



SwyxIt! Mobile Documentation

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1 What is SwyxIt! Mobile?

The SwyxIt! Mobile application allows you to integrate your Apple iPhone or Android smart phone conveniently into your office communication. It offers you mobile access to your usual telephony environment, where you can be reached via a central telephone number, if desired (One Number solution).¹

SwyxIt! Mobile sets up a connection via GPRS, UMTS or WLAN to SwyxServer (Swyx WebAccess), and ensures that after logging on, you have access to your own profile, your global and personal phonebooks, and your call journal.

If temporary stored data is available, the application may also be used without internet connection. For further information please refer to *Offline mode*, page 11.



Please use a pass code to secure your device against unauthorized access.

1.1 Requirements

SwyxIt! Mobile supports the following smart phone operating systems:

- iOS from v5.0

or

- Android from v4.0



SwyxIt! Mobile must be used with SwyxWare as of version 2013 R3 and Swyx WebAccess 2013 R3.

Furthermore, the respective SwyxMobile licenses for SwyxWare are required.

For further information, please refer to the SwyxWare Administrator documentation.

1. The products and names mentioned here are trademarks of the respective manufacturers.

1.2 Installation

The current SwyxIt! Mobile version can be downloaded and installed via "App Store" (iOS) or "Google Play" (Android).

2 Log-on to SwyxServer

This chapter describes how to logon or logoff SwyxIt! Mobile to or from SwyxServer.

During every log-in, the system checks if you are authorized to use SwyxIt! Mobile.

After registering on SwyxServer, SwyxIt! Mobile is available to you in its entirety.

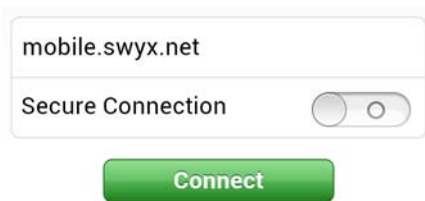
2.1 Connection and log-on

In order to log-on as a SwyxIt! Mobile user, please establish a connection to the respective WebAccess server.

Enter the server and log-on data, which you can obtain from your administrator.

Connecting SwyxIt! Mobile with the WebAccess server

After re-booting SwyxIt! Mobile for the first time after installation, a dialog window appears to connect to the server on which WebAccess is installed.



mobile.swyx.net

Secure Connection ☐

Connect

1. Please enter the name or the IP address of the server.
2. If a secure connection option is available in the server configuration, please enable it for the server connection.

3. Tap on the "Connect" button.

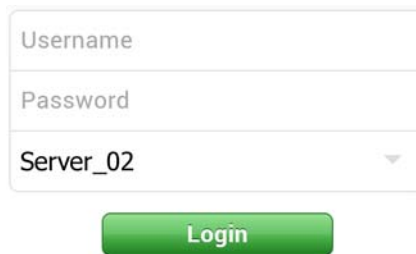
The connection to the SwyxServer is established.

Subsequently, the connection to SwyxServer is established automatically each time you start the program.

This is how you log on as a SwyxIt! Mobile user

As soon as SwyxIt! Mobile is connected to the Swyx WebAccess server, you can log-on as a SwyxIt! Mobile user.

The log-on window appears with each start of the program:



Username
Password
Server_02 ▼

Login

1. Enter your user name in the field "Username".
2. Enter your password in the field "Password".
3. Select the SwyxServer from the drop-down list, on which your SwyxWare user account is located.
4. Tap on the "Login" button. You are logged on to the server and your user name is displayed in the "Profile" area.

If your logon was not successful, a message is displayed. In this case, check whether the login data is correct, and your network connection is available.



By saving your log-on data, you will be logged-on automatically each time you start the SwyxIt! Mobile app, see chapter , Auto Log-on, page 19.

2.2 Switch user

You may log-on with a different user account.

Changing the user

1. Tap on "Profile".
2. Tap on the "Action" button .
3. Tap on "Switch user".
The log-on dialog appears.
4. Enter the new user data, and tap on "Login".

2.3 Changing the WebAccess log-on data

If the log-on data for the WebAccess server has changed, you have to change the data accordingly in the respective dialog window.

Changing your log-on data

1. Tap on "Profile".
2. Tap on the "Action" button .
3. Tap on "Switch user".
The log-on dialog appears.
4. Tap on the field with your current server (underneath "User" and "Password").
5. Select "Change Server."
6. Tap on the "Add" button.
The dialog window for the connection to the Swyx WebAccess server appears.
You may now change the log-on data.

For further information please refer to *Connecting SwyxIt! Mobile with the WebAccess server*, page 6.

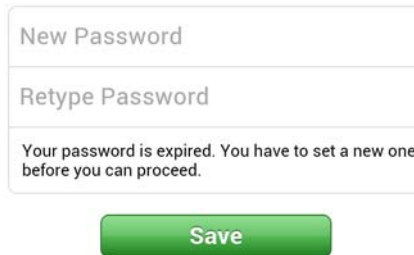
2.4 Change password

You can change your password via the SwyxIt! interface. For further information, please refer to the SwyxIt! documentation.

Forcing password changes

Your SwyxWare administrator may force a password change on your behalf.

In this case, the following dialog window appears when starting SwyxIt! Mobile:



New Password
Retype Password
Your password is expired. You have to set a new one before you can proceed.
Save

Enter your new password in the field "New Password" and repeat your entry in the field "Retype Password".

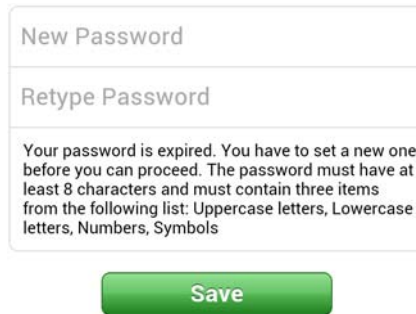


It is impossible to use the previous password again.

2.4.1 Complex passwords

Your SwyxWare administrator may oblige you to use a complex password.

In this case, you must select a complex (strong) password each time you change your password:



New Password

Retype Password

Your password is expired. You have to set a new one before you can proceed. The password must have at least 8 characters and must contain three items from the following list: Uppercase letters, Lowercase letters, Numbers, Symbols

Save

Complex passwords for SwyxServer must at least meet the following requirements:

- The passwords consists at least of eight characters.
- The password consists of any characters of at least the four following categories:
 - upper case letters such as: [A-Z]
 - lower case letters such as: [a-z]
 - Numbers [0-9]
 - special characters such as: periods, commas, brackets, blanks, hash tags (#), question marks (?), percent signs (%), ampersands (&).



Alphabetic characters (such as: ß, ü, ä, è, ô) and non-Latin characters (such as: φ, π, β) are no special characters and are regarded as letters.

Enter your new complex password in the field "New Password" and repeat your entry in the field "Retype Password".



It is impossible to use the previous password again.

2.5 Limited number of log-on attempts

The number of log-on attempts to the SwyxServer may be limited by the administrator. In this case, you have only a specific number of attempts to log-on to SwyxServer.



**The number of remaining attempts are not displayed.
Please always enter your password correctly.**

If you have reached the maximum number of log-on attempts, the error message "Log-on was not successful. Your user account is blocked" appears.

You are not able to use SwyxWare with SwyxIt!, SwyxIt! Mobile, SwyxFax Client or another terminal device until your administrator has re-activated your account.



The number of failed log-on attempts will be reset after a successful logon.



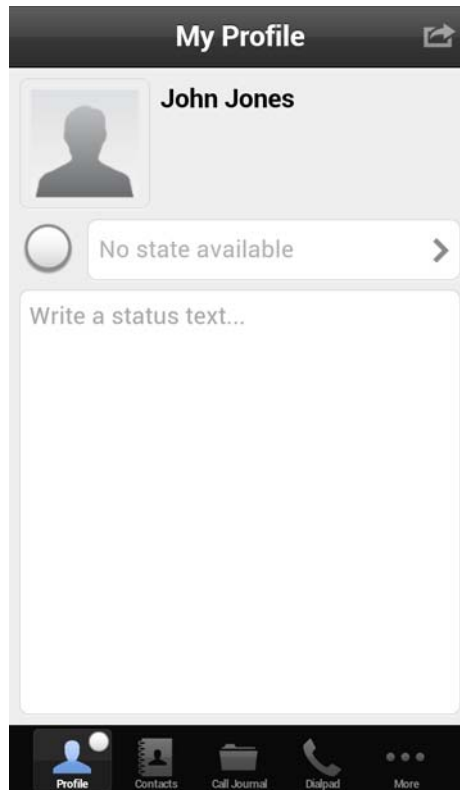
The number of failed log-on attempts is irrelevant, when the administrator has established a forced password change, and the user attempts to log-on with his/her previous password.

2.6 Offline mode

SwyxIt! Mobile can be operated in offline mode, when it's not connected to the internet.

If you have at least once logged-on to SwyxServer, your data is retrieved from the server and stored on your smart phone. You can thus access your temporarily stored data, even when the device is not connected to the internet.

No status information is displayed in offline mode. The status symbol is shown as an empty circle:



The functionality of the app is limited in offline mode.

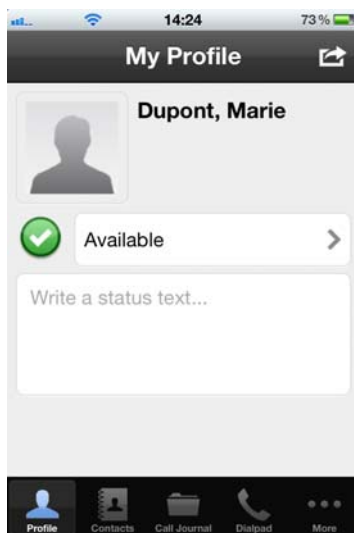
The following features are not available:

- Change own status, status text, and picture
- See current status of other subscribers
- Switch user
- Fast Dial
- Delete call journal entries
- Configure Forwarding

As soon as an internet connection is established, any data is checked and updated if necessary. You can thus fully benefit from SwyxIt! Mobile again.

3 SwyxIt! Mobile at a glance

SwyxIt! Mobile is divided into the areas "Profile", "Contacts", "Call Journal", "Dialpad" and "More".



3.1 I want to change my status.

In the "Profile" area, you can change your own status and store any text you want as additional information (status text). This means that wherever you are, you can keep your callers updated on your availability.

If you have chosen your own user picture in SwyxIt!, or had one assigned to you by the administrator, this picture will also be displayed in the profile.

This is how you select a different status

1. Tap on the field in which your current status is shown.
2. Select the status you want by tapping on it.

The following settings are available:

	Available
	Away
	Do Not Disturb
	Device not visible
	Offline mode

The status you select here will be synchronized in real time on all devices to which you are logged on. For example, if in addition to SwyxIt! Mobile on your smart phone you are also using a SwyxIt!, the status selected in the SwyxIt! Mobile will also be displayed in the SwyxIt!.

The action for "Device not visible" is different. This status is only available in SwyxIt! Mobile. If you choose it, SwyxIt! Mobile will no longer be considered for signaling any status information. Your smart phone is thus regarded as logged off, and there is no status signaling to other devices. Other devices which are logged on can then determine the status.

3.2 I want to use the Contacts.

The "Contacts" area contains two lists, "Office" and "Mobile".

The "Office" list holds the entries of your global and personal phonebook from your office environment. In these, the contact's status is represented live by a symbol. By tapping on a particular contact, you can obtain further caller details such as phone numbers or e-mail address.



By default, only the first 1000 contacts in your office environment are displayed. Please inform your SwyxWare administrator, if the default value is insufficient.



Any search will only be conducted within the displayed contacts.

In the "Mobile" list you will find all the contacts you have stored on your smart phone.



Contacts that are on the SIM card of your smart phone will not be displayed.

This is how you call a subscriber from the Contacts

1. Select the contact you want by tapping.

The information on the contact will be displayed.

2. Tap on the number.

The call setup depends on the configuration of the dialer mode within the settings (see *Dial Mode*, page 19).

- When dialer mode "Ask" is selected, the subscriber's number is initially displayed in the "Dialpad" area. You can then decide, by tapping on the "Office" or "Mobile" button, whether the call should be routed via SwyxServer or directly over your smart phone's cellular network.

- If you choose the dialer mode "Office", the number of the MobileExtensionManager is dialed directly. The actual number is transferred via an IP connection to the Swyx WebAccess before the call is set up (provided *Fast Dial* is activated and a corresponding Internet connection is available).
- If dialer mode "Mobile" is selected, the subscriber's number is dialed directly over the smart phone's cellular network.



In offline mode you cannot use the speed dial feature. The dialed Number will be transmitted via DTMF-Strings. For further information please refer to *Fast Dial*, page 19.

Searching within your contacts

1. Enter in the search field the name you want to find.
The result will be displayed.
2. To display all contacts once again, clear the search field with the cross symbol .



Any search will only be conducted within the displayed contacts.



You may have to hide the virtual keyboard after the search in order to get back to all areas of the application.

3.3 How do I use the call journal?

The call journal offers an overview of your calls. The list "All" shows all incoming and outgoing calls.

A symbol appears in front of each entry:

	The call was picked up.
	The call was not picked up.
	This is an outgoing call.
	The call was forwarded to a number.
	The call was forwarded to your voicemail.
 With additionally "Incoming Call (Transferred)"	Example: B calls A B calls C B connects A to C (transfers the call)

If you only want to see the calls you missed, tap on the "Missed" list.

This is how you open up further information for an entry in the call journal

1. Tap on the arrow  of the entry.

Detailed information (such as the caller's current status, the date and time of the call, and the caller's number and e-mail address) will be displayed as available.

This is how you call a subscriber from the call journal

1. Tap on the entry in the call journal.

The call setup is dependent on the configuration of the dialer mode within the settings (see *Dial Mode*, page 19)

This is how you delete the call journal

1. Call up the call journal by tapping on "Call journal".
The entries of the last opened list are displayed. Entries cannot be deleted individually, only collectively.
2. Tap top right on the trash icon.
3. Tap on "Remove all entries".
All entries in the call journal are removed.

3.4 Dialing

In the "Dialpad" area you can enter the number you want manually. After the input, you can choose whether you want to make the call through your mobile phone or via SwyxServer. If the call is made via your mobile phone, your mobile number is signaled. If the call goes via SwyxServer, your office phone number is signaled.

Provided you have configured the dialer mode within the settings to "Ask", the "Dialpad" area appears automatically after a call is executed from the call journal or the Contacts. In this case too, you can still decide the environment in which the call should take place. (see *Dial Mode*, page 19).

If you choose the dialer mode "Office", the call you initiate from the call journal or the Contacts is executed directly via SwyxServer. The telephony area of your smart phone opens up, and the number of the MobileExtensionManager is dialed.



If you manually enter a number via dialer mode "Office", you should not dial a number for the Public Line Access Prefix. If your Public Line Access Prefix is '9', you would enter in SwyxIt! '9 020 31309550', but in SwyxIt! Mobile '020 31309550'.



In offline mode you cannot use the speed dial feature. The dialed Number will be transmitted via DTMF-Strings. For further information please refer to *Fast Dial*, page 19.

3.5 More...

In the "More" area you can adjust settings, configure forwarding, call Help, and obtain general information on SwyxIt! Mobile.

3.5.1 Settings



A change within the settings does not become active until you tap on "Back" after making the change.



All settings that you find here are configured for you in Swyx WebAccess. For further information, please refer to the SwyxWare Administrator documentation.

Auto Log-on

With the Auto Login setting, you specify whether you want to log on manually again to SwyxServer every time you start the application, or whether this should happen automatically.

Fast Dial

By enabling "Enable Fast Dial", you specify that the destination number for your contact will be transmitted by IP connection to SwyxServer before the call is set up. This method ensures a fast setup of the call. If there is no IP connection, the number will be transferred following the MobileExtensionManager number by overdial or by DTMF string.

Dial Mode

You can specify here the environment in which the call should be made - always through your smart phone ("Mobile") or always via SwyxServer ("Office"). If you want to decide individually for each call, you can set the dialer mode to "Ask". This causes the subscriber's number to be first displayed in the "Dialpad" area. You can then decide the environment for the routing of the call, by tapping on the "Office" or "Mobile" button.



If the call is made via your smart phone, your mobile number is signaled. If the call is routed via SwyxServer, your contact sees only your office phone number.

Max. Post Dialable Digits

You specify here the number of post dialable digits. Post dialable digits are additionally dialed digits which are transmitted directly with a number. For a call that you want to route via the MobileExtensionManager (MEM), the number of the MobileExtensionManager is dialed first. Provided there is an IP connection, the number of the contact you are seeking is normally transmitted via this connection to SwyxServer before the call is set up (*Fast Dial*).

If there is no IP connection, the number will be transferred following the MEM number by DTMF string. In the GSM network in particular, the transmission of DTMF characters takes some time and leads to a delay in the call setup. To speed up the call setup in this case, the destination number can be transmitted wholly or partially as post dialable digits to MEM numbers. Whether and how many post dialable digits can be transmitted is dependent on your company's ISDN connection and on the service provider used. It can thus happen e. g. that in roaming in a foreign cellular network, the number of possible post dialable digits is reduced, and consequently the destination number can no longer be completely transmitted. If necessary, the number of post dialable digits must then be reduced until the destination number is again transmitted.

MobileExtensionManager (MEM)

Here you see the number of the MobileExtensionManager. The MobileExtensionManager is a user created during the installation of SwyxServer. With its help, the MobileExtensionManager service logs on to SwyxServer. The number of the MobileExtensionManager can be edited.

Diagnostics

You specify here whether the activities you carry out with SwyxIt! Mobile should be logged. The log can be send to the Swyx WebAccess server for error analysis purposes.



Please note that data logging impacts additional system resources. Enable logging only if you need the data for analysis.

For further information please refer to chapter 3.7, *Error analysis*, page 25.

3.5.2 Call Forwardings

SwyxIt! Mobile offers various easy ways to forward calls:

- to Voicemail
- to another user
- immediately or eventually
- "when busy"

Different types of forwarding can be enabled simultaneously.



In offline mode you cannot configure any forwardings.



The forwarding options discussed here are the SwyxWare forwardings, not those of your smart phone.

Call Forwarding Busy

This forwarding helps you to define whether phone calls should be forwarded if your line is busy (i. e. you are on the phone). However, one requirement for Call Forwarding Busy is that the function "Disable Secondary Call" is activated or all of your lines must be busy.

Call Forwarding No Reply

With the help of this forwarding, you can define whether telephone calls will be forwarded if

- you have not picked up an incoming call after a given time, or
- you are not logged on to SwyxServer.

You can configure the period in seconds before calls should be forwarded, and where they should go: whether to your standard Voicemail or to a given number.

Call Forwarding Unconditional

Call Forwarding Unconditional is used immediately, i.e. without a delay, for all incoming calls. You can specify here whether the calls should be forwarded directly to your standard Voicemail or to a given number.

3.6 What does "MEM Codes" mean?

Apart from the Swyxt! Mobile application, you can control further SwyxWare functions by entering so-called function codes. The input character string is interpreted by MobileExtensionManager and executed as a command.

You can control the following functions by entering the codes listed here:

Code	Description
MobileExtensionManager	
**	+ Replacement Replaces the + in a canonical number
*0	Disable DTMF recognition The MobileExtensionManager's DTMF recognition is disabled. This can be necessary in order to send DTMF signals to the call partner. Please use the sequence ## for # here.
#0	Reactivate DTMF recognition The MobileExtensionManager's DTMF recognition is reactivated.
##	Send single # Sends a # as a DTMF tone to the call partner (transparently)
*1	Remote Inquiry Starts personal remote inquiry
*20nnn# *20*# *20#	Call Forwarding Unconditional to nnn • Enable Call Forwarding Unconditional to nnn*. • If * is entered instead of nnn, Call Forwarding Unconditional to Voicemail is activated. • Without nnn, Call Forwarding Unconditional is deactivated.
*21nnn# *21*# *21#	Call Forwarding Busy to nnn • Enable Call Forwarding Busy to nnn*. • If * is entered instead of nnn, Call Forwarding Busy to Voicemail is activated. • Without nnn, Call Forwarding Busy is deactivated.

Code	Description
*22nnn# *22*# *22#	Call Forwarding No Reply to nnn • Enable Call Forwarding No Reply to nnn *. • If * is entered instead of nnn, Call Forwarding No Reply to Voicemail is activated. • Without nnn, Call Forwarding No Reply is deactivated.
*3	Three-way Conference A three-way conference is opened with the active call partner and the one on hold.
*4	Activate Conversation Recording The recording of conversations is activated. Note that all conversations of the mobile subscriber are recorded.
*5	End Conversation Recording The recording of all conversations is ended.
*6xxnnn#	Initiates the function code xx The function code xx (always two characters) is passed on. The transfer of nnn is optional. If another parameter is needed, this can be input separated by *. The command is ended with #. The mobile user can thus act as though he is entering the function code ##xxnnn# within SwyxWare.
*600#	Start Remote Inquiry Starts personal remote inquiry
*6002ddd#	Access to personal Voicemail Starts playback of the voicemail with the ID ddd, without date and time
*7	Hold/Call Swap The current call is put on hold. A switch is made to a free line, or to the line previously on hold.
*8	Exit The currently active call is terminated.
*9	Call Transfer The active call is connected to the call on hold.

Code	Description
*9nnn#	Blind Call Transfer The active call is connected to nnn without inquiry. Requirement: you have only one call.
9#	Connect to the office device The active call is interrupted, and then put through again to the user's devices (excluding the mobile phone).
#	Call Pick Up Picks up an incoming call on a mobile phone, after it has been accepted by SwyxIt! Mobile. This means that the MobileExtensionManager forwards the call, after it has received a "#" (usually by SwyxIt! Mobile).

3.7 Error analysis

In order to initiate an error analysis, the data logging has to be enabled under "More | Settings | Diagnostics". Any logged data must be send to Swyx WebAccess.



Please note that data logging impacts additional system resources.
Enable logging only if you need the data for analysis.

Sending data for an error analysis

1. Tap on "More...".
2. Tap on "Settings".
3. Activate "Logging" under "Diagnostics".
4. Repeat the steps that have led to the program error.
5. Tap on the "Action" button  (upper right).
6. Tap on "Send Log".
The log is transmitted to Swyx WebAccess.
7. Please disable the logging feature afterwards.

3.8 Reset to factory settings

1. Tap on "More...".
2. Tap on "Settings".
3. Tap on the "Action" button .
4. Tap on "Factory Reset".
SwyxIt! Mobile will restart. The settings are reset.