

1 Introduction

With SwyxExpress, Enreach software-based unified communications solutions are offered as a complete package. Swyx is already preinstalled on a suitable hardware platform. The detailed documentation can be found under help.enreach.com/cpe.html

Once your licenses are released for use and customer-specific parameters (numbers etc.) have been configured, SwyxExpress is immediately available as a communication platform in your business.



Enreach does not assume any warranty for the installation of third party software on SwyxExpress. The installation of such software is not supported and is herefore on your own risk.

2 Variants

SwyxExpress	Operational capacity	Special hardware
X20 Micro	suitable for up to 20 users and 8 voice/fax channels	SSD Hard Drive, USB 3.0 Stick, micro enclosure
X40	suitable for up to 40 users and 16 voice/fax channels	SSD Hard Drive, USB 3.0 stick 19" rackmount kit (1HE)
X75	suitable for up to 75 users and 38 voice/fax channels	RAID controller, 2 SSD hard disks in hot-swap hard disk cage, USB 3.0 stick, 19" rackmount kit (1HE)

3 Scope of delivery

- USB 3.0 storage device
- Power cable (EU, UK plugs)
- Enreach End User License Agreement (EULA)
- Microsoft license key (label on the computer case)



Store the USB stick carefully. It is the means to restore the delivery state of the hard disk.

4 Windows Startup

Start the operating system Microsoft Windows.



Please have your Windows license ready. You will find the license key on the label on the computer case.



Please note that you have to activate the system at Microsoft within the following 3 days.

Windows 10 IoT (X20)

1. You should attach the screen, network cable, mouse and keyboard before the initial startup.
2. Start the computer.
3. Select the preferred user interface language and click on **Next**.
4. Configure the privacy settings.
5. Click on **Join a local Active Directory domain** to select the connection type.
6. Set the administrator name and password. Enter the new password a second time to confirm it.



A secure password consists of at least 8 characters and contains upper and lower case letters, as well as digits and/or non-alphanumeric characters.

7. Click on **Next**.
 - ✓ Windows is being prepared. Windows Desktop appears at the end. You can then continue with the configuration of SwyxServer.

Windows Server (X40/X75)

1. You should attach the screen, network cable, mouse and keyboard before the initial startup.
2. Start the computer.
 - ✓ The Windows screen **Settings** appears.
3. Select the preferred user interface language and click on **Next**.
4. Enter the licence key and click on **Next**.
 - ✓ The license conditions are displayed.
5. Click **Accept** to accept the license conditions.
6. Set the administrator password and enter the new password a second time to confirm it.



A secure password consists of at least 8 characters and contains upper and lower case letters, as well as digits and/or non-alphanumeric characters.

7. Click on **Finish**.
 - ✓ The login screen appears.
8. Press **Ctrl + Alt + Del** and enter the administrator password.
 - ✓ The Windows PowerShell window appears: Adobe Acrobat Reader is being installed. Windows Desktop appears at the end.

You can then continue with the installation of SwyxServer.

5 Installation and initial Configuration of Swyx

After the initial OS launch you can proceed with the installation, configuration and licensing of Swyx.



It will not be possible to change the computer name after Swyx has been installed. If you want to change the computer name, restart the operating system before you proceed with the installation.



Please have the Swyx licenses ready. They will be required during the configuration.



Make sure that all programs are closed before you start the installation.



Start the documentation from the desktop link. You will find detailed information on the Configuration Wizard in the chapter on the configuration of SwyxServer.

With click on the Desktop shortcut **Configuration** you will run the installation script. (You must confirm the running of the script with the **F** key.) The SQL database server, SwyxServer, Push Notification Service and SwyxWare Administration will be installed automatically.

Then the Swyx configuration assistant starts and guides you through the configuration of SwyxServer, asking you for all necessary parameters such as location and licenses.

- Please confirm the default parameters of the assistant. Usually you do not require a domain account for SwyxServer, so please let the assistant create a local account.
 - ✓ After the initial configuration of SwyxServer is finished, the shortcut to Swyx Administration will appear on the desktop.

6 SwyxServer settings

To enable the operation of Swyx, further customer-specific settings must be selected after the initial configuration. Below is a brief overview of the necessary settings, which will allow you to at least perform the initial operation, and then a summary of further possible settings.

Essential settings

The following parameters must be configured before the initial operation. Calls are subsequently possible from a created user to the public telephone network. For further information please refer to the Swyx Administration documentation.

What?	Where?	Why?
Trunk	Context Menu Trunks Trunk add...	A SIP trunk is the connection to the 'outside world' for the connection to a SIP provider. Here you enter the parameters you've got from the provider.
User	Shortcut menu User Add User...	A user can initiate a telephone connection. A wizard asks for all necessary parameters.

Further settings

Special users and groups are already created during installation. For further information please refer to the Swyx Administration documentation.

What?	Where?	Why?
User Operator	User list	Preset with the number 0
User Conference	User list	Assigned internal numbers each represent a conference room
User Mobile ExtensionManager	User list	Manages the forwarding to mobile users
Group: Everyone	Group list	Contains all created users
Group: Sales	Group list	Pre-configured list
Group: Support	Group list	Pre-configured list

Mail server

In order for voicemails or faxes to be sent from Swyx, a mail server is needed.

→ Configure the mail server to be used under **Server Properties | Mail Server**.

7 Other software components

You will find the installation files of phone clients such as SwyxIt! including SwyxFax Client, firmware, drivers, tools and manuals in "C:/SwyxWare DVD...".

8 Hardware devices such as SwyxPhone, SwyxDECT

Swyx offers a range of other hardware components which you can install in your network, including various models of the SwyxPhone range as Desk Phones, or the connection of DECT devices via SwyxDECT 800 or Enreach DECT 600. For further information please refer to the Swyx Administration documentation.

9 Licensing

At the startup you must enter a limited Swyx license.

For the validity period please refer to the start page of the Swyx Administration. The expiry date is shown after the server serial number.

Permanent licensing can be done in the following ways:

- **Licensing via license key:** In the server properties on the "Licenses" tab you can create a request for a license, and either send this directly or save it as a file and send it later.

You will then receive a file with a permanent license which you enter via Swyx Administration, see also [help.enreach.com/cpe/13.20/Administration/Swyx/en-US/index.html#context/help/licensing_procedure_\\$](https://help.enreach.com/cpe/13.20/Administration/Swyx/en-US/index.html#context/help/licensing_procedure_$)

- **Online licensing** which requires a permanent internet connection to the license server to check the license validity, see [help.enreach.com/cpe/13.20/Administration/Swyx/en-US/index.html#context/help/online_licensing_\\$](https://help.enreach.com/cpe/13.20/Administration/Swyx/en-US/index.html#context/help/online_licensing_$)

10 Restoring the delivery state of the hard drive

To restore SwyxExpress to the delivery state, you need the USB stick which is included in the delivery.



If the computer is put back into operation after it has been restored to its delivery state, the Windows operating system must be started up again, **Windows Startup, page 1**.

1. Insert the supplied USB stick into a USB socket of the computer.
2. Start the computer.
3. During the startup process, press the **F12** key (for X20 or X40), or **F11** (for X75).

The following dialog window appears: **Please select boot device:**

4. Use the arrow keys to select the **UEFI OS (JetFlashTranscend 16GB 1100)** line and confirm with the Enter key.
 - ✓ Windows starts up. Then the Windows PowerShell window with the **Recovery Tool script** appears.
5. Press the corresponding key (**D, E**) to select the preferred language and confirm with the Enter key.
6. Press the **F** key to allow the running of the script and confirm the execution with the Enter key.



All data on the hard disk will be lost.

The delivery state of the hard drive is being restored. The restore may take considerable time. When the operation is finished, the computer will restart two times.

✓ The delivery state of the hard drive has been restored.

Afterwards you can proceed with the SwyxExpress start up again from the beginning.