



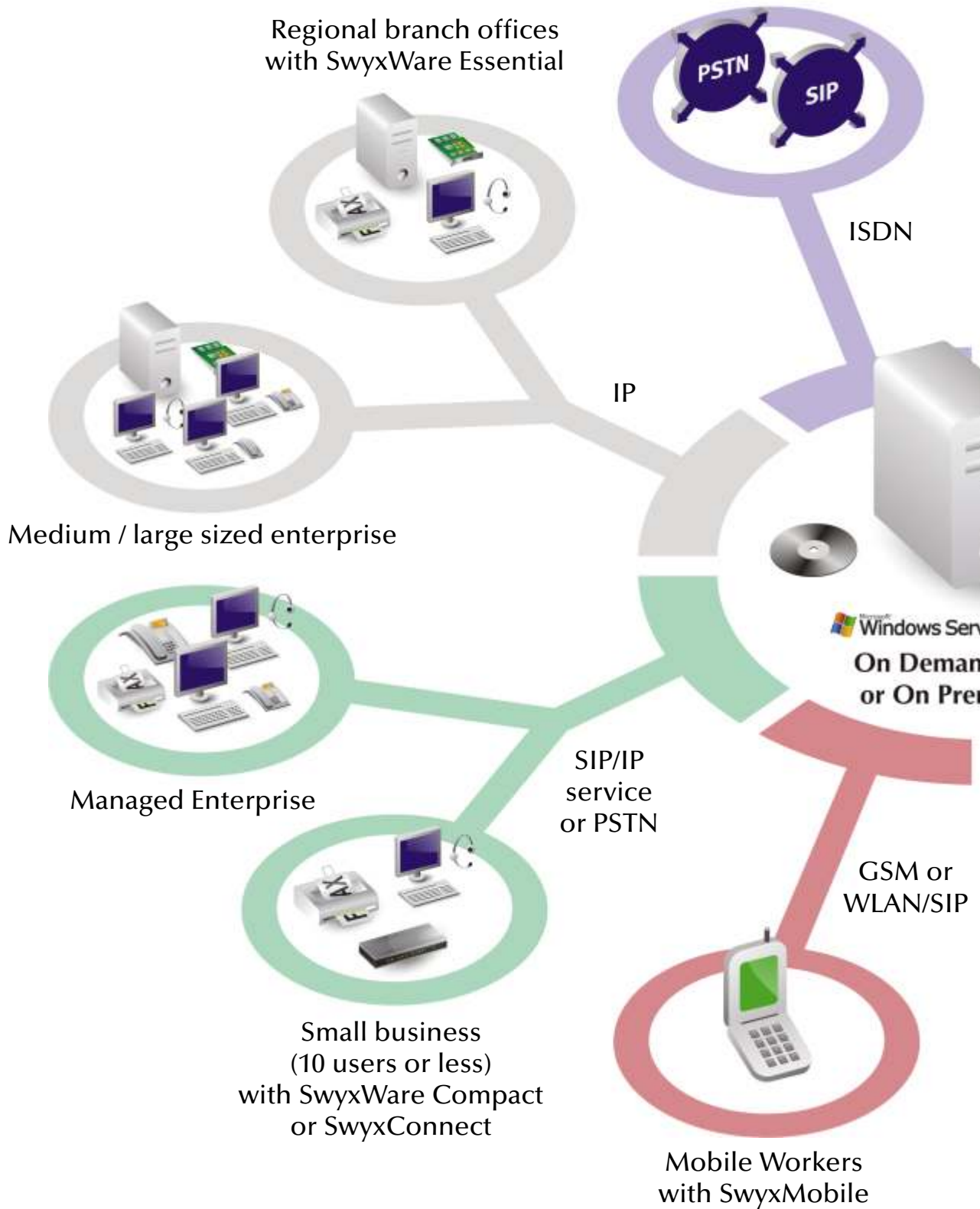
Younified Communications[®]

SwyxWare – On-Premise Solutions

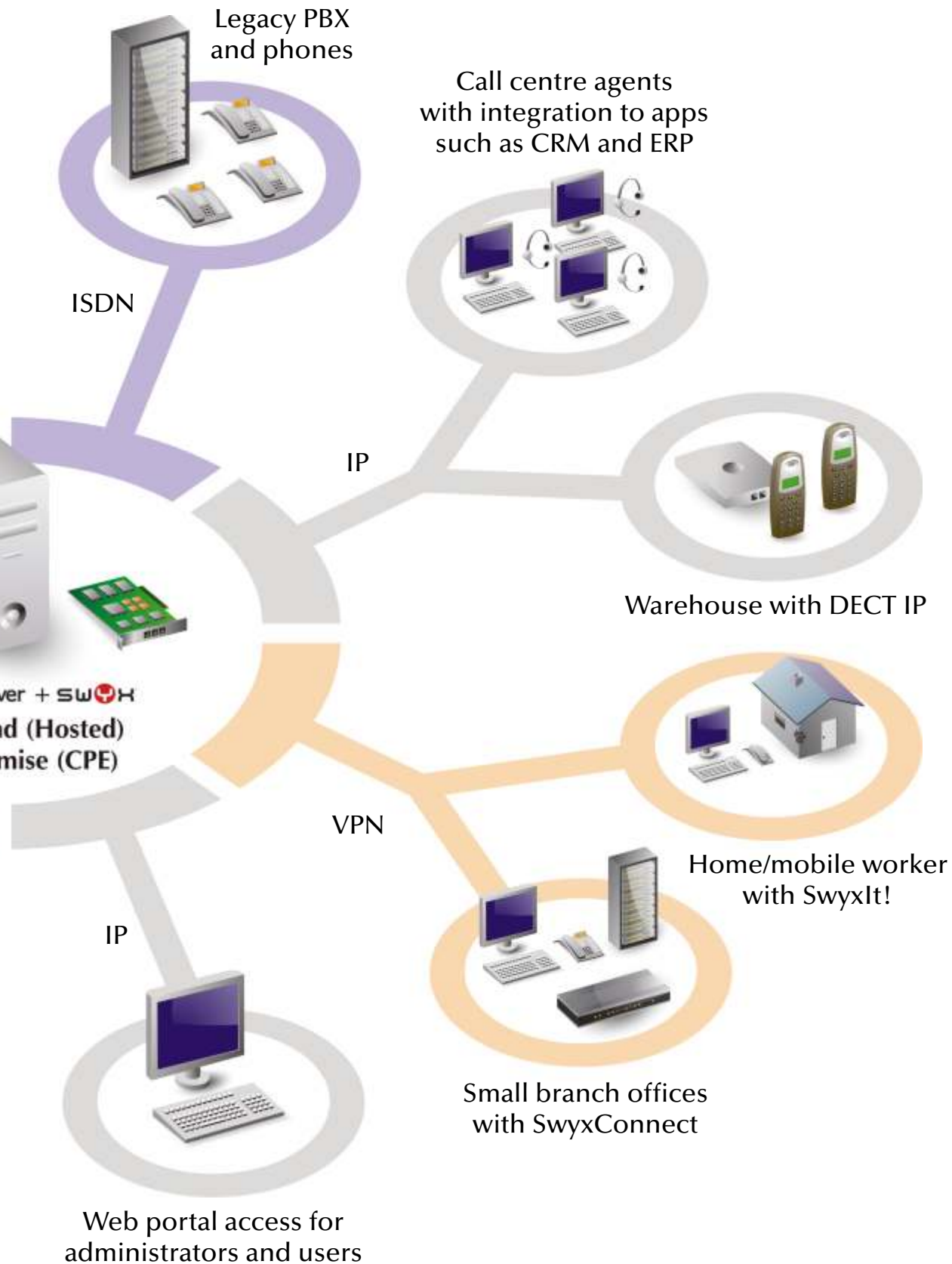


Open your mind to the power of **Swyx**

SWYX[®] The Com



Communication Engine



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SwyxWare – Introduction

SwyxWare is an award-winning, software-based unified business communications solution that has been designed to meet the needs of small and medium sized businesses. SwyxWare allows your employees to be more productive and enables you to handle calls with your prospects, customers and partners more efficiently and professionally.

A full range of PBX telephony features are available as standard and, through SwyxWare software options, you can implement additional features, such as conferencing, call recording and mobile phone integration, to name just a few, when your business is ready for them.

Maximum flexibility is provided for your employees through the wide choice of phones/communications devices including IP phones, SIP phones, soft-phones, USB handsets and headsets. And SwyxWare fully supports home workers and mobile users as well as desk/office-based users.

SwyxWare is easy to use and, because it runs on an industry standard platform, it is much easier to implement and integrate with your existing business applications than a traditional telephony system. It can also work in parallel with your existing telephone system if you wish to migrate gradually. SwyxWare provides you with a future-proofed solution that can easily be upgraded and/or extended via software licenses.

Even the on-going management of SwyxWare can be done with an industry standard application with which your in-house staff might already be familiar. In fact, new users can be added and making/taking phones calls within minutes and you don't have to go through the pain of hardware upgrades and new wiring.

And if you have branch offices that need to be fully integrated with your business communications, SwyxWare can be cost effectively extended to branch/subsidiary locations via the SwyxConnect branch office gateway.

Benefits of SwyxWare

In addition to the traditional telephone services that businesses expect from their voice communications solution, SwyxWare provides the following benefits:

- Ease of implementation, use, and management
- Choice of phones, communications devices and working locations
- Employee efficiencies – via unified messaging, presence information and a wide range of feature-rich applications
- Access to enhanced features when the time is right for the business
- Customer satisfaction – simple and sophisticated call routing rules that are easy to set up make it easier for customers to contact you
- Business efficiencies – the system can be managed via an industry standard interface and can be integrated with other industry standard applications

SwyxWare – Product Overview

6 Servers

SwyxWare servers form the core of our product range. They contain the complete functionality of a traditional PBX but also provide high-performance phone functions including call handling, call connection, call authorisation, conferencing and all call switching processes, as well as the management of group calls.

SwyxWare comprises two server-based solutions specifically designed to meet different market requirements: SwyxWare Essential and SwyxWare Compact.

1. SwyxWare Compact – the complete communications solution for small businesses who want to remain small and focused with 10 employees or less

2. SwyxWare Essential – for the larger business or a smaller business with plans to grow. SwyxWare Essential provides full flexibility for established and growing businesses by maximising the options that can be chosen to more precisely match the requirements of the business

Clients

SwyxWare supports a wide range of communications devices such as telephones, USB headsets and the innovative and easy to use SwyxIt! softphone. SwyxIt! is available in a number of variants to match the needs of your users.

SwyxIt! is included as standard with both SwyxWare Compact and SwyxWare Essential and runs on your PC/laptop. SwyxIt! offers many functions such as dial, redial, call forwarding, transfer, hold, speed dials, presence information and more, via a customisable, easy to use, graphical user interface.

SwyxIt! Mobile, available with the SwyxMobile Option, is a softphone that runs on many popular smart-phones. It enables users to easily access telephony features that would

normally only be available with a PBX, such as conferencing, call recording, call hold, call transfer, and more.

SwyxIt! Now is an innovative highly-featured, standalone PC-based telephony application that uses SIP and enables users to more easily take advantage of Internet Telephony without requiring a separate IP PBX.

Management/Administration

Because SwyxWare integrates with industry standard management tools, such as the Microsoft® Management Console, changes and adjustments to your telephone system can be handled quickly and inexpensively in-house. Even when access to the Microsoft® Management Console is not possible, web-based browser management allows administrators and users to make straightforward changes within their authorised areas of control.

Extending SwyxWare to the Branch Office

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



Your Choice of Servers

1. SwyxWare Compact

SwyxWare Compact is specifically designed to address the communications needs of the small business with 10 employees or less. This all-in-one telephony solution delivers the following key benefits:

- Complete all-in-one telephony communications solution — no additional PBX equipment is required
- Pre-defined options included within the solution simplify customer choices
- Flexible phone options to match the needs of individual users so that users can work more productively
- Integrated applications that support business efficiency and customer service

If you are responsible for communications for a small business, then SwyxWare Compact is for you. Everything you need for a comprehensive telephony solution is included for up to 10 employees:

- Ad hoc call recording (SwyxRecord)
- CTI (SwyxCTI)
- Extended Call Routing (SwyxECR)
- PC-Fax (SwyxFax)
- Voicemail (SwyxVoicemail)

As with SwyxWare Essential, your employees can choose from a range of phones/communications devices to suit their individual working preferences: IP SwyxPhones, SIP phones, USB handsets, USB headsets, the SwyxIt! softphone for PC telephony, and SwyxIt! Mobile for smart-phones.

2. SwyxWare Essential

The SwyxWare Essential platform is designed to meet the requirements of the medium-large sized business and the smaller business with plans to grow. As with the SwyxWare Compact platform, SwyxWare Essential enables users to access calls or voicemails anywhere and saves time as all voice, fax and email messages can be managed via the user's PC or laptop. In addition, call charges between subsidiaries and over long distances can be reduced through the use of VoIP technology.

Key Benefits of SwyxWare Essential

- Full IP telephony functionality providing calling cost efficiencies and business communications improvements
- Software-based product that will grow with your business — pay as you grow without the worry of typical PBX hardware restrictions
- Only users actually logged into the system require software licences so costs can be managed more effectively
- Moves, Adds and Changes are very simple and therefore very cost-effective to carry out - new users can be added to the software system in a matter of seconds without requiring expensive configuration
- Saves costs and time as an existing Windows® systems administrator can maintain and update the system
- SwyxWare Essential provides full flexibility for established and growing customers by providing access to all SwyxWare options



SwyxWare Options for SwyxWare Essential Server

- 8 While SwyxWare Essential provides a feature-rich solution, a wide range of 'Options' and 'Option Packs' can be added to give your business the level of comprehensive and unified communication that you need, when you need it.

An 'Option' allows you to choose the exact number of licensed users that will be able to use the Option. With 'Option Packs', the number of Option Pack user licenses must match the total number of user licenses for the Swyx server. The following 7 options can be purchased individually or as a bundle - SwyxProfessional - for all users within your business, providing excellent value for money.

SwyxProfessional Option Pack comprises:

- 1. SwyxConference
- 2. SwyxCTI
- 3. SwyxECR
- 4. SwyxFax
- 5. SwyxMobile
- 6. SwyxRecord
- 7. SwyxVoicemail

In addition to the options detailed above, the following 3 options are also available for use with SwyxWare Essential, providing resiliency, security and reporting functionality:

- 8. SwyxMonitor
- 9. SwyxStandby
- 10. ambiLOG

1. SwyxConference Option Pack

SwyxWare offers integrated conferencing functionality that allows you to easily setup and conduct conference calls for your staff, suppliers and customers. A conference can be quickly set up individually by any user or the callers can dial directly into a virtual conference room with a unique extension.

Access to conference calls can also be controlled with a PIN or restricted to calls from certain telephone numbers. Because it is a software-based solution, SwyxWare's conferencing capabilities do not require any additional/expensive hardware often associated with traditional telephony systems.

2. SwyxCTI (Computer Telephony Integration) Option

With this option your IP SwyxPhone handset is totally integrated with the SwyxIt! softphone and with Microsoft® Outlook® or Lotus Notes. The SwyxIt! softphone enables you to manage all your calls efficiently from your desktop, linking seamlessly with your deskphone as well as giving you GUI based access to key telephony functions such as dial, re-dial, transfer, hold, forward, call back and conference through your PC screen.

Both the phone and the PC can operate independently if one is unavailable but the true value of CTI comes from the flexibility that is provided to the user who can choose, on an individual task basis, which communications device is best to use.

3. SwyxECR (Extended Call Routing) Option Pack

SwyxWare Extended Call Routing (ECR) is an easy to use graphical tool, comprising the Graphical Script Editor, that allows you to set up decision, action and call handling sequences for incoming calls with the click of a few buttons and drag and drop functionality. This enables you to clearly visualise and manage even complex call handling scenarios to ensure the satisfaction of your callers.

For example, you can set up option menus to route calls to multiple numbers or specific departments to ensure they are always answered, and callers can even be given the option to direct their own calls by DTMF touchtone.

It is also possible to automatically manage the routing of calls from one site to another so callers do not have to re-dial using a different number.

4. SwyxFax Option

SwyxFax is an optional software component that uses your existing connection to the traditional (PSTN) phone network or to the IP-network to process incoming and outgoing fax messages. Incoming documents are received by SwyxFax and converted into an image file (e.g. JPEG, TIFF) and delivered to the recipient's email inbox.

The software integrates with any application that has printing options, meaning there is no extra software to purchase. It also integrates with Microsoft® Outlook® so you can send faxes using your contacts list.

5. SwyxMobile Option

SwyxMobile enables mobile users to easily access many of the useful key features and capabilities of their office telephone system, allowing them to work more efficiently and in a more collaborative manner while needing only a single handset. Presence information is also available, in that, office-based SwyxIt! users can see if a SwyxMobile user is talking on the mobile phone.

As the cell/mobile phone operates as an internal extension of the enterprise IP-PBX, users only have a single 'public' number that their contacts have to remember/store.

Although SwyxMobile provides greatest ease of use when the SwyxIt! Mobile client is installed onto certain smart-phones (running, for example, Symbian or Windows Mobile operating systems), SwyxMobile functionality is still accessible with nearly every mobile device even without the SwyxIt! Mobile client.

6. SwyxRecord Option Pack

To help protect and support both your business and your customers, SwyxWare enables each user to record ad-hoc conversations directly from their SwyxIt! client (running in non-CTI mode) simply at the press of a button.

The call will then be recorded to a location of the user's choice, ready for easy retrieval in the future, and can be replayed using standard media players (e.g. Windows Media player) without the need for additional expensive software.

7. SwyxVoicemail Option Pack

SwyxWare offers customisable, software-based voicemail functionality for each individual user, without the need for expensive external voicemail servers or trunking channels.

Voicemails can be accessed remotely via a telephone handset or via the SwyxIt! softphone and can be delivered to an email inbox as a wav file attachment that the recipient can listen to.

Voicemails can also be forwarded, replied to, stored/saved or deleted via the email inbox or through traditional telephony access. And each user can choose and record different messages for specific call handling scenarios.

8. SwyxMonitor Option

The SwyxMonitor option includes the ability for a supervisor or manager to silently monitor a telephone conversation that is taking place via SwyxIt! without either party being aware of the monitoring. SwyxMonitor also provides system-wide call recording capabilities.

These tools may be used by supervisors to provide feedback to agents to enable them to improve their call handling skills. They can also be used by a business to ensure that employees are not misusing a tool that should be dedicated to business use only.

9. SwyxStandby Option Pack

Once businesses grow to a certain size, they often feel the need to ensure that they have a plan for business continuity should some unforeseen circumstances occur that would disable their primary communications solution.

To address the needs of these customers, Swyx offers the SwyxStandby option which enables a secondary server to continually 'mirror' the SwyxWare capabilities on the primary server.

The secondary server can be installed at the customer's main location or, for disaster recovery purposes, at a remote networked location and can update its own database constantly so that it can provide communications within a few seconds if the primary server were to fail.

10. ambiLOG – Flexible Call Accounting Option

Many modern computer-based PBXs can provide customers with a wealth of valuable data but that data is often hidden in endless columns of numbers. ambiLOG is a flexible and convenient 3rd party tool that works in conjunction with SwyxWare to make the available information easy to analyse.

ambiLOG features can be implemented to reflect the internal structure of your company such as departments, project groups and employees. Once configured ambiLOG works fully automatically if you want it to. By setting up schedules, ambiLOG can automatically gather data from the SwyxServer and generate reports which can be sent to you via email.

SwyxIt! Softphones

10 SwyxIt! Softphone

SwyxIt! is an innovative, easy to use PC-based softphone that is included with both SwyxWare Compact and SwyxWare Essential. SwyxIt! offers a wide range of critical telephony functions such as dial, redial, call forwarding, transfer, hold and conference, as well as an online phone book for colleagues.

In addition, the SwyxIt! client gives you access to a powerful call routing tool — the Call Routing Manager — allowing you to automatically redirect calls to any number of your choice whenever you cannot take a call. It is even sophisticated enough to configure call redirections based on your availability as listed in your Microsoft Outlook Calendar.

With SwyxIt! you can easily set up your own speed dials for internal and external calls making it even quicker to connect to frequently called colleagues, prospects, customers or suppliers. With internal speed dials you can see presence information i.e. if the person you wish to call is available, already on the phone or logged off/unavailable. If parties of 3 or more need to have a quick discussion, the SwyxIt! conference function button enables this to happen effortlessly.

The SwyxIt! softphone can be used with USB devices to provide a cost-effective yet feature-rich telephony solution. SwyxIt! can also be used with desktop IP SwyxPhones to deliver true CTI and you can even customise the keys on your own deskphone to suit your particular requirements and enable you to work more productively. All this, without needing to contact and wait for a system administrator.

You can also easily choose from a range of a SwyxIt! user interfaces ('skins') to reflect your personal working preferences e.g. maximum speed dials, minimum 'footprint', etc.



SwyxIt! Mobile

The SwyxIt! Mobile client is provided in conjunction with the SwyxMobile option. It is specifically designed for smartphones running the most popular operating systems such as Symbian and Windows Mobile.

SwyxIt! Mobile enables mobile phone users to easily access features that would normally only be available to telephone extensions connected to a PBX.



SwyxIt! Mobile for your mobile phone

SwyxIt! Now – Standalone SIP Softphone

The standalone SwyxIt! Now SIP softphone is a particularly innovative product that enables consumers and small business clients alike to more easily take advantage of Internet Telephony without requiring a separate IP PBX such as Compact or SwyxWare Essential. SwyxIt! Now uses SIP technology to provide users with a functionally-rich PC application that includes features such as personal address books, speed dials, call recording, call forwarding, and many more normally only found on telephone systems sold to high-end businesses.

SIP service providers will give you a telephone number for your SwyxIt! Now application and every time you log on to a broadband IP connection, telephone calls can be routed to and from your SwyxIt! Now application on your PC or laptop, wherever it may be located. And because it's based on Swyx's market leading business telephony product, it's easy to set up and start making VoIP calls.

Swyx Phones, Headsets & Handsets

The great thing about IP telephony is that you have a wide choice of USB handsets and headsets which are easy to use and, when combined with a PC or laptop, give at least as much functionality as traditional (analogue or digital) phones. In addition, you can use functionally rich desktop IP phones that can be controlled from your PC. These phones can work independently of a PC or laptop but enhanced telephony capabilities are achieved when used in combination with SwyxCTI. SIP telephones are also available providing another level of integration and future-proofing for your business.

To meet the needs of different users there are multiple options for each type of communications device, so that users have the degree of functionality they need to do their jobs effectively as well as having a choice of which type of communications device they use. All communications devices are harmonised with SwyxWare so that phone calls have optimal voice quality.

SwyxPhone L Series

SwyxPhone L Series IP phones are elegant desktop IP telephones, directly connected to the local network via a standard Ethernet connection. With SwyxWare's unique plug-and-play technology, the telephones require no manual configuration at the server — just plug them into the LAN port nearest the desk, and they will automatically configure.

In addition, each telephone is capable of accepting a login from any user on the system. This means that users can make use of their own telephone setup in any office or on any desk by simply logging into the IP telephone nearest to where they are. This reduces the need for complex and expensive moves and changes to user telephone configurations or locations.

SwyxPhone S Series

The new SwyxPhone S315 is an economical entry-level SIP phone that enables enterprises to take full advantage of the benefits of VoIP telephony. The SwyxPhone S315 combines familiar design elements with modern technology providing an excellent cost-performance ratio. By supporting the standard SIP protocol, the telephone provides future-proofing and can be integrated flexibly into various IT infrastructures.

The SwyxPhone S315 is very easy to implement and maintain: a set-up wizard within the telephone ensures a fast installation – a 'plug and play' solution. Furthermore, all telephony and network settings can be easily managed from the comfort of a PC using the web interface of the SwyxPhone S315 which is provided by the in-built web-server.



SwyxPhone L540: The telephone for power users with 4 line display (sample colour mangan)

12 SwyxWare Wireless DECT D Series

The SwyxWare wireless solution enables all your employees, even those who have to spend time away from their normal workspace or desk, to be contactable throughout the working day.

Using the IP DECT handsets, even employees who have to move around spacious areas like warehouses or production facilities can be integrated into the SwyxWare IP-PBX.



DECT Phone D300

SwyxIt! Headsets H Series

The headset is an ideal solution for a receptionist or 'power user'. Consisting of a headphone and a microphone, it enables the user to make calls and work with the PC at the same time. The headsets are USB compatible, and can be easily used from anywhere in the office. In addition, their size and lightness means they are an ideal solution for mobile workers who are often out on the road but who access the business network from time to time.

The range of wireless headsets give users the additional freedom to move away from the desk whilst still being contactable within their working location thus offering them a completely mobile solution.



SwyxIt! Headset H390

SwyxIt! USB Handsets P Series

Making calls with a SwyxIt! USB handset is easy and convenient. By connecting to the USB port of a PC or laptop, full on/off hook support is provided and users can take advantage of the PC/laptop keyboard to enter telephone numbers.

Critical telephony functions such as call transfer, hold, forward and conference can be easily chosen through the SwyxIt! softphone user interface so migration from a conventional phone to the USB handset is easy and comfortable.



SwyxIt! USB Handset P250

SwyxConnect – ‘full service’ branch office solution

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 for the SwyxWare IP PBX solution to either replace or work in parallel with the current branch telephony infrastructure 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 that will support and protect your business.

Key Benefits of SwyxConnect

- Cost effective and secure communications between head office and remote offices for SwyxWare IP telephony products
- Lifeline and remote standalone support – your branch communications will 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 – 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, 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 (eg 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

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SwyxConnect 1722

Summary

14 SwyxWare is the most advanced software-based IP telephony system in its class. Easily integrated into your existing IP network SwyxWare offers you all the functionality of a traditional telephony system with so much more, including softphone functionality, user-definable call routing, integrated voice, email and fax, conferencing and call recording, and PBX features for mobile phones.

No matter how your business is organised, whether you have office-based, home-based or mobile employees, SwyxWare has the flexibility to support them all. And the benefits of SwyxWare can be easily extended to all of your business locations with options for business continuity for your primary site(s).

Delivering business efficiencies, employee productivity improvements and a range of features to improve your handling of calls with prospects, customers and partners, SwyxWare is truly a unified business communications solution.

So whatever your communications needs, SwyxWare can deliver business benefits, today and in the future.

For more information on SwyxWare contact your local Swyx distributor or reseller.

To find your local distributor or reseller visit www.swyx.com.

Product Applicability by Market	SwyxWare Essential/ Professional	SwyxWare Compact	SwyxConnect	SwyxIt! Now
Consumer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
SOHO	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Small Branch Office	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
New Business (10 users or less)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Small Enterprise (10 to 100 users)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Medium Enterprise (100 to 1000 users)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Large Enterprise (1000+ users)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Service Provider to Consumer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Service Provider to Business	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Specialised Solutions Developers (eg Call Centre applications)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

For more information see the range of Swyx datasheets:





The Communication Engine

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