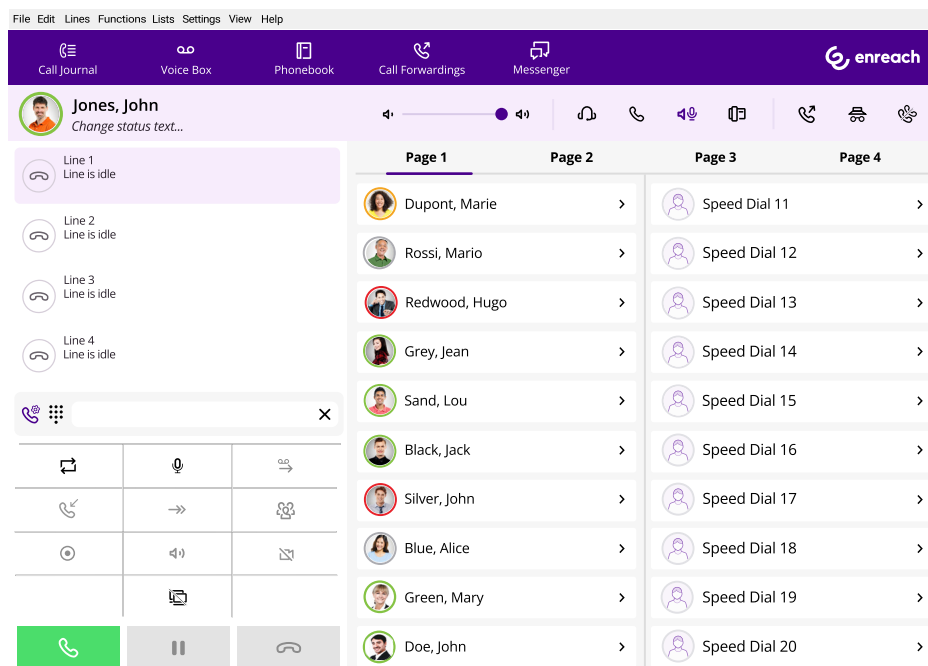




1 Menu guide

All Swyxit! functions can be found directly on the user interface, in the menu bar or in the context menu (right mouse button) of individual buttons or name buttons. You can also access a detailed online help via the **F1** key.



2 Telephoning

1. Enter the phone number of the desired subscriber in the **input field**.  
2. Lift the handset, click on the **Hook Off** handset key or on a **line button**.
Or
1. Enter the name of a subscriber in the **input field**.
✓ During the input a search starts in the phone books and if applicable in your Outlook contacts. The entries that are found are displayed in a selection list along with their associated status information.
2. **Double-click on an entry** to start a call.

3 Answering or picking up a call

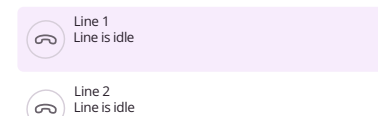
- Answer a call by lifting the handset. If you are using a headset, activate the line by clicking the **Hook off** button on the headset or the **Headset** function key on the Swyxit! user interface.
- Answer a call by lifting the handset and clicking the **answer key or the name key**.




A call or a group call is signalled by: a call symbol and an information balloon with the number and name of the caller in the Windows taskbar; activation of the Pick Up button; a blinking status indicator on the Speed Dial (if applicable); and a signal tone after 10 seconds.

4 Performing a second call


- Click on a **free line** and dial the desired phone number. The first caller is put on "Hold" and hears music on hold.
- Switch between the call partners by clicking on the corresponding **line**.



5 Connects two subscribers to one another.

- You have two subscribers on two different lines.
- Connect both subscribers by clicking on **Call Transfer** .
 - ✓ The call partners are connected to each other and you no longer take part in the call.

6 Setting up a conference

- For example, you have two subscribers on two different lines.
- To set up a conference, click on **Conference** .
 - ✓ Both lines will be joined to form a conference.

7 Callback requests

Callback on busy

You are calling an internal subscriber who already has an active call.

1. Click with the right mouse button on the name key of the desired subscriber and select **Request Callback on busy**.
 - ✓ If the subscriber is free again, the **callback key** is activated and an acoustic signal sounds.
2. Click on the **Hook off** button or pick up the handset to be directly connected to the subscriber.



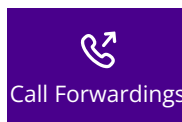
Callback Request

The subscriber who is called internally does not pick up the call or is not logged on.

- While you are calling the subscriber, **right-click on the corresponding line** and select **Request callback**.
 - ✓ Your callback request is added to the call journal of the called subscriber.

8 Redirecting a Call

- Click on the **Call Forwarding** option.
 - ✓ All calls will be forwarded immediately according to your personal configuration.

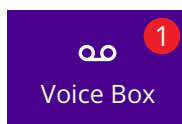


9 Listening to answering machine

With SwyxIt! you have your own answering machine, your so-called **Voice Box**. You can listen to voice messages via SwyxIt!, remote inquiry or email.

When you have received new voice messages, their number is displayed next to the **Voice Box** button on the interface.

1. Listening via SwyxIt!: Click on the **Voice Box** button.
 - ✓ The list with your voice messages appears in the call journal.
 2. Select the desired voice message from the list and press ► to listen to it.
- Listening via remote inquiry: Start the remote inquiry in SwyxIt! via **Lists | Voice Box Remote Inquiry** or via your telephone. Then follow the menu instructions.



- Listening via email program: Listen to the audio file via Swyx Voicemail Player or another audio player. The prerequisite for delivery via email is that the option **Send Voice Message to E-mail address** under **Settings | Configure Call Forwardings...** | **Standard Voice Box** is activated.



Voice messages in **.opus format** must be downloaded from the email program and listened to with an audio program.



If you have received new voice messages, when you lift the handset you will hear a stuttered dial tone instead of the normal dial tone.

10 Calling someone from a phone book

You have **two phonebooks** at your disposal:

- **the Global Phonebook**, here you will find all registered employees in the company,
 - and your **Personal Phonebook**, which you can configure as you wish.
1. Click on **Phonebook**.
 2. Select the **Global Phonebook** or **Personal Phonebook** tab.
 - ✓ You will see a list of phonebook entries and the status information for the individual subscribers.
 3. **Double-click** on the entry for which you want to start the call.
- You can also use a third tab, **Search in Lists**, to look for a name in the phonebooks and Outlook contacts.

11 Speed dial buttons

Speed Dials enable quick access to the most frequently used numbers. You can group Speed Dials on tabs.

- Click on a **Speed Dial** to call the subscriber's number.

Additional functions:

In the **context menu** (right mouse button on speed dial) you will find additional functions, e.g. **send email**, **schedule planning**, **instant messages** or **direct addressing**. You also have the option of associating Speed Dials with contact data from linked applications (such as Outlook, Swyx Visual-Contacts, and IBM Lotus Notes). For further information, please see the SwyxIt! documentation.

Settings

1. In the **context menu** (right click on the Speed Dial), select **Properties**.
2. Assign a name, number and (if applicable) a picture to the Speed Dial, and define additional functions.
3. Specify whether previously entered characters should first be deleted, whether the number should be dialled immediately, or whether you want to start an intercom call by clicking the Speed Dial.

12 How is status information displayed?

The **availability of internal subscribers** is signalled both directly on the Speed Dials and in the phonebook itself. If you point the mouse at the phonebook entries and/or Speed Dials, you will see additional status information on the contact card, such as availability data from Outlook or status text.

To set your status information, see **Extended Status Information (Rich Presence)**, page 4.



The subscriber is **available**.



The subscriber is **away**, e.g. from his/her desk.



The subscriber has set the status to **Do not disturb**. Incoming calls are only displayed visually.



The subscriber is currently **on the phone**.



The subscriber is being **called**. The incoming call can be picked up.



The subscriber is **not logged in** or has **no status** (e. g. for external call partners).

13 Changing SwyxIt! interface and ringtones

Skin (interface)

You can select a different interface (skin) for your SwyxIt!.

1. Select in the Menu **File | Skin | Load...**
 2. Select the desired skin from the dropdown list and confirm with **OK**.
- You can also create new skins, or change the functions and design of an existing skin. For more information, see the SwyxIt! documentation.



The functions **Load Skin** and **Edit Skin** in the **File** menu must be enabled by your administrator.

Ring tones

You can set various ring tones depending on the caller.

→ In the menu bar under **Settings | User Profile**, select the **Ringing** tab.



If you select no sound for all calls, a call will only be signalled on the interface or in an information balloon (silent ringing).

14 Telephoning via Microsoft Outlook

Dialing from contacts

→ Select a contact in Outlook and click the **SwyxIt! icon** in the menu bar.



Call



When creating a contact, always enter the number in canonical format (e.g. +44 20 12345-6789), even in the case of numbers from your local public network.

Outlook options on Speed Dials

You can start certain Outlook functions directly with the Speed Dials.


1. Right-click on the Speed Dial to open the context menu. There you can choose between different Outlook options.
2. Click on the corresponding option to display the business card or the calendar (if this is activated), send a task or meeting request, or send an e-mail.

15 Controlling a telephony device in Swyx CTI

Swyx CTI offers the option of controlling a SwyxPhone or another SwyxIt!. With the Swyx CTI+ option, you can also control a telephony device as well as an external telephone using its number. Both telephony devices must be logged on under the same SwyxWare user. See the SwyxIt! documentation.

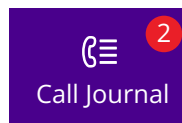
16 Tips & tricks

Redial, Automatic Redial

1. Click on the **Redial button** . The number dialled last will be dialled once again. **Rightclick** on the icon to display your last calls.
 2. By clicking on **Redial List...**, you will be directed to a complete list of your outgoing phone calls within the call journal.
- By choosing **Automatic Redial...** in the redial context menu, you can dial a busy internal number until the line is free.

Call journal

The call journal gives you an overview of all your calls. Browse through the different tabs to see, whether a call has been picked up or forwarded, whether the caller wishes a callback, or whether any calls have been recorded.



Dialling from applications

Press the **F11** key to dial a highlighted phone number from any Microsoft application.

Conversation recording

- Click on **Record** or select **Functions | Record** to record an ongoing conversation. Click on **Record** again to end the recording.
- ✓ A tone in the line indicates the start of the recording to all subscribers.

Volume control

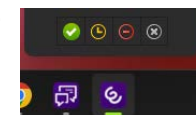
To adjust the volume, you are provided with a **slider** on the interface. With this you can regulate the output you are currently hearing. This means that if an incoming call is signalled, for example, the volume of the ringing will be adjusted; if you are having a phone conversation and are using the handset, then this volume will be adjusted.



Extended Status Information (Rich Presence)

You can **set your status** for other users to be displayed on the name key, in the phonebook, and in the input field when searching. Additionally, you can choose a **profile picture** and enter a **status text**. The entered text will appear even if you have turned off your device.

- You can change your status by entering a status in the **Swyxit! preview window** via the **Windows taskbar**,



or

- by clicking in Swyxit! on your **Status display** (your user picture).

"Do not disturb" (DND)

- If you set your availability status to **Do not disturb**, no more calls will be connected to you. A caller is then signalled **busy**.

Hiding your number

- Switch the signalling of the phone number on or off on the interface by clicking on the **Hide number** button. This setting will only take effect on external calls.



Configure call forwardings

- To configure forwarding (redirections), click on **Forwarding**. Here you can define different call forwardings (unconditional, busy, no reply).

