SWYX®

Powertelephony

SwyxWare
Product Guide

Contents

Powertelephony **from Swyx**

SwyxWare is the perfect communication solution for small and medium sized companies making it possible to facilitate business processes and reduce costs.

Based on the Microsoft® Windows® Server platform SwyxWare is the ideal PBX solution with features that surpass traditional PBX systems. With SwyxWare your PBX can be easily scaled to suit your needs, regardless if your company has five, 500 or more employees. Scaling the system is easy: simply enter the new license key and you are done. SwyxWare allows you to expand your existing PBX and capitalize on it while investing in the future at the same time. You can integrate new functions, add new subsidiaries or new departments.

Outstanding features like intelligent call management, integrated voicemail or fax and the easy to use telephone environment, increase the overall productivity of staff members.

SwyxWare is a complete solution that gives you all of the components for your business telephony needs: the essential software and hardware on the server side and a variety of devices for the end user giving you the choice between PC telephony and standard desktop phones.

**The complete
Swyx solution**

This product guide describes the basics of Voice-over-IP and gives you a detailed overview of all Swyx products and features. If you have further questions, please contact one of more than 500 authorized Swyx resellers.

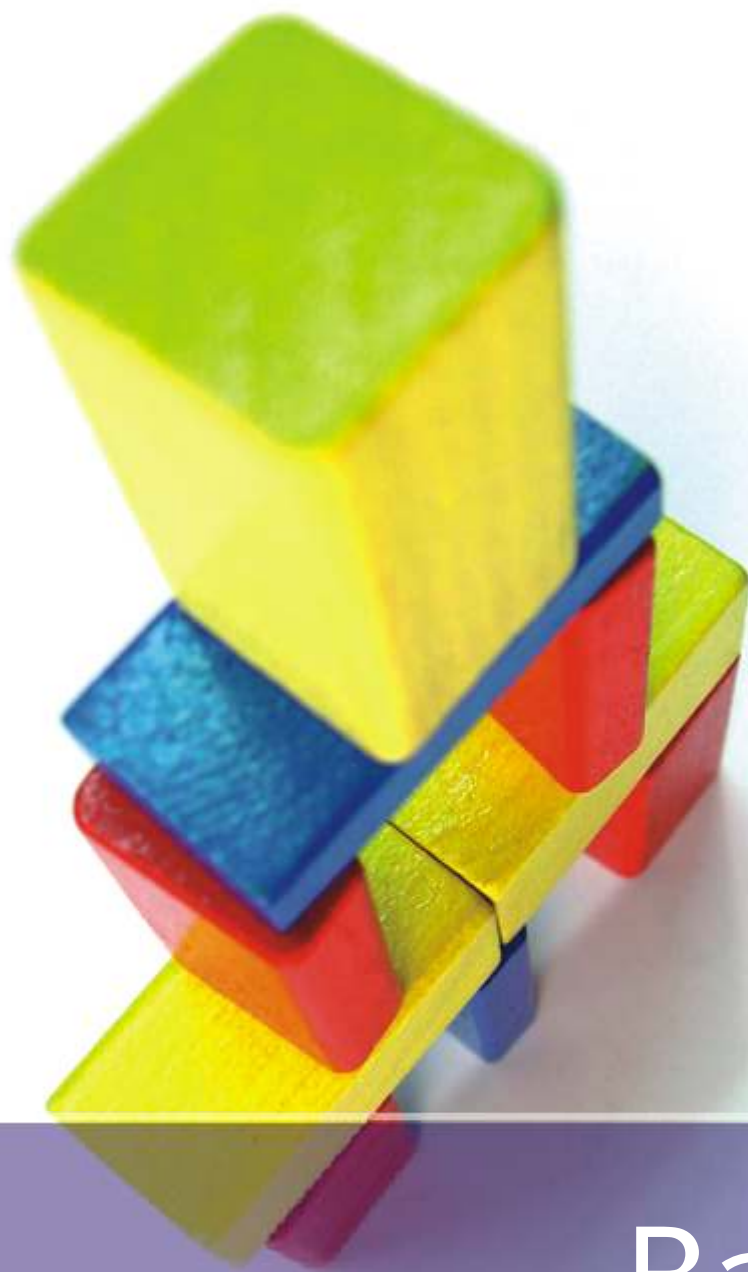When will you start with **Power**telephony**?**

**Dr. Wolfgang Schröder
CEO**

**Dr. Ralf Ebbinghaus
Managing Director**

**Swyx European Headquarters
in Germany**

Basics

IP Telephony: Basics and User Scenarios.

Basics and User Scenarios

Just one network in the company for voice and data

In most companies, two separate communication infrastructures exist side by side. On the one side, you have the PC network for data communication and, on the other, you have a telephone system with an internal telephone network for voice communication.

IP telephony or Voice-over-IP integrates these two separate networks, improving the productivity of modern companies and creating significant competitive advantages. The migration of telephony into the PC environment creates completely new communication possibilities, which would be difficult or impossible to achieve using a traditional telephone system.

Which solution does Swyx offer?

Swyx provides you with a complete solution for handling all internal and external telephone traffic via the data network. This solution is called SwyxWare. SwyxWare is a software-based IP telephone system, which not only handles all the tasks of a traditional telecommunications system, but also offers many new telephony functions. These functions will make office work considerably easier for users in the network.

Not many companies can afford to replace an existing telecommunications system with a new one all at once. However, when it becomes necessary to expand the system to accommodate new employees or if the company is moving to a different location, it makes good business sense to implement IP network telephony. "Migration" is the key word because SwyxWare can be optimally integrated into an existing telecommunications infrastructure in order to expand the current system. In this way, new departments can be easily connected via IP telephony and you will immediately benefit from new telephony functions. An expansion using SwyxWare is possible with almost any traditional telephone system with telephone networking capability.

Migration into the existing infrastructure

Scenario "Migration": Extending the traditional PBX with an IP-PBX
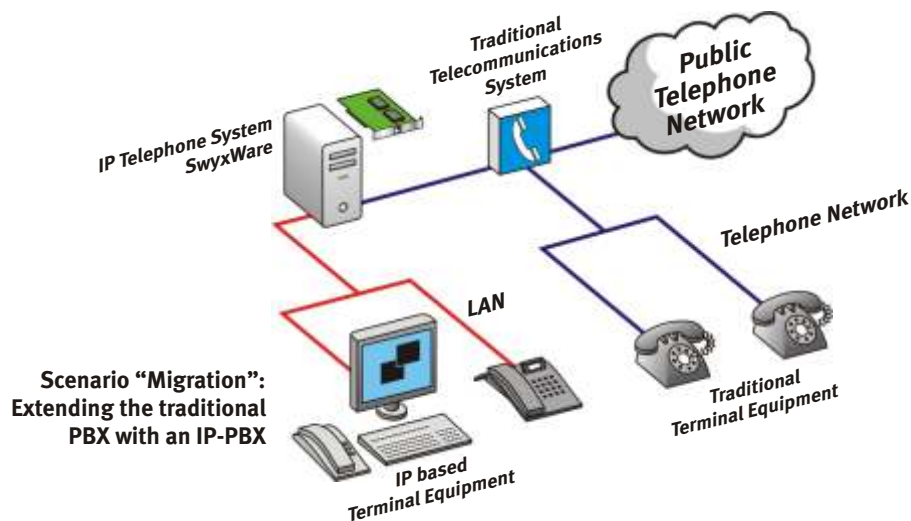
**Reasons for a company to migrate to an IP telephone system:**

⤏ New employees need to be integrated into the system, and there is little possibility to expand the existing telephone system, except at high expense.

⤏ Individual employees or entire departments need to be equipped with the new telephony functions, e.g. dialing from Microsoft Outlook or customer databases.

⤏ New technologies need to be implemented gradually into the company.

⤏ The company has long-term leasing contracts for its existing telecommunications system.

SwyxWare completely replaces the traditional telecommunications systems, so all calls are made using the IP network. Separate telephone cabling is no longer necessary. The server software can be installed on a standard PC system. You can use either IP telephones or PCs with handsets or headsets as terminal equipment.

Reasons for the exclusive use of an IP telephone system within a company:

⤏ The existing telecommunications infrastructure is not appropriate and does not fulfil the requirements.

⤏ The infrastructure within new buildings needs to be inexpensive and based on a convergent network.

⤏ The duration for rental and service contracts for the existing telephone system has expired.

IP telephony as an exclusive application

Scenario "Complete IP solution": Exclusive implementation in a company
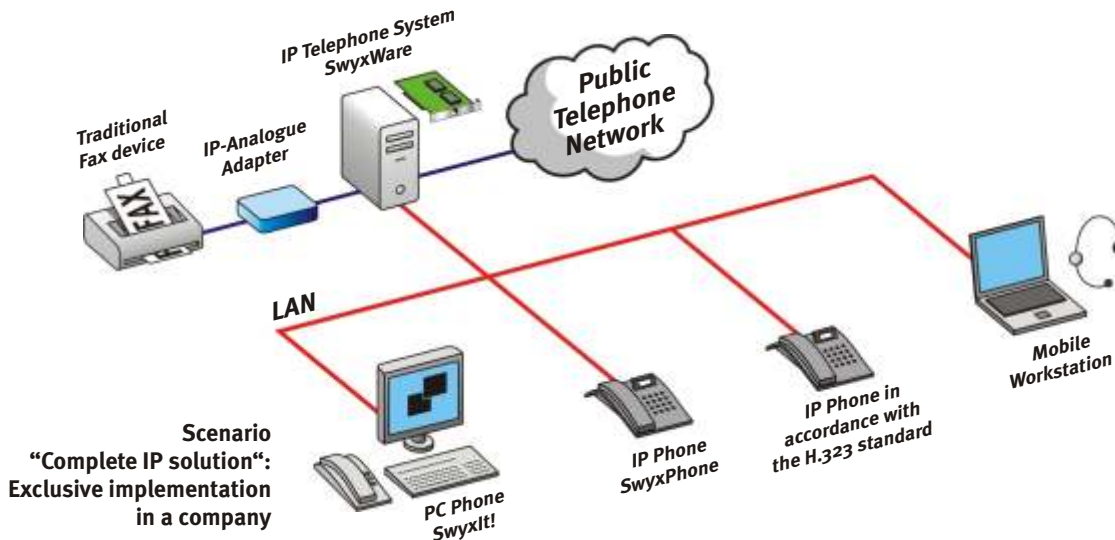
Companies with several locations

For companies with several different locations, SwyxWare is especially practical if an IP fixed line already exists. In addition to data transmission, it is also possible to transmit internal calls at no additional cost. All outgoing calls are held within the IP network as long as possible before the least expensive communication path is selected. Thus, VoIP introduces a unique cost-savings potential [Page 10], if you consider not only the costs that are incurred when internal calls are placed over the public telephone network, but also those of maintaining and supporting PBXs at several locations.
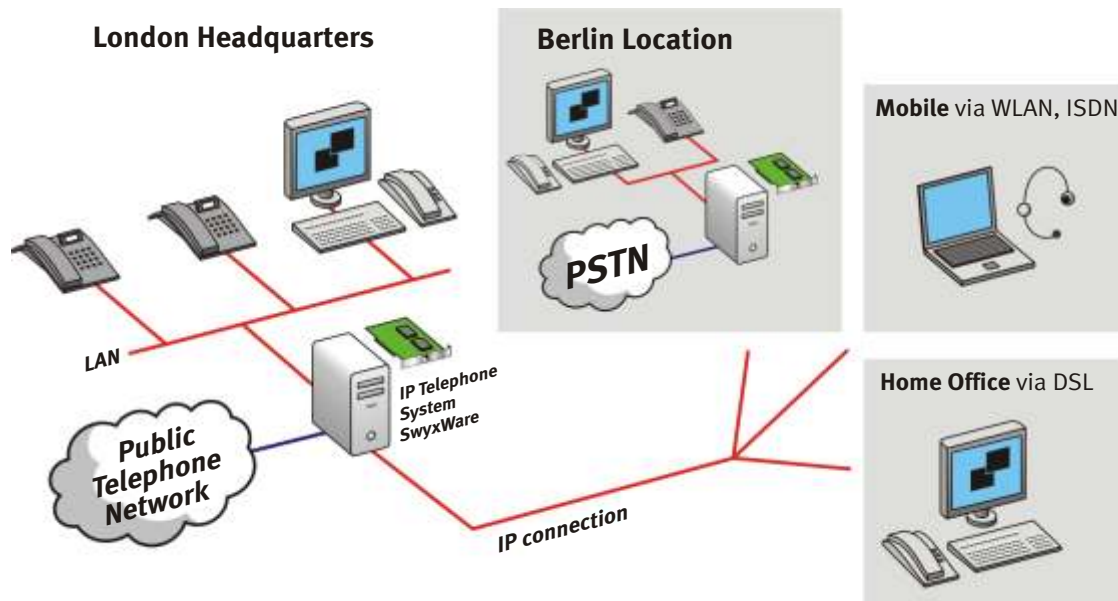
Employees, who are out of the office or do not have a fixed work place in a company can connect to SwyxWare via the Internet using a laptop or PC. In a matter of seconds, the employees can be contacted at their office extension. A VPN (Virtual Private Network) connection restricts the access for unauthorized third parties.

Home/Office Networking

"Availability via wireless LAN (WLAN) Hotspots"

A sales person is on a business trip and uses the wireless LAN hotspot in a hotel to connect to the internet. The sales person can connect to the main office over a VPN connection. In an instant the person has the same phone environment as in the office for placing or receiving phone calls. The person no longer has to make phone calls over expensive mobile connections.

Application Scenario

London Headquarters

Berlin Location

LAN

PSTN

IP Telephone System SwyxWare

Public Telephone Network

IP connection

Mobile via WLAN, ISDN

Home Office via DSL

Scenario "Home/office networking": Subsidiaries, home offices or employees out on business can be connected to the PBX via IP – easy and cost-effective
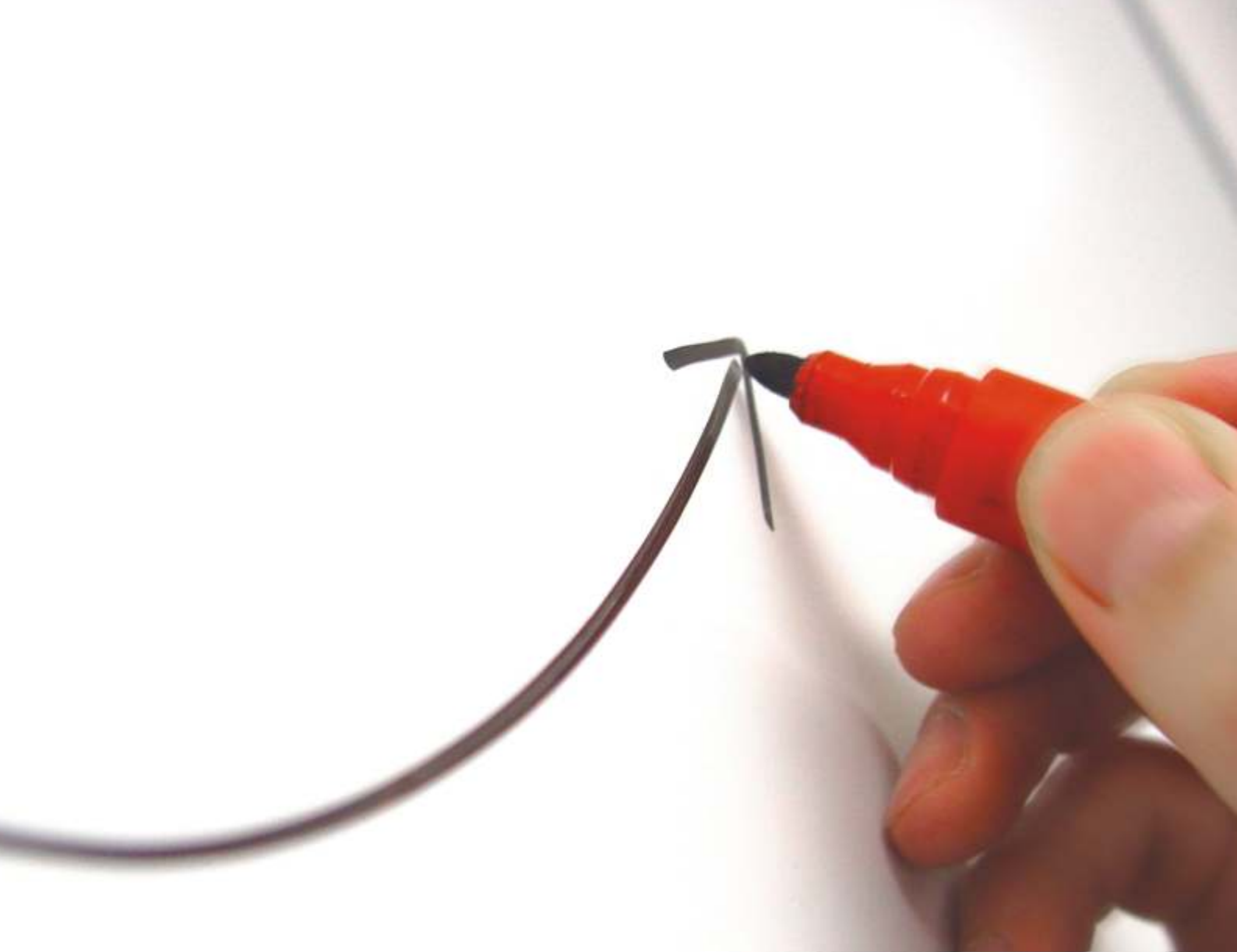
Advantages

SwyxWare increases availability and productivity

SwyxWare: Advantages

Having a single network for both voice and data transmission creates a definite cost advantage. With SwyxWare, the savings potential i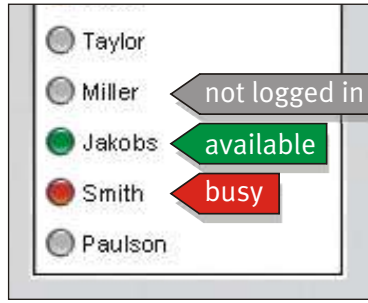s not limited to acquisition costs in comparison to a traditional telecommunications system. SwyxWare's strengths also include improvements in employee productivity as a result of faster telephone call processing and speedier response times.

Availability improvement

Availability of employees in companies plays an essential role for business communication. Every unanswered call may result in the loss of a customer. SwyxWare improves the availability by providing the user with intelligent wizards, which can be used to redirect calls simply and quickly.

Intelligent Call Routing

Application Example "Call Routing": The Call Routing Manager not only allows you to automatically redirect calls to the voicebox after office hours, but you can also configure redirections based on your appointments listed in the Microsoft® Outlook® Calendar.

An overview of who is available in the company and who is not: Availability signaling

Furthermore, you are also provided with a wide range of call functions, such as the redirection of calls to a mobile phone or to another employee, the recording of messages, call holding with a choice of music on hold, caller-dependent voicemail messages, call notification via email, and call number identification via DTMF.
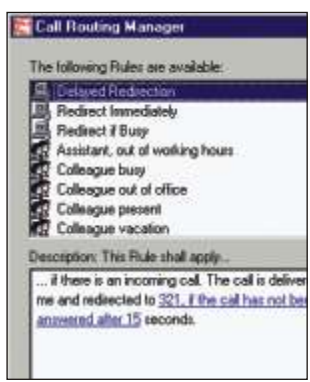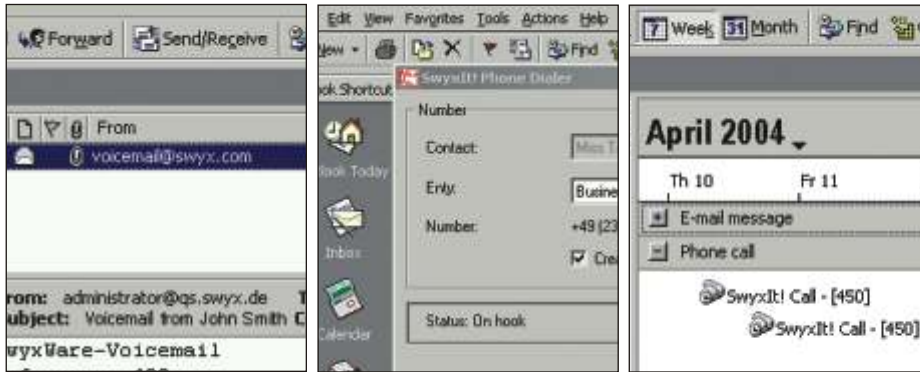

A wizard supports the creation of redirection rules.

Incoming calls can be redirected based on date and time of day.

A multitude of actions allows you to individually process calls.

Calls received when the person is not available are delivered via email as an attachment (wav-file)

Direct dial capability from Outlook Contacts

All incoming and outgoing calls are automatically logged in the Journal

Perfect integration with Microsoft® Outlook® and IBM® Lotus Notes

A whole new dimension of telephone functions is opened by the integration of telephony into the PC world. Functions, which are difficult if not impossible to implement in traditional telecommunications systems, such as voicemail for every employee or dialing capability out of Microsoft® Outlook®, are taken for granted with SwyxWare. This includes easy handling and a customised telephone environment.

Easy administration

The management and operation of SwyxWare also contributes to minimising operating costs because the administration of the telephone system is seamlessly integrated into network management. By using management tools, such as the Microsoft Management Console, changes and adjustments to the telephone system can be handled quickly and inexpensively in-house.

Computer Telephony Integration (CTI)

Application Example "CTI":
There will be no more hassle with writing down telephone numbers, because with SwyxWare you can place your call directly from Outlook® or Lotus Notes Contacts or from all applications that have a TAPI interface, such as customer databases or contact management systems. In addition, callers can be identified based on the existing contacts so that you immediately have the information you need about the caller.

Easy administration of the telephone system via Microsoft Management Console (MMC)

An Overview of SwyxWare's Advantages

Cost advantages

- Integration of telecommunications administration into the IT management, so that changes and adjustments to the telephone system can be handled internally

- Investment costs for the infrastructure are reduced, e.g. in new buildings

- Companies with several locations or with employees in home offices can reduce call charges by using IP connections

- No complicated administrator training sessions are necessary due to the use of standardised software, e.g. Microsoft Management Console (MMC)

- Full reporting of telephone activity

- New employees can be added immediately, without having to worry about server based hardware restrictions **Easy to scale**

- New extra functions or features can be implemented as a software update

- Productivity improvement due to new special telephony functions, such as CTI, Outlook integration or voicemail **Increased availability and productivity**

- Improved availability for customers, e.g. due to intelligent redirection functions (Call Routing Manager)

- Features like Interactive Voice Response (IVR) guide customers to the right contact in the company

- Use of open standards and the Windows® Server platform based on PC hardware **Greater flexibility**

- Simple integration of voice, fax, and mail services (Unified Messaging)

- Easy telephone integration in databases, CRM and merchandise information systems

Server Products

SwyxServer and SwyxGate: This is where it all comes together.

SwyxServer: Software based IP-PBX

Communication solution for Microsoft® Windows® Server

SwyxServer is a software solution based on the Microsoft® Windows® Server platform, which turns the server into a PBX. SwyxServer not only carries out all the functions of a classical PBX, but also provides high-performance phone functions for every user. The PBX functions of SwyxServer include call connection requests, call authorization and all call switching processes, as well as the management of group calls.

Central administration

SwyxServer works with an SQL database and all necessary settings, such as the addition of new users or the modification of user rights, are achieved through Microsoft® Management Console (MMC). This provides direct access from anywhere in the IP network for all user data, regardless of whether managing with access rights or with rerouting of calls on SwyxServer.

Application scenario

"A move within a company"
Especially moves within the company can be very cost and labour-intensive. With traditional PBXs, a telephony technician must be available to facilitate this move. SwyxWare solves this problem. It makes no difference where in the company the employee works. By logging on to the PC network, the individual telephone environment with the own extension number will be received immediately.
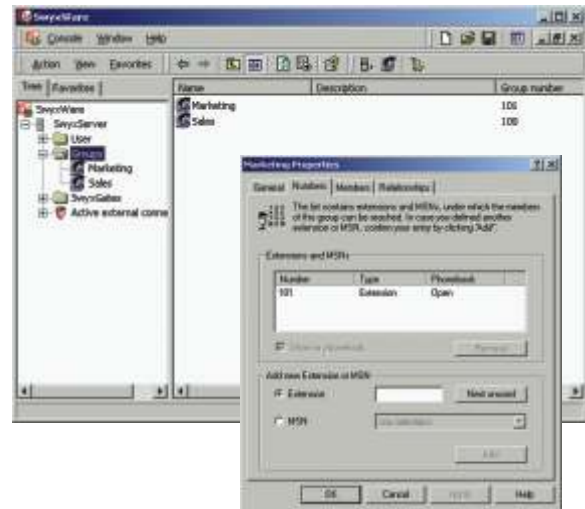
SwyxServer comes with a system architecture providing optimum server performance as well as minimised network load. Swyx call control allows calls to be routed directly to each user in the network and therefore minimizes the load of the SwyxServer. This brings significant advantages for the performance of the network and system hardware, as all voice traffic is not being processed through a single point within the network.

For every user, SwyxServer offers individually definable voicemail functionality. There is much more to SwyxWare voicemail than to a traditional answering machine. Over an existing mail server voice messages, can be automatically forwarded via email to any destination. Right away the recipient can listen to the message from his email inbox. Voice messages can also be compressed to save resources.

Intelligent system architecture

Voicemail for all users

Administration of SwyxServer with Microsoft® Management Console (MMC)

SwyxLink-Manager also controls the bandwidth administration by configuring voice codecs, compression methods and number of connections. When the maximum number of connections is being used or when the IP connection has failed, all calls are performed automatically as a fallback solution over the PSTN.

SwyxServer highlights

⋯⟩ Software based IP-PBX
⋯⟩ Installation based on PC, no proprietary hardware required
⋯⟩ Arbitrary scalable number of users, supports Multi-server installation
⋯⟩ Voicemail, transmission via SMTP
⋯⟩ Intelligent Call Management
⋯⟩ Conference manager
⋯⟩ Home/Office Networking, Intersite coupling via IP link
⋯⟩ Fax integration with Option Pack SwyxFax
⋯⟩ Interactive Voice Response (IVR) and Visual Basic Scripting with Option Pack Extended Call Routing
⋯⟩ Call Detail Records (CDR)
⋯⟩ Voice compression
⋯⟩ Music on hold

Integrated conference manager

The conference manager integrated in SwyxServer allows conference calls with internal and external callers. A conference can either be setup individually by any user or the callers can dial directly into a virtual conference room with a unique extension. The access to conference calls can also be controlled with call routing rules. For example, it's possible to protect conference rooms with a PIN or restrict the access to certain telephone numbers.

Overview of all SwyxWare features on page 30

Intersite coupling with SwyxLink-Manager

With SwyxWare's software component SwyxLink-Manager, communication can be operated over existing IP connections between different subsidiaries or sites. Calls between the subsidiaries are free of charge. All outgoing calls are held within the IP network as long as possible before the least expensive communication path is selected.

SwyxServer minimum requirements:

System requirements

⋯⟩ Microsoft® Windows® 2000 Server or Microsoft® Windows® Server 2003
⋯⟩ CPU: PIII 1 GHz for installation of SwyxServer and SwyxGate on the same PC hardware
⋯⟩ Memory: 384 MB
⋯⟩ Hard Disk: 60 MB

SwyxGate: Connection to the Public Telephone Network

Scalable ISDN-Gateway

SwyxGate is a gateway solution which consists of a software component and at least one ISDN card. SwyxGate converts incoming calls from the PSTN into IP packets and adapts outgoing calls from the IP network into signals and voice transmission to the PSTN. To interface with the PSTN, SwyxGate uses standard ISDN cards.

The maximum number of simultaneous connections to the telephone network depends only on the user's communication requirements and can range from 2 to 30 for a single SwyxGate. SwyxGate can be installed on a stand-alone PC as well as on the SwyxServer PC for smaller installations. The administration of SwyxGate is performed with Microsoft's Management Console (MMC).

Easy migration

SwyxGate can communicate with an existing classical PBX and therefore allows a step by step migration to IP telephony. Therefore, SwyxGate can cope with short-term bottlenecks concerning the existing PBX and new locations can be established without a costly extension of the old PBX. In this case, SwyxGate is simply installed as a sub-PBX of the existing telephone infrastructure and will gradually take over the functionality of the old PBX.

SwyxGate features

- 2, 4, 6,8 or 16 ISDN B-channels using up to 8 BRI-lines (S0)
- Up to 30 ISDN B-channels using 1 PRI-line (S2m)
- Per SwyxGate PC up to one PRI and 8 BRI-lines
- Multi-gateway capability (scalable if more than 30 channels needed)
- Internal ISDN PRI/BRI for connecting sub-PBXs
- Internal ISDN PRI/BRI for data transfer
- Voice compression
- Line echo compensation (G.165)
- Fax-over-IP (T.38)
- FAX- and DTMF support
- Configuration via MMC
- Status control via MMC

System requirements

SwyxGate minimum requirements:
- Microsoft® Windows® Server 2000 or Microsoft® Windows® Server 2003
- CPU: PIII 800 MHz or comparable processor for 1-4 S_o-cards (2-8 B-channels), PC with Pentium III 1,4 GHz or comparable processor for S_{2m}-card (30 B-channels)
- One PCI-slot for each ISDN-PC-card
- Memory: 384 MB
- Hard Disk: 50 MB

SwyxGate with up to 8 voice channels based on a Quad Basic Rate PC Card

Client Products

Each employee is the centre of attention:
Software and terminal equipment for IP telephony.
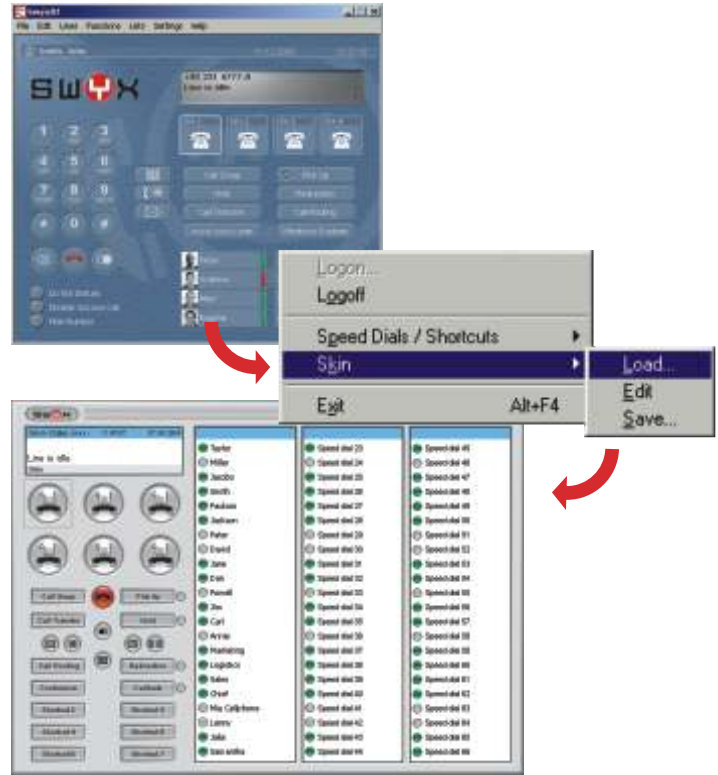
Software for PC telephony: SwyxIt!®

SwyxIt! turns your PC into a comfortable and easy to use phone. Combined with an audio device, e.g. a USB handset, SwyxIt! offers many new functions that perfectly integrate the phone into the PC world.

Individual user interface

The user requirements for a phone are as individual as its user's tasks. Due to the fact that traditional PBXs can only offer standard solutions to specific requirements, intelligent telephony solutions can dramatically improve productivity as call delivery can be adapted flexibly to individual communication requirements. By using the innovative skin technology, SwyxIt!'s user interface can be easily configured and customised according to personal needs. Users can customise the range of functions as well as the software skin on the PC screen exactly to fit particular tasks. With a mouse click new speed dials can be added or their labelling changed. All elements of SwyxIt! can be modified corresponding to individual needs. Therefore, SwyxIt! is the absolutely tailormade telephony solution.

Apart from the flexibility of its functions, SwyxIt! offers the possibility to create a graphical user interface according to any personal taste. The colour, size and look of the keys can be changed and any background screen can be selected for a completely individual appearance. This unique flexibility can also be used to adjust the telephony interface e.g. to reflect corporate identity for business or work flow specific requirements. The supplied skin editor enables PC users to make those changes rapidly. However, Swyx also offers an extensive choice of preconfigured skins to select from at any time.

Whether it is a standard phone or an operator's desk: adjust your telephone to your individual requirements with skin technology!


Designing your PC-phone e.g. like a floor plan or an organigram will provide you with a immediate survey of your company. The supplied skin editor enables PC users to make those changes rapidly. However, Swyx also offers an extensive choice of preconfigured skins to select from at any time.

Integrated Call Routing

The Call Routing Manager offers intelligent and efficient case by case routing capabilities. It increases the possibility of getting hold of company employees, so that incoming calls are no longer "lost". If a user logs on, SwyxIt! can signal this to the user's colleagues and also show them when this user is making or receiving phone calls. If someone is attending a meeting, on the way to a customer or at home, SwyxIt! automatically forwards all incoming calls to given rerouting destinations depending on criteria such as time of day, weekdays, holidays or on an entry in Microsoft's Outlook calendar, all according to user defined rules and conditions. For example, calls can be routed to the mobile phone of the requested person, to another team member or, of course, to the integrated SwyxWare voicemail. With just a few mouse clicks rerouting of calls is a child's play for every user.

Integration in Microsoft® Outlook® and IBM® Lotus Notes

SwyxIt! offers powerful telephony functions for every PC application that is equipped with the standard TAPI support, e.g. CRM Software or ERP systems. The integration of SwyxIt! with Microsoft® Outlook® makes dialing from contact files smart and efficient. On incoming calls the appropriate contact window of the caller pops up and contact information can be viewed right away.
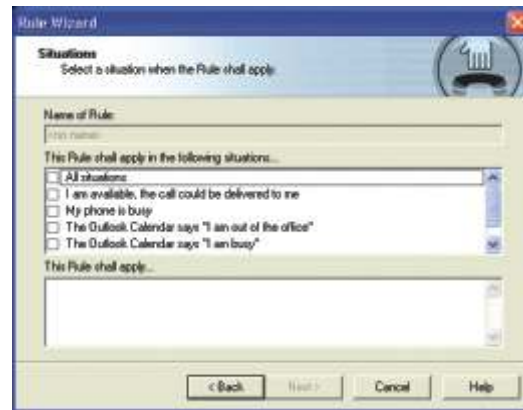
Intelligent wizards support easy to use call management.

One Click Application Sharing

The Application Sharing feature in SwyxIt! allows you to transfer the desktop of one user to another. Additionally, the user can choose between a read-only mode and a complete remote control for the other user. Therefore, application sharing is an ideal aid. It not only allows users to jointly discuss documents or calculations, but it also lets the administrator take over helpdesk functions.

Extended ringing sound signaling

Depending on the number of the caller, SwyxIt! can select different ringing sounds from any WAV file. You can, for example, record the name of a caller and use this recording as the according ringing sound.

With SwyxIt! incoming calls can also be signaled in the taskbar.

ⓘ **Call Notification**   ✕

Call from Smith, Peter, 343 to Miller, Joe, 331
Click here to accept the call!

10:14

Software for PC telephony: SwyxIt!®

With caller dependent ringing sounds you know right away who is calling, even when you are not directly at your desk. SwyxIt! has the same flexibility in playing back individual voice messages for specified callers. Beside the general voicemail message a special message for important customers or internal calls can be set up easily.

With SwyxIt! every user gets his own individual phone.

SwyxIt! highlights

⤳ Individual user interfaces (Skin) including skin editor
⤳ Voicemail
⤳ Integration in Microsoft® Outlook® and IBM® Lotus Notes
⤳ Intelligent call management with Call Routing Manager
⤳ Signaling of availability on speed dials and in phonebook
⤳ Conferencing
⤳ Voice compression
⤳ Application Sharing
⤳ Recording of calls and conferences
⤳ Caller dependant ringing sounds with any WAV file

Overview of all SwyxIt! features on page 30

SwyxIt! minimum requirements:

⤳ Microsoft® Windows® 98/ME/NT/2000 or Windows® XP Professional
⤳ CPU: Pentium II 350 MHz or comparable processor
⤳ Memory: 128 MB
⤳ Hard disk: 25 MB
⤳ Graphics adapter: 15 bit color depth, 800 x 600 pixel resolution
⤳ Audio device: SwyxIt! Handset/Headset with connection to USB port/soundcard or SwyxPhone with Option Pack "CTI for SwyxPhone"

System requirements

SwyxIt! with handset, headset or IP desktop phone: Always the right telephone environment.

SwyxIt!® Accessories

IP devices for all needs

The SwyxIt! Accessories are devices for pc telephony that meet all requirements for telephony. All Swyx audio devices are harmonized with SwyxWare and produce phone calls over the PC in optimal voice quality.

SwyxIt! Handset

Making calls with the SwyxIt! Handset is easy and convenient. By connecting to the USB port, full hook on/off support is provided. Therefore, a call can be started by picking up the handset and terminated by hanging it up again or putting it back in the table rest. The users may maintain their usual habits when telephoning and migration from the conventional phone to SwyxWare is easy and comfortable.

SwyxIt! Headset

The headset is an ideal solution for a receptionist's position or "power users". Consisting of a headphone and a microphone, it enables the user to make calls and work with the PC at the same time. With many attractive features such as noise cancelling microphone on a flexible boom arm, soft leatherette ear-cushions and a fully adjustable headband, SwyxIt! headsets make you almost forget you're on the phone, giving you the feeling of a face-to-face communication.

⤳ Hook on/off support
⤳ Supports connection to USB port
⤳ Signaling of calls with integrated speaker
⤳ Adjustment of volume with function keys
⤳ Supports headset connection, controlled with function key
⤳ Connection for standard PC headset
⤳ Mute function
⤳ Power supply with the PC

⤳ Smart and convenient headset
⤳ Noise cancelling microphone
⤳ Hearing protection
⤳ Mono wearing style, monaural (H320)
⤳ Duo wearing style, binaural (H322)
⤳ Supports connection to USB port, soundcard, SwyxPhone, SwyxIt! Handset P250 and GN Netcom Ellipse with the appropriate connecting cable

⤳ Superior headset, ultra lightweight
⤳ Monaural with variable wearing style (H340)
⤳ Duo wearing style, binaural (H342)

⤳ Cordless headset solution
⤳ Up to 150 meters range
⤳ High performance lithium battery with up to a 12-hour talk time
⤳ Monaural with variable wearing style

SwyxIt! Handset P250 features

SwyxIt! Headset H320/H322 features

Headset H340/H342 additional features

Headset H350 additional features

Convenient handset P250 with integrated speaker

Smart and convenient: headset H320 and H322

Headset H340 with variable wearing style

For professionals: binaural headset H342

Mobile solution with cordless headset H350

SwyxPhone: IP phones

IP phone with Ethernet connection

SwyxPhone IP phones are connected to the local network over the Ethernet. The models L420 and L440 have an additional integrated LAN switch, which connects the PC workplace to the local network, requiring only a single LAN port. Therefore, the PC and telephone can share a single LAN port and costs of the network infrastructure are minimised.

The SwyxPhone product line includes the models L400, L420 and L440. The L400, a cost effective desktop phone without a display, is perfect for the combination with the SwyxIt! telephone software. In addition to the standard phone L420 the advanced version L440 has a larger display and more function keys. SwyxWare also supports the connection of Siemens IP phones.

SwyxPhone L400 features

- Supports powerful telephony functions, e.g. call park, call swap, call pick-up, redirection
- Power over LAN (IEEE 802.3af)
- Support of "Quality of Service" functions: level 2 (802.1pQ) and level 3 (DiffServ)
- Quick configuration via DHCP

- Automatic firmware update
- 8 function keys with LEDs
- 2 keys for volume settings (plus/minus)
- Voicemail: acoustic and visual signal ling, voicemail check and remote inquiry with IMAP4 compatible mail server
- CTI with Option Pack "CTI for SwyxPhone"
- Password protection
- Wall-mountable
- Open listening

- Integrated 2 port 10/100Mbit/s switch
- Tiltable alphanumeric display with 2 lines, each with 24 characters
- 12 function keys with LEDs
- 3 dialog keys for interactive user prompts
- Personal and global phonebook
- Local time and date display
- Call and redial list
- Note function during conversation
- Full duplex hands-free speaker phone

SwyxPhone L420 additional features

- Tiltable, backlit alphanumeric display with 4 lines, each with 24 characters
- 19 function keys with LEDs
- Interface for up to 4 SwyxPhone Extension Modules, each with 15 function keys
- Headset connection

SwyxPhone L440 additional features

The ideal CTI telephone: SwyxPhone L400

The comfortable standard: SwyxPhone L420

The telephone for "power users": SwyxPhone L440

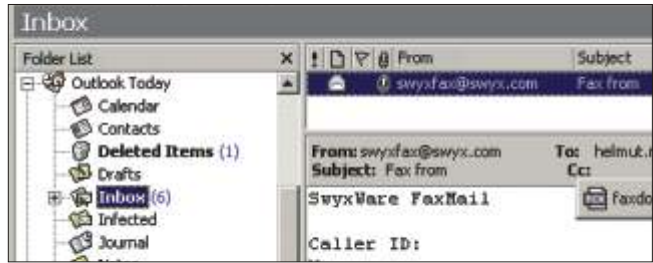**SwyxPhone Extension Module**

Option Packs

Specials for your SwyxWare.

SwyxFax: Fax for every user

Client/Server Fax Solution

The Option Pack SwyxFax enhances the range of interesting and useful features in SwyxWare. The client/server solution enables users to use fax services on every PC. SwyxFax is a software component installed on SwyxGate which uses the existing B-channels to the PSTN to process incoming and outgoing fax messages. Incoming documents are received by SwyxFax and are delivered to a central unit, from where they are automatically distributed to the individual users.

Fax messages can be received via email.

SwyxIt! Fax is the client software. Fax messages can be sent from every application that includes printing options. With SwyxIt! Fax, all fax messages can be managed centrally. There is the possibility of creating a personal phonebook or you can select a fax number from your Microsoft® Outlook® contacts.

SwyxFax can also be configured to send faxes via email if there is a SMTP capable mail server available. Faxes will then be delivered the same way as voicemails and the user receives all voice and fax messages in the email inbox. The fax will be submitted as a DCX attachment and can be opened and edited with the included viewing program.

Fax via email
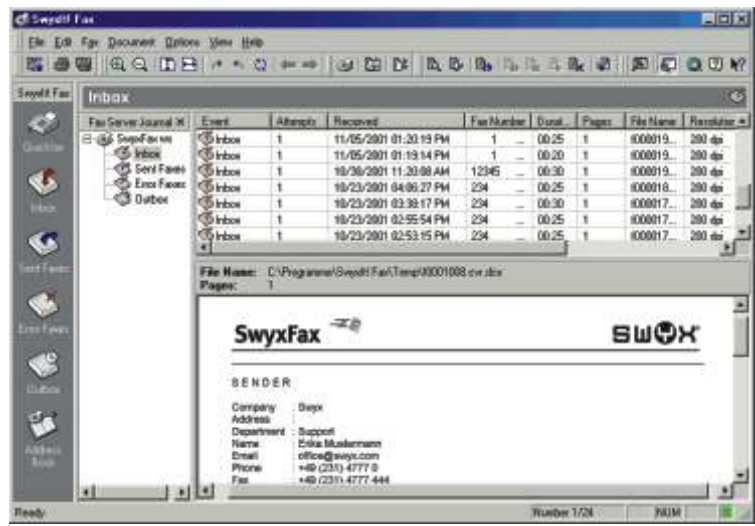
SwyxIt! Fax has the look & feel of Microsoft® Outlook®.
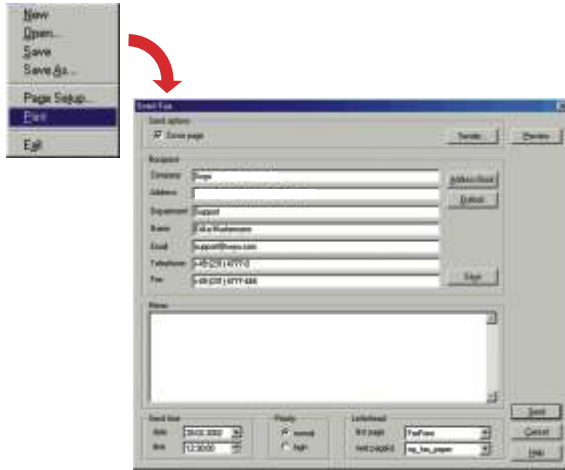
Fax messages can be sent from every application that includes printing options.

⤳ Use of Microsoft® Outlook® contacts and global exchange address lists to choose recipients
⤳ Send short messages with cover sheet (Quickfax)
⤳ Quick preview of received fax messages
⤳ Storing of incoming faxes in BMP, DCX, JPG, PCX, TIFF format
⤳ Easy forwarding of received faxes to other SwyxFax users or fax machines
⤳ Send a fax to more than one recipient
⤳ Journals for receiving, sending, queueing and errors
⤳ Fax archive
⤳ Automatic print of incoming and outgoing faxes and fax journals

SwyxFax features

⤳ Support of point-to-point and point-to-multipoint connections
⤳ Support of 2 up to 16 B-channels for sending and receiving
⤳ Internal sending of faxes without using ISDN B-channels
⤳ Support of PBX line groups
⤳ Fax speed: TX 14400/RX 14400
⤳ Central fax access for messages without a specified recipient
⤳ Sending of received fax documents to any e-mail address using SMTP
⤳ Automatic distribution of incoming fax messages (DDI and MSN)
⤳ Send faxes out of any application with printing option
⤳ Support of cover sheets, forms and stationery
⤳ Configurable redialing (time and number)
⤳ Time sensitive sending

Option Pack SwyxFax minimum requirements:

⤳ Microsoft® Windows® Server 2000 or Microsoft® Windows® Server 2003
⤳ Client: SwyxIt! Fax supports Microsoft® Windows® 98/ME/NT/2000/XP Professional
⤳ Hard disk: 14 MB (+ diskspace for fax address books)

System requirements

Extended Call Routing

The SwyxWare "Extended Call Routing" Option Pack is the graphical extension of the Call Routing Manager that is integrated in the SwyxIt! software. The Graphical Script Editor (GSE) helps you to visualise rules and action sequences for incoming calls. It allows you to clearly illustrate even complex call handling scenarios in the form of a flow chart.

In contrast to the Call Routing Manager, that only allows sequential processing of actions, GSE helps you to link actions logically and to define loops. DTMF tone recognition and evaluation capability enables interactive, caller-controlled Interactive Voice Res-

ponse. Incoming calls can be delegated to the appropriate employee according to the caller's wishes and entries.

"Interactive call forwarding"
A caller hears a welcoming message, which provides information on the different redirection options ("Please press 1 to get information to our products, press 2 to our support group..."). The caller confirms the selection by pressing the corresponding key on the telephone and is then connected to the appropriate employee. In the meantime the caller listens to current product information.
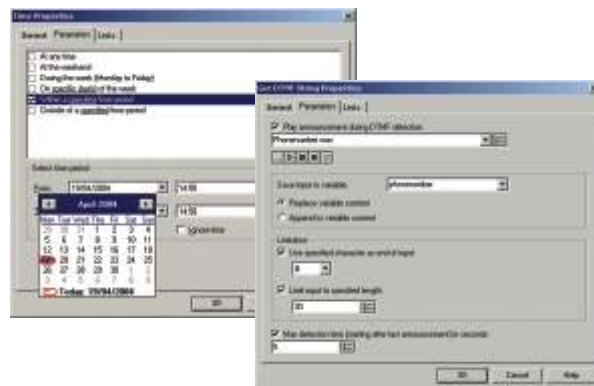
Application scenario 1
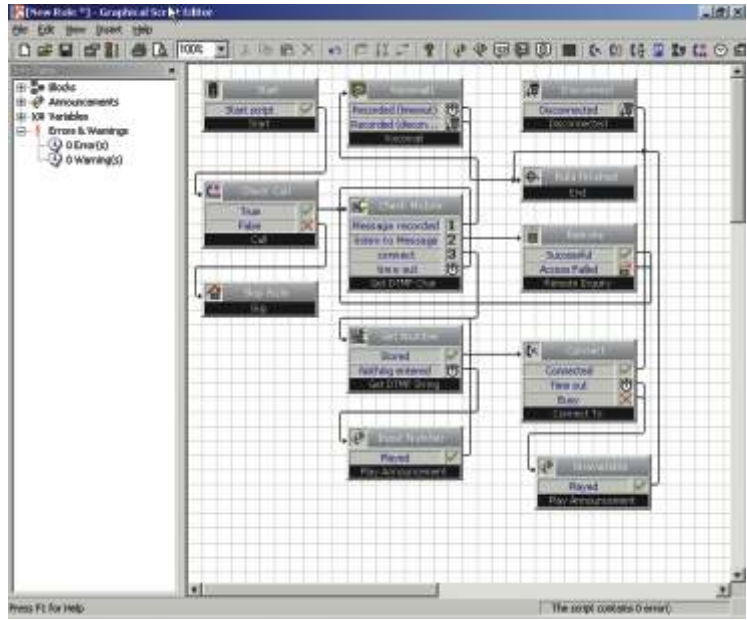
Complex call routing scenarios can be visualized easily with the Graphical Script Editor (GSE).

Application scenario 2

"Working hours"
Employees can call a certain extension number to confirm the starting and ending of their working hours. Even informing the personnel department about absence due to illness can be done using this function. (e.g. "Please enter your PIN. To confirm that your working hours are starting now press 1, to confirm that you are finished with work press 2, press 3 to report your absence…") The data is transferred directly into a Microsoft® Access® Database by using a Visual Basic Script. The status of the employee is immediately available in the database and can be used by the payroll accounting department.

Application scenario 3

"Dial by name – directory function"
Employees that are out for business often have to talk to one of their colleagues but don't remember their extensions.
Without talking to an operator, the caller can be connected to the person he wants to talk to, by entering the first letters of the name. The interactive phonebook confirms your choice and you will be connected to the requested subscriber.

System requirements

Option Pack Extended Call Routing minimum requirements:
- → Server: SwyxServer Installation
- → Client: SwyxIt! Installation

- ⇢ Interactive Voice Response (IVR) via DTMF
- ⇢ Grafical Script Editor (GSE)
- ⇢ "Number/Date/Time to Speech" function
- ⇢ States are saved in variables
- ⇢ Decision-dependent actions
- ⇢ Time and date-dependent actions
- ⇢ Script signature support
- ⇢ Variables: length of call, number, name, date, time, weekday, extension dialed, identification number (PIN)
- ⇢ Actions: loop, follow me, message, record message, generate email, voicemail, receive DTMF signals, remote inquiry, access IMAP4 mail server
- ⇢ Enhanceable by user-specific COM objects or procedures in Visual Basic Script

Extended Call Routing features

CTI for SwyxPhone

Perfect combination of telephone and PC

The Option Pack "CTI for SwyxPhone" allows the application of SwyxPhone as a device for PC telephony. All incoming and outgoing calls can be handled with the PC, as well as with the desktop phone.

With a PC the telephone is controlled with SwyxIt! and therefore all advantages of a comfortable handling and configuration are available. Features like dialling from Microsoft® Outlook® contacts and the use of the Call Routing Manager are now also supported for SwyxPhone.

Smooth migration

Users have the option of a classic desktop phone, so they don't have to adjust to the new telephone environment right away. The migration to those new functions that are only available with PC telephony can be step by step.

With the Option Pack "CTI for Swyx-Phone" SwyxWare can be used in a terminal server environment, too. The initiation of the desktop phone doesn't use any hardware resources on the desktop.

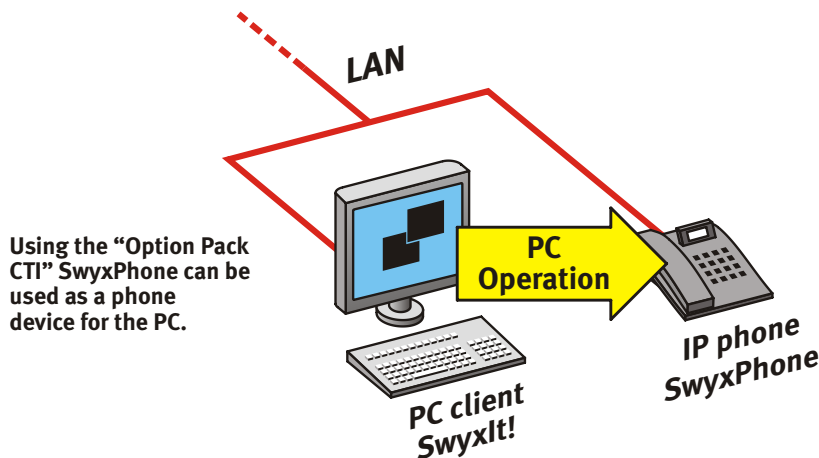**IP telephony with a terminal server**

- ⇢ PC telephony with the look & feel of a classic desktop telephone.
- ⇢ In combination with the PC all the configuration possibilities of the telephone environment can be used optimally.
- ⇢ SwyxPhone is also ready for use if the PC is not available, e.g. if the PC is turned off.
- ⇢ The PC doesn't have to be equipped with a sound card.
- ⇢ „CTI for SwyxPhone" enables the use of SwyxWare in a terminal server environment.

All advantages at a glance

Option Pack CTI minimum requirements:
- ⇢ Server: SwyxServer Installation
- ⇢ Client: SwyxIt! Installation in combination with SwyxPhone

System requirements

Using the "Option Pack CTI" SwyxPhone can be used as a phone device for the PC.

LAN

PC Operation

PC client SwyxIt!

IP phone SwyxPhone

Features

Don't lose sight of the bigger picture! An overview of all features.

Complete Overview of Features

Function and configurations

- Automatic redial
- Blind call transfer
- Callback on busy, internal
- Callback request
- Caller/Redial List
- Call forwarding
- Call hold
- Caller list with date and time
- Call swap
- Call transfer
- Call waiting
- Dial from every application
- Dialing by blockdialing
- Dialing by overlap sending
- Dialing from Microsoft® Internet Explorer
- Dialing of vanity numbers
- Disable Lines
- DTMF generation
- Global phone directory
- Inquiry call
- Manager-secretariate function
- Mute microphone
- Name dialing from phonebook with Autocomplete
- Name resolution of dialing numbers
- Personal phonebook
- Phone directory with user status
- Pick up (a signaled) call
- Recording Wizard
- Redial list with date and time
- Roaming user profiles
- Selection of caller ID for outgoing calls
- Shortcuts
- Signaling of availability in phonebook/on speed dials
- Speed dial
- Suppression of own caller ID for external calls

Comfort functions

- Announcement before connection to dialed subscriber
- Application Sharing[4]
- Call Routing Manager
- Call signaling, number dependent
- Call signaling, via pop up information (information balloon)
- Conference manager
- Conference, ad hoc (user enabled)
- Conference, dial in (via extension)
- Conference room
- Context sensitive online help
- Conversation recording via SwyxIt! (manual/automatic)[4]
- CTI/TAPI for SwyxPhone[3]
- Display of time and date
- Drag & Drop (e.g. of phone numbers)
- DTMF Support
- Extended Call Routing[3]
- Fax-Integration[3]
- Group calls
- Group functions
- Group signaling
- Hook on/off support (handset)
- Hotkeys
- Individual graphical user interfaces (skins)
- Interactive Voice Response (IVR) via DTMF
- Intercom
- Programmable speed dials
- Scripting with VisualBasic extensions
- Secondary call signaling, configurable
- Selection of user name at program start-up
- Silent "ringing"
- Skin editor
- Sound wizard

⇢ TAPI 2.2 (TSP)
⇢ Voicemail, compression of
  voice messages[5]
⇢ Voicemail, recording of announcements
  via remote inquiry[2,5]
⇢ Voicemail, remote inquiry[2]
⇢ Voicemail, transmission via SMTP[5]

Microsoft® Outlook® integration

⇢ Call redirection depending on
  schedule entries in Outlook Calendar[1]
⇢ Dialing out of contacts
⇢ Logging of calls in the journal
⇢ Name resolution from contacts
  in SwyxIt! display
⇢ Name resolution from contacts
  with pop-up of contact

Call Routing

⇢ Default handling of call that
  could not be connected
⇢ "Do not disturb" function
⇢ FollowMe
⇢ Individual Redirection
  using Call Routing
⇢ Redirection, delayed
⇢ Redirection, fixed
⇢ Redirection if absent
⇢ Redirection if busy
⇢ Redirection, remote configuration

Call management

⇢ Advice of Charge (AOC)
⇢ Call Detail Records (CDR)
⇢ Call restrictions for subscribers
  (internal calls only, local calls, long
  distance calls and international calls)
⇢ Mapping of project numbers
  to outgoing calls
⇢ Number replacement table
  for external calls
⇢ Status display for all connections

⇢ Automatic fallback to backup server
⇢ Automatic server recognition
⇢ Automatic service restart in case of errors
  (watchdog)
⇢ Configuration via Microsoft
  Management Console (MMC)
⇢ Connection logging and display
⇢ Fax-over-IP (T.38)
⇢ Internal ISDN PRI/BRI for connecting
  sub-PBXs
⇢ Internal ISDN PRI/BRI for data transfer
⇢ Intersite Coupling
⇢ Multi gateway support
⇢ Music on Hold using a selectable
  WAV file
⇢ Status display via MMC
⇢ Supports H.323 terminals
  (H.323 version 2)

⇢ Line echo compensation (G.165)
⇢ Microsoft® Windows® User
  Authentification
⇢ Support of QoS (Quality of Service)
  Level 2 (802.1pQ) and Level 3 (DiffServ)
⇢ Supports RSVP and IEEE802.1p
⇢ Voice compression
⇢ Voice encoding according to G.711
  (64kbit/s)

Installation and administration

Quality of Service/ Voice quality

Product Configurations

Basic license	SS005000	SwyxServer 5 Users

SwyxWare user licenses	SSU00500	5 Users
	SSU01000	10 Users
	SSU02000	20 Users
	SSU05000	50 Users
	SSU10000	100 Users
	SSU20000	200 Users

Option Pack Extended Call Routing	OP000500	5 Users
	OP001000	10 Users
	OP002000	20 Users
	OP005000	50 Users
	OP010000	100 Users
	OP020000	200 Users

Option Pack SwyxFax	OP100500	5 Users
	OP101000	10 Users
	OP102000	20 Users
	OP105000	50 Users
	OP110000	100 Users
	OP120000	200 Users

Option Pack CTI for SwyxPhone	OP200500	5 Users
	OP201000	10 Users
	OP202000	20 Users
	OP205000	50 Users
	OP210000	100 Users
	OP220000	200 Users

SwyxGate with voice channels	SG002000	BRI card, 2 channels
	SG004000	BRI card, 4 channels
	SG006000	BRI card, 6 channels
	SG002Q00	Quad BRI card, 2 channels
	SG004Q00	Quad BRI card, 4 channels
	SG006Q00	Quad BRI card, 6 channels
	SG008Q00	Quad BRI card, 8 channels
	SG016Q00	2x Quad BRI card, 16 channels
	SG030000	PRI card, 30 channels
	SG060000	2x PRI card, 60 channels

SC002000	2 Voice channels	**SwyxWare voice channel licenses**
SC005000	5 Voice channels	
SC010000	10 Voice channels	
SC020000	20 Voice channels	
SC030000	30 Voice channels	

SP000011	SwyxPhone L400	**SwyxPhone**
SP000007	SwyxPhone L420	
SP000012	SwyxPhone L440	
SP000013	SwyxPhone power supply	
SP000009	SwyxPhone key module	
SP000008	Siemens optiPoint 600	

OP300500	5 Siemens IP phones	**Licences for Siemens IP telephones**
OP301000	10 Siemens IP phones	
OP302000	20 Siemens IP phones	
OP305000	50 Siemens IP phones	
OP310000	100 Siemens IP phones	
OP320000	200 Siemens IP phones	

SA000016	Handset P250	**SwyxIt! devices**
SA000024	Headset H320 Mono	
SA000029	Headset H322 Duo	
SA000030	Headset H340 Mono, variable	
SA000031	Headset H342 Duo	
SA000023	Headset H350 Cordless	
SA000026	Cable K400 Soundkarte/P250 <-> H32x/H34x	
SA000025	Cable K410 USB <-> H32x/H34x/QD	
SA000027	Cable K420 L400/L420 <-> H32x/H34x	
SA000032	Cable K430 Soundkarte <-> H350	
SA000033	Cable K440 QD <-> H350	
ZSA00021	Cable K450 Hook off, Gameport <-> H350	
SA000034	Cable K455 Hook off, Rufsig., COM-Port <-> H350	

ZSX00003	Analogue adapter 2 Port	**Accessories**
ZSX00004	Analogue adapter 8 Port	
ZSX00005	Analogue adapter 24 Port	
SP000010	SwyxPhone LAN cable	
ZSG00001	Internal BRI connector	
SA000004	COM-Port adapter PC COM <-> H350	

Feedback

What's in the press, what do users say?

Press and User Comments

"The interface of the server software is professional and clear."

"Swyx's special feature, both client- and server- sided, is its fine-tuned interface."

"The replacement of telephony hardware by software can be worthwhile not only because this way existing system can be expanded when they reach their limits. [...] The total cost of ownership drops as well."

"SwyxServer incorporates all the features of a modern PBX. In addition, you can configure charges so that users can see how much their call cost if they have a suitably equipped IP phone. You can also record details of calls made, and even specify 'least cost' carriers for international calls, fax calls and calls to mobile phones."

"This skin feature represents an interesting solution - and Swyx can be proud to present it. The range enfolds the Swyx solution which can be installed by an administrator in no more than 1,5 hours, as well as highly complex solutions by Siemens. Especially cost-conscious companies benefit from SwyxWare, as it stands as a pure software solution."

"SwyxWare is very convincing, particularly in terms of the PC telephony client. Here the developers have done an excellent job and have set new standards."

"Another advantage of the IP system becomes apparent if you have several offices. Phone calls can be piggy-backed on the internet data connection between your offices. It's free and effective."

Frank Tinla, IT Manager:
"IP telephony provides Q:marketing with the opportunity to improve operating and communication processes, internally as well as with customers. The IP telephony solutions from Swyx convinces not only because of essential cost advantages but also with extensive technical possibilities."

David Allcock, IT Manager:
"The system is highly flexible and has enabled us to make significant cost-savings as well as save time in managing incoming calls. We would highly recommend the system to any company that is looking to expand, or is looking for a new telephone system."

Hendrik Otten, Head of Lifecycle Management:
"With the Swyx products T-Com decided to distribute an innovative solution for speech communication using the local data network. The software allows in particular mid sized companies to expand, enhance or replace their existing telephone system flexible and economic. Swyx provides all functions of modern call management and thereby considerably increases productivity in the company. On top the solution is easy to install and cost-efficient in service."

Chris Newby-Robson, IT Manager:
"The system is very flexible so staff moves, shifts and changes within the office are now a non issue. We no longer have phones ringing unanswered, staff never miss a call and you can tell instantly by viewing the on-screen logging information, what staff are available."

Q:marketing, Germany

Helical Technology, United Kingdom

T-Com (Deutsche Telekom AG), Germany

Jaggards & Co, United Kingdom

You will find more press comments, case studies and product tests
on the Internet at: **www.swyx.com**