

What's New In SwyxWare 6.00

1. Overview

With each new release SwyxWare grows in functionality, flexibility and ease of use with the result that SwyxWare is one of the most powerful IP PBX systems in the market. Its pure IP architecture and comprehensive range of features has made SwyxWare the system of choice for more than 4000 small-medium sized companies in Europe. Our experience with customers has shown that not all SwyxWare

installations make use of all SwyxWare features, so SwyxWare 6.00 introduces a much more flexible product packaging with different product variants – based on the same SwyxWare 6.00 solution but designed to meet the needs of different market segments.

SwyxWare 6.00 will offer the following new variants and products:

SwyxWare Essential 6.00 – is the successor of SwyxWare 5.01. It continues to focus on the small-medium enterprise (SME) markets with the target market being companies with between 10 and 1000 users. However, given the nature of SwyxWare's software licensing model, the size of the system is limited only by network scalability and the Microsoft operating system platform on which the Swyx software runs. This means that SwyxWare Essential can actually support large enterprise systems of many thousands of users as long as the Microsoft operating system platform can

support the software load. SwyxWare Essential provides increased granularity to tailor the solution to specific customer requirements by building on the 4 Option Packs that were available with SwyxWare 5.0. In total, 10 Options Packs are now available for use with SwyxWare Essential 6.0. One Option Pack is a bundle of the 6 most popular option packs and is known as Option Pack "Swyx Professional". This new, highly modular concept allows Swyx resellers now to select either a fully-featured off the shelf solution or to tailor a system exactly to a customer's list of requirements.

SwyxWare Compact 6.00 – is a fully featured solution targeted specifically at small businesses and autonomous branch offices with 10 or less phone users. SwyxWare Compact is an "all-in-one" package with so many of the SwyxWare 6.00 functions that customers should not require any additional option packs. It is a "carefree" solution with all the features a small 10 user company/office may typically hope to

have - at a very attractive market price. SwyxWare Compact 6.00 doesn't even need a server operating system – the cost-effective Windows® XP Professional is the recommended platform. As adding additional users is not possible, SwyxWare Compact 6.00 is an ideal solution for businesses that are focused on serving their customer base rather than growing. (For details see section 5. below)

SwyxConnect 1.00 - is an innovative and comprehensive "full service" branch solution that enables SwyxWare to be utilised in smaller subsidiary or branch offices, making it possible to either

replace the current branch telephony infrastructure with a SwyxWare IP PBX solution, or to carry on using an existing PBX telephone system or handsets in conjunction with SwyxWare to gain the





benefits of a Swyx IP telephony solution. 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.

SwyxIt! Now – a new PC-based telephony application for service providers to offer to business users and consumers alike so that these users can improve their experience and familiarity with Internet Telephony. 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.

2. New Option Packages

2.1 Basic System SwyxWare Essential 6.00

SwyxWare Essential is the basic packaging of SwyxWare including the functionality of SwyxWare 5.0 without the following features which have been separated into new Option Packs:

- Voicemail
- Call Recording

- Conference Rooms/Conference bridge and conferences with more than 3 participants.

As with previous versions SwyxWare Essential 6.00 Server comes with 5 users. More users can be added through user upgrades, and functional upgrades are achieved through the 10 Option Packs as detailed below.

2.2 SwyxWare Essential 6.00 Option Packs

The following Option Packs can be added to SwyxWare Essential, the first three being the direct successors of the previous option packages of version 5.0:

1. Option Pack “SwyxECR”– multiple feature enhancements, number of option licenses must be identical to number of SwyxServer user licences.

3. Option Pack “SwyxFax”–features unchanged, number of option licenses can be freely chosen and does not need to meet the full number of SwyxServer users.

2. Option Pack “SwyxCTI”– features unchanged, the number of option licenses can be freely chosen and does not need to meet the full number of SwyxServer user licenses.

4. ambiLOG – this application is available as an option for both SwyxWare Compact and SwyxWare Essential.

The following Option Packs will also be available with SwyxWare 6.00, representing the replacement of functionality that was previously included in the base product:

5. Option Pack “SwyxVoicemail”– provides SwyxWare Essential with full voicemail functionality in combination with an existing email server (as in version SwyxWare 5.0). The option allows voicemails to be recorded for individual users and to be delivered by email. The number of option licenses must be identical to the number of SwyxServer user licenses.

6. Option Pack “SwyxRecord”– Upgrades SwyxWare Essential with the function to individually record an active call on request by a SwyxIt! user (not in CTI mode). For users of SwyxPhones, SIP phones, SwyxIt! in CTI mode, GSM phones or any other device it is possible to record active calls that pass through a Trunk (see Trunk definition below). The number of option licenses must be identical to the number of SwyxServer user licenses.

7. Option Pack “SwyxConference”– The option pack allows customers to have N-party conferences (with $N > 3$) and to set up virtual conference rooms (via the conference bridge service) which can be accessed via dial-in from inside or outside the company. The number of option licenses must be identical to the number of SwyxServer user licenses.

8. Option Pack “SwyxProfessional”– bundles 6 of the above Option Packs (SwyxVoicemail, SwyxRecord, SwyxConference, SwyxECR, SwyxCTI and SwyxFax) into a single package and offers all features to all users: this means that CTI and Fax capabilities are not restricted to a selected (reduced) number of users but to all server users. The number of “SwyxProfessional” options must be identical to the number of SwyxServer user licenses.

The following two Option Packs are new features and have not been available in earlier versions of SwyxWare.

9. “SwyxMonitor Option Pack” – supports two additional features: Firstly, SwyxMonitor allows the administrator to activate “Permanent Call Recording” on any Trunk line (see below) for all or selected internal numbers. The recording may contain both speakers or only one side of the conversation. This feature is often requested in call centre scenarios or where high-value transactions are made on the phone and need recording for verification and support documents. Secondly, the SwyxMonitor Option Pack enables “Silent Call Intrusion” for call centre scenarios e.g. to monitor the conversation of agent

calls using SwyxIt!. (Not for SwyxPhone or SwyxIt! in CTI mode). A call centre supervisor may now “silently” listen to an agent’s call, may “whisper” to the agent (e.g. for training purposes without the external customer hearing the supervisor) or participate actively in the call.

The use of both functions of this SwyxMonitor Option Pack needs thorough consideration of local legal requirements with respect to privacy legislation. These may be different from country to country, and for this reason SwyxMonitor is offered as a separate Option Pack.





10. Option Pack “SwyxStandby” – allows the addition of a “Standby SwyxWare Server” on a separate Windows server that automatically takes over the primary SwyxServer’s functions should the primary server fail. The Standby Server is able to use the primary server’s SwyxWare license keys and does not require its own license key (except the Standby Option Pack license key). The Standby Server constantly updates its own database with

the primary server’s database. In case of problems with the primary server the Standby Server automatically takes over within a few seconds and thus significantly improves SwyxWare behaviour in failover situations. In addition to the automatic failover scenario, the Standby Server can be also manually activated to switch over, e.g. for maintenance purposes of the primary server with only a minor interruption to the SwyxWare Service.

3 New Features of SwyxServer

3.1 New Numbering Plans, Locations, Trunks, Routing Tables and Rights Profiles

SwyxWare 6.00 provides a complete new structure to handle “numbering schemes” for multi-site installations. In order to give companies who operate SwyxWare at multiple sites full control of optimising their individual phone system several new

terms and entities have been introduced. These new entities now open up a totally new area of multi-site phone system operation. These are the key terms relating to the powerful SwyxWare 6.00 feature set:

Locations – SwyxWare 6.00 introduces the concept of a physical location to which certain users of a SwyxWare installation are assigned, sharing certain “local” features and properties such as time, country codes, area codes or PSTN gateways, and differentiating them from users in other locations.

Trunks – are defined as entities within a SwyxWare 6.00 installation that connect a SwyxWare location with other locations and the outside world. SwyxWare supports many different Trunk types. Trunks with identical properties are grouped together into Trunk Groups. SwyxWare 6.00 differentiates the following 6 Trunk types:

- ISDN Trunks – using different types of ISDN interfaces to connect to the public telephone network or to a legacy PBX
- Analogue Trunks - providing analogue access to an analogue PSTN

- SIP Trunks - connecting a SwyxServer to a VoIP Service Provider via the SIP protocol
- ENUM Trunks - providing phone number IP address conversion to reach phone numbers through a public IP network
- SwyxLink Trunks - connecting two SwyxServer installations at different sites by a public or private IP connection
- SIP Gateway Trunks - allowing a remote PSTN gateway to be accessed through a SIP connection

Internal “Follow-me” Numbers – Users of SwyxWare 6.00 are assigned unique internal “follow-me” phone numbers mapped to certain public PSTN phone numbers, irrespective of their location. In most cases this internal number will be the direct extension number but the scheme can also be used to merge users of different locations (with different



country code, area code and subscriber number) into a multi-site numbering scheme. This allows, for example, the system to reference users A and B with the internal numbers 105 and 110 while user A has an office phone number in Munich with the extension 105 (for example +49 89-567-105) while user B is located in UK with a PSTN number +44-1-7686 422.

Number mapping – allows each internal number (used to make SwyxWare internal calls) to be assigned one or several public phone numbers or SIP URIs (e.g. SIP:new.user@swyx.com) . Incoming calls for a specific public phone number or a URI can be directed to the assigned internal phone number.

Routing Tables – within SwyxWare 6.00 the routing tables are used to specify which internal numbers are allowed to use a specific Trunk (or Trunk Group) for which type of calls and which type of caller ID should be presented when using this Trunk. Assigned priorities allow the specification of preferred Trunks when alternatives are available to reach a given phone number.

Rights Profiles – are used to assign certain caller rights to different Trunks. For example, to use an ISDN Gateway in Dortmund for calls to the German network, an ISDN Gateway in London for calls to the UK network and to use a specified SIP trunk to make calls to the rest of the world.

The introduction of these new SwyxWare concepts now allows many configurations that have not been possible in earlier versions. One of these is the capability to route outgoing and incoming calls through gateways at different sites always showing the correct caller IDs supporting

very different customer requirements. Furthermore, the difference in the ways that “ISDN gateways” and “SIP Trunks” were handled in the past has been addressed. All Trunk types are now handled equally and provide the same capabilities.

3.2 Same feature sets for all Trunks

In SwyxWare V5.0 and earlier versions, a SIP Trunk and a Swyx Gateway did not offer the same functionality. With the introduction of the above general Trunk concept these functional differences have ceased to exist. For example, automatic

call recording is now possible for all Trunk types and is not restricted to Swyx gateways only. In a similar way, users not using SwyxIt! may now, via DTMF request, activate or stop the recording of an active call that passes through any Trunk.

3.3 Call Recording for all Trunk types except SIP Gateway Trunks

With SwyxWare 6.00 it is possible to record calls traversing specified Trunk types (ISDN Trunks, SwyxLink Trunks, SIP

Trunks and ENUM Trunks). This feature is enabled through the SwyxMonitor Option Pack.

3.4 Support of different PSTN access codes, e.g. to distinguish business / private calls

With SwyxWare 6.00 multiple public access codes to the PSTN can be defined. This allows the customer to set up different access codes for outgoing calls. For example, public access code “6” for outgoing private calls, “7” for internal

calls across different internal locations to support short-code dialling and code “9” for outgoing business calls. Because of this feature, different types of outgoing calls can be differentiated in the Call Detail Records.

3.5 Direct Dialling of SIP-URIs

As part of the SIP support SwyxWare 6.00 is able to handle SIP URIs like public telephone numbers. A SIP URI like for example "new.user@swyx.com" can be dialled (e.g. within SwyxIt! or from a

suitable SIP phone) and SwyxWare will initiate the respective call according to the number mapping and the defined Trunk Routing Records.

3.6 Extended Retry-Mechanism

The extended Retry-Mechanism for outgoing calls allows the specification of how many times a Trunk shall be used to set up a call to the called party if a call attempt is not successful and before SwyxWare decides to try a Trunk alternative. If the number of retries is

exceeded the call will be initiated by the Trunk with the next highest priority configured at the Routing Tables. This setup allows the specification of a user-transparent retry strategy based on the customer priorities like costs, availability, etc.

3.7 Hunt Groups

With earlier SwyxWare versions, incoming calls for a group of users have traditionally been signalled to all members of the group at the same time. The first group member taking the call will get the call. This method is called "parallel call delivery" and the groups are called "parallel groups" or "broadcast groups". With SwyxWare 6.00 three additional types of Hunt Groups are supported:

For example, the first call to the first group member, the next call to the second group member and so on.

Sequential Groups – Similar to Rotary Groups, but the call is always delivered to the first member of the group and if this member is busy or does not accept the call within a given time, the call is delivered to the next member of the group

Rotary Groups – Each incoming call for this group is delivered to the next group member of a predefined call sequence:

Random Groups – Each incoming call for this group is delivered to a randomly selected member of that group.

3.8 Standby server support

With the purchase of the "SwyxStandby" Option Pack, SwyxWare now offers a true fall-back server solution. With this option a second Windows® 2003 Server may now act as a secondary SwyxWare server. This secondary standby server automatically takes over all SwyxServer functions and all phone or SwyxIt! users automatically re-logout to the standby server when a failure of the "primary SwyxServer" is detected. The Standby server does not need its own license

keys but uses the license keys of the primary SwyxServer. While the Standby server is inactive (i.e. in standby mode) the database of the Standby server is permanently updated with changes from the primary server. An administrator may also manually switch the two servers from standby to active and vice versa - for example for maintenance or update purposes.

3.9 SMTP-Authentication for users email accounts

Former SwyxWare versions have not supported the transmission of email notifications to mail accounts configured

at an email server. With SwyxWare 6.00 it is possible to use SMTP-Authentication to connect to these email accounts.

3.10 Configurable Least Cost Routing

The Routing Tables within SwyxWare 6.00 enable the administrator to configure his own least cost routing in addition to the built-in SwyxWare Least Cost Routing module for Germany (automatic carrier selection based on integrated and continuously maintained tariff scheme for all relevant carriers). This can be done by specifying any pre-selection prefix of

a Call by Call Provider within the Routing Tables for outgoing calls configurable by time-based conditions ("day of the week" and "time of the day"). The feature will be very helpful in countries where Swyx cannot provide a least cost routing decision module based on fully automated PSTN carrier selection because of missing tariff information.

3.11 Call Queue handling within GSE

The Graphic Script Editor (GSE) of SwyxWare 6.00 was enhanced with the capability to handle call queues which enable the administrator to set up scripts with queues for users or groups. With this

feature and the aforementioned new Hunt Groups, customers and channel partners can easily implement more powerful call queues (e.g. based on call statistics or selecting the least used agent)

3.12 Enhanced SIP-Support

SwyxWare 6.00 now supports the SIP messages "Status-Signalling" and "Message Waiting". The SIP message "Status-Signalling" enables SwyxServer to display the relevant status (available or logged off) of a user's SIP Phone within the Global Phonebook. By supporting the SIP message "Message Waiting" SwyxServer issues a SIP "Message Waiting" Indicator (NOTIFY) to all SIP devices of this user when the SwyxUser has received a Voicemail. Therefore, a user will be notified of a received message not only with SwyxPhones and

SwyxIt! but also with his SIP phone. SIP messages have to be supported by the relevant SIP device to enable this feature to work.

In addition, SwyxServer 6.00 supports overlapped dialling for SIP clients which is required for connecting to some SIP Service Providers. This feature allows the user to dial a number without pushing a "make call now" button as with mobile phones: SwyxServer automatically detects when it has received "sufficient" dialling information.

3.13 Support of SwyxConnect - an ADSL modem/router with VPN and gateway capabilities for small remote site installations

SwyxWare 6.00 supports a new type of very compact "access device" (SwyxConnect) which includes a SIP-Proxy, a SIP Gateway, an ADSL modem and a Branch Router function, including routing, VPN, security, firewall

and intrusion detection capability. SwyxConnect can be used to efficiently connect small branch office sites to a SwyxWare installation, or to re-use the infrastructure on a current site (PBX, ISDN or analogue phones) to connect to

SwyxWare or a SIP network provider and become users of a SwyxWare service. In a branch office scenario, SwyxConnect directly interfaces to a DSL or WAN connection and accesses the central SwyxServer site through an IPSec VPN tunnel. SwyxConnect can also use the ISDN or analogue ports to access the PSTN in case the IP link to the central site should fail, and can also establish a VPN lifeline connection across the ISDN connection. Furthermore, SwyxConnect allows local connection with ISDN and SIP phones in the branch office as well as SwyxPhones or SwyxIt! PC clients. Within this configuration the SIP and ISDN phones locally connected to the SwyxConnect device will be registered as SIP clients to the SwyxServer at the central site and therefore take advantage of SwyxWare's full feature set. SwyxConnect therefore not only provides branch office access capabilities

without the need for a local server system but also offers a PSTN life line in case the IP connection to the main SwyxWare site should fail. In addition, the device also has a local switching (voice) capability so that local call switching and least cost routing (LCR) can be set up for local breakout of the device.

This scenario is attractive for hosted SwyxWare scenarios, where SwyxWare is physically operated by a hosting service provider over an IP VPN connection without a customer premises PSTN gateway when the customer wants to maintain the existing phone number or an emergency life line to the PSTN. There are two variants of the SwyxConnect range (SwyxConnect 1722 and 1723) which offer different port configuration options for DSL, Analogue and LAN/WAN connection capability.

3.14 Twin Calls (Parallel calls)

With SwyxWare 6.00 it is possible to configure Twin Calls. Through this feature an incoming call for a user will be signalled to one or more external phones as well as the internal SwyxPhone, SIP-phone or SwyxIt! in parallel. The external

phone may be any other phone such as an ISDN-phone, an analogue phone or a cellular/mobile phone. The conversation will be held with the phone which accepts the call first.

3.15 Multi-Level Administration

SwyxWare 6.00 offers different levels of administration by defined Windows user groups. In addition to the Swyx Administrator Group (as available with

SwyxWare V5.0 and earlier) SwyxWare 6.00 supports certain preconfigured administration groups with different privileges and rights.

3.16 Improved Blocking Filter for outgoing calls

To improve the configuration options of individual user calling rights, detailed Rights Profiles can be specified. Within these profiles different records can be

defined to exclude or allow certain called party numbers or ranges. The definition of allowed or rejected called numbers allows extensive fine tuning.



3.17 Automatic PRI interface switching in failure situations

With the SX2 Dual PRI card SwyxWare 6.00 now supports two back-up scenarios which have so far required

more expensive and complex third party equipment.

SwyxWare installation together with a legacy sub-PBX sharing a PRI Trunk to the ISDN network: If, in a Dual PRI gateway installation, one PRI line is connected to the public ISDN and the second PRI to a legacy sub-PBX the following problem may occur: if the server hosting the Dual PRI card fails, the subordinate legacy PBX no longer has access to the PSTN. Instead of using a multiplexer between the two PBX systems and the PSTN, SwyxWare 6.00 now allows an automatic fail-over. With automatic failover, the Dual PRI card automatically cross-connects all channels of the 2 PRI interfaces even in case of power failure to the server that is hosting the dual-PRI, thus ensuring the legacy PBX would be directly (physically) connected to the PRI interface of the PSTN.

SwyxWare with the optional SwyxStandby backup server:

If SwyxWare 6.00 is installed together with a SwyxStandby server (according to 3.8 above) the Standby server would take over all SwyxServer functions if the primary SwyxServer becomes unavailable. The Standby server would also have access to the PSTN if the primary SwyxServer hosts a dual PRI card with one PRI connected to the PSTN and the second PRI connected to another single or dual PRI card in the Standby server. In this case, should the primary server fail, the PRI card in the primary server cross-connects all PRI channels to the PRI card in the Standby server.

3.18 Listen-only participants in Conference Rooms

SwyxWare 6.00 enables the definition of Scripts to allow callers to participate in a "Conference Room" call in a listen-only mode. For example, one PIN code could

be used to provide "listen only" access, while another PIN code would provide full conference call participation.

3.19 Hidden Global Phonebook Entries

Entries in the Global Phonebook can be hidden by setting a relevant property flag. These hidden entries are not displayed in the Global Phonebook and can only be maintained by an administrator. Hidden entries could be used when the

automatic name resolution for incoming calls is intended to recognise the caller but that specific phone number will not be displayed when scrolling through the phonebook.

3.20 Activation of SwyxLink Trunk Configuration Changes without need to restart the respective service

New SwyxLink Trunk configurations become active without a

SwyxLinkManager restart which eases configuration and maintenance.

3.21 Compressed Announcements

SwyxWare 6.00 allows the use of .mp3 files as announcements. The administrator

can select existing .mp3 files which will be converted into a supported .WAV format.

3.21 SNMP - Statistics provisioning and Traps

SwyxWare 6.00 offers a range of statistic values which allows administrators to quantify the availability of SwyxWare. These values are provided as SNMP-read commands. Furthermore, in previous

versions important events were stored in the Windows event log but SwyxWare 6.00 now generates SNMP-Traps using MS Windows SNMP services for all these events.

4. New features of SwyxIt!

4.1 Change to SIP Call Control

The Call Control of SwyxIt! 6.00 is changed from the Windows DCOM protocol to the SIP protocol. This will increase the reliability of the overall system and

minimise the potential configuration effort for local firewalls that is necessary with the DCOM protocol.

4.2 New Setup, using Windows Installer

SwyxIt! 6.00 will have a redesigned setup based on Windows Installer. This will ease the deployment via Active Directory.

4.3 Creation or Pop Up of Outlook Contact on Demand

SwyxIt! 6.00 enables the user to create or open an Outlook contact on demand for the active call directly from the SwyxIt! skin by clicking a single button or using a system wide hotkey. Before creating the

new contact, SwyxIt! will check if there is already a contact with a matching phone number. In that case SwyxIt! will open the existing contact. Otherwise a new contact will be created.

4.4 Creation or Pop Up of Outlook Contact from SwyxIt! Lists

In addition to being able to create or open an Outlook contact on demand from the SwyxIt! skin all SwyxIt! lists such as the Redial List, the Caller List, the Callback Request List, the recorded Conversations List, and the Phonebook provide a button

to create or open an Outlook contact. When the button is pressed, SwyxIt! will open the Outlook AddIn for popping up an existing Outlook contact or creating a new one using the phone number and name.

4.5 Generation of Outlook Journal Entries at the beginning of the call

With SwyxIt! 6.00 the Outlook journal entry is created by SwyxIt! directly when

the call is coming in. This allows the user to take notes during the call within Outlook.



4.6 Pop Up of Outlook Contacts after Call Transfer

If a user transfers an incoming external call to another SwyxWare user the relevant Outlook Contact information for the

external caller will be displayed in the same way as for normal external incoming calls.

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

To improve the playback of received voicemails a new window with a player control will automatically be shown when a Voicemail is selected in the Outlook

Preview window. The same Window will be shown when opening a Voicemail in the mail form.

5. SwyxWare Compact 6.00 (specific configuration details)

SwyxWare Compact is specially designed for a small business or autonomous branch office with up to 10 users. To address these businesses SwyxWare Compact runs on

Windows® XP Professional and is shipped as an “all inclusive” package with the following SwyxWare 6.00 Licenses:

- SwyxServer including 10 users, but no additional users can be added. Each user is now a fixed user (i.e. not a concurrent user) so only 10 users can physically use the system, over and above the default Fax and Conference user that are required for Fax and 3 party conferencing.
 - Functionality of the following SwyxWare 6.00 option packs
 - Voicemail for 10 users, no additional users can be added
 - ECR for 10 users, no additional users can be added
 - CTI for 10 users, no additional users can be added
 - Fax for 10 users, no additional users can be added
 - plus
 - 3 party conferencing (only three parties may participate in a conference call)
 - SwyxIt! activated call recording (call recording is possible only if a SwyxIt! user activates the recording; no general Trunk recording is possible)
 - 2 Voice channels (can be upgraded to maximum of 10 voice channels)
 - 1 Fax channel
 - SwyxWare Compact users will be counted as configured users, and not as concurrent users as with SwyxWare Essential and earlier versions of SwyxWare.
 - No User Upgrades are possible with SwyxCompact for either functionality or option packs or to a SwyxWare Essential – this is a fixed configuration system.
- SwyxMonitor Option** is not available for SwyxWare Compact
- SwyxStandby Option** is not available for SwyxWare Compact
- All other SwyxWare 6.00 features are available as listed above**
- It is not possible to upgrade from SwyxWare Compact to SwyxWare Essential.**



SwyxIt! Now 2006

SwyxIt! Now 2006 – a new PC-based telephony application that can be used by consumers and business users alike to improve their experience and familiarity with Internet Telephony and SwyxWare. 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. The target market for the solution is the

consumer or very small business market. SwyxIt! Now will not require a Swyx Server installation, but will operate in standalone or peer-to-peer mode. In effect, it will compete with peer to peer telephony systems being offered on a hardware base by traditional telephony vendors, but it is also an attractive option for small branch telephony or service provider markets, particularly when it is offered in conjunction with the SwyxConnect products for use on a public SIP telephony service.

Key Features

- Personal address book stored on the local PC
- Speed Dials
- Multiple Lines
- Caller List recognition
- Call Hold, Call Swap, Call Transfer
- Redial List support
- Automatic redial
- Call Forwarding (Unconditional, on Busy, on No Reply)
- Hide number on outgoing calls
- Several user “skin” interfaces selectable - Skin Editor capability
- CallerID dependant ringtones- match the ring tone to the caller or to the called number
- Click-to-Dial: Dial a telephone number from any Windows application
- Call Recording of incoming and outgoing calls to/from your PC
- Microsoft® Outlook®-Addin and Lotus Notes® Support
 - Dial from contact
 - Contact popup
 - Usage of Outlook Journal
- Echo cancellation/suppression for clearer telephone calls
- SIP Proxy multi registration capability
- SIP Service provider profiles
- Peer-to-Peer Mode support (no SIP proxy requirement)
- Microsoft® TAPI support
- STUN support (Simple Traversal of UDP through NAT firewalls)
- ENUM support (Telephone Number Mapping)
- Programming Interface - SDK
- DTMF generation (SIP INFO, RFC 2833)
- Sound Wizard – Support of all Windows Sound Devices
- Automatic support of Swyx Handsets (P250) and the Swyx Headsets

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.