

**01 Installation**

With the client software Swyxt! Mobile, mobile phones can be included in SwyxWare as extensions. Well-known SwyxWare functions (such as Call transfer, Call swap, Conference etc.) can then be used equally by the mobile phone. Moreover, any employee can be reached on his usual office number even when mobile.

For convenient use of these functions with the mobile phone's graphic user interface, Swyxt! Mobile must be installed on the mobile phone. The Swyxt! Mobile can be installed in various ways (e.g. by cable connection, Bluetooth or infrared), differing according to the manufacturer and device type. Installation via cable connection onto a Nokia cell phone with Symbian operating system is described here as an example. For the installation of Swyxt! Mobile, the Nokia PC Suite should therefore first be installed.

**Note:** Swyxt! Mobile is not supported by the backup and restore function that is offered in the Nokia PC Suite.

**Install Nokia PC Suite**

With the help of the Nokia PC Suite, you can manage a Nokia mobile phone from your PC. The Nokia PC Suite can be used for installing programs - in this case for installing Swyxt! Mobile.

**Install Swyxt! Mobile**

→ Call the Nokia PC Suite under **Start | Programs**, and connect your mobile phone to your computer with the USB cable. In the mobile phone, select **PC Suite**, and confirm the selection with **OK**.

→ Click on **Install applications**. The Nokia Application Installer opens up. You can use this to install Swyxt! Mobile.

→ Under **My Computer**, select the Swyxt! Mobile Application file (**SwyxtMobile.sis**). You'll find it on the installation CD under 'Swyxt! Mobile/Symbian'.

→ Highlight the file and click on the green installation arrow.

→ End the installation on the mobile phone's user interface.

→ To the question "Install Swyxt! Mobile ?", confirm with **Yes**. Details of the product are displayed.

→ Choose **Continue**.

→ A security notification follows. Press **Yes**.

→ Further details of the product appear.

→ Choose **Continue**.

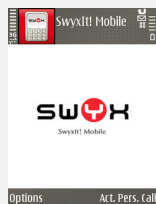
→ Swyxt! Mobile is installed.

Information will then be displayed about the functions that are used on your mobile phone with Swyxt! Mobile. The display of this information can be suppressed.

→ Two types of configuration are then offered:

- Manual Configuration
- Import configuration file. This option enables automatic configuration of Swyxt! Mobile using a previously supplied configuration file (see section "Import configuration").

→ Choose **Manual Configuration** and confirm the selection with **OK**.

**02 Initial Settings**

Swyxt! Mobile is now installed on the mobile phone. The integration is handled in the SwyxServer by the supplementary module SwyxMobile, which includes the MobileExtensionManager (MEM) service. For further information on the MobileExtensionManager, please refer to the SwyxWare administrator documentation.

In manual configuration, you are asked to input various codes. Swyxt! Mobile uses these codes to keep the numbers as small as possible when setting up calls, leading to a lower through dialing time.

**Example:** You have stored the country code '49' (Germany) and the local area code '231' (Dortmund). You now dial a Dortmund number in canonical number format. The Swyxt! Mobile Client compares the input with the stored codes, and recognizes that this is a number from the same local network. It then transfers only the subscriber number to the MobileExtensionManager, and not the country code and local area code.

**Configure the number of the MobileExtensionManagers (MEM)**

→ In the **MEM Number** field, enter the public number of the MobileExtensionManagers in canonical number format.

→ Confirm the entry with **OK**.

Swyxt! Mobile uses this number to connect to the MobileExtensionManager on SwyxServer.

**Country Code**

→ Enter the country code for the SwyxServer. For Germany e.g. '49'.

**Area code**

→ Enter the SwyxServer's area code without the leading '0'. For Dortmund e.g. '231' or '40' for Hamburg. Input of the area code is optional. You can select **Skip** to bypass the entry (for countries which don't use area codes, e.g. Norway).

**Prefix for international calls**

→ Enter the prefix which must be dialed to make an international call. In Germany, this is always '00'.

**Prefix for long distance calls**

→ Enter the digit(s) which must be dialed in order to make a long distance call. In Germany, the digit required for long distance calls is '0'. Input of the long-distance call prefix is optional. You can select **Skip** to bypass the entry.

**Subscriber number**

→ Enter the subscriber number. In +49 231 4777 200, for example, 4777 is the subscriber number. This must not be confused with the extension! You can select **Skip** to bypass the entry.

**Own extension**

→ Enter your own extension (your office phone number configured in SwyxWare) here.

This entry serves for number interpretation, and supports Swyxt! Mobile in identifying the length of the extension.

For example, if your number is +49 231 4777 200, then your extension is 200.

**Activate Autostart?**

→ If you want Swyxt! Mobile to start automatically when you switch on the mobile phone, select **Yes** here and confirm with **OK**.

**03 I want to make a phone call.**

You can choose from a variety of options.

**Dial by direct input of the destination number.**

→ Enter the destination number and press the **Call button**. The entered number is shown in the display during input. The call will be initiated.

**Dial using the "New call" option**

→ Select **Options | New call** and press the **navigation button**.

→ Enter the destination number you want in the input field.

→ Confirm with **Dial**. The call will be initiated.

**Dial using the Contacts button**

→ Select **Options | Contacts** and navigate within the list to the contact you want.

→ Press the **Call button**. The call will be initiated.

**Note:** As soon as the connection to the MobileExtensionManager is available, the displayed call status changes from "Connecting with" to "Connected".

**04 I want to end a call.**

There are two ways of ending a call:

**End call without disconnecting from the MobileExtensionManager**

→ During the active call, select **Options | End this call** and press **Select**.

The active call is ended; the connection to the MobileExtensionManager is preserved. Advantage: A further call using the MobileExtensionManager will be initiated more quickly.

**End call and disconnect from the MobileExtensionManager**

→ Select **Option | End ALLI calls** and press **Select**.

In this case, both the active call and the connection to the MobileExtensionManager are terminated. The connection to the MobileExtensionManager has to be set up again for a further call.

**Note:** If you end the call with hook on, the connection to the MobileExtensionManager is also terminated.

**05 I want to forward incoming calls.**

You can choose from a variety of forwarding types:

**Call Forwarding Unconditional**

With Call Forwarding Unconditional, all of your incoming calls are redirected immediately, i.e. without delay.

**Call Forwarding Busy.**

Call Forwarding Busy lets you define whether calls should be forwarded if your number is busy (i.e. you are on the phone).

**Call Forwarding No Reply**

Call Forwarding No Reply lets you define whether phone calls should be forwarded after you have allowed the phone to ring for a certain period of time.

**Select Call forwarding type**

→ For any forwarding type, select **Options | Call forwarding** and confirm the selection by pressing the **navigation button**.

→ Select the kind of forwarding you want, and confirm your selection by pressing the **navigation button**.

→ Activate the call forwarding by selecting **Activate**.

→ Enter the destination number to which the calls should be forwarded.

The currently active call forwarding type and the call forwarding destination are shown in the display.

**Deactivate Call forwarding**

→ Select **Options | Call forwarding | [Forwarding Type] | Deactivate**. The call forwarding is deactivated.

**Note:** The call forwardings configured here change only the settings of Call Forwarding on the SwyxServer. This means that if calls come in which don't go via the MobileExtensionManager, these will not be forwarded. That can happen, for example, if you are called directly on your mobile number and not your office number.

**06 I want to put a call on hold.**

You are already having a phone conversation with a subscriber.

→ Select **Options | Hold** and confirm with the **navigation button**.

The currently active call is put on hold, and your conversation partner hears music on hold. The call status appears in the display (e.g. Tom Jones On Hold)

**Activate call on hold**

→ Select **Options | Retrieve** while the call is on hold.

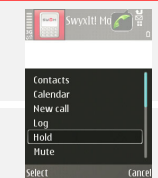
The call is activated and can be resumed.

**07 I want to consult a colleague during a call.**

You are already having a phone conversation with a subscriber. During this, you want to consult a colleague, for example, and resume the first conversation afterwards.

→ During the active call, enter the number of the subscriber you want to consult. The first call is automatically put on hold, and the new call is set up.

The status appears in the display (e.g. 288 On hold; 390 connected).

**08 I want to switch between the active call and the call on hold.**

Call swapping is the term for switching between an active call and one or more calls on hold. When you do this, the currently active call will be put on hold and a call previously on hold will become active.

You are already having a phone conversation, while a further call is on hold.

→ Select **Options | Call Swap** during the active call.

The currently active call is put on hold, and the call previously on hold is activated.

**End active call**

When the active call is ended, the connection to the call previously put on hold is activated.

→ Select **Options | End active call**.

**09 I want to transfer a call.**

You have two calls. One is on hold, and the other is active.

→ Choose **Options | Transfer**. The two subscribers are now connected.

**10 I want to initiate a conference.**

A conference is a call between at least three subscribers. You have two lines, one with the state of "Active", the other "On Hold".

→ Choose **Options | Conference**. The conference will be set up.

**Add Further Participant to Conference**

→ Dial the number of the subscriber who is to be added to the conference. While the call to the additional subscriber is being set up, the first two subscribers are in the conference and can talk to each other.

→ As soon as this additional person has picked up, choose **Options | Conference**.

All subscribers are now in the conference. All participants in the conference are shown in the display.

**End Conference**


→ To end the conference, choose **Options | End ALLI calls**.

**Note:** If you have set up the conference, it will be ended if you go on hook.

**11 I want to mute the microphone.**

If you mute the microphone during an active call, your conversation partner can no longer hear you.

→ During an active call, choose **Options | Mute** and confirm the selection by pressing the **navigation button**.

The display shows the symbol .

→ To re-activate the microphone, choose **Options | Unmute**.

**12 I want to turn the speaker on.**

→ During an active call, choose **Options | Activate loudspeaker** and confirm the selection by pressing the **navigation button**.

In the display you will see "Speaker active".

To return to talking through the mobile phone, choose **Options | Handset** and confirm the selection by pressing the **navigation button**.

In the display you will see "Phone active".

**13 I want to record a call.**

Swyxt! Mobile makes it possible to record telephone conversations.

You are having a telephone conversation with a subscriber.

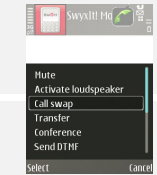
→ Select **Options | Start call recording** during the active call.

Both call partners are made aware of the call recording by a beep, and the message "Call recording activated" appears in the mobile phone's display.

**Deactivate call recording**

→ Select **Options | Stop call recording** to deactivate the recording. Both call partners are made aware of the deactivation by a beep. The message "Call recording deactivated" also appears in the mobile phone's display.

**Note:** Ask your administrator where the list of recorded conversations is stored.



**14 I want to take over an active call with my office phone.**

On the way to your office, you make a call using Swyxt! Mobile. Once you are there, you can continue the call on your office phone.

**Route call to office phone**

→ During an active call, choose **Options | Transfer to office phone** and confirm the selection with **Select**. The active call is terminated, your conversation partner hears music on hold. A new call is set up and is signaled on all terminals to which you are logged on - except for your mobile phone. As soon as you pick up the call on one of the terminals, you can resume the conversation.

**15 I want to listen to my Voicemails.**

SwyxWare provides you with a personal answering machine, called "Voicemail". Voicemails are delivered to you by e-mail, and can also be checked from the mobile phone.

→ To call your voicemails from SwyxServer, select **Options | Voicemail** and confirm the selection by pressing the **navigation button**. Alternatively, you can use the abbreviated dialing button 1 to check your voicemails. Configure it with **#10** for this purpose.

**Note:** *The Option Pack SwyxVoicemail must be installed in order to use voicemail. In addition, to activate the Voicemail functionality, an e-mail server must be available in your network.*

**16 I want to send DTMF strings.**

If you activate the sending of DTMF characters, DTMF strings that are entered are not processed by the MobileExtensionManager, but are passed through for controlling a tone selection menu.

**Send DTMF**

With **Send DTMF**, you allow exactly **one** DTMF string to be passed transparently to the recipient. After input of the DTMF string, further characters are automatically processed again by MEM.

→ During an active conversation, select **Options | Send DTMF** to send the DTMF string.

**Activate DTMF transparency**

With **Activate DTMF transparency**, you enable **multiple** DTMF strings to be passed to the recipient during a conversation.

→ During an active conversation, select **Options | Activate DTMF transparency** to pass various DTMF strings to the recipient during the conversation. Characters are not processed by MEM again until the next conversation.

**Deactivate DTMF transparency**

→ If you want to deactivate the DTMF transparency option before ending the conversation, then choose **Options | Deactivate DTMF transparency**.

**17 There are some calls I do NOT want to make via MEM.**

If outgoing calls to certain subscribers are not to go via the MEM, you can store the numbers of these subscribers in a so-called **exclude list**. Outgoing calls to the numbers entered in this list are then routed directly via the GSM network and not via the MEM.

**Add entry to exclude list**

→ Select **Options | Settings | Exclude List** and press the **navigation button**.

→ Select **Options | Add** and confirm the selection by pressing the **navigation button**.

→ Highlight **Name** and choose **Options | Edit**, and confirm the selection by pressing the **navigation button**.

→ Enter the name of the subscriber who should be added to the exclude list. This entry is optional.

→ Confirm the entry with **OK**.

→ Highlight **Number** and choose **Options | Edit**, and confirm the selection by pressing the **navigation button**.

→ Enter the required number in canonical number format, and confirm the entry with **OK**.

→ Exit the dialog with **Done** and choose **Back**.

**Use of wildcards within the exceptions list**

You can use an asterisk \* as a wildcard within the exceptions list. For example, if you enter "+49171\*" in the exclude list, all outgoing calls beginning with "+49171" are routed directly via the GSM network and **not** via the MEM.

**Note:** *The wildcard \* can only be used at the end of an entry!*

**18 I would like to make a personal call.**

If you don't want the next outgoing call to go via the MEM, you can declare it as a "personal call".

→ Select **Options | Activate Personal call** and press the **navigation button**.

→ Enter the number of the required subscriber.

→ Confirm the input by pressing the **navigation button**.

This call is then routed directly to the GSM network. In the display you will see "Personal call activated". Once this call is ended, all further calls are again routed via the MEM.

**Deactivate personal call**

→ Select **Options | Deactivate Personal call** and press the **navigation button**. The "Personal call" option is deactivated, and the next call is routed via the MEM as usual.

**19 Settings**

→ Select **Options | Settings | Numbers** to change e.g. emergency phone codes or post dialable digits.

**Numbers****• Emergency numbers**

Emergency codes are basically routed via the GSM network. This action provides better position fixing in an emergency. The emergency phone codes 110 and 112 are preconfigured as default.

**Note:** *Emergency calls are not sent via the MEM. They use the original mobile phone function.*

**• Post dialable digits**

Specify here the number of post dialable digits. Post dialable digits are dialed digits which go beyond the actual extension.

→ Enter the number of post dialable digits. The default specification is 0 post dialable digits.

**Note:** *The number of suffix dial numbers is dependent on the external line of the SwyxServer and on the GSM network to which your mobile phone logs in. If you use a different service provider when abroad, for example, the suffix dial numbers may have to be adjusted. You can obtain more information on post dialable digits from your administrator.*

**• Mobile ID**

Along with the number, the Mobile ID (numeric PIN) can additionally be used for authentication. If the authentication with the number fails, the MobileExtensionManager then checks the Mobile ID. This ID must also be stored in the SwyxServer.

**• Public Line Access**

This is the number that must be dialed within SwyxWare in order to make external calls (e.g. '9'). Input of the public line access is not recommended. It will be replaced automatically by SwyxServer.

**MEM usage**

Specify here whether outgoing calls should always or never be routed via the MEM, or whether you want to decide the choice of processing individually for each call.

**• All Calls**

If you have activated "All calls", every call is routed via MEM, unless the called subscriber is on the exceptions list or the call activated as "personal".

**• On demand**

If you have activated "On demand", you will be asked before every call whether you want to make the call with or without the MEM.

→ Choose **"Call via MEM"** and confirm with **OK**, if you want to make the call via MEM.

→ Choose **Call without MEM** and confirm with **OK**, if you want to make the call directly to the subscriber.

**• Never**

If you have activated "Never", all calls are routed to the GSM network.

**Configure right selection key**

You can set the right selection key according to your needs within the Swyxt! Mobile environment. As default, the right selection button is assigned the function "Activate personal call".

→ Select **Options | Settings | Right selection key** and press the **navigation button**.

→ Select **Options | Change** and press the **navigation button**. A list of different functions is displayed.

→ Highlight the function of your choice, and confirm the selection with **OK**.

→ Exit the dialog with **Back**. The right selection key is set with the chosen function.

**Set password**

To prevent the settings stored in Swyxt! Mobile being changed, they can be protected with a password. This means that for editing the data within "Settings", a password first has to be entered. The settings are also protected by a password query for the import of a configuration file.

→ Choose **Options | Settings | Set Password** to store a password.

→ Enter the chosen password in the field **Password:** . The individual characters will be displayed as asterisks.

→ Confirm the password with a repeat input in the field **Confirm password**.

**Note:** *If you wish to deactivate password assignment, simply leave the field **Password:** blank in the password setting. You first have to enter the old password for this. **Attention:** If the assignment of a password is canceled, the functions "Password for exit" and "Password for personal call" are likewise deactivated. As default, no password is assigned.*

**Password for Exit**

Specify here whether the ending of the Swyxt! Mobile client should be password-protected. In order for this function to be used, a password must have been set (see section "Set password").

→ Select **Options | Settings | Password for Exit** and confirm the selection by pressing the **navigation button**.

→ Enter the password and confirm the input with **OK**.

Now, if Swyxt! Mobile is being ended, the password is queried first.

**Note:** *If the function "Password for Exit" is activated, a small check mark is displayed in the menu.*

**Password for personal call**

Specify here whether the making of a personal call should be password-protected.

→ Select **Options | Settings | Password for Personal call** and confirm the selection by pressing the **navigation button**.

→ Enter the password and confirm the input with **OK** to activate this option.

A personal call can now only be made after entry of the password. (see section 18 "I would like to make a personal call.")

**Caller ID replacement**

You can replace parts of numbers of incoming calls here. This function thus enables modification of the numbers signaled for incoming calls.

→ Choose **Options | Settings | Caller ID replacement**.

→ Select **Options | Add**.

→ Enter the number, which should be replaced, in field "Caller ID".

→ Enter the number replacement in field "Replacement".

→ Confirm the entry with **OK**.

**Example:** *If you want the number +49 231 4777\* to be replaced only by the extension on incoming calls, then enter in field „Caller ID“ '+49 231 4777\*' and in field „Replacement“ '\*'. For subsequent calls with the number +49 231 4777 \*, only the extension is signaled in each case. If you have an entry in Contacts containing the displayed extension, the subscriber name is accordingly resolved.*

**20 Configuration file**

You can also configure your Swyxt! Mobile client by using a configuration file. Swyx supplies the configuration file "Config.xml", which contains default values. This file must be appropriately adapted to your needs, by you or your administrator. You can then transfer the file to your mobile phone (by cable or Bluetooth, for example), and use it for automatic configuration.

**Note:** *Previous settings are overwritten when the configuration file is imported.*

**Transfer configuration file to mobile phone**

→ Call the **Nokia PC Suite** under **Start | Programs**, and connect your mobile phone to your computer with the USB cable. In the mobile phone, select **PC Suite**, and confirm the selection with **OK**.

→ Double-click on **File Manager** in the Nokia PC Suite. The Nokia Phone browser opens up. Copy the prepared "Config.xml" to your mobile phone. The provided „Config.xml“ can be found on the SwyxWare CD.

**Import configuration**

→ Choose **Options | Settings | Import configuration'**.

→ Select the folder that contains the configuration file.

→ Highlight the configuration file and press **Select**.

The configuration file is imported. If any required details are missing from the file, these are queried afterwards.

**Note:** *Note that so-called character references must be used within the configuration file for the following characters. Character references begin with an & and end with a semicolon (;). They are used for representing specific type characters in an XML document, and are necessary in order to use the meta characters of the language, such as "<", ">", "&", """ and "'", as characters themselves: & -> &amp; ; -> &semi; ' -> &apos; ; -> &quot; ; -> &lt; ; -> &lt;*

**Example:** *The following URL entry for a phonebook in the configuration file <node name="Phonebook URL" value="http://61.95.192.41/mobile/Default.aspx?user=jones&password=test&refresh=25"/> would have to be changed as follows: <node name="Phonebook URL" value="http://61.95.192.41/mobile/Default.aspx?user=jones&amp;password=test&amp;test&amp;refresh=25"/>*

**21 Tips & Tricks****Keep your mobile phone number secret.**

To avoid direct calls to the cell phone, its number should be kept secret. All calls should be forced to go via the MobileExtensionManager, in order that the available SwyxWare functions can be utilized.

**Deactivate your mobile provider's mailbox service.**

To ensure that your voicemails are all kept under your e-mail account, and you never have to call your mobile provider's mailbox, we recommend that you deactivate the service altogether.

**Disable the "Secondary Call" function.**

To prevent calls that come in directly over the GSM network while you are on a call via the MobileExtensionManager, you should disable the "Secondary Call" function.

**Note:** *This configuration setting on the mobile phone does not affect the possibility of making several calls at the same time via the MobileExtensionManager.*

**Project Codes**

The project codes known in SwyxWare, for associating calls with specific projects, are **not** supported by the Swyxt! Mobile Client.

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04/2008 – Subject to technical changes.

