

1 Menu Mode

You will find all Swyxt! functions in the menu bar or via the shortcut menu of the interface. To open the shortcut menu of a button, for example, click with the right mouse key on the button. In addition, extensive Online Help is provided (F1 Key).

2 I would like to make a telephone call.

→ Enter the destination number you want. Use the keypad of Swyxt! or the keyboard.

It is still possible to change the phone number.

→ Simply lift the handset.

When using the headset, you activate the line by clicking on the handset or the line button.

→ After your call has been completed, simply replace the handset on the hook or click on the handset or the line button.

Note: When making outgoing external calls please remember you may have dial 0 to get public line access.

**3 It's ringing, I would like to answer the call.**

A call is signaled by a ringing sound and the corresponding, animated line button, as well as by an information balloon.

→ Answer the call as you normally would by lifting the handset.

When using the headset, you activate the line by clicking on the handset or the animated line button.

**4 I would like to pick up a signaled call.**

In the display or in the information balloon of the tray, you are signaled a call or a group call. The **Pick Up** button blinks.

→ Click on the **Pick Up** button and lift the handset.

Note: If no call is signaled to you, please contact your administrator.

**5 I would like to make a second telephone call.**

→ Click on a free **Line** button and dial the number as usual.

The first caller is put on "Hold" and hears music on hold.

→ Switch between the callers by clicking on the corresponding **Line** button or on the **Call Swap** button.

**6 I would like to transfer a call.**

You have at least two calls.

→ Connect two subscribers by clicking on the **Call Transfer** button.

Note: If you initiated the call on the active line, you can just hang up your handset without clicking the **Call Transfer** button.

**7 I would like to initiate a conference.**

You have at least two calls.

→ Click on the **Conference** button. Both lines will be joined to form a conference.

→ To add another subscriber, switch to a free line, call the new subscriber and click once again on the **Conference** button.

If you have initiated a conference, it will be ended if you go on hook.

**8 I want a Callback.****Callback on busy**

You call an **internal** subscriber, who is currently speaking on the phone.

→ Click on the **Callback** button.

If the subscriber finishes the call, the button blinks and you hear a acoustic signal.

→ Press the **Callback** button or pick up the handset to be directly connected to the subscriber.

Making a callback request

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

→ Click on the **Callback** button.

Your callback request is added to the Caller List of the called subscriber.

Answering a Callback Request

Your **Caller List** button is blinking.

→ Click on the **Caller List** button.

In the Caller List you will now recognize which callback requests were made in your absence.

→ Highlight the entry, which you would like to call back and click on **Dial**.

Your Own Callback Requests, Caller List, Delete Callback, Edit Callbacks

In the shortcut menu of the **Callback** button, select the list **My Callback Requests**.

Here you will find the callback requests which you have made. Furthermore, you can delete the callback or dial once again from this list.

In your **Caller List** you can dial the callback requests directed to you, answer them with an e-mail, delete them or ignore them.

**9 I would like to forward calls.**

→ Click on the **Call Forwarding** button.

All calls will be forwarded immediately according to your personal configuration (see section 22 "Settings").

**10 Do I also have an answering machine?**

Swyxt! provides you with a personal answering machine, called "Voicemail".

Voicemails are delivered by e-mail. You can also check them per remote inquiry.

To configure Call Forwarding to your Voicemail please see section 22 "Settings".

Note: If you start Swyxt! the first time, the Recording Wizard helps you to record your welcome announcement and your name. Both are necessary for your Voicemail.

Note: To activate the functionality Voicemail, an e-mail server must be available in your network.

11 I would like to listen to my Voicemails.

You have received new Voicemails and the **Voicemail** button is blinking.

→ In the shortcut menu of the Voicemail button you can check the Voicemails per remote inquiry (the new Voicemails will be played for you), or open your e-mail program in order to edit the Voicemails in the e-mail inbox.

Note: If you have received new Voicemails, when you lift the handset you will hear an stuttered dial tone instead of the normal dial tone.

You may want to process Voicemails, which you have already listened to.

Open your e-mail inbox or start the Remote Inquiry of your Voicemail in the shortcut menu of the Voicemail button. In the case of remote inquiry, please follow the menu instructions.

**12 I would like to listen to Voicemails from another telephone.**

→ Call your own number and press * during the welcome message.

→ Enter your PIN and complete the entry with the # key.

→ Please follow the instructions of the Remote Inquiry.

Note: In order to take advantage of this, Remote Inquiry and Call Forwarding must be configured for you. For more detailed information on this, please see Online Help or contact your administrator.

13 I would like to call a number from one phonebook.

You can use two different phonebooks, the Global Phonebook (here you can find all employees) and the Personal Phonebook (You are the only person with access to this phonebook.)

→ Click on the **Phonebook** button.

→ Choose the phonebook: **Global** or **Personal**.

In the case of internal employees, you will also see the status of the line (logged on, busy, etc.).

→ Highlight the entry you want to call.

→ Click on **Dial** in order to call the highlighted number.

**14 I would like to edit my Personal Phonebook.**

→ Click on the **Phonebook** button and select the **Personal Phonebook**.

→ Click on **Add**, **Change** or **Delete** in order to edit the entries.

Note: Only the Administrator can change the entries in the Global Phonebook.

You can also export and import the phonebook, to make it available to others or to edit entries with a different application, for instance.

→ To do this, select "File|Personal Phonebook|Import" or "Export" in the menu.

→ Then follow the instructions given by the wizard.

15 How do I use Speed Dials?

Speed Dials enable quick access to the most frequently used numbers.

→ Select **Properties** in the shortcut menu for the Speed Dial.

→ Assign a name, number and, if necessary, a picture to the Speed Dial. Remember that you may have to dial 0 to get public line access.

→ Define whether the display should first be deleted, whether the number should be dialed immediately or whether you want to start an Intercom call.

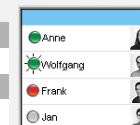
If you would like to call the selected subscriber, just click on the corresponding **Speed Dial**.

Note: Assign Speed dial 1 to a Call-by-Call number (Successive dial) and Speed dial 2 to a telephone number. Press first Speed dial 1 and then Speed dial 2 to make a call via this Call-by-Call provider.

16 What do the colors on the Speed Dials indicate?

The colored lights on the Speed Dials signal the availability of an internal subscriber..

Green	Subscriber is available
Green, blinking	The subscriber is called. The call can be picked up.
Red	Subscriber is speaking
Grey (off)	The subscriber is not logged on



Note: If no call is signaled to you, please contact your administrator.

The complete documentation can be found on the Swyx website:
<http://www.swyx.com/support/documentation.html> or contact your administrator.

17

How do I change the SwyxIt! interface and ringing?

Skin (interface)

You have the option of changing the function and design (Skin) of your SwyxIt!.

→ Under **Settings | User Profile**, select the **Skin** tab.

→ Load one of the Skins listed here.

SwyxIt! also offers the option of freely designing the interface.

For further information please refer to the documentation "Swyx Skin Editor".

Note: *The functions **Load Skin** or **Edit Skin** in the **File** menu must be cleared by the administrator for usage.*

Ringing

You can define different ringing sounds which are dependent on the number of the caller or on the number called.

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

→ You can define the different ringing sounds by pressing **Add**.

Note: *If you select **no sound** for all calls, a call will only be signaled on the interface or in an information bubble (silent ringing).*

18

How do I telephone with Microsoft Outlook?

Dialing from Contacts

→ Select a contact in Outlook and click on the SwyxIt! symbol in the menu bar.

Note: *When entering a contact, even for numbers from your local public network, always enter the number in canonical format (e.g. +49 231 12345-6789).*



Caller ID, Call History

In Outlook, under **Tools | Options | SwyxIt!**, you can define whether a contact should be opened when a call is received or whether a journal entry should be created.

SwyxIt! always attempts to resolve and display the number of the caller using the phonebooks or your Outlook Contacts.

19

How do I optimally adjust the voice quality?

The Sound Wizard optimizes the interaction between SwyxIt! and the respective terminal device. To improve the voice quality, please start the Sound Wizard in the menu bar **Settings | Sound Wizard** and follow the Wizard instructions.

Note: *If you cannot hear your caller very well during a call, you can adjust the volume during a call under **Settings | Adjust Volume**, or simply by using the slider on the user interface.*

20

Remote Control of a SwyxPhone (CTI)

SwyxIt! can remotely control a SwyxPhone or another SwyxIt!. Both telephony devices must be logged on under the same SwyxWare user.

→ Go to the menu bar and click on **Settings | CTI | Run as CTI SwyxIt!**.

SwyxIt! will first log off and then log on once again as CTI SwyxIt!. Then SwyxIt! will search for a telephony device, which is logged on to SwyxServer under the same SwyxWare user. If only one other terminal (SwyxIt! and SwyxPhone) is logged on, a pairing will be created immediately. If several other devices are logged on, the remote control request must be accepted on the desired terminal device.

You can now carry out all functions for the remote controlled telephony devices on the CTI SwyxIt!.

→ To deactivate the remote control, click on **Settings | CTI | Release Pairing** in the menu bar of the CTI SwyxIt!.

→ The connection between the CTI SwyxIt! and the operated SwyxIt! or SwyxPhone is released. SwyxIt! remains in CTI mode.

21

Tips & Tricks

Online Help

SwyxIt! offers extensive Online Help for every function. You will find these, for example, in the shortcut menu of a button or by pressing the **F1** key.

Redial; Automatic Redial

→ Click on the **Redial** button.

The number dialed last will be dialed once again.

→ The shortcut menu of the **Redial button** contains the redial list.

Click on an entry in order to dial it.

→ Here you will also find **Automatic Redial**. Using this function you can redial the busy number until the number is idle again.

Dial from Every Application

With **F11** you can dial the highlighted number from every Microsoft application.

Caller List

The Caller List contains the recent calls. Here you will find details (e.g. time and date) concerning this call and whether the caller has requested a callback.

Shortcuts

The Shortcut button allows you to start frequently used applications or websites (e.g. a telephone directory) with just a click of the mouse. In the shortcut menu of the respective Shortcut button, you can define the label and link.

Project Codes

To associate a call to a project, you must enter *, the assigned project code and # in front of the number dialed.

Example: *Project 007 and number 0123456789. Please dial *007#0123456789.*

Note: *Project Codes may be assigned to a Speed Dial like Call-by-Call-Numbers.*

Wrap Up Time

In the shortcut menu of the line button under **Properties** you can define whether and for how long a line should be blocked for further calls after a call is completed.

Conversation Recording

You are having a telephone conversation and would like to record it.

→ Click on the **Record** button.

A signal tone will be produced and the rest of the call will be recorded. Clicking on the **Record** button once again will result in an interruption to the recording.

In the shortcut menu of the Record button you will find the list of recorded calls. Here you can listen to and delete the recordings.

Note: *The Record function must be configured by the administrator.*

Slider

For simple volume control, you are provided with a slider on the user interface. In general, the output that you currently hear is adjusted.

This means that if an incoming call is signaled, for example, you adjust the volume of the ringing; if you are having a telephone conversation and are using the handset, this volume will be adjusted.

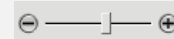
Application Sharing

You are speaking to an internal subscriber, both of you use SwyxIt! and you would like to show the other subscriber your computer screen.

→ Click on the **Application Sharing** button.

You will hear a signal tone and your screen will be shown to your conversation partner in a separate window.

Your conversation partner can now request to remotely control your desktop using **Control | Request Control**.



22

Settings

Note: *If the menu items **Call Forwarding**, **Do not disturb** and **Secondary Call** or **User Profile and Properties** are not visible, then these functions are not available to you. For more information, please contact your administrator.*

Do not Disturb

→ On the interface, switch it on or off by clicking on **Do not disturb**.

All calls are handled according to your unconditional Call Forwarding.

Secondary call

You can disable a second call.

→ On the interface, switch it on or off by clicking on **Secondary Call**.

You will no longer hear a call waiting tone and the second caller will be forwarded according to your Forwarding if busy.

Hide Number

→ On the interface, switch it on or off by clicking on **Hide Number**.

Configuring Call Forwarding, Standard Voicemail and Remote Inquiry

In SwyxIt! you can define different Call Forwardings (unconditional, if busy, no reply).

→ In the shortcut menu of the **Forwarding button**, click on **Properties**.

→ on this tab, you can define the different Call Forwardings as well as your standard Voicemail and your Remote Inquiry.

Note: *You can also change your Call Forwarding Unconditional configuration from another telephone. For this purpose, call your Remote Inquiry and follow the instructions.*

Note: *More extensive call forwardings can be defined with the help of the Call Routing Manager. The Call Routing Manager must be configured for your use by the administrator.*

Lines

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

→ In the shortcut menu of the **Line button**, select **Properties**.

Define which calls should be received on this line, whether a number should be transmitted for outgoing calls and whether this line should be blocked after a call to provide a wrap up time.

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