

1 Introduction

With SwyxExpress, Enreach software-based unified communications solutions are offered as a complete package. Swyx is pre-installed on a suitable hardware platform. You can find the detailed documentation at help.enreach.com/cpe.html

After activating your licenses and configuring customer-specific parameters such as phone numbers etc., SwyxExpress is immediately available as a communication platform in your company.



Enreach does not assume any warranty for the installation of third-party software on SwyxExpress. The installation of such software is not supported and is therefore at your own risk.

2 Variants

SwyxExpress	Operational capacity	Special hardware
X20 Micro	suitable for up to 20 users and 8 voice/fax channels	SSD Hard Drive, USB 3.0 Stick, Micro Enclosure
X75	suitable for up to 75 users and 38 voice/fax channels	RAID controller, 2 SSD hard disks in a hot-swap hard disk cage, USB 3.0 stick, 19" rack-mount kit (1HE)

3 Scope of delivery

- USB 3.0 storage medium
- Power cable (EU, UK plugs)
- Enreach End User License Agreement (EULA)
- Microsoft license key (label on the computer case)



Store the USB flash drive carefully. You can use it to restore the hard disk to its original state on site.

4 Windows Startup

Start the operating system Microsoft Windows.



Please have your Windows license ready. You will find the license key on the label on the computer case.



Please note that you have to activate the system at Microsoft within the following 3 days.

Windows 10 IoT (X20)

1. You should attach the screen, network cable, mouse and keyboard before the initial startup.
2. Start the computer.
3. Select the preferred user interface language and click on **Next**.
4. Configure the data protection settings.
5. Click on **Join a local Active Directory domain** to select the connection type.
6. Set the administrator name and password. Enter the password a second time to confirm.



A secure password consists of at least 8 characters and contains upper and lower case letters, as well as digits and/or non-alphanumeric characters.

7. Click on **Next**.
 - ✓ Windows is being prepared. Windows Desktop appears at the end. You can then continue with the configuration of SwyxServer.

Windows Server (X75)

1. You should attach the screen, network cable, mouse and keyboard before the initial startup.
2. Start the computer.
 - ✓ The Windows screen **Settings** appears.
3. Select the preferred user interface language and click on **Next**.
4. Enter the licence key and click on **Next**.
 - ✓ The license conditions are displayed.
5. Click on the **Accept** button to accept the license conditions.
6. Set the administrator password and enter the new password a second time to confirm it.




A secure password consists of at least 8 characters and contains upper and lower case letters, as well as digits and/or non-alphanumeric characters.


- 7. Click on **Finish**.
 - ✓ The login screen appears.
 - 8. Press **Ctrl + Alt + Del** and enter the administrator password.
 - ✓ The Windows PowerShell window appears. Adobe Acrobat Reader is being installed. Windows Desktop appears at the end.
- You can then continue with the installation of SwyxServer.

5 Installation and initial Configuration of Swyx


After the initial OS launch you can proceed with the installation, configuration and licensing of Swyx.




It is not possible to change the computer name after installing Swyx. If you want to change the computer name, restart the operating system before you proceed with the installation.



Please have the Swyx licenses ready. They will be required during the configuration.



Make sure that all programmes are closed before you start the installation.



Open the Swyx documentation via the desktop shortcut. You will find detailed information on the configuration assistant in the chapter on the configuration of SwyxServer.

Click on the **Swyx Configuration** desktop shortcut to start an installation script (you must confirm the execution of the script by pressing the **C** key). The installation of the necessary SQL database server, SwyxServer, Push Notification Services, Swyx Administration and Swyx Control Center is carried out automatically.

The Swyx configuration wizard then starts, guides you through the configuration of SwyxServer and asks for all necessary parameters such as location and licenses.

→ Please confirm the default parameters of the assistant. Usually you do not require a domain account for SwyxServer, so please let the assistant create a local account.

- ✓ After the initial configuration of SwyxServer has been completed, the link to Swyx Administration appears on the desktop.

6 SwyxServer settings

To be able to operate Swyx, further customer-specific settings must be made after the initial configuration. Below is a brief overview of the necessary settings, which will allow you to at least perform the initial operation, and then a summary of further possible settings.

Essential settings

The following parameters must be configured before the initial operation. Calls are subsequently possible from a created user to the public telephone network. For more information, see the Swyx Administrator documentation.

What?	Where?	Why?
Trunk	Context Menu Trunks Trunk add...	A SIP trunk represents the connection to the "outside world". The data of your SIP provider is entered here.
User	Shortcut menu User Add User...	A user can initiate a telephone connection. A wizard asks for all necessary parameters.

Further settings

Special users and groups are already created during installation. For more information, see the Swyx Administrator documentation.

What?	Where?	Why?
User Operator	User list	Preset with the number 0
User Conference	User list	Assigned internal numbers each represent a conference room
Mobile user ExtensionManager	User list	Manages the forwarding to mobile users
Group Everyone	Group list	Contains all created users
Group Distribution	Group list	Pre-configured list
Group Support	Group list	Pre-configured list

Mail server

A mail server is required to send voice or fax messages from Swyx.

→ Configure the mail server to be used under **Server Properties | Mail Server**.

7 Other software components

You will find the installation files of phone clients such as SwyxIt! including SwyxFax Client, firmware, drivers, tools and manuals in "C:/SwyxWare DVD...".

8 Hardware devices such as SwyxPhone, SwyxDECT

Swyx offers a range of other hardware components which you can install in your network, including various models of the SwyxPhone range as Desk Phones, or the connection of DECT devices via SwyxDECT 800 or Enreach DECT 600. For further information please refer to the Swyx Administration documentation.

9 Licensing

At the startup you must enter a limited Swyx license.

For the validity period please refer to the start page of the Swyx Administration. The expiry date is shown after the server serial number.

Permanent licensing can be done in the following ways:

- **Licensing via license key:** In the server properties on the **Licenses** tab, you can either send the request for a license directly or save it as a file and send it later.
You will then receive a file with a permanent license, which you enter via Swyx Administration, see [help.enreach.com/cpe/latest.version/Administration/Swyx/en-US/index.html#context/help/licensing_procedure_\\$](http://help.enreach.com/cpe/latest.version/Administration/Swyx/en-US/index.html#context/help/licensing_procedure_$)
- **Online licensing** which requires a permanent Internet connection to the license server to check the validity of the license, see [help.enreach.com/cpe/latest.version/Administration/Swyx/en-US/index.html#context/help/online_licensing_\\$](http://help.enreach.com/cpe/latest.version/Administration/Swyx/en-US/index.html#context/help/online_licensing_$)

10 Restoring the delivery state of the hard drive

To restore SwyxExpress to the factory settings, you need the USB stick that is included in the scope of delivery.



If the computer is put back into operation after being restored to the factory settings, the Windows operating system must be restarted, *Windows Startup*, page 1.

1. Insert the USB stick supplied into a USB socket on the computer.
2. Start the computer.
3. During the boot up process, press the **F12** (X20) or **F11** (X75) button.
The following dialog window appears: **Please select boot device:**
4. Select the line **Generic UEFI OS (JetFlashTranscend 16 GB 1100) 16** with the arrow keys and confirm by pressing the Enter.
✓ Windows starts up. The Windows PowerShell window with the **Recovery Tool script** then appears.
5. Press the corresponding key (**D**, **E**) to select the preferred language and confirm with the Enter key.
6. Press the **C**-key to allow the scrip running and confirm the execution with the Enter key.



All data on the hard disk will be lost.

The delivery state of the hard drive is being restored. The restore may take considerable time. When the operation is finished, the computer will restart two times.

✓ The delivery state of the hard drive is being restored.

Afterwards you can proceed with the SwyxExpress start up again from the beginning.