the appropriate User, click on .
- 3 Click on  on the right next to the User name.
- 4 Click on the sub-menu item "Numbers" that additionally appears.
- 5 Click on the "Fax forwarding" tab.

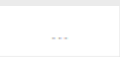
Label	Explanation
Forward faxes to the User's fax client	Activate the checkbox if incoming fax documents should be forwarded to the User's SwyxFax client.
Add email	Click on the button to add an email address to which the User's incoming faxes will be sent.
Email address	Enter the email address of the user.
Attachment format	Select the format for fax documents. If "TIFF and PDF" is selected, the e-mail will include two attachments. Click on "Add".

Label	Explanation
Add printer	Click on the button to select the printer to be used to print incoming fax documents. Forwarding to a printer takes place via the SwyxFax Printer Gateway.
Printer	Select the printer.
Gateway	Enter the name of the gateway via which the fax documents are forwarded to the printer. Click on "Add".

- 6 Click on "Save".

To define the CTI+ settings for a User

- 1 In the menu, select "User".
✓ A list appears with all Users.
- 2 In the line of the appropriate User, click on .
- 3 Click on the sub-menu item "Numbers" that additionally appears.
- 4 Click on the "CTI+" tab.


Label	Explanation
Using an external telephone via this number	Enter a number or click on  , to select one of the User's numbers.
Forward the caller to this number, also if Swyxt! is terminated" or CTI deactivated	Activate the checkbox if incoming calls should be forwarded to the external telephone, also if the User's computer is switched off or CTI is deactivated.

- 5 Click on "Save".

7.10 Defining client settings

You can define settings which are loaded when a User logs in to Swyx-Server via Swyxt!. The user can thus access the same Swyxt! settings independently of the computer on which he logs in.

To define the client settings for a User

- 1 In the menu, select "User".
 ✓ A list appears with all Users.
- 2 In the line of the appropriate User, click on .
- 3 Click on the sub-menu item "Client Settings" that additionally appears.



If you have permitted "Change User Profile" for a User, the User can change the settings you have defined here via Swyxt!, see also 7.9 *Defining rights for Users*, page 27.

Label	Explanation
Hide number/URI	Activate the checkbox if you want the User's number/URI not to be displayed when making calls.
Disable secondary call	Select the check box so that no further calls can be received by the User during a call.
Connect by going on hook	Activate the check box so that the user can connect a call partner by going on hook. <i>Example:</i> <i>User A is called by C. Then User A starts a second call on another line to User B. When A hangs up, B and C are connected with each other.</i>
Allow Collaboration	Activate the check box so that the User can use Collaboration.
Call notification with tray icon for incoming calls	Activate the check box if you want incoming calls to be signaled via task bar.

Label	Explanation
Call notification with tray icon for call signaling	Activate the checkbox if you want signaled calls to be signaled via task bar.
Swyxt! always on top	Activate the checkbox if you want Swyxt! to be displayed permanently before other open applications.
Pop up on ringing	Activate the checkbox if you want Swyxt! to be displayed in the foreground on an incoming call.
Pop up when in a call	Activate the checkbox if you want Swyxt! to be displayed in the foreground during a call.
Minimize after call	Activate the checkbox if you want Swyxt! to close automatically after a call and appear as an icon in the Windows notification area and the Windows taskbar.
Minimize to tray icon	Activate the checkbox if you want Swyxt! to be displayed only in the Windows notification area and not in the Windows taskbar when minimized.

7.10.1 Defining status signaling via device

If Users are logged in to SwyxServer with different devices, you can specify which of the devices defines the status.

Example:

A User has a SwyxPhone installed on his desk and Swyxt! installed on his workstation computer. The SwyxPhone is always logged in, the computer is only turned on when the User is at his or her workplace. It makes sense to have the login status signaled by Swyxt! only. If Swyxt! has not been started, the user is still able to make calls using the SwyxPhone, however, internal employees and the Call Routing receive the status "logged off". If the user is making a call using Swyx-Phone, the status "Speaking" is signaled to the employees, the status "logged off" is signaled to Call Routing.



If you have permitted "Change User Profile" for a User, the User can change the settings you have defined here via SwyxIt!, see also 7.9 *Defining rights for Users*, page 27.



No more than a total of four terminals of any type (SwyxIt!, Desk Phones, SIP phone, DECT device) can be simultaneously logged in to one SwyxWare user account.



The settings are loaded when a User logs in to SwyxServer via SwyxIt!. The user can thus access the same SwyxIt! settings independently of the computer on which he logs in.

To define the call settings for a User

- 1 In the menu, select "General Settings | System".
Click on the "Status signaling" tab.
- 2 Activate the checkbox of the appropriate device.



You select can multiple devices.



The "Basic Client" is the Swyx Mobile app for Windows phones.

To define status signaling via device for a selected User

- 1 In the menu, select "User".
✓ A list appears with all Users.
- 2 In the line of the appropriate User, click on .
- 3 Click on the sub-menu item "Client Settings" that additionally appears.
- 4 Click on the "Devices" tab.

- 5 Activate the checkbox of the appropriate device or activate "Use server default settings".

7.10.2 Defining settings for lists und buttons

You can define the maximum number of list entries that can be saved and the actions that can be started when certain buttons are clicked.



If you have permitted "Change User Profile" for a User, the User can change the settings you have defined here via SwyxIt!, see also 7.9 *Defining rights for Users*, page 27.

To define the lists and buttons settings for a User

- 1 In the menu, select "User".
✓ A list appears with all Users.
- 2 In the line of the appropriate User, click on .
- 3 Click on the sub-menu item "Client Settings" that additionally appears.
- 4 Click on the "Lists and Buttons" tab.

Label	Explanation
Number of shortcuts	Enter the number of shortcuts, which should be available to the User.
Caller list (maximum number of entries)	Enter the maximum number of entries in the User's Caller list.
Redial list (maximum number of entries)	Enter the maximum number of entries in the User's Redial list.
Timeout for Automatic Redial (in seconds)	Enter seconds Enter the number of seconds between two call attempts (0 to 3600 seconds).
Standard behavior of the Voicemail button	Select which action is started when the voicemail button is clicked (the other option is still available via the context menu): Launch email client The User's standard email program appears. Voicemail remote inquiry The User's remote inquiry starts.

Label	Explanation
Immediate dialing	Activate the checkbox if you want the automatic redial to start when you click the redial button. If the option is deactivated, the phone number is only entered in the input field and the User must click on the receiver or enter button.
Always use Automatic Redial	Activate the checkbox if you always want the automatic redial to start when you click the redial button. If the option is deactivated, the phone number is only entered in the input field and the User must click on the receiver or enter button.

5 Click on "Save".


7.10.3 Activate conversation recordings

You can define if a User is allowed to record conversations or specify that all of a User's conversations are recorded. The recording files are saved in .WAV format.



If you have permitted "Change User Profile" for a User, the User can change the settings you have defined here via SwyxIt!, see also 7.9 *Defining rights for Users*, page 27.

To activate recordings


- 1 In the menu, select "User".
✓ A list appears with all Users.
- 2 In the line of the appropriate User, click on .
- 3 Click on the sub-menu item "Client Settings" that additionally appears.
- 4 Click on the "Recordings" tab.

Label	Explanation
Activate Conversation Recording	Select the checkbox to allow the User to record conversations himself.

Label	Explanation
Record all conversations	Activate the checkbox if you want all of the User's conversations to be recorded.
Use server settings	Select the checkbox if you want recording files to be stored in the location defined on server-side, see also SwyxWare documentation for administrators, chapter "Configuration of SwyxServer", Section "'Client Preferences' Tab".
Storage location	Enter the storage location for conversation recordings, if applicable.

7.11 Deleting Users

This is how you delete a User

- 1 In the menu, select "User".
✓ A list appears with all Users.
- 2 In the line of the appropriate User, click on .
- 3 Click on "Yes" to confirm the process.
✓ The User's numbers can be assigned elsewhere again.

8 Creating and editing Groups

Any number of Groups with any number of members can be configured in a SwyxWare installation; a User can be a member of more than one Group. Creating Groups makes it possible to contact members at a common Group number. There is a configuration wizard available to create Groups



During a standard installation of SwyxServer several Groups and Users are already created.

8.1 Creating Groups

To create a Group

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

Label	Explanation
Name	Enter a name for the Group.
Description	Enter a description, if applicable.
Make this Group the 'Everyone Group'	Activate the checkbox, if you want all new Users to be added to this Group by default. The function can only be activated if you have previously deactivated it in the preconfigured "Everyone" group. As a consequence, new Users no longer have access to the functionalities of the preconfigured "Everyone" group. See also SwyxWare Documentation for Administrators, section "Pre-configured Users and Groups".

Label	Explanation
Hunt Group type	Select one of the following hunt Group types: <ul style="list-style-type: none"> Parallel Calls to the Group number are delivered simultaneously to all members. The person who accepts the call first speaks to the caller. Random Calls are distributed randomly within the Group, i.e. when the time specified in the "Ringing time" field is over, the next member is selected randomly from the entire Group. Rotary Calls to the Group are delivered to each Group member in order, always starting with the next Group member, i.e. for the second call with the second member, for the third call with the third member and so on. Sequential The calls to the Group are delivered according to the order of the Group members. always starting with the first Group member.
Call duration (in seconds)	Specify the maximum duration of an individual connection attempt, before the call is routed to the next member of the Group.



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

- 4 Click on "Next".
- 5 Define the numbers for the Group.



Label	Explanation
Internal number	Enter the number under which the Group members are available site internally. May be preset by default: Next free number

Label	Explanation
Public number	Enter the number under which the Group members are available publicly, if applicable. Allowed format: canonical (+<country code><area code><number>)
Displaying in the Phonebook	Activate the checkbox if you want the Group number to be displayed in the Global Phonebook.



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

- 6 Click on "Next".
- 7 Assign Users to the Groups:

Click on a User and then on one of the buttons , , to select him as a Group member or remove him from the Group.



Click on one of the buttons , , to select or unselect all elements.



Click on one of the buttons to position the element higher or lower.



Use the input fields to search for names.



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

- 8 Click on "Next".
- 9 Define the signaling settings.



Please be aware that call and status signaling settings always refer to a User or a Group member, not to Groups themselves. I.e. that a Group without members cannot signal calls to other Users or Groups.



If you have used a SwyxLink Trunk to configure a cross-server connection to another SwyxServer, then you likewise specify here the recipient on the linked site to whom the selected User signals the status.

Label	Explanation
Signalize incoming calls to	Activate the check box if you want calls to this Group or Group members to be signaled to the selected User or the members of the selected Group. A User can pick up calls signaled to him.
Status signaling to	Activate the check box if you want the Groups members' status to be signaled to the selected User or the members of the selected Group. A User can only call another User via intercom connection or use SwyxIt! messenger if he or she is signaled the status of the other User.
Receiving call signaling from	Activate the check box if you want the Group members to receive call signaling from the selected User or the members of the selected Group. A User can pick up calls signaled to him.
Receiving status signaling from	Activate the check box if you want the Group members to receive status signaling (available, away etc.) from the selected User or the members of the selected Group. A User can only call another User via intercom connection or use SwyxIt! messenger if he or she is signaled the status of the other User.
	Select the User or Group for which you want to define signaling settings.

Label	Explanation
Mutual call signaling	Activate the check box if you want the selected User or the members of the selected Group to receive call signaling from the Group. This option is only available after creating the Group, see also section <i>Editing the signaling settings for Groups</i> , page 40.
Mutual status signaling	Activate the check box if you want all members of the Group to signal their status (available, away etc.) to the other members. The Group members can call each other via intercom. This option is only available after creating the Group, see also section <i>Editing the signaling settings for Groups</i> , page 40.

- Click on "Save".
✓ The signaling settings for the Group are saved.




Click on one of the buttons   to edit or delete signaling settings.

- Click on "Create".
✓ The Group appears in the list of all Groups.


8.2 Editing the general settings for Groups

To edit the settings for a Group

- In the menu, select "Groups".
✓ A list appears with all Groups.
- In the line of the required Group, click on .
See also step *Define the general settings for the Group.*, page 37




8.3 Editing the assignment of Users to Groups

To edit the assignment of Users to a Group

- In the menu, select "Groups".
✓ A list appears with all Groups.
- In the line of the required Group, click on .
- Click on the "Members" tab.
See also step *Assign Users to the Groups.*, page 38

8.4 Editing numbers for Groups

To edit the numbers for a Group

- In the menu, select "Groups".
✓ A list appears with all Groups.
- In the line of the required Group, click on .
- Click on the "Numbers" tab.
- In the line of the required numbers, click on  to edit the numbers or click on  to delete the numbers.
- Click on "Add number" to add numbers.
See also step *Define the numbers for the Group.*, page 37

8.5 Adding alternative numbers for Groups

You can define alternative numbers, which the Group members signal to the call partner on outgoing calls.


Which alternative number Users in the Group finally signal is defined on a line in the SwyxIt!/SwyxPhone. Alternative numbers are marked there by the addition Alternative number.

Example:


The administrator can allow every SwyxWare User to signal the operator's number (+492314666100) externally, by adding this number as an alternative num-

ber to the Group "Everyone". This allows every User to configure this number on the line button as outgoing number.

To add alternative numbers for a Group


- 1 In the menu, select "Groups".
 - ✓ A list appears with all Groups.
- 2 In the line of the required Group, click on .
- 3 Click on the "Alternative numbers" tab.
 - ✓ Click on "Add alternative number".

Label	Explanation
Internal number	Enter the number under which the Group members are available site internally. May be preset by default: Next free number
Public number	Enter the number under which the Group members are available publicly, if applicable. Allowed format: canonical (+<country code><area code><number>)
Users	User or Group to whom the number is assigned

- 4 Click on "Select".
- 5 Click on  to remove the alternative number for the Group.


8.6 Editing the signaling settings for Groups

To edit the signaling settings for a Group

- 1 In the menu, select "Groups".
 - ✓ A list appears with all Groups.
- 2 In the line of the required Group, click on .
- 3 Click on the "Relationships" tab.
- 4 Click on "Add Relationship " or "Edit relationship".
See also step *Define the signaling settings.*, page 38

8.7 Deleting Groups

To delete a Group

- 1 In the menu, select "Groups".
 - ✓ A list appears with all Groups.
- 2 In the line of the required Group, click on .
- 3 Click on "Yes" to confirm the process.
 - ✓ Die Group related settings for the Users who had been assigned to the Group are deleted.
 - ✓ The Group numbers can be assigned elsewhere again.

9 Creating and editing conference rooms

In SwyxWare the prerequisite for using the conference room function with more than three participants is the licensing of the SwyxConference function. See also the SwyxWare Documentation for Administrators, chapter "Licensing".

The Conference function is implemented with the help of the SwyxConferenceManager service. SwyxConferenceManager can be installed on SwyxServer or on an independent computer. See also the SwyxWare Documentation for Administrators, chapter "SwyxWare installation", section "Installation of a SwyxWare component on an additional computer".

When SwyxConferenceManager is installed, a User is set up that is specifically intended for operating this SwyxConferenceManager. If there is more than one SwyxConferenceManager installed, a User is created for each of them. The conferences are then distributed to the various SwyxConferenceManagers.

If a SwyxConferenceManager is activated, all Users can initiate conferences and add more than two subscribers to conferences. See also the Swyx!t! documentation.

For a User to be able to start a conference, he must have this functionality available in his feature profile (SwyxAdHocConference) and he must have the functional permission for it. See also the SwyxWare Documentation for Administrators, chapter „User Configuration“, section The "Properties..." Dialog: The "Rights" Tab. The "Rights" Tab.

You can create rules for this Conference Room via Call Routing Manager in order to limit access to the Conference Rooms for example by PIN request, number of the caller or time of day. See also the Swyx Extended Call Routing documentation.



In SwyxWare Advance for DataCenter and SwyxON, the configured conference rooms are counted separately in the license report.

9.1 Creating Conference Rooms

To create a Conference Room

- 1 In the menu, select "General Settings | Conference Rooms".
 - ✓ A list appears with all Conference Rooms.
- 2 Click on "Create Conference Room".
 - ✓ The "Create a Conference Room" configuration wizard appears.
- 3 Define the numbers for the Conference Room.

Label	Explanation
Internal number	Enter the number under which the Conference Room is available site internally. Default: Next free number
Public number	Enter the number under which the Conference Room is available publicly. Allowed format: canonical (+<country code><area code><number>)
PIN	Enter a PIN which every participant needs to enter the conference room.




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

- 4 Click on "Save".
 - ✓ The Conference Room is displayed in the list of Conference Rooms.


9.2 Editing numbers for Conference Rooms

To edit the numbers for a Conference Room

- 1 In the menu, select "Conference Rooms".
 - ✓ A list appears with all Conference Rooms.
- 2 In the line of the appropriate Conference Room, click on  .
See also step *Define the numbers for the Conference Room.*, page 41

9.3 Deleting Conference Rooms

To delete a Conference Room

- 1 In the menu, select "Conference Rooms".
 - ✓ A list appears with all Conference Rooms.
- 2 In the line of the appropriate Conference Room, click on  .
- 3 Click on "Yes" to confirm the process.
 - ✓ The Conference Room is deleted.
 - ✓ The Conference Room numbers can be assigned elsewhere again.

To delete several Conference Rooms at the same time

- 1 In the menu, select "Conference Rooms".
 - ✓ A list appears with all Conference Rooms.
- 2 In the line of the appropriate Conference Room, activate the checkbox and click on "Delete multiple Conference Rooms".
- 3 Click on "Yes" to confirm the process.
 - ✓ The Conference Rooms are deleted.
 - ✓ The Conference Room numbers can be assigned elsewhere again.

10 Creating and editing Desk Phones

Via Swyx Control Center you can create certified SIP devices certified by Swyx. The creation of Desk Phone objects in the system is necessary in order to provide the SIP end devices for the Users in your network. After the successful configuration the Desk Phones are recognized by SwyxServer. If the User has authenticated himself once via PIN on the end device (see section 4.2 **Configuring the provisioning of SIP phones**, page 11), the current firmware and User configuration data are transferred. In addition you can define settings for SwyxPhones.

See also <https://service.swyx.net/hc/en-gb/articles/360000868680-Technical-background-information-about-DCF-Yealink-Phones>



Certified SIP end devices are not supported in the standby scenario (SwyxStandby): Certified SIP devices cannot log on to the standby server. If Desk Phones are processed on the standby system, this may result in disturbances on the master system.



If you use variant SwyxWare Compact, you can refer to your SwyxWare partner in case there are any problems with the provision of Desk Phones.



For the provisioning of the Desk Phones it is necessary that the IP address of the SwyxServer can be resolved in the local network. If no name resolving services (DNS) run in your network, enter the current IP address of the SwyxServer in the Windows Registry on the computer on which SwyxServer is installed. (HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Swyx\General\CurrentVersion\Options\LocalIPAddress)



If the provisioning of phones cannot be performed via multicast due to the network infrastructure, you can also distribute the provisioning URL (e. g. <http://172.20.1.1:9200/ippbx/client/v1.0/deviceprovisioning/>) via DHCP Option 66.

10.1 Creating Desk Phones

For Swyx certified desktop phone users to be able to use these phones, you need to enter the appropriate MAC addresses in Swyx Control Center.



Keep the MAC addresses for the corresponding end devices on hand.

To create a Desk Phone

- 1 In the menu, select "Desk Phones".
 - ✓ A list appears with all Desk Phones.
- 2 Click on "Create Desk Phone".
 - ✓ The "Create Desk Phone" configuration wizard appears.

Label	Explanation
Users	Select the User for whom you want to create a Desk Phone.
MAC address	MAC address of the Desk Phone e.g. a1:c2:e3:f4:11:12
Notify User	Activate the checkbox if you want the User to receive a welcome email with his login data. Requirement: An email address is stored for the User in Swyx Control Center, see also section 7.3 Editing Users' general settings , page 26.

- 3 Click on "Create".
 - ✓ The Desk Phone is displayed in the list of Desk Phones. The PIN with which the User may have to once only authenticate himself is shown in the "PIN" column.

10.2 Import Desk Phones

As an alternative to creating certified Desk Phones in Swyx Control Center, you can import a .CSV file with the MAC addresses of the Desk Phones.

For a User to be able to use a Desk Phone, you must enable its use in his or her user settings, see also 12 **Define the Desk Phone settings.**, page 25



MAC addresses must be unique within SwyxWare.



The MAC addresses must be separated by semicolons.



The .CSV file must not contain more than 100 entries.

To import Desk Phones

- 1 In the menu, select "Desk Phones".
 - ✓ A list appears with all Desk Phones.
- 2 Click on "Import Desk Phones".
 - ✓ The "Import Desk Phones" configuration wizard.
- 3 Click on "Select file" and on "Upload" to upload a file from your file system.



Click the cross icon to remove the file from the selection.

- 4 Click on "Next".
- 5 Assign the Desk Phones to Users.

Label	Explanation
MAC address	MAC address of the appropriate Desk Phone
Users	Enter the name of the User to whom you want to assign the Desk Phone.
Assigning Users	Click on the button to assign the Desk Phones to the selected Users.

- 6 Check if all entries have been imported.


If the import fails, you can adapt the erroneous lines or create the appropriate Desk Phones separately in Swyx Control Center, see also section *Creating Desk Phones*, page 43.

- 7 Click on "Finish".
 - ✓ The Desk Phones have been registered in the system according to the import result and can be used by the assigned Users.
 - ✓ The Desk Phone is displayed in the list of Desk Phones. In the "PIN" column the PIN with which the User may have to once only authenticate himself is shown.

10.3 Transferring Desk Phones

You can assign a User's Desk Phone to another User.

To transfer a Desk Phone

- 1 In the menu, select "Desk Phones".
 - ✓ A list appears with all Desk Phones.
- 2 In the line of the appropriate Desk Phone, click on .
 - ✓ The "Transfer Desk Phone" configuration wizard appears.
- 3 Check the current User's data and select the new User from the dropdown list.
- 4 Click on "OK".
 - ✓ The new User appears in the list and may have to log in to the Desk Phone using the PIN.

10.4 Editing settings for certified Desk Phones

You can edit the following settings for Desk Phones.

- Assigning functions to function keys (e.g. name keys)
- Assigning contacts to name keys
- Copying function key assignment from a different Desk Phone



You can only edit a Desk Phone after the User has authenticated himself once with the PIN and the initial configuration data have been transferred from SwyxServer.



In the list of all certified Desk Phones, the phone's current firmware appears in the column "Versions", see also section 4.6 **Distributing software to clients or terminals**, page 14.

To assign function keys



Do not assign the function keys directly on the device. Otherwise, configuration errors may occur.

- 1 In the menu, select "Desk Phones".
 - ✓ A list appears with all Desk Phones.
- 2 In the line of the appropriate Desk Phone, click on .
 - ✓ The page "Edit Desk Phone for User..." appears.
 - ✓ You can edit the following settings:

Label	Explanation
Button no.	Number of the assignable button in accordance with the numbering accepted. The adopted numbering of the function keys runs from the top to the bottom of the Desk Phones, visible marking doesn't exist
Labelling	Label which appears next to the function key on the LCD
Function	Select the function which you want to assign to the key. If you select "Name key", the corresponding "Index" and "Phone number" input fields as well as the "Edit" option are activated.
Index	Select a reference to the name key in the desktop client User configuration. The stipulated labelling and numbers are taken over.
Number	Displays the number which is selected via the speed dial. The corresponding labelling is entered automatically.



This button is available if the "Speed dial" function was selected.

- 3 Assign the appropriate functions to the keys.
- 4 Click on "Save all".
 - ✓ The changes are saved and updated on the Desk Phone.

To assign name keys

- 1 In the menu, select "Desk Phones".
 - ✓ A list appears with all Desk Phones.
- 2 In the line of the appropriate Desk Phone, click on .
 - ✓ The page "Edit Desk Phone for User..." appears.
- 3 Select the "Speed dial" function from the dropdown list.
- 4 Select the number for the intended speed dial under "Index".



An "Index" number is used to allocate the speed dial in the User account and does not determine the sequence of speed dial keys on the Desk Phone.

- 5 Click on in the line of the speed dial selected.
 - ✓ You can edit the following settings:




The settings for the selectable options and the User picture are only relevant for SwyxIt! or SwyxPhone Lxxx.


Label	Explanation
Labelling	Enter the display name for the respective speed dial.
Number/URI	Enter the number which is selected via the speed dial.
	Or: Select a User from the phonebook via the button.

Label	Explanation
Dialing options	<p>Activate the appropriate options, if applicable:</p> <p>Immediate dialing Confirmation of the speed dial starts the call.</p> <p>Clear display before dialing The display is deleted before dialing.</p> <p>Intercom Confirmation of the speed dial starts intercom connection.</p>
User picture	<p>Select whether a User picture will be displayed and upload a file from your file system, if applicable.</p> <p>Automatic The User picture is transmitted by SwyxServer.</p>

To add a key module

- In the menu, select "Desk Phones".
✓ A list appears with all Desk Phones.
- In the line of the appropriate Desk Phone, click on .
✓ The page "Edit Desk Phone for User..." appears.
- Click on the "Add key module" tab.
- From the dropdown list, select the appropriate key module type.
- Click on "Add key module".
- Select from the appropriate key's dropdown list the appropriate function.
- Click on "Save all".



To copy function key assignment from another Desk Phone

- In the menu, select "Desk Phones".
- In the line of the appropriate Desk Phone, click on .
- Click on "Copy settings from another Desk Phone".
- Activate the checkbox in the line of the appropriate Desk Phone.
- Click on "Copy".
- Click on "Save all".
✓ The function key assignment is copied and saved.

10.5 Editing the SwyxPhone settings

You can edit the SwyxPhone settings.

To edit the settings for a SwyxPhone

- In the menu, select "User".
- In the line of the appropriate User, click on .
- Click on  on the right next to the User name.
- Click on the sub-menu item "Desk Phones" that additionally appears.
- Click on the "SwyxPhone" tab.
✓ You can edit the following settings:

Label	Explanation
SwyxPhone	Activate the checkbox to permit the use of SwyxPhones for the User.
PIN	Enter a PIN or have a PIN created so that the User can log in to SwyxServer with any SwyxPhone and use his or her own number and key configuration. The name must be unique within SwyxServer.
Create PIN	Click on the button to create a new client certificate for the User. The User's current PIN becomes invalid.
MAC address	Enter the Desk Phone's MAC address, if applicable, so that a SwyxPhone can be assigned to the appropriate User during an automatic login. If you do not enter any information here, SwyxServer will note the MAC address of the SwyxPhone when the User logs in for the first time. If a User wants to log in with another SwyxPhone, you must delete the input field for the MAC address in order to enable taking over of the new telephone's MAC address.
Automatic login	Activate the checkbox to permit STUN support. In this case, the User is permanently logged in to this SwyxPhone after rebooting the SwyxPhone.

Label	Explanation
Voice codec	<p>Select how the language data will be compressed during transfer.</p> <p>Prefer voice quality If possible, use HD audio If possible, the voice data is transferred in HD audio quality. An attempt is made in this case to use Codecs in the order G.722/G.711a/G.711μ/G.729.</p> <p>Prefer voice quality Only compress audio data if necessary Voice data is only compressed if necessary. An attempt is made in this case to use Codecs in the order G.711a/G.711μ/G.729. Codec G.722 is never used.</p> <p>Prefer low bandwidth To spare bandwidth, compress the voice data To spare bandwidth, the voice data is compressed. An attempt is made in this case to use Codecs in the order G.729/G.711a/ G.711μ. Codec G.722 is never used.</p> <p>Use lowest bandwidth Always compress audio data In order to use the lowest bandwidth, the voice data is always compressed. The Codec G.729 is used. See also the SwyxWare Documentation for Administrators, chapter "Cross-network connections", section "Small Office - Connection".</p>

6 Click on "Save".

10.6 Connecting SwyxPhones to SwyxServer

You can connect the SwyxPhones in your local network to SwyxPhoneManager via SwyxServer service. SwyxPhoneManager is a component of SwyxServer and can also be used as a remote service. Additionally, you can use more than one PhoneManager.

For SwyxPhones to be able to register with SwyxServer via PhoneManager, you must distribute the IP address of the appropriate SwyxPhoneManager to the SwyxPhones. You can define the IP address range for the search for SwyxPhones and the PhoneManager address in Swyx Control Center. When you start the search process, all phones within the defined IP address range are connected to the corresponding PhoneManager.



The PhoneManager IP address remains stored in the SwyxPhones. Therefore, you only have to start the search process if you want to put new SwyxPhones into operation in the network.

To connect SwyxPhones to SwyxServer

- In the menu, select "Desk Phones".
✓ A list appears with all Desk Phones.
- Click on the "SwyxPhones" tab.
✓ A list appears with all IP address ranges.
- Click on "Create IP address range".
✓ The "Create IP address range" configuration wizard appears.

Label	Explanation
From	Enter the first IP address range to be searched for SwyxPhones.
To	Enter the last IP address range to be searched for SwyxPhones.
PhoneManager	Enter the IP address of the PhoneManager to which the found SwyxPhones are to be connected.
Search period [1-72 hours]	Define how long you want the search to take.
Start	Start the search process.
Stop	Stop the search process.

4 Click on "Save".




You can create another IP address range with the IP address of the corresponding PhoneManager to add more PhoneManagers.

- In the line of the appropriate IP address range, click on to edit an IP address range.
- In the line of the appropriate IP address range, click on to delete an IP address range or on "Delete multiple IP address ranges" to delete more than one IP address range.

10.7 Deleting Desk Phones

You can delete Desk Phone objects.

To delete a Desk Phone

- 1 In the menu, select "Desk Phones".
 - ✓ A list appears with all Desk Phones.
- 2 In the line of the appropriate Desk Phone, click on  .
- 3 Click on "Yes" to confirm the process.
 - ✓ The User's Desk Phone is deleted and can no longer be used.

11 Global Phonebook

In the Global Phonebook, all SwyxWareUsers of this SwyxServer, as well as all Users of the SwyxServer can be displayed who are connected to this server via a SwyxLinkTrunk. In order for Users to appear in the Phonebook, the “Display in the Phonebook” option must be activated in the User properties, see section 7.3 **Editing Users’ general settings**, page 26.



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

11.1 Export Phonebook

You can export the Global Phonebook for editing or as a safety copy in .CSV format.

To export the Phonebook

- 1 In the menu, select “Global Phonebook”.
 - ✓ A list appears with all entries in the Global Phonebook.
- 2 Click on “Export Phonebook”.
 - ✓ The “Export Phonebook” configuration wizard appears.
- 3 Define the options for exporting the Global Phonebook.

Label	Explanation
Include descriptions	Activate the checkbox if you want optional descriptions of the entries to appear.
The first row has column names	Activate the checkbox if you want the column headers for the corresponding entries to appear in the first line.

- 4 Click on “OK”.
 - ✓ The Global Phonebook is saved under the name “SwyxWarePhonebook.csv” in the directory set in your browser for downloads, e.g. “C:\Users\

11.2 Importing a Phonebook

You can import Phonebooks in CSV format. The imported CSV file should have the following format:

First name 1; Surname 1; Phone number 1

First name 2; Surname 2; Phone number 2

or

First name 1; Surname 1; Phone number 1

First name 2; Surname 2; Phone number 2

To import the Phonebook

- 1 In the menu, select “Global Phonebook”.
 - ✓ A list appears with all entries in the Global Phonebook.
- 2 Click on “Import Phonebook”.
 - ✓ The “Import Phonebook” configuration wizard appears.
- 3 Click on “Select file”.
- 4 Select the CSV file and click on “Next”.
- 5 Activate the checkbox “Automatically add the additional marking to the name entered.” as applicable if you wish to distinguish Users optically from other SwyxServers in the Phonebook.
- 6 Click on “Next”.
- 7 Select the update mode:

Mode	Explanation
Update the existing entry	If an entry exists under the same name, the fields “Telephone number” and “Description” are overwritten with the contents of the import file.
Rename a new entry	If an entry exists under the same name, the entry of the import file is added under a different name.

Example

'Franz Mustermann' is added as 'Franz Mustermann (2)'.

Mode	Explanation
Skipp a new entry	If an entry exists under the same name, the entry of the import file is not taken into account.
Delete existing Phonebook before import	The Phonebook is replaced in-full with the import file contents.

- Click on "Import".
 - ✓ The Global Phonebook is imported in accordance with the mode selected.
 - ✓ The list of all entries in the Global Phonebook is updated.

11.3 Creating phonebook entries

To create a phonebook entry

- In the menu, select "Global Phonebook".
 - ✓ A list appears with all entries in the Global Phonebook.
- Click on "Create Phonebook entry".
 - ✓ The "Create Phonebook entry" configuration wizard appears.
- Define the general settings for the phonebook entry.

Label	Explanation
Name	Enter the name of the User.
Description	Enter a description, if applicable.
Number	Enter the phone number under which the User will be available.

Displaying in the Phonebook Activate the checkbox if you want the Group number to be displayed in the Global Phonebook.

- Click on "OK" to save the entry.
 - ✓ The phonebook entry is created or updated and appears in the list of all Global Phonebook entries.


11.4 Editing phonebook entries

You can edit the display of all entries in the Global Phonebook.



The name must remain unambiguous within SwyxServer.

To edit a phonebook entry

- In the menu, select "Global Phonebook".
 - ✓ A list appears with all entries in the Global Phonebook.
- In the line of the appropriate entry, click on . See also step *Define the general settings for the phonebook entry.*, page 50


11.5 Deleting Phonebook entries

You can delete several Phonebook entries at the same time.

To delete several Phonebook entries at the same time

- In the menu, select "Global Phonebook".
 - ✓ A list appears with all entries in the Global Phonebook.
- Activate the checkbox in the line of the appropriate entries.
- Click on "Delete several Phonebook entries".
- Click on "Yes" to confirm the process.
 - ✓ The selected phonebook entries are deleted and no longer appear in the list of all Global Phonebook entries.

To delete a Phonebook entry

- In the menu, select "Global Phonebook".
 - ✓ A list appears with all entries in the Global Phonebook.
- In the line of the appropriate phonebook entry, click on .
- Click on "Yes" to confirm the process.
 - ✓ The phonebook entry is deleted and no longer appears in the list of all Global Phonebook entries.

12 Call Detail Records (CDR)

SwyxWare allows you to record information concerning connected calls, so-called "Call Detail Records", in a text file.



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

12.1 Editing the CDR settings

SwyxWare allows you to record information concerning connected calls, so-called "Call Detail Records", in a text file, see also chapter 12 *Call Detail Records (CDR)*, page 51.

You can edit the following settings for CDR:

- Anonymization
- Storage
- Deletion



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



Please observe the respective applicable legal regulations. Please observe this in particular if you change the settings for memory restriction and/or select the database as storage Location.



Call Detail Records cannot be deleted from an external database. Please observe the respective applicable legal regulations. Please observe this in particular if you select the database as the memory Location.



Storing CDR to an external data base is not available for SwyxON.

To edit the settings for CDR

- 1 In the menu, select "Call Detail Records".

Label	Explanation
Activate CDR	Activate the checkbox if you want Call Detail Records to be recorded.
Anonymization	Select the level of anonymization for external numbers. <ul style="list-style-type: none"> Store complete number The entire external number is saved in the Call Detail Records. Hide digits Some of the digits are replaced by "X". In the field "Number of digits" how many digits (from the end) are to be replaced. Hide complete number The entire external number is replaced with 'XXX'. In this case you will not be able to see anymore whether the call was, e.g. an international or a local call.

Label	Explanation
Storage	<p>Select the storage Location for CDR.</p> <p>Store to file Enter the file and the directory where SwyxServer will save the Call Detail Records. You can restrict recording either according to file size or in terms of time. If the maximum file size or number of days is exceeded, a new file with the same name plus a counter will be created and filled. The existing files are only deleted if you select time restriction.</p> <p>External database (not for SwyxON) Call Detail Records are stored in an external database. Enter the database connection string. Via "Test Connection" you can check the connection to the database. According to data protection regulations, the deletion of CDR in this database should be executed manually. See also https://service.swyx.net/hc/en-gb/articles/360000013819-Write-Call-Details-Records-into-a-database</p> <p>Internal database (SwyxON only) Call Detail Records are stored in the SwyxWare database. Under "Delete after (days)" you define after how many days CDR are deleted automatically.</p>

- Click on "Save".

12.2 Exporting Call Detail Records

You can export Call Detail Records into a text file, see also section *File Format*, page 53.



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



Please observe the respective applicable legal regulations. Please observe this in particular if you change the settings for memory restriction and/or select the database as storage Location.



Call Detail Records cannot be deleted from the database. Please observe the respective applicable legal regulations. Please observe this in particular if you select the database as the memory Location.



You can only export Call Detail Records if "Internal database" is selected as storage Location, see also section *Editing the CDR settings*, page 51.

To export Call Detail Records

- In the menu, select "Call Detail Records".
- Click on the "Export" tab.
- Select the month for which you want to download and export Call Detail Records.
- Click on "Export".
 - ✓ The text file is stored under the name „calldetail-records<yyyy>.<mm>.txt" in the downloads directory of your browser., e.g. "C:\Users\

12.3 Deleting Call Detail Records

In accordance with legal data protection regulations, Call Detail Records must be deleted after a specified time.



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



Please observe the respective applicable legal regulations. Please observe this in particular if you change the settings for memory restriction and/or select the database as storage Location.



Call Detail Records cannot be deleted from the database. Please observe the respective applicable legal regulations. Please observe this in particular if you select the database as the memory Location.

To delete Call Detail Records

- 1 In the menu, select "Call Detail Records".
- 2 Click on the "Deletion" tab.
- 3 Select the month for which you want to delete Call Detail Records.
- 4 Click on "Delete".
 - ✓ The Call Detail Records for the selected month are deleted.

12.4 File Format

The recorded ASCII text file contains one CDR per line. Each CDR, in turn, contains attributes separated by commas and enclosed in quotation marks. The first line contains a header line with column names enclosed in quotation marks separated by commas.

Each row contains the following attributes in the specified order:

Attribute	Explanation
CallID	Identification for a call Each call (each CDR) contains a unique number. This ID is communicated to SwyxIt! as well, so it can be used via Client SDK, and can also be queried in the call routing script. Format: String
OriginationNumber	Caller number For internal calls this is only the internal extension number, for external calls this is the number that is signaled in the network. If the call goes through a Trunk, the complete number in canonical format is entered here (+492314777222). If no number is delivered from the network for an external call, this field will remain empty. Format: String

Attribute	Explanation
OriginationName	Caller name Name of the Swyx client with which the call was started, User name or name from the global SwyxWare phonebook. Format: String
CalledNumber	Called number Number originally dialed by the caller Format: String
CalledName	Name of the person called Name of the subscriber called, User name or name from the SwyxWare global phonebook Format: String
DestinationNumber	Destination Number Number of the subscriber who picked up the call This is the same as CalledNumber for calls which have not been picked up. Format: String
DestinationName	Destination Name Name of the subscriber called, User name or name from the SwyxWare global phonebook CalledName will be used in the case of calls which are not picked up. Format: String
StartDate	Start Date Date on which SwyxServer received the client's call Format: dd.mm.yyyy
StartTime	Start Time Time at which SwyxServer received the client's call Format: hh:mm:ss
ScriptConnectDate	Script start date Date on which the call was picked up Format: dd.mm.yyyy
ScriptConnectTime	Script start time Time at which the call was picked up Format: hh:mm:ss

Attribute	Explanation
Delivered-Date	Delivery date Date on which the call was delivered, e.g. by a ConnectTo in the script (for incoming calls only) Format: dd.mm.yyyy
Delivered-Time	Delivery time Time at which the call was delivered, e.g. by a ConnectTo in the script (for incoming calls only) Format: hh:mm:ss
Connect-Date	Connection date Date on which the call was picked up Format: dd.mm.yyyy
Connect-Time	Connection time Time at which the call was transferred Format: hh:mm:ss
EndDate	End Date Date on which the call is terminated Format: dd.mm.yyyy
EndTime	End Time Time at which the call was terminated Format: hh:mm:ss
Currency	Currency of the charges If AOC = '1'(Advice of charge) and if the public network supplies the charging units with currency, the currency is included here. If AOC = '1' and the public network only supplies the charging unit, the currency included here is the currency which was configured in the SwyxWare Administration. If AOC = '0', no charging information was delivered. Format: String

Attribute	Explanation
Costs	Cost of a call If AOC = '1'(Advice of charge) and if the public network supplies the charging units with currency, the currency is included here. If AOC = '1' and the public network only supplies the charging units, the calculated value of the costs included here as configured in the SwyxWare Administration. If AOC = '0', no charging information was delivered. '00' = no costs Format: String
State	State of the call <ul style="list-style-type: none"> • Initialized: This is the initial state when picking up the handset. • Alerting: The call was ended while it was ringing at the destination number (DestinationNumber). • Connected: The call was ended while it was connected to the destination number. • ConnectedToScript: The call was ended while it was connected to a call routing script. • OnHold: The call was ended while on hold. • Transferred: The call was ended after it was transferred. Format: String
PublicAccessPrefix	Public Access Prefix Dialed public access number (for outgoing external calls only; optional) Format: String
LCRProvider	LCR code This field remains empty. Format: String
Project-Number	Project Codes Code for a project (optional) Format: String
AOC	Charges information (Advice of Charge) "1"= Advice of charge information was taken from the network '0' = The advice of charge information could not be taken from the network. Format: String

Attribute	Explanation
OriginationDevice	Origin (Trunk) Origin of the call (name of the Trunk) Format: String
DestinationDevice	Destination (Trunk) Destination of the call (name of the Trunk) Format: String
TransferredBy-Number	Number of the transferor Number of the subscriber who transferred the call Format: String
TransferredBy-Name	Name of the transferor Name of the subscriber who transferred the call Format: String
TransferredCallID1	ID of the first call CallID of the first CDR from which this CDR stems (for call transfers only) Format: String
TransferredCallID2	ID of the second call CallID of the second CDR from which this CDR stems (for call transfers only) Format: String
TransferredTo-CallID	ID of the transferred call CallID of the new CDR resulting from a call transfer Format: String
Transfer-Date	Date of transfer Date on which the call was transferred Format: dd.mm.yyyy
Transfer-Time	Time of transfer Time at which the call was transferred. Format: hh:mm:ss

Attribute	Explanation
Disconnect Reason	Reason for call termination <ul style="list-style-type: none"> • Busy: Destination number is busy • Reject: Destination rejects call • NoAnswer: Destination does not pick up • TooLate: A different device picked up the call • UnknownNumber: The number called is unknown. • Unreachable: Destination cannot be reached • DirectCallImpossible: A connection for a direct call is not possible (deactivated in the settings) • DivertToCallerImpossible: Caller cannot divert a call to himself • NetworkCongestion: Network is overloaded • BadFormatAddress: Format of the address is invalid • ProceedWithDestinationScript: The call has been diverted to a call routing script of another subscriber • CallRoutingFailed: Call routing failed (e. g. a call routing script could not be started) • CallIgnored: Call has been ignored by the call routing script (e. g., when several ISDN devices are connected) • PermissionDenied: Insufficient permission for this call • CallDisconnected: Normal end of call • CallDeflected: Call was manually diverted to another number or a voicemail without picking up • IncompatibleDestination: Caller and destination are not compatible, e. g. different codecs • SecurityNegotiationFailed: Caller and destination have incompatible encryption settings, e.g. "encryption mandatory" - "no encryption") • NumberChanged: Destination number has been changed in PSTN • NoChannelAvailable: No SwyxWare channel available • OriginatorDisconnected: Caller ended the call • CallTransferred: Call was transferred (call was recorded further under the newly assigned TransferredToCallID) Format: String

12.5 Examples for CDR

The following examples are given to help you better understand CDR. These are CDR which are recorded after the call has been disconnected. To provide a better overview, only those CDR fields are listed, which help you to understand CDR recording.

12.5.1 CDR for a Simple Internal Call

User A (number 123) calls User B (number 456). Before dialing the number, he dials *4711# to assign the call to a project. This results in the following CDR:

Attribute	Content
CallID	3
OriginationNumber	"+123"
OriginationName	"User A"
CalledNumber	"+456"
CalledName	"User B"
StartDate	"19.11.2012"
StartTime	"13.03:28"
DeliveredDate	"19.11.2012"
DeliveredTime	"13.03:24"
ConnectDate	"19.11.2012"
ConnectTime	"13.03:28"
EndDate	"19.11.2012"
EndTime	"13.03:48"
State	"Connected"
ProjectNumber	"+4711"
DisconnectReason	OriginatorDisconnected

12.5.2 CDR for an External Call

User A (number +492314777123) forwards an external call to John Jones (number +49231456789). SwyxServer uses the Trunk "SwyxGate 1", to execute the call.

Attribute	Content
CallID	4
OriginationNumber	"+492314777123"
OriginationName	"User A"
CalledNumber	"+49231456789"
CalledName	"Jones, John"
StartDate	"19.11.2012"
StartTime	"13.03:28"
DeliveredDate	"19.11.2012"
DeliveredTime	"13.03:28"
ConnectDate	"19.11.2012"
ConnectTime	"13.03:28"
EndDate	"19.11.2012"
EndTime	"13.03:48"
State	"Connected"
PublicAccessPrefix	"+0"
DestinationDevice	"SwyxGate1"
DisconnectReason	CallDisconnected

The CalledName "Jones, Tom" comes from the global SwyxServer phonebook. The connection was terminated by the external subscriber (DisconnectReason = CallDisconnected).

12.5.3 CDR for a Call with Call Routing

User B has activated a call routing script. This script picks up a call, plays an announcement and transfers the call to an internal telephony client. If the call is not picked up there, the call will be transferred to the mobile telephone.

Attribute	Content
CallID	5
OriginationNumber	"+492314777123"
OriginationName	"User A"
CalledNumber	"+492314777456"
CalledName	"User B"
DestinationNumber	"+4916012345678"
DestinationName	""
StartDate	"19.11.2012"
StartTime	"13.03:28"
ScriptConnectDate	"19.11.2012"
ScriptConnectTime	"13.03:30"
DeliveredDate	"19.11.2012"
DeliveredTime	"13.03:55"
ConnectDate	"19.11.2012"
ConnectTime	"13.03:59"
EndDate	"19.11.2012"
EndTime	"13.05:09"
State	"Connected"
PublicAccessPrefix	"+0"
OriginationDevice	""

Attribute	Content
DestinationDevice	"SwyxGate1"
DisconnectReason	CallDisconnected

12.5.4 CDR for a Transferred Call

User C (number +492314777101) calls User A (number +4916012345678) and puts this call on "Hold". User C then calls User B (+49521087654321) and speaks with him. User C then connects Users A and B to one another. Due to the fact that User C initiated both calls, he will be charged for the costs for both calls. This results in three CDR, which can all be used for cost calculation.

CDR 1 (Call from C to A)

Attribute	Content
CallID	3
OriginationNumber	"+492314777101"
OriginationName	"User C"
CalledNumber	"+4916012345678"
CalledName	"User A"
StartTime	"13.08:24"
ConnectTime	"13.08:45"
EndTime	"13.15:44"
Currency	"EUR"
Costs	"1.23"
State	"Transferred"
AOC	"1"
OriginationDevice	""
DestinationDevice	"SwyxGate1"

Attribute	Content
TransferredToCallID	8
TransferDate	"19.11.2012"
TransferTime	"13.10:06"
DisconnectReason	CallTransferred

CDR 2 (Call from C to A)

Attribute	Content
CallID	7
OriginationNumber	"+492314777101"
OriginationName	"User C"
CalledNumber	"+49521087654321"
CalledName	"User B"
StartTime	"13.09:34"
ConnectTime	"13.09:56"
EndTime	"13.03:48"
Currency	"EUR"
Costs	"4.33"
State	"Transferred"
AOC	"1"
OriginationDevice	""
DestinationDevice	"SwyxGate1"
TransferredToCallID	8
TransferDate	"19.11.2012"
TransferTime	"13:10:06"
DisconnectReason	CallTransferred

CDR 3 (Transferred Call; A Speaks to B)

Attribute	Content
CallID	8
OriginationNumber	"+4916012345678"
OriginationName	"User A"
CalledNumber	"+49521087654321"
CalledName	"User B"
StartTime	"13:10:06"
ConnectTime	"13:10:07"
EndTime	"13:15:44"
Currency	""
Costs	""
State	"Connected"
OriginationDevice	"SwyxGate1"
DestinationDevice	"SwyxGate1"
TransferredByNumber	"+101"
TransferredByName	"User C"
TransferredCallID1	3
TransferredCallID2	7