

SwyxWare is a complete platform for handling all internal and external telephone traffic. It is a software-based IP telephone system which not only handles all the tasks of a traditional telecommunications system but also offers many new telephony functions.

SwyxWare comprises a number of key elements: server-based products, client/user-based products, and option packs, and a branch office solution giving customers maximum flexibility.

## Server-based products

SwyxWare Essential and SwyxWare Compact are based on Microsoft Windows server platforms. Both products carry out all the functions of a traditional PBX but also provide high-performance phone functions for every user. The PBX

functions of SwyxWare Servers include call connection requests, call authorisation and all call switching processes as well as the management of group calls.

**1. SwyxWare Essential** - for the larger business or a smaller business with plans to grow. SwyxWare Essential provides a fully scalable entry-level PBX with flexible options so that businesses can choose to start 'day one' with rich functionality or can choose to pay for incremental functionality as they grow.

**2. SwyxWare Compact** - the complete IP PBX for small businesses who want to remain small and focused or for the autonomous branch office with 10 employees or less. Functionality includes 3 party conferencing, voicemail, fax, CTI, customisable call routing, ad hoc conferencing, and user-initiated call recording.

## Branch office solution

For multi-site businesses that need to extend the SwyxWare functionality of the head office to a branch office, **SwyxConnect** provides a cost effective solution that can also work in conjunction with an existing telephone system, protecting a business's investment.

SwyxConnect can also serve as an advanced network gateway function to your branch data network, offering business-class routing, security/firewall, VPN and 'lifeline' capabilities to ensure a comprehensive communications solution that will support and protect your business.

## Solutions for clients/users



**1. SwyxIt! (client software)** – SwyxIt! turns a PC into a comfortable and easy to use phone. Combined with an audio device such as a USB handset, SwyxIt! offers many functions that perfectly integrate the phone into the world of the PC.

**2. SwyxIt! USB Handset** – By connecting the USB handset to the USB port, support for full on/off hook functionality is provided. Therefore a call can be started by picking up the handset and terminated by putting it back in the telephone cradle.

**3. SwyxIt! USB Headsets** – Consisting of a headphone and a microphone, the SwyxIt! headsets enable a user to make calls and work with the PC at the same time.

**4. SwyxPhones (IP phones)** – SwyxPhones are connected to the local network over the Ethernet and can work in conjunction with a PC/laptop or as a standalone device.

**5. SwyxIt! Now<sup>1</sup>** – Based on the class-leading SwyxWare telephony platform, SwyxIt! Now uses SIP technology to offer users a highly-featured, standalone SIP client that provides business telephony features normally only found on telephone systems sold to high-end businesses. Full details of features available with SwyxIt! Now can be found in the SwyxIt! Now datasheet.

<sup>1</sup> Not all of the features listed in this fact sheet are available with SwyxIt! Now.

**Note: SwyxIt! Now will only be made available under OEM arrangement to applicable partners**

## Option Packs for SwyxWare Essential



**1. SwyxConference** – ad hoc and scheduled conference calls for more than 3 participants can easily be set up and can include both internal and external callers

**2. SwyxCTI** – integrates the SwyxIt! softphone with a Swyx IP desk phone so that users can choose to take full advantage of easy to use PC telephony (including dialling from Microsoft® Outlook® contacts), or the familiar functionality of a desk phone, or a combination of both when dialling, re-dialling, holding and forwarding calls, conferencing, accessing voicemail, etc.

**3. SwyxECR (Extended Call Routing)** – an easy to use graphical tool that allows you to set up sophisticated call handling sequences for incoming calls to ensure the satisfaction of your callers.

**4. SwyxFax** – gives individuals the ability to receive faxes through their Inbox and

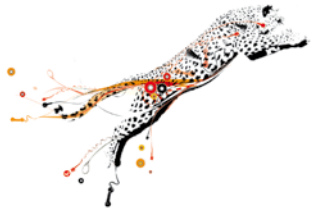
send faxes from their PC/laptop so that your business does not need to incur the costs of a physical fax machine.

**5. SwyxRecord** – each user has the ability to record conversations on an ad hoc basis directly from their SwyxIt! softphone, through a simple button click.

**6. SwyxVoicemail** – a highly featured voicemail environment that can easily be customised by each individual user whether in the office or remote. Users can access their voicemails via a telephone or via the SwyxIt! softphone, and voicemails can even be delivered to a user's PC inbox (as a WAV file).

**7. SwyxStandby** – by providing a backup server this option addresses the requirements of customers who have grown to the point where they feel the need for a business continuity plan.





**8. SwyxMonitor** – to protect the business and support customers, call recording can be implemented system-wide and supervisors can silently ‘intrude’ on employee/agent calls.

**9. SwyxProfessional** – a bundle of Options 1- 6 above, providing a cost effective solution for the organisation that immediately recognises the business value of applications specifically designed to increase employee productivity, improve

business efficiency and raise levels of customer service.

**10. ambiLOG** – this call accounting tool is both flexible and simple to use and works in conjunction with both SwyxWare Essential and SwyxWare Compact to make call accounting information easy to analyse.

## TELEPHONY FUNCTIONALITY

Assistant configuration
Automatic redial
Blind call transfer
Call deflection (forward ringing calls before pick up)
Call forwarding (forward unconditionally)
Call hold
Call pick-up
Call swap
Call transfer
Call waiting indication
Callback on busy (internal calls)
Callback on no reply (internal calls)
Caller list, with date and time
Consultancy call
Dialling by block dialling
Dialling by overlap sending
Dialling from all Windows applications (special support for Microsoft Internet Explorer)
Dialling of vanity numbers
Different PSTN access codes, e.g. to distinguish business / private calls

Disable lines
DTMF generation
Global phone directory
Inquiry call
Manager-secretary function
Mute microphone
Name dialling from phone book with auto complete
Name resolution of dialling numbers
Personal phone book
Phone directory with user status
Recording wizard
Redial list with date and time
Roaming user profiles
Selection of caller ID for outgoing calls
Shortcuts
Signalling of availability in phonebook/on speed dials
Speed dial
Supervised call transfer
Suppression of own caller ID for external calls

## EASE OF USE AND ENHANCED FUNCTIONS

Announcement before connection to dialled subscriber

Application sharing

Automatic PRI interface switching in failure situations (with new SX2 Dual PRI card)

Call recording via SwyxIt! (manual and automatic) on all Trunks (except SIP Gateway Trunks)

Call Routing Manager

Call signalling for internal and external calls

Call signalling via pop-up information

Compressed Announcements using MP3 files

Conference manager

Conference room

Conferencing - ad hoc (user initiated)

Conferencing - dial in (via extension)

Configuration of SwyxPhone function keys

Context sensitive online help

CTI/TAPI for SwyxPhone

Direct Dialling of SIP-URIs

Display of time and date

Drag and drop (e.g. of phone numbers)

Extended Retry-Mechanism

Fax and DTMF support

Fax integration

Group calls

Group functions

Group signalling

Handset on/off hook support

Hotkeys

Hunt Groups (parallel, sequential, rotary and random)

Individual graphical user interfaces (skins)

Interactive Voice Response (IVR) via DTMF

Intercom

Internal Numbers which can be mapped to certain public PSTN phone numbers

HiFi ringtones for SwyxIt! client

Listen-only participants in Conference Rooms

Modular Packing

Parallel Calls

Programmable speed dials

Remote access to emails using text-to-speech (TTS)

Remote access to voicemail

Scripting with VisualBasic extensions

Scripting - cascading script execution

Secondary call signalling, configurable

SIP (Session Initiation Protocol) calls can be made from SwyxWare

Selection of user name at program start up

Silent 'ringing'

Skin editor

Sound wizard

Support of SIP Telephones

TAPI 2.2 (TSP)

Tip of the Day (on start up)

Voicemail - user defined compression

Voicemail - recording of announcements, including via remote inquiry

Voicemail - transmission via SMTP

## MICROSOFT® OUTLOOK® INTEGRATION

Call redirection depending on schedule entries in Outlook Calendar

Dialling from Outlook contacts

Logging of calls in the journal

Name resolution from contacts in SwyxIt! client display

Name resolution from contacts with pop-up of contact

Generation of Outlook Journal entries

WAV-player in Outlook Preview Pane and in the Mail Form

## CALL ROUTING

Default handling of a call that cannot be connected

“Do Not Disturb”

“FollowMe”

Individual redirection using Call Routing

Delayed redirection

Fixed redirection

Redirection if absent

Remote configuration of redirection

## CALL MANAGEMENT

Advise of Charge (AOC)

Call Detail Records

Call restrictions for subscribers by Rights Profiles (individual configurable for internal calls only, local calls, long distance calls, international calls or any defined number and number range)

Configurable Least Cost Routing

Mapping of project numbers to outgoing calls

Number replacement table for external calls

Status display for all connections

Individual graphical user interfaces (skins)

Interactive Voice Response (IVR) via DTMF

Intercom

Internal Numbers which can be mapped to certain public PSTN phone numbers

## INSTALLATION AND ADMINISTRATION

ISDN Cards with 4 BRI or with one or two PRI available

Automatic fallback to back up server

Automatic server recognition

Automatic service restart in case of error (watchdog)

Configuration via Microsoft Management Console

Connection logging and display

ENUM support (Telephone Number Mapping)

Fax over IP (T.38)

Internal ISDN PRI/BRI for data transfer

Intersite coupling

Multi gateway support

Multi Level Administration with different Administration rights

Music on hold using a selectable .WAV or .MP3 files

Silent Call Intrusion

SNMP – Statistics provisioning and Traps

Standby SwyxWare Server

SMTP-Authentication for E-mail accounts

Status display via Microsoft Management Console

STUN support (Simple Traversal of UDP through NAT firewalls)

Supports DECT handsets

Supports H.323 (version 2) telephones

Supports IP phones with self labelling keys

Supports SIP (Session Initiation Protocol) trunking

Up to 76 ISDN B-channels per SwyxGate PC

## QUALITY OF SERVICE (QOS) / VOICE QUALITY

Line echo compensation (G.165)

Microsoft Windows User Authentication

Support of QoS Level 2 (802.1pQ) and Level 3 (DiffServ)

Voice compression (including G.729A)

Voice encoding - G.711 (64kbits/s)