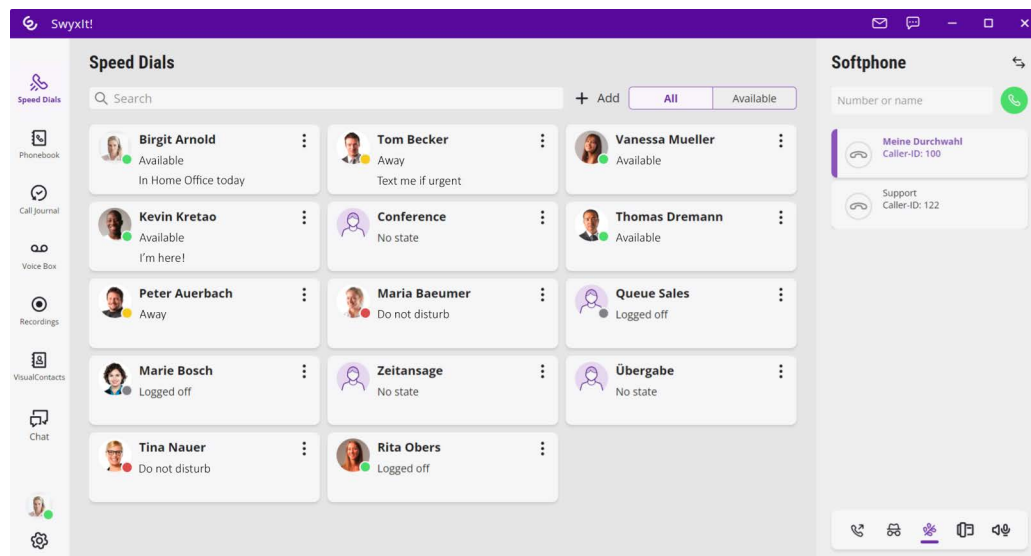# SwyxIt!

1 Menu guide

All SwyxIt! functions can be found directly on the user interface, in the menu bar or in the context menu of individual buttons.


2 Switching between SwyxIt! and SwyxIt! Classic

From version 14.00 there is a new SwyxIt! client. You can still switch to the old client (SwyxIt! Classic).

1. Select ⚙ | **App settings**.
2. Activate **Use 'SwyxIt! Classic'**.
3. Confirm the change with **Yes**.
   - ✓ SwyxIt! is restarted and a new login to the server is performed. You can find the SwyxIt! Classic Quickstart **here**.
→ In SwyxIt! Classic, you can switch back to the current SwyxIt! via **View**.

3 Telephoning

1. Enter a number in the **Input field**.
   First enter the digit '0' (outside line access) or the country code ('+44' for UK) and then the desired telephone number.

   `+442311234567`   ✕ 📞

2. Pick up the handset, press **Enter** or click on the handset key 📞 **Dial**.

Or
1. Enter the name of a subscriber in the **input field**.
   - ✓ As you type, a search starts in the phonebooks and, if applicable, your VisualContacts and Outlook contacts. The entries that are found are displayed in a selection list along with their associated status information.
2. **Click on an entry** to start a call.

4 Answering or picking up a call

- **Answering with SwyxIt!** by clicking on 📞 or the corresponding line. The call will then be answered on your selected default device.
- **Answering with a desk phone:** by lifting the handset.
- **Pickup with SwyxIt!:** When a group call comes in that you can pick up, a pop-up window appears. Here, click on **Pick up call**.
- **Pickup with a desk phone:** Lift the handset and click on the **Pickup key**.

5 Make another call (switch lines)

If you are on a call, the line is automatically switched for the next call.
→ You are in a conversation. Call the second desired call partner.
   - ✓ The first caller is put on "Hold" and hears music on hold.
→ Switch between the call partners by clicking on the corresponding line. The active call is marked with the symbol 📞.

6 Forwarding

You have two subscribers on different lines.
1. Connect both subscribers by clicking on **Transfer call** ⇥.
2. Select the line to which the call is to be forwarded. You can also enter a phone number or a name in the input field and confirm with ⇥.
   - ✓ The call partners are connected to each other and you no longer take part in the call. Or
→ Hold down the mouse button and drag the line with the call to another element: to another line, a name key, a phone book entry or a call journal entry.
   - ✓ The call is connected to the corresponding number.
   - ✓ If the call is accepted, you have transferred it. If it is not accepted, it will be reconnected to you and put on hold.

> ℹ️ This way, you can forward all calls, including incoming calls.

> ℹ️ 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.

7 Setting up a conference

You have two or more subscribers on different lines.

→ To set up a conference, click on 👥 **Conference**. Or

→ With the mouse button pressed, **drag** the line with the held call to the line with the active call.

  ✓ All lines are connected to form a conference call.

8 Redirecting a Call

→ To activate forwarding, click on 📞 **Enable unconditional forwarding**.

  ✓ All calls are diverted according to your specified call forwarding settings.

→ To deactivate forwarding, click on 📞 **Disable unconditional forwarding**.

9 Listening to answering machine (Voicemail)

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

2. Select the desired voice message from the list and click on ▶ to listen to it.

3. Click on 🎚️ to access the transcript and other functions.

→ 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.

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

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. Choose between the tabs **All** (global and personal phonebook); **Users, Groups, Global** and **Personal**.

  ✓ You will see a list of the phone book entries and, if applicable, the corresponding status information for the individual subscribers.

3. **Double-click** on the entry for which you want to start the call.

→ You can use the search field to search for a name in the phone books and, if necessary, your VisualContacts and Outlook contacts.

→ You can also filter by users and groups.

11 Shortcuts

Via **Speed Dial**, you can quickly access your important contacts using name keys.

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

Settings:

1. Select ⋮ | 🖉 to display the **Properties** of the Speed Dial.

2. Assign a name (label), a call number and, if you wish, a picture to the speed dial, and configure additional functions.

→ To delete the name button, delete the entries.

12 How is status information displayed?

The **availability of internal subscribers** is signalled both directly on the Speed Dials and in the phonebook itself.

To set your status information, see **Extended Status Information (Rich Presence)**, page 3.

The subscriber is **available**.

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

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

The subscriber is **not logged in**.

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

The subscriber has **no status** (e.g. for external contacts).

13 Changing ringtones

Ring tones

You can set ringtones depending on callers.

→ In the menu bar under ⚙ | **User settings**, select the tab **Ringer tones**.

ℹ 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 Tips & tricks

Moving the softphone

→ Click on ⇄ to move the softphone area to the left or right.

Redial

→ Click on the **Handset button** 📞.
  ✓ The last dialled number is taken over.

→ Click with the **right mouse button** on the **Handset button** 📞 to display your last calls. Click on an entry to start a call immediately.

Call journal

The call journal gives you an overview of all your calls. Various tabs allow you to track whether a call has been answered or forwarded and whether the caller wishes to be called back.

Dialling from applications

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

Recording a call

→ Announce the recording to your call partner. In the call dialog, click on ⋮ **More |** ⦿ **Start recording** to record an ongoing call.
 ✓ A tone within the line indicates the start of the recording session to both subscribers. You can access your recordings in the menu via ⦿ Recordings.

→ To end the recording, select ⋮ **More |** ⦿ **End recording**.
  ✓ The recording is stopped. You can find the file in the menu ⦿ **Recordings**.

Volume control

1. During an active call, click 🔊 in the call control panel.
2. Move the slider or click on 🔉 (quieter) or 🔊 (louder) to adjust the volume. To mute the sound, click on 🔇.

Extended Status Information (Rich Presence)

Your **Presence status** is displayed to other users on the speed dialling key, in the phone book and when searching in the input field. Additionally, you can choose a **profile picture** and enter a **status text**.

→ Your **Presence Status** and **Status Text** can be changed by clicking on your profile picture at the bottom left.

ℹ Your status may be overwritten by a synchronization, for example via Microsoft Teams or during a meeting entered in Outlook.

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**.

SwyxIt!

Configure call forwardings

→ To configure forwarding, click with the **right mouse button** on 📞. Here you can define different call forwardings (**unconditional**, **busy**, **no reply**).

Hiding your number

→ On the interface, click 🕶 **Number suppression** to turn call number signaling on or off. This setting will only take effect on external calls.

Preventing secondary calls

→ Click on ☎ **Disable secondary call** to prevent another incoming call from being put through to you during an ongoing call. The caller then hears a busy signal or is forwarded according to your forwarding settings.

Auto-update

SwyxIt! has an auto-update function for which no administrator rights are required. With the auto-update you can add new functions to your SwyxIt! without an installation file. When SwyxIt! is started, a dialogue box notifies you of the update. If you click on "later", an icon will appear in the header. This is displayed until SwyxIt! is updated.

1. On the user interface, click on ✔.
2. Choose between the following options in the pop-up window:
→ **What's new?:** shows an overview of the new functions.
→ **Later:** Carry out the update at a later date.
→ **Install now:** The update is installed and SwyxIt! is restarted.

enreach