

SwyxExpress provides the software-based Swyx Unified Communications solutions as a complete package. SwyxWare is already preinstalled on a suitable hardware platform. After starting Windows you will find the detailed documentation in PDF format with a direct link on the desktop. 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.



Swyx 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.

1. Variants

SwyxExpress	Operational capacity	Special hardware
X20 Micro	suitable for up to 20 users and 8 voice/fax channels	SSD hard drive, SD card reader, micro case
X20 Desktop		SSD hard drive, SD card reader, mini flex case
X20 Rack		SSD hard drive, SD card reader, 19" rackmount kit (1HE)
X75	suitable for up to 75 users and 38 voice/fax channels	RAID controller, 2 SSD hard drives in hot swap bay, SD card reader, 19" rackmount kit (1HE)
X150	suitable for up to 150 users and 38 voice/fax channels	RAID controller, 2 SSD hard drives in hot swap bay, SD card reader, 19" rackmount kit (2HE)

2. Scope of delivery

- SD card
- Power cable (EU, UK plugs)
- Swyx End User License Agreement (EULA)
- Microsoft license key (label on the computer case)

Licenses

Only for the option "SwyxWare Smart Office"

- 1 SwyxWare Server basic license (incl. Voicemail and CTI)
- 10 SwyxWare user licenses
- 1 SwyxMobile license
- 1 SwyxFax user license
- 1 fax channel
- 2 voice channels



Keep the SD card in a safe place. It is the means to restore the delivery state of the hard disk.

3. 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 IoT (X20)

1. You should attach the screen, network cable, mouse and keyboard before the initial startup.
2. Start the computer.
 - ✓ The Windows screen "Get going fast" will appear.
3. Select the preferred user interface language and click on "Next".
4. Click on "Use Express 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 (X75/X150)

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 on the "Accept" button 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.

4. Installation and initial Configuration of SwyxWare

After the initial OS launch you can proceed with the installation, configuration and licencing of SwyxWare.



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



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



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



Open the SwyxWare documentation via the desktop link. You will find detailed information on the configuration assistant in the chapter on the configuration of SwyxServer.

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

Then the SwyxWare 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 SwyxWare Administration will appear on the desktop.

5. SwyxServer settings

To enable the operation of SwyxWare, 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 SwyxWare Administration documentation.

What?	Where?	Why?
Trunk	Context Menu Trunks Trunk add...	A trunk is the connection to the 'outside world'. <ul style="list-style-type: none"> • SIP trunk 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 SwyxWare 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 SwyxWare, a mail server is needed.
- Configure the mail server to be used under "Server Properties | Mail Server".

6. 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...".

7. Hardware devices such as SwyxPhone, SwyxDECT

SwyxWare 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 SwyxDECT 500. For further information please refer to the SwyxWare Administration documentation.

8. Licensing

At the startup you must enter a limited SwyxWare license. For the validity period please refer to the start page of the SwyxWare Administration. The expiry date is shown after the server serial number. In the server properties on the "Licenses" tab you can create a request for a permanent license, and either send this directly or save it as a file and send it later.



Please fill in the license request completely.

You then receive a file with a permanent license, which you input in the SwyxWare Administration.

For further information please refer to the SwyxWare Administration documentation.



The option "SwyxWare Smart Office" includes the appropriate software licenses.

9. Restoring the delivery state of the hard drive

To restore the delivery state of the hard drive the SD card is required, which is provided as a standard accessory of SwyxExpress.



When the computer is started up again after the reset to the delivery state, it will be necessary to begin with the startup of the Windows operating system (*Windows Startup*, page 1).

1. Insert the provided SD card into the card slot of the computer.
2. Start the computer.
3. Press the "F11" button during the start up.
The window "Please select boot device:" appears.
4. Select the line "Generic STORAGE DEVICE 903" with the arrow keys and confirm by pressing the Enter.
 - ✓ Windows starts up. The Windows PowerShell with the "Recovery Tool" script window opens.
5. Press the corresponding key ("D", "E") to select the preferred language and confirm with the Enter key.
6. Press the "C"-key to allow the scrip running 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 SwyxWare start up again from the beginning.