INTEGRATED TELEPHONY SOLUTIONS

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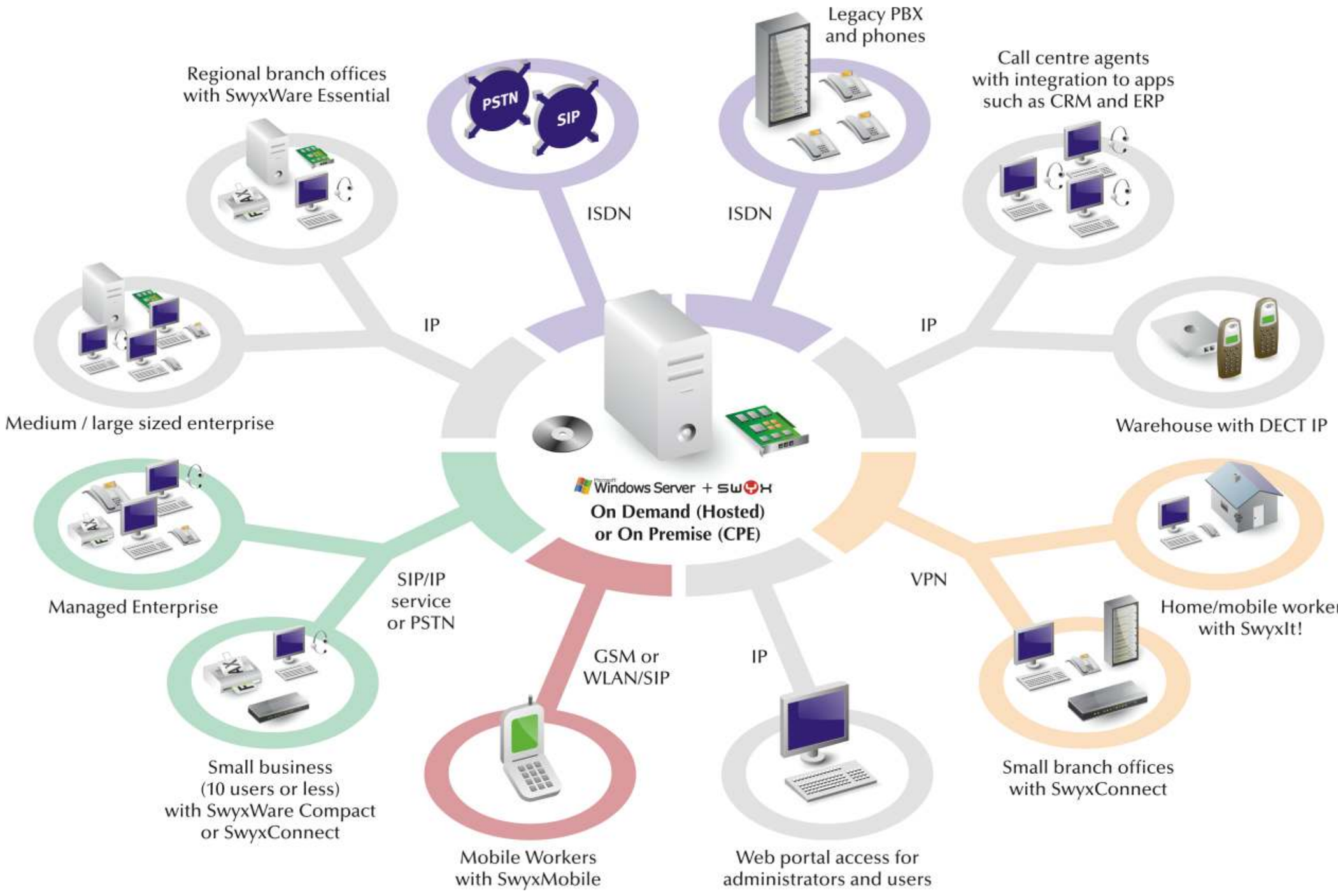

SwyxWare – Introduction

As a pioneer of IP Telephony and Unified Communications, Swyx has proved that it has many years of experience and knowledge of the small to medium-sized enterprises with regard to business communications. The accumulated experience of over 8500 small to medium-sized enterprises with more than 350 000 Swyx users has resulted in the development and progress of the SwyxWare.

SwyxWare is an integrated, software-based IP communication solution, which is customized specifically for the needs of small and medium-sized enterprises. The software intelligently connects all forms of company communication into a convergent platform with a uniform user interface. Your employees can communicate without disruptive media clashes and unproductive waiting times - at any time and from practically anywhere.

Even the basic SwyxWare package offers you one of the most capable IP telephone systems on the market. Numerous features and functions achieve the scope of a modern contact center, covering practically every requirement and enabling service-oriented communication. Additional options allow you to expand SwyxWare flexibly into a complete unified communications system. However you start with SwyxWare, you lay the cornerstone today for a future-proof communication platform, which will always be kept up-to-the-minute with functional enhancements and upgrades.

With SwyxWare, your company communication is conveniently linked to your business processes. This leads not only to improved workflows within the company, but also to completely new forms of cooperation with business partners and customers - while at the same time protecting the investments you have made in process applications.

Unified Communications with SwyxWare:

- Complete telephony system functionality
- Voicemail for every user
- Presence information
- Integration in Microsoft® Outlook and IBM® Lotus Notes
- Conference function
- Instant Messaging
- Intelligent call management (ACD, Automatic Call Distribution)
- Interactive voice response systems (IVR)
- Contact center functions
- Fax at every workstation
- Application Sharing
- Integration of mobile phones (FMC, Fixed Mobile Convergence)
- Support of open standards, such as SIP (Session Initiation Protocol)

Product Overview

SwyxServer: The Communications Centre

The SwyxWare server software forms the core of the unified communications system and can be installed on a PC with Microsoft® Windows operating system. SwyxServer not only supplies all functions of an IP telephone system, it also enables all other Unified Communications features.

Users are the Focus

You can use the SwyxWare functionality with a variety of different terminals. For example, use a competitively priced USB handset or headset in combination with the telephony software SwyxIt!. Make use of the desk telephone SwyxPhone with a large color display, or stay mobile with a DECT, WLAN or mobile phone. SwyxWare permits optimal tailoring to each employee's needs.

The telephony software SwyxIt! unites all forms of communication in one interface, and offers a wide range of functions, such as added feature functions, voicemail, presence information, instant messaging, intelligent call management or application sharing. In addition, SwyxIt! can be linked quickly and easily to other applications which are in daily use, such as Microsoft® Outlook. All that is needed is a PC/laptop with Microsoft® Windows operating system.

SwyxIt! is also available for the most important mobile platforms: Symbian®, Windows Mobile® and BlackBerry®. It enables staff to make convenient use of important functions on their mobiles, such as call swap, conferencing, call recording, presence information, or configuration of call forwarding.

Simple Centralised Adminstration

The integration of the SwyxWare administration into the Microsoft Management Console, the central tool for the management of the Microsoft environment, means that settings and changes can be made easily and quickly by the company's own staff.

Software upgrades and license extensions are carried out in no time at all. In addition, an extensive web-based user interface is available to the administrator, so that configuration changes can be made while on the move.

Terminal devices such as IP desk telephones are simply connected to the local network (LAN) and detected by SwyxServer. The necessary configuration takes place automatically, after which terminals are immediately operational. The integration in Microsoft® Active Directory means that larger SwyxWare installations can also be conveniently managed.

With SwyxWare as a complete solution, you profit from all the advantages of server consolidation, lower hardware and energy costs, space savings and higher availability.

Savings with One Network for Voice and Data

SwyxWare routes all voice and data traffic over your existing IP network. This not only significantly reduces the overall complexity of your infrastructure, it also simultaneously results in crucially lower costs for acquisition, start-up, maintenance and any enhancements.

Flexible Integration of Locations

For companies with multiple locations, who want to extend the headquarters telephone system functionality to branches, SwyxWare offers the flexible solution: central management, global phonebooks, or the use of existing data connections for making phone calls free of charge. The use of VPN connections means that the highest possible security is offered for communication.

Summary of Functions

SwyxWare is the complete solution for all communication tasks in your company:

A High-Performance IP Telephone System
Speech remains the most important form of communication. Comprehensive and flexible telephony functions therefore form the basis of SwyxWare. This not only allows you to optimize communication in the team. You can also conveniently manage a large number of simultaneously incoming calls, and forward each one to the right person in your company.

The complete telephone system functionality:
- Group call / Call pickup
- Playing of music on hold or any audio information
- Voicemail
- Follow Me / Find Me function
- Conference function
- Speed Dials with presence display
- Caller Lists
- Call recording
- Telephony control using PC (CTI)
- Intelligent call management (ACD)
- Interactive Voice Response (IVR)
- Contact center functionalities
- Over 500 further telephony functions

Individual Voicemail for Every User
Every user has a personal voicemail box with numerous functions.

Voicemails can be:
- retrieved by remote access with a telephone or the SwyxIt! telephony software.
- sent from the server as a WAV file attachment to an email address, and listened to by the recipient.
- forwarded after arriving in the mail inbox, answered, stored or deleted.

Each user can configure his personal voicemail with his SwyxIt!, and select and record different announcements for specific call handing scenarios.

Professional Conference Management
SwyxWare has an integrated conference function, with which you can set up and run internal and external conference calls with any number of participants. Conferences can be initiated by any user. Callers also have the option of dialing directly into a virtual conference room with an extension number of their own. Call Routing rules are used to control the access to conference calls: conference rooms can be protected with a PIN, for example, or dial-in can be restricted to participants with a particular telephone number.

Intelligent Call Management by a Mouse Click
In SwyxWare, the Graphical Script Editor (GSE) offers you a powerful tool to easily specify complex rules, action and handling sequences for incoming calls. For example, you can define interactive voice response (IVR) systems, with which calls are forwarded to multiple numbers or to specific departments. This ensures that important calls are not lost and always reach the correct destination.

Presence-based Communication
Presence information in SwyxWare enables display of your own availability status to other employees. Team members can see who is logged on, and can reach the available subscribers first time. You save time, and avoid unsuccessful communication attempts.

Integration in Microsoft® Outlook and Lotus® Notes
SwyxWare integrates the leading groupware programs Microsoft® Outlook and Lotus® Notes. In addition to increasing productivity, the use of established and proven applications also leads to higher acceptance among users for new features.

The advantages include:
- Common mail inbox for e-mails, voicemails, phone calls and faxes
- Call forwarding option dependent on calendar entries
- Telephone calls by a mouse click from the contacts in Microsoft® Outlook and IBM® Lotus Notes
- When using mobile push mail services, voicemails can be checked directly in the e-mail inbox of the mobile phone.
- Use of existing personal and company-wide address books and contacts
- Incoming and Outgoing Calls are logged in the Journal.

Instant Messaging for Business Use
The integrated SwyxIt! Messenger is designed specifically for use in business environments, and enables instant messages to be exchanged in real time within a company. For operational flows and processes, SwyxIt! Messenger increases speed and efficiency. For example, a sales employee can use Instant Messaging during a customer call as a quick and uncomplicated way to make an enquiry of a colleague in technology or accounting, without the customer being aware of it.

Linking of PC and Desk Telephone (CTI)
SwyxWare enables the linking of the SwyxIt! telephony software with a SwyxPhone. You can manage all calls from your PC with SwyxIt! including your desk telephone. SwyxIt! gives you access to important telephony functions, such as Dial, Redial, Transfer, Callback or Conference. By means of CTI coupling, the full SwyxWare functionality is also available on thin clients and in terminal server environments.

Fax at Every Workstation
SwyxWare makes conventional fax machines superfluous. SwyxWare enables faxing from all applications with a print option. Integration in Microsoft® Outlook means that you can also fax documents using your Contacts list. Incoming fax messages are converted into a graphics file (PDF, TIFF) and delivered to the recipient's mail inbox.

Individual and System-wide Recording of Calls
SwyxWare has a recording function which enables every user to record and store conversations, using SwyxIt! and a USB device. Conversation recording can also be implemented throughout the system and throughout the company. Permanent recording of all incoming or outgoing calls is then possible. Silent call intrusion is similarly possible, for training purposes for example.

Application Sharing
Application Sharing is a convenient function for efficient teamwork. This means that during a phone call with SwyxIt! plus a USB device, a user can share his or her own desktop with an internal call partner with a single mouse click. This makes it an ideal resource for joint discussion of documents, for example.

Fixed Mobile Convergence (FMC)
SwyxWare enables a simple integration of mobile phones into the company communication. This allows staff to use all the important telephony functions, such as Hold, Conference, Recording or Call Redirection, with their mobile phone as well.

Business Continuity
Organizations which have special failure safety requirements are able to install an additional Swyx standby server. Possible downtimes, because of a hardware defect or upcoming essential maintenance for instance, are thereby reduced to a minimum.

Swyx Update Service (SUS)
The Swyx Update Service (SUS) keeps your SwyxWare installation up to date at all times. You can be certain you can automatically make use of new technologies, standards or features, which have a significant influence on company efficiency, staff productivity and customer service.

Numerous Third-Party Products for all Uses
The Swyx Technology Partner Program (TPP) means that the SwyxWare solution spectrum is continually expanding. The TPP offers a framework which gives third-party manufacturers the opportunity to test and certify software applications, hardware products and SIP provider services.

TPP.SWYX.COM
Technology Partner Programme

The SwyxIt! telephony client doesn't just integrate the PC into your office communication. With the SwyxIt! mobile variant you are easily able to integrate cell phones and thereby make use of numerous SwyxWare telephony functions.

SwyxIt! Telephony Client for PC and Mobile

SwyxIt! is an innovative software package with which your PC can be not only a convenient telephone, but also a universal communications portal for all media. SwyxIt! integrates voice, e-mail, voicemail, fax, instant messaging, presence information, application sharing and your company's process software in a user interface.

With SwyxIt! you can define your own Speed Dials (abbreviated dialing buttons) for internal and external calls, so that you have quick access to frequently dialed numbers. The internal Speed Dials also show the current presence status, i.e. whether the person you want to speak to is available at the moment to take a call, or is speaking or logged off, and unavailable. If three or more conversation partners want to continue a discussion as a telephone conference, they can initiate this at once with a mouse click.

Caller lists provide a summary at any time of all received calls, redials, or your own callback requests. A company-wide phonebook is also available as well as a personal one. The presence information for the chosen communication partner is also shown in the company phonebook. The user can search conveniently in the phonebooks or directly in the SwyxIt! display for entries. The convenient hot-key functionality allows you to mark and dial phone numbers in any Windows application with a mouse click.

The unique Skin concept of SwyxIt! allows quick and uncomplicated switching of the SwyxIt! user interface. SwyxIt! users can select from a wide range of supplied skins according to the individual requirements of their workstation.

For the central attendant or "power user", simply choose an interface with a large number of Speed Dials and line buttons; users with normal requirements will prefer a more compact interface.

The SwyxIt! Web Extensions give you completely new possibilities for quick and easy server-based integration into company-relevant process applications of any third-party supplier. Call-related events can be defined, for which the web-based service is loaded. It is possible, for example, to pass the number of an incoming call to a CRM or ERP application, and display the results of the address resolution in SwyxIt! which becomes central to your communication.

The integrated Call Routing Manager enables you to forward calls automatically to a chosen number, e.g. a mobile number or another employee's number if you cannot pick up the call yourself. Intelligent call forwarding, based on Microsoft® Outlook calendar information or your status, means that you have no need to activate or deactivate redirection manually – SwyxServer knows whether a user is currently accessible or not.

The SwyxIt! Mobile Client converts your mobile phone into an office phone, with which you can make mobile use of convenient SwyxWare telephony functions like Call Swap, Conference, Call Recording or Call Forwarding. Furthermore, as an employee this allows you to communicate only a single telephone number on which you can be reached - regardless of the device used ("One Number Concept"). Calls made with the mobile phone are displayed to the call partner as the office phone number, not the mobile number. All missed calls are forwarded to the individual SwyxWare voicemail. Presence information and the personal and global phonebooks are similarly available with the mobile phone when traveling.

SwyxIt! Mobile supports Symbian®, Windows Mobile® and BlackBerry® – the most important smartphone operating systems. With the Swyx Contact Center you can even integrate your Apple® iPhone into office communication.

With Dual Mode support, users with specific WLAN-capable devices can double the benefit: If there is a WLAN infrastructure, calls are made free of charge via SIP/WLAN, while incoming and outgoing calls are automatically routed over the GSM mobile radio network if no WLAN is available.

Swyx Telephones, Headsets & Handsets

With SwyxWare you have the greatest possible freedom of device choice: as the open cross-manufacturer IP and SIP standards are supported, you can operate a wide range of telephones from different manufacturers with SwyxWare.

In addition, Swyx also offers you a selection of devices which are customized specifically for the particular use. Swyx telephones are optimized especially for interaction with SwyxWare, and have a range of additional telephony functions such as CTI functionality, group calls or speed dials with display of presence information.

SwyxPhone L Series

SwyxPhone L Series phones are convenient IP desk telephones, which are connected by Ethernet to the local network. With the Swyx Plug-and-Play technology, telephones are not manually configured on the server, but simply connected to a LAN connector – the configuration is handled automatically by SwyxServer.

Of all devices, L Series SwyxPhones offer you the greatest possible degree of integration in SwyxWare; Caller Lists, Phonebooks and Speed Dials are identical to those in the SwyxIt! client, as there is always a matching with SwyxServer.

The SwyxPhone desk telephones of the L Series offer the following telephony functions, among others:

- Global and personal phonebook
- Caller and Redial Lists
- Navigation keys
- Voicemail function
- Speed Dials with display of call status
- Phone control via the PC client SwyxIt!
- Automatic firmware updates
- Power over Ethernet

SwyxPhone L680: The high-end telephone with large color display and innovative operation concept — but only one of many devices which offer a high level of telephone convenience.

SwyxIt! USB Handset P250

SwyxIt! Handset P250

The full capability of SwyxIt! can be utilized in a convenient and simultaneously cost-effective way in connection with USB telephones. The SwyxIt! handset P250 is connected to a USB port of a PC or laptop, and offers full Hook On/Off support. Numbers are entered via the PC keyboard. All telephony functions, like Hold, Forward or Conference, can be effortlessly selected on the SwyxIt! user interface.

SwyxPhone S315

SwyxPhone S Series

The SwyxPhone S315 is the cost-saving entry-level variant for utilizing all the advantages of SIP telephony. The SwyxPhone S315 combines classic design and the latest technology with an outstanding price/performance ratio. Using the SwyxIt! telephony client, a SwyxPhone S315 can be controlled with ease: e.g. dialing from phonebooks or caller lists, from Microsoft® Outlook or other applications. The startup and maintenance of the SwyxPhone S315 is easy: an installation wizard helps you with a fast startup for the phone. Further configuration can be carried out easily via the Web interface.

DECT Phone D300

SwyxWare Wireless DECT

SwyxWare's cordless DECT-over-IP solution makes staff accessible throughout the company location. Users of a Swyx IP-DECT telephone are fully integrated into SwyxWare, including the signaling of their status to other users. So the DECT-over-IP solutions are ideal for employees who are in scattered warehouses or production sheds.

SwyxIt! Headset H390

SwyxIt! Headsets

The headset is the optimal solution for reception staff or those who phone a great deal. With the USB headsets (headset and microphone), users can simultaneously operate the computer during a phone call. The headsets are USB-compatible and can be used anywhere in the office. Small dimensions and low weight make them ideal for mobile users who are often traveling but have to access the company network at regular intervals. With the cordless headsets, users can leave their desks and still remain accessible within their work environment – a truly mobile solution.

SwyxWare Server Variants

SwyxWare is available in two server-based variants: SwyxWare Essential and SwyxWare Compact

SwyxWare Essential
SwyxWare Essential offers you a very high degree of flexibility and scalability. With the basic version you already have a solution with full telephony functionality, integration into Microsoft® Outlook and IBM® Lotus Notes and presence information and Instant Messaging. In addition to this, you can also choose from a great number of options, which allows you to pay as you grow. The software licenses are needed only for logged on users, which makes the costs manageable.

The following options can be purchased individually or as one single item using the Professional Option Pack.

The SwyxProfessional Option Pack contains:

- **SwyxConference:** Ad hoc conferences and Dial-In conferences with any number of internal and external participants can be set up and run.
- **SwyxVoicemail:** Server-based voicemail function for every workstation with numerous features. Number and size of voicemail boxes is unlimited. Users can also send voicemails by e-mail or check and edit them with a mobile.
- **SwyxECR:** With the help of the Graphical Script Editor (GSE), actions and rules can be visually presented and easily edited. The creation of an interactive voice response (IVR) system becomes child's play.
- **SwyxCTI:** Coupling of PC client SwyxIt! and telephones of the L Series. Calls can be controlled and managed with ease, both with the desk telephone and from the PC.
- **SwyxMobile:** Integration of mobile phones with "One Number" and "One Voicemail" concept. Mobile use of telephony functions, e.g. Call Swap, Conference, Recording , Call Redirection, Call Voicemail
- **SwyxFax:** Use of central server-based fax services with any PC. Every user can receive fax messages and send them from any application with print function.
- **SwyxRecord:** Individual recording of conversations with the SwyxIt! telephony client or on the telephone

There are two additional options for SwyxWare Essential:

- **SwyxMonitor:** Permanent recording of incoming or outgoing calls on trunk connections, Silent Call Intrusion.
- **SwyxStandby:** Instant availability of an alternative secondary server in the event of a failure, or for maintenance. Regular synchronization between primary and secondary server, to keep all configuration data and information up to date.

SwyxWare Compact
SwyxWare Compact has been designed specifically for the needs of small businesses with up to 10 employees. SwyxWare Compact is a complete all-in-one solution with an outstanding price/performance ratio. Everything that you need for a comprehensive IP communications system is included in it for every individual employee:

- **SwyxFax**
- **SwyxRecord**
- **SwyxECR**
- **SwyxVoicemail**
- **SwyxMobile**
- **SwyxCTI**

In contrast to SwyxWare Essential, for which a Microsoft® Windows Server operating system is necessary, SwyxWare Compact can be installed on Microsoft® Windows XP Professional.

For further Information, please contact your preferred Swyx supplier. Local distributors, resellers and additional information can be found on www.swyx.com. This document is subject to change as of November 2008.