

01 Installation

With the client software Swyxit! 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 user interface, the Swyxit! Mobile Client must first be installed on the mobile phone. The Swyxit! 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 T-Mobile cell phone with Windows Mobile operating system is described here as an example. For the installation of Swyxit! Mobile, the synchronization program Microsoft ActiveSync must first be installed.

Install Microsoft ActiveSync

You can use the synchronization program Microsoft ActiveSync to synchronize any data you wish between your mobile phone and your PC.

→ First connect the USB cable for data transfer. Alternatively, the data can also be transferred with Bluetooth.

→ Then start **Microsoft ActiveSync**.

→ Specify which data should be synchronized. Select the folder that contains the installation file "**SwyxitMobile.cab**".

→ Click on **Synchronize**.

Install Swyxit! Mobile

→ Call the File Explorer with **Start | File Explorer** in the mobile phone, and tap on the file "**SwyxitMobile.cab**".

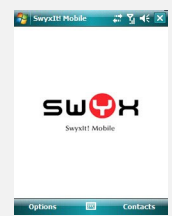
→ Select the installation path for Swyxit! Mobile. Tap on **Device**.

→ Tap on **Install**.

→ Two types of configuration are then offered:

- Manual Configuration and
- Import configuration file. This import function enables automatic configuration of Swyxit! Mobile using a previously supplied configuration file (see section "*Import configuration*").

→ Choose **Manual Configuration** and confirm the selection with **OK**. Swyxit! Mobile will be started.

**02 Initial Settings**

Swyxit! 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. Swyxit! 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. Swyxit! Mobile 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. Swyxit! Mobile uses this number to connect to the MobileExtensionManager.

Country Code

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

Area code

→ Enter the SwyxServer's local 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 for international calls. In Germany, this code is '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 usually '0'. Input of the long-distance call prefix is optional. You can select **Skip** to bypass the entry.

Subscriber number

→ Enter the desired subscriber number. In '+49 231 4777 200', for example, '4777' is the subscriber number. This must not be confused with the extension.

Own extension

→ Enter your own extension (your office phone number configured in SwyxWare) here. This entry serves for number interpretation, and supports Swyxit! Mobile in identifying the length of the extension. For example, if your number is '+49 231 4777 200', then your extension is '200'.

03 I want to make a phone call.

You can choose from a variety of options:

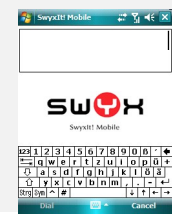
Dial with the keypad.

→ Enter the number with the keypad.

The entered number is shown in the display during input.

→ Tap on **Dial**. The call will be initiated.

Note: If you have entered an incorrect number, tap on **Delete** to remove single digits from right to left. To delete the entire number, tap rather longer on the **Delete** button.

**Dial using the "New Call" option.**

→ Tap on **Options | New Call**.

→ Enter the number you want with the keypad, and confirm the input by tapping **Dial**. The call will be initiated.

Dial from Contacts

→ Tap on **Options | Contacts**. The Contacts List will open.

→ Select the contact you want. To search, you can also enter the name you are looking for in the field **Enter a name or a number...**

→ Tap on the required contact, and tap **Call**. 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".

Dial from the call list

→ Tap on **Options | Call history**. The contents of the call list are displayed.

→ Mark the number you want, and tap **Call**.

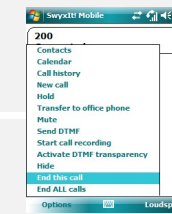
04 I want to end a call.

There are two ways of ending a call:

End call without disconnecting from the MEM

→ During the active call, tap on **Options | End this call**.

The active call is ended, but the connection to the MobileExtensionManager is preserved. Advantage: A further call can be made at once.

**End call and disconnect from the MEM**

→ Tap on **Options | End ALL calls**.

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

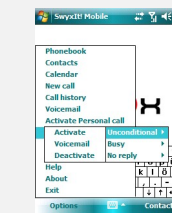
→ Tap on **Options | Call forwarding**.

→ Tap on the chosen call forwarding type (e.g. Unconditional).

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

→ Use the keypad to enter the number to which the calls should be forwarded, and confirm with **OK**.

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

**Deactivate Call forwarding**

→ Tap on **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.

→ Tap on **Options | Hold**.

The currently active call is put on hold, and your conversation partner hears music on hold. The status appears in the display (e.g. 288 On hold)

Reactivate call on hold

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

The call is activated and can be resumed.

07 I want to consult someone 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, tap on **Options | New Call**.

→ Enter the destination number for the colleague, and tap on **OK**. 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).

→ Select **Options | End active call** to end the active call and resume the call with the first subscriber.

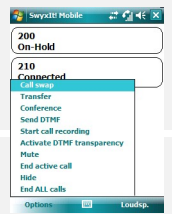
08 I want to switch between the active call and the call on hold.

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.

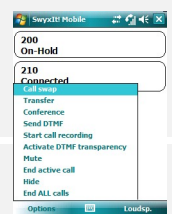
A conference is a call between at least three subscribers. You have two lines, one in the state "Active", the other in the state "On Hold".

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

Add Further Participant to Conference

→ Tap on **Options | Hold** and dial the number of the subscriber who is to be added to the conference. As soon as this person has picked up, choose **Options | Conference**.

All active participants in the conference are shown in the display.

**End Conference**

→ To end the conference, choose **Options | End all 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, tap on **Options | Mute**.

→ Tap on **Options | Unmute** to re-activate the microphone.

12 I want to turn the speaker on.

→ During an active call, tap on **Loudspeaker** (right selection button).

→ To return to talking through the mobile phone, tap on **Phone** (right selection key).

13 I want to record a call.

Swyxit! Mobile makes it possible to record telephone conversations. You are having a telephone conversation with a subscriber.

→ During the active call, tap on **Options | Start call recording**.

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

Deactivate call recording

→ Tap on **Options | Stop call recording** to deactivate the recording. Both call partners are made aware of the deactivation by another 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 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, tap on **Options | Voicemail**.

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 on SwyxServer in order for voicemail to be used. In addition, to activate the Voicemail functionality, an e-mail server must be available in your network.

15 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.

→ Tap on **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, tap on **Options | Activate DTMF transparency** in order to pass various DTMF strings to the recipient. 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**.

Note: During the voicemail inquiry, the sending of DTMF characters for controlling the tone selection menu is automatically activated.

16 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

→ Tap on **Options | Settings | Exceptions list**.

→ Tap on **Options | Add**.

→ In the field **Enter number:**, enter the number of the subscriber to be added to the exclude list.

→ Enter the name of the subscriber in the field **Enter name:**.

→ Confirm the inputs by clicking on **Save**.

→ Exit the dialog with **Cancel**.

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 exceptions 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!

17 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".

→ Tap on **Options | Activate personal call**.

→ Enter the number of the required subscriber and tap on **Dial**.

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

→ Tap on **Options | Activate Personal call**. The "Personal call" option is deactivated, and the next call is routed via the MEM as usual.

18 Settings

→ Tap on **Options | Settings** to change e.g. emergency phone codes or suffix dial numbers.

Numbers**• Emergency numbers**

Emergency codes are basically routed directly via the GSM network. This action provides better position fixing in an emergency. The emergency phone codes 110 and 112 are preconfigured as default. Multiple emergency numbers must be separated by a '+'.
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 transmitted to the MobileExtensionManager following the call number.
→ 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 can be configured under **Options | Settings**, and must also be stored in the SwyxWare Administration.

• 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 the 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 in the exceptions list or the call was 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.

→ Tap on **Call via MEM** if you want to route the call via the MEM.

→ Tap on **Call without MEM** if you want the call to go directly to the subscriber.

• Never

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

Set password

To prevent the settings stored in Swyxit! 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.

→ Tap on **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 Swyxit! Mobile client should be password-protected. In order for this function to be used, a password must have been set (see section "Set password").

→ To do this, tap on **Options | Settings | Password for exit**.

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

Now, if Swyxit! 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.

→ Tap on **Options | Settings | Password for personal call**.

→ 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 17 "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.

→ Tap on **Options | Settings | Caller ID replacement**.

→ Tap on **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.

19 Configuration file

You can also configure your Swyxit! 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 **Microsoft ActiveSync** on your PC under **Start | Programs**, and connect your mobile phone to your computer with the USB cable. The program will open.

→ Double-click on **Files**, and add the prepared configuration file "Config.xml" to the files to be synchronized. You will find the provided "Config.xml" on the SwyxWare CD.

→ Click on **OK**.

→ Click on **Synchronize**.

Import configuration

→ Tap in your mobile phone on **Options | Settings | Import configuration** and select the folder containing the configuration file.

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

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: **&** -> **&**; | ' -> **'**; | " -> **"**; | > -> **>**; | < -> **<**;

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&password=test&test&refresh=25"/>`

20 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 all your voicemails are 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 Swyxit! Mobile Client.

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04/2008 – Subject to technical changes.

