

SwyxConnect - connecting your business

Does your business have multiple branch or subsidiary offices that need the capability of communicating frequently and cost effectively with your main office as well as with customers and partners/suppliers? Are you planning to improve branch office communications by supplementing or replacing your current telephony

infrastructure? Are these offices typically staffed with employees who are not trained to be technical support staff? Are you taking advantage, or planning to take advantage, of VoIP and/or broadband technology to improve your communications, both internally and to your customers?

Introducing SwyxConnect - a complete branch offering for SwyxWare

SwyxConnect is an innovative and comprehensive "full service" branch solution that enables the market-leading SwyxWare range of products to be utilised in smaller subsidiary or branch offices, taking full advantage of Swyx's innovative VoIP technology across multiple locations whilst providing additional benefits to the branch in terms of data networking connectivity and security.

With SwyxConnect, it now becomes cost-effective and simple to either replace the current branch telephony infrastructure

with a SwyxWare IP PBX solution, or to utilise your current traditional ISDN or analogue telephone system and handsets in conjunction with SwyxWare to gain the benefits of a Swyx IP telephony solution, without the need to replace the current equipment. In addition, 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 branch communications solution that will support and protect your business.



Communications between the branch offices and the head office can take place via a cost effective yet fully secure IP VPN (Virtual Private Network), which can be supported over a public WAN, an ADSL broadband connection or an ISDN connection. In the unlikely event that the broadband VPN connection should unexpectedly become unavailable, SwyxConnect also has "lifeline" capability to support a backup VPN connection over the public (ISDN) network and maintain that connection until the primary broadband VPN connection is available again, thus

allowing your customers and suppliers to reach you even when the external network infrastructure is disrupted. SwyxConnect also has the capability to support standalone communications within the branch environment or across the traditional public telephone network (PSTN) in the unlikely event that the branch office becomes completely isolated from all of its external high-speed corporate connections, ensuring staff can still operate within their daily business functions and, more importantly, that you can communicate with your customers and suppliers.

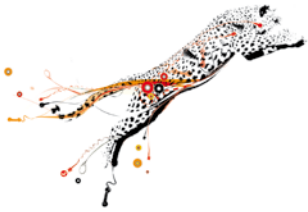
Key Benefits of SwyxConnect

- Cost effective and secure communications between head office and remote offices for SwyxWare IP telephony products
- Lifeline & remote standalone support allows your branch communications to continue functioning in the unlikely event that connection to main office network infrastructure is lost
- Integrated Voice Routing manager allows independent call routing at the branch office site and “localised” call routing for local customisation of call handling, routing and survivability
- Support for ISDN PBX, ISDN and analogue standalone telephone interfaces means that you can protect your existing investment in traditional telephone equipment at your branch by re-using this equipment as part of the SwyxWare IP PBX solution
- Support for SwyxWare IP PBX functions including voicemail
- Support for SwyxIt! softphones, IP SwyxPhones and SIP phones gives users a range of communications devices to enable them to work as efficiently as possible
- SIP standalone and SIP Proxy support allows you to use SIP phones, SIP softphones and other types of traditional telephone handsets (e.g. analogue, ISDN) into a public VoIP (SIP) service as either a lifeline solution or as a direct-connect solution to an established VoIP provider
- “Full service” branch solution offers business-class IP routing, VPN, firewall and intrusion detection capability across the SwyxConnect range in conjunction with SwyxWare connectivity
- Access to the scripting applications within SwyxWare enables users of all types of phones to set up and utilise sophisticated call handling scenarios to ensure the satisfaction of callers

Investment Protection plus innovative new technology

The SwyxConnect solution enables employees at remote offices to use existing digital ISDN or analogue (POTS) telephones as part of the SwyxWare VoIP infrastructure, protecting the investment in your business. But your employees can also use SwyxIt! softphones, IP SwyxPhones and SIP phones on the SwyxConnect device, giving them greater choice and access to more advanced telephony features. Each handset or telephony device attached to SwyxConnect in effect becomes a part of the overall VoIP SwyxWare solution, ensuring a seamless approach to telephony communications across all your offices with the added benefit of a simple and centralised administration capability. One of the key benefits of the SwyxConnect solution is that any customised call handling

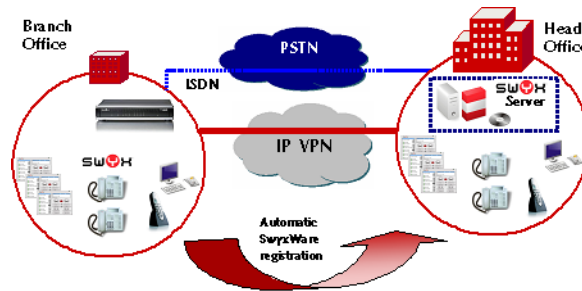
sequence that has been implemented on the SwyxWare main server – for example, customer choice (IVR) menus, voicemail or call centre/helpdesk handling sequences – can automatically be used via the SwyxConnect at the branch office. This is available not only with the more advanced (IP and SIP) phones but also with the digital and analogue phones at the branch that may be part of your current infrastructure. IP and SIP phones give your business a new level of interoperability as these types of phones can easily be added to your existing IP infrastructure and are simple to set up. Moves, adds and changes relating to IP and SIP phone users are straightforward, ensuring that on-going administration costs are kept to a minimum.



1. Branch offices using centralised SwyxWare application

Under normal circumstances, communications between the branch office and the head office will take place via the VPN over a broadband DSL/ADSL

IP connection, giving branch office communications devices full access to the functionality of the SwyxWare application at the main office.

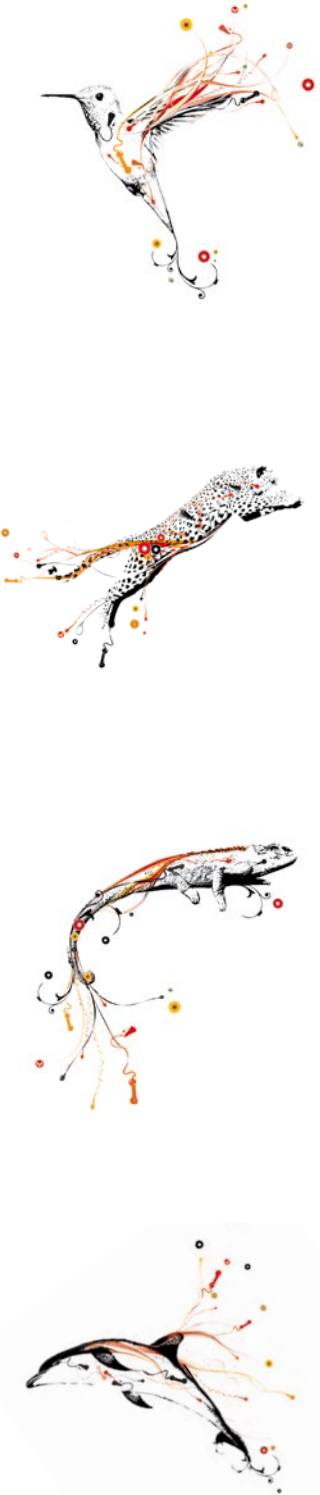


A wide range of communications devices can be used in the branch office including analogue telephones and faxes, digital phones, IP SwyxPhones, SwyxIt! softphones, and SIP phones. Each of these devices can be used as an extension of the central SwyxWare IP PBX application, with access to key features and functions of the SwyxWare PBX and with automatic registration of all devices to the remotely-hosted application.

If, for any reason, the VPN should fail, communications between the branch office and the main office can be re-established via a “lifeline” VPN through your business’s ISDN line as a backup facility. The lifeline ISDN connection is only maintained for as long as is necessary (i.e. until the primary broadband VPN connection becomes available again) enabling you to take advantage of cost effective communications between your branch offices and main office as much as possible. External communications with partners, customers and suppliers will therefore not be

impacted by the unavailability of the primary VPN connection as these communications are routed over a fixed connection to the ISDN. As an additional safety and cost-saving feature, the SwyxConnect device can also operate in standalone mode, using the internal call routing manager for receiving and directing calls across the PSTN through either a local ISDN or a traditional analogue connection, or through a public IP Telephony (SIP) connection to a public IP Telephony provider. Local access from SwyxConnect to the telephony or IP voice network is also possible in normal use for least cost routing capability.

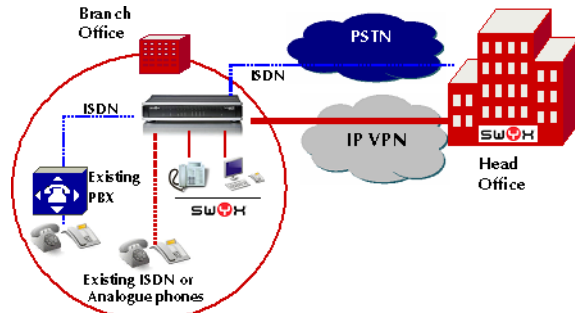
The SwyxConnect range also provides extensive routing, firewall, security, VPN and intrusion detection functions to provide a business-class gateway to the branch whilst seamlessly integrating into your current network infrastructure, and with remote management and provisioning capability, will also help to keep your network infrastructure costs to a minimum.



2. Branch office using centralised **SwyxWare** application with existing ISDN PBX and analogue telephones

If your branch office has an existing traditional ISDN PBX, ISDN telephones or analogue telephones that you wish to continue using in your branch, the SwyxConnect solution can easily integrate

these systems and components into the SwyxWare solution, enabling you to re-use these devices as part of SwyxWare and to make use of the benefits of SwyxWare's advanced IP telephony functions.



Swyx's range of IP phones, as well as the SwyxIt! softphone client, can be seamlessly integrated into the branch environment alongside existing analogue, ISDN and SIP telephones to ensure a solution that brings all your staff to the benefits of a SwyxWare IP telephony solution without the need to jettison your current infrastructure investment.

In this way, your branch office and existing PBX infrastructure simply becomes a remote part of the SwyxWare architecture, giving all your employees access to the

capabilities of the SwyxWare solution in addition to complete connectivity with partners, customers and suppliers, as well as still providing "lifeline connection" support to your own corporate network. In addition, the branch office can take advantage of the additional data functions of SwyxConnect, such as the localised call handling and routing functions, firewall, VPN and security capabilities that come as standard within the SwyxConnect range, making it an ideal broadband or ISDN network gateway into your local office.

3. Standalone **SIP** solution using **SIP** phones and **Swyx SIP softphone**.

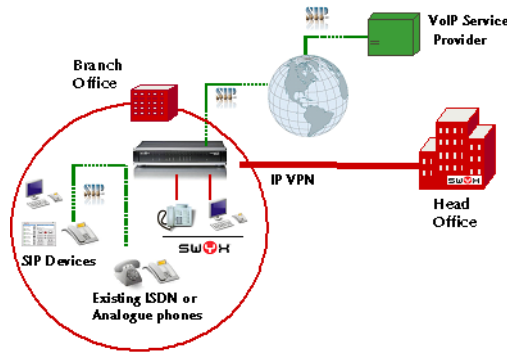
If your business has already recognised the value of SIP technology in enabling cost effective and intelligent communications, you can take advantage of the SwyxConnect solution to connect SIP devices such as SIP phones and the SwyxIt! Now SIP softphone client to the SwyxConnect solution, using these SIP devices either as a part of the SwyxWare solution or as an independent SIP device attached to a VoIP Service Provider offering SIP services. In addition, existing

traditional telephone handsets (ISDN or analogue) can still be used as part of your implementation, and will appear as additional SIP devices in the network. In this way, all devices in your branch network can become part of your overall SwyxWare VoIP solution or can utilise local VoIP connection capabilities to further improve cost savings with local VoIP voice calls, giving you a seamless IP telephony communications infrastructure across all your offices with the added benefit of



a simple and centralised administration capability. Of course, all of the “full service” branch functions of SwyxConnect can still be used in this mode – firewall,

security, VPN, routing, broadband/ISDN connection and lifeline support – making SwyxConnect an ideal gateway to your branch IP telephony solution.



SwyxConnect – Range of Products

There are 2 models within the SwyxConnect range, each providing identical SwyxWare features and branch office support for voice users at the branch office

	SwyxConnect 1722	SwyxConnect 1723
DSL Modem	✓	✓
ADSL/ ADSL2+	✓	✓
SIP-ISDN Gateway, 'Lifeline', ISDN Backup, ISDN CAPI, ISDN Remote Management	✓	✓
IP VPN Support	✓	✓
SIP Proxy and SIP phone support	✓	✓
Firewall, Intrusion Detection, IP Routing	✓	✓
ISDN connections	2 ISDN BRI (1)	2 ISDN BRI (1)
Ethernet Ports	4 Fast Ethernet Switch Ports	2 Fast Ethernet Switch Ports
Analogue Phones / Fax support		2 POTS analogue board ports
Analogue Emergency Line		1 POTS analogue board ports

Availability of SwyxConnect

The SwyxConnect range of products will be available from the second quarter of 2006, and will be released as part of Swyx's Version 6.0 release of SwyxWare.

SwyxConnect will require connection to a registered SwyxWare PBX installation of Version 6.0 or higher.

For more information

For more information contact your local Swyx distributor or reseller. To find your local distributor or reseller visit www.swyx.com or call Swyx on +44 (0) 118 325 0110 or +49 (0) 231 47770 .

