



Release Notes

Swyx 14

Product Version: 14.20

Status: "General Availability"

Enreach GmbH
Robert-Bosch-Straße 1
44803 Bochum

| | | |
|-----------|--|-----------|
| 1. | OVERVIEW | 2 |
| 1.1. | Software Versions | 2 |
| 1.2. | Version history | 2 |
| 2. | CHANGES | 3 |
| 2.1. | Swyx 14.20 | 3 |
| 3. | SYSTEM REQUIREMENTS | 16 |
| 3.1. | Hardware | 16 |
| 3.2. | Software | 16 |
| 4. | INSTALLATION/UPDATE | 16 |
| 5. | SPECIFIC BEHAVIOUR AND ENVIRONMENTS | 17 |
| 6. | SUPPORTED PORTFOLIO PRODUCTS, ADD-ONS AND DEVICES | 20 |
| 7. | KNOWN ISSUES | 23 |
| 8. | EVERYTHING ELSE | 24 |

1. Overview

1.1. Software Versions

| Component | Version |
|---------------------|--------------|
| Server | 14.20.3550.0 |
| Swyx Control Center | 14.20.5606.0 |
| Administration | 14.20.3550.0 |
| SwyxIt | 14.20.3550.0 |

These release notes cover changes compared to v14.10 If you are updating from an older major version less than v14, please refer to the v14 release notes first

1.2. Version history

| Version | Release date | Release Notes |
|------------|------------------|-------------------------------------|
| Swyx 14.00 | 16. Mai 2024 | Release Notes 14.00 |
| Swyx 14.01 | 17. Juni 2024 | Release Notes 14.01 |
| Swyx 14.10 | 14. October 2024 | Release Notes 14.10 |
| Swyx 14.11 | 23. October 2024 | Release Notes 14.11 |

2. Changes

| | |
|-------------------|----------|
| SWYX 14.20 | 3 |
|-------------------|----------|

2.1. Swyx 14.20

| | |
|--|-----------|
| NEW FEATURES | 3 |
| TECHNICAL IMPROVEMENTS / CHANGES | 11 |
| DISCONTINUATIONS | 13 |
| ISSUES / LIMITATIONS / CHALLENGES | 14 |
| INTRODUCED BETA FEATURES | 15 |

2.1.1. New features

| | |
|---|-----------|
| SWYXIT! / SWYX CONNECTOR FOR MS TEAMS | 3 |
| ENTRA ID INTEGRATION & FEDERATED AUTHENTICATION | 4 |
| MICROSOFT 365 INTEGRATION | 6 |
| AUTOMATED DEPLOYMENT FOR ENREACH DECT600 S/L SYSTEMS | 9 |
| SWYX AI VOICEBOT INTEGRATION | 10 |
| SOFTWARE DEVELOPMENT KITS | 10 |

SwyxIt! / Swyx Connector for MS Teams

In addition to regular software maintenance and bug fixes, SwyxIt! 14.20 and the associated Swyx Connector for Microsoft Teams (v14_20) includes a number of new functional improvements.

- Drag-and-Drop for Ad-Hoc Conferences
 - Drag and drop a held call onto the active call to initiate an ad-hoc conference.
 - Drag and drop a call onto the active ad-hoc conference to add it to the conference.
- Forward an active call to any phone number, the result of a contact search, or a held call.
- Initiate an ad-hoc conference with any active or held call (especially Swyx Connector for MS Teams).

- App settings with help submenu now permanently display the latest WhatsNew notifications and the new Quickstart.
- Significant stability improvements in handling USB devices, particularly for Jabra devices.

All the new features described are not covered by the Auto Update from the SwyxIt! 14.10/14.11 branch. You have to update SwyxIt! 14.10/14.11 to 14.20 (MSI Installer) to benefit from these features.

Entra ID Integration & Federated Authentication

Swyx Entra ID Integration & Federated Authentication feature is the next major iteration of the formerly introduced BETA feature for federated authentication. This functionality includes following major advantages:

| | |
|--|----------|
| SWYXIT! SINGLE SIGN ON WITH ENTRA ID ACCOUNT | 4 |
| USER DISPLAY NAME SYNCHRONIZATION | 4 |
| FOUNDATION FOR INTEGRATION WITH MICROSOFT 365 | 5 |

SwyxIt! Single - Sign - On with Entra ID account

To enable SwyxIt! SSO with Entra ID, the integration must be configured along with enabling federated authentication on the *General Settings - Federated Services - Functions* tab in Swyx Control Center.

Once enabled, Swyx users can login with SwyxIt! - Client using Entra ID account credentials. In this case, federated authentication with Entra ID will replace the classic authentication Windows credentials.

To be able to use SwyxIt! SSO with Entra ID Account, a specific license (part of bundle) needs to be assigned to a user.

User Display name synchronization

To enable user display name synchronization functionality, Entra ID integration must be configured along with enabling synchronization for federated display names on the *General Settings - Federated Services - General Settings* tab in Swyx Control Center.

Once enabled, display names of Swyx users (linked to an Entra ID accounts) can no longer be modified in Swyx Control Center and always kept in sync with the Entra ID display names.

Former Swyx versions accepted user display name as a login name for classic username/password authentication in addition to unique principal name (UPN). This functionality is deprecated but still being used, for that reason the display name synchronization is **disabled per default**.

In case it is intended to use display name synchronization, it is important that users still using username/password authentication for client login are using the Swyx login name instead of the display name.

Foundation for integration with Microsoft 365

Swyx Entra ID integration is the basis for the following functionalities

- Federated authentication with Entra ID user accounts
- Swyx MS Teams Presence Sync
- Microsoft 365 Integration

The integration requires an 'App registration' in the customer's Microsoft Entra ID Environment. (Please refer to the Swyx manual for setup instructions). Starting with Swyx 14.20 system uses configured 'app registration' to access following information:

- Entra ID user information
- MS Teams presence states
- Outlook calendar events
- Users personal outlook contacts
- User's "[relevant people](#)" list

Note: Parts of this integration have been available as a beta feature in previous Swyx versions. For Single-Sign-On and the Microsoft 365 Integration features to work properly, the 'app registration' for Swyx in Entra ID requires additional configuration and permissions compared to previous Swyx versions. Please refer the manual for details.

The main advantage of the new implementation is the ability of dedicated linking between the users configured in Entra ID and Swyx, as well as a sequential

synchronization. Once Entra ID registration is configured, a synchronization between Swyx and Entra ID starts (manually / automatically) trying to match the Entra ID unique principal name (UPN) with the e-mail address assigned to a Swyx user. Once matched the Entra ID UPN and Username will be automatically linked to the Swyx user.

The link between Swyx and Entra ID users is visible and can be maintained in Swyx Control Center on the Entra ID tab, under the user properties and in the Identities list under General Settings - Federation Services - Identities tab.

IMPORTANT:

If you are updating from an older Swyx version with **ONLY** configured MS Teams Presence Sync service, the existing Entra ID App parameters are automatically adopted to the new Federated Services configuration. MS Teams Presence Sync service will not be impacted.

If you **ONLY** used Federated Authentication 'BETA' configuration for single sign on, the settings are adopted to the new Entra ID Services configuration during the update

If you already used **BOTH**, Federated authentication BETA and MS Teams Presence Sync, the Entra ID settings are adopted, but the MS Teams Presence Sync Settings are not. Swyx 14.20 only uses one Entra ID configuration, i.e. one app registration for all Entra ID related functionalities and services.

Microsoft 365 Integration

Swyx 14.20 optionally integrates with Microsoft 365 to offer the following features:

| | |
|---|----------|
| NAME RESOLUTION (SHOW NAME FOR A CALLING NUMBER) | 6 |
| OUTLOOK CALENDAR EVENTS IN SWYX PRESENCE STATE | 7 |
| SHOW FREE/BUSY INFORMATION IN SPEED DIAL CONTACT CARDS | 9 |

Name resolution (show name for a calling number)

To enable name resolution, the Entra ID integration must be configured along with enabling contact synchronization on the General Settings - Federated Services - Functions tab in Swyx Control Center.

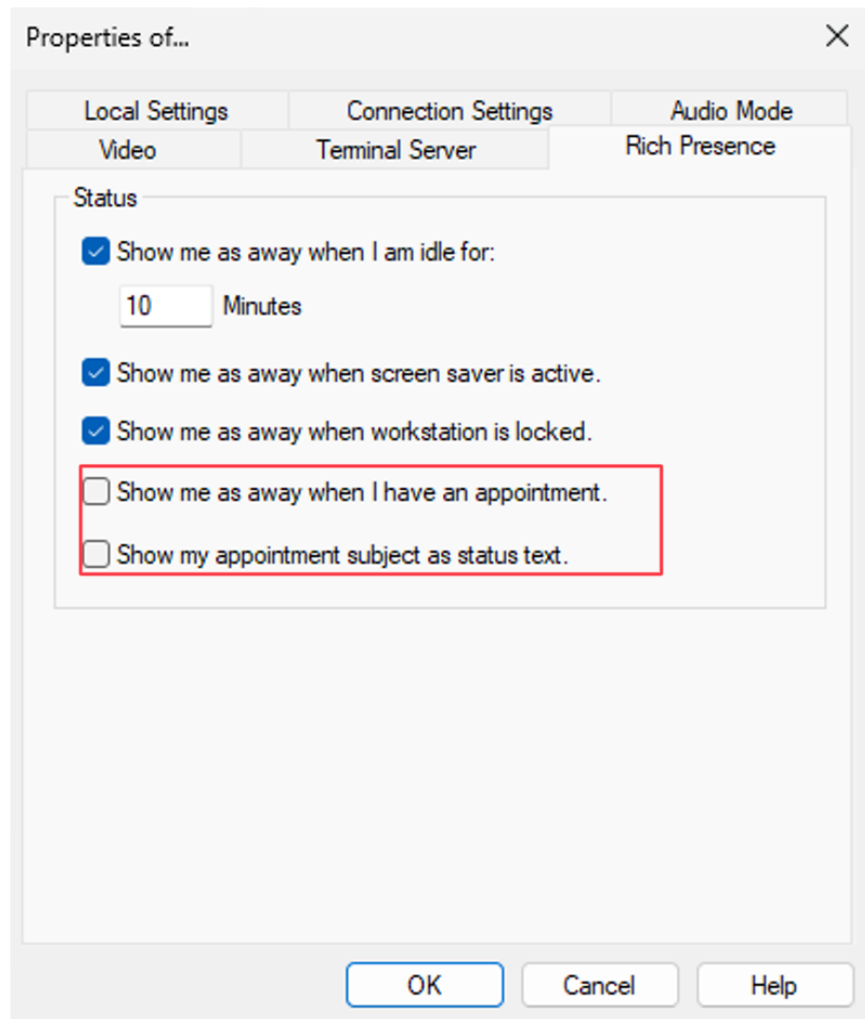
This functionality used to be available locally in SwyxIt! when SwyxIt! Outlook-Addin had been installed and configured. With 14.20 the integration is happening server-side, so the SwyxIt! Outlook Add-In is no longer necessary, and the name resolution functionality expands for other devices logged in with your account as well. Swyx server reads the names and phone numbers from your main Outlook Contacts folder and your "[relevant people](#)" list (which are the contacts Microsoft determines to be relevant for you). Microsoft uses that "relevant people" list in various places, e.g. for auto-complete of mail addresses you enter.

We recommend to not use the legacy SwyxIt! Outlook-Addin and the new integration at the same time. If you plan to use the new integration you should deploy SwyxIt! 14.20 without the Outlook Add-In.

Outlook calendar events for Swyx presence state

To enable Swyx presence state update depending on outlook calendar events, Entra ID integration must be configured along with enabling the calendar synchronization on the General Settings - Federated Services - Functions tab in Swyx Control Center.

This functionality used to be available locally in SwyxIt! when the SwyxIt! Outlook-Addin had been installed and configured. With 14.20 the integration is happening server-side, the SwyxIt! Outlook Add-In is no longer necessary. Once user enables the outlook calendar appointment synchronization in SwyxIt! Settings, Swyx presence state is set to 'away' and the status text is updated by Swyx Server automatically depending on the information available in MS Outlook.



Due to the fact, that outlook data synchronization is now provided by Swyx Server, settings marked in the screenshot are now user-specific and no longer device specific.

We recommend to not use the legacy SwyxIt! Outlook-Addin and the new integration at the same time. If you plan to use the new integration you should deploy SwyxIt! 14.20 without the Outlook Add-In.

Show free/busy information in speed dial contact cards

To enable free/busy information on speed dial cards, Entra ID integration must be configured along with calendar synchronization on the General Settings - Federated Services - Functions tab in Swyx Control Center.

This functionality used to be available locally in SwyxIt! when the SwyxIt! Outlook-Addin had been installed and configured. With 14.20 the integration is happening server-side, the SwyxIt! Outlook Add-In is no longer necessary. Once an outlook contact is configured as a speed dial in your client, the contact card will display free/busy information like "Busy until 11:00, then free until 15:00".

Automated deployment for Enreach DECT 600 S/L systems

With 14.20 it is possible to deploy and maintain Enreach DECT systems in the same easy way as Yealink phones or Ascom DECT systems. By entering parts in Swyx Control Center and plugging in the system components one by one (base station by base station and handset by handset) will commission the entire DECT 600 S/L System.

The global phonebook is configured automatically, and it is ready to use on every handset. Assigning handsets to Swyx users can also be done on the well-known way in Swyx Control Center.

The following devices are supported for the automated deployment and provisioning:

- Enreach DECT BS 600 L and BS 600 Outdoor
- Enreach DECT BS 600 S
- Enreach DECT HS 630
- Enreach DECT HS 650
- Enreach DECT HS 670
- SwyxPhone D565 (displayed as HS 565)
- SwyxPhone D515 (displayed as HS 510)

Automated deployment and provisioning for Enreach DECT 600 systems has a few limitations / constraints that need to be met for proper operation. Please refer to the "Issues / Limitations / Challenges" section for details.

Swyx AI VoiceBot integration

Starting with Swyx 14.20 it is easily possible to configure a Swyx AI Bot in your Swyx installation. Using Swyx Control Center it is only necessary to enter bot credentials, provided by the Enreach operator order process, and to configure a call forwarding to the new extension. This simple step gives Partners and Customers a wide range of options to take automation of communication processes (voice & chat) to a new level by setting up a proper AI BOT in the DialoX Studio.

Functionalities of the DialoX platform can be divided into several groups:

- Bot Development Platform
 - Flows
 - BubbleScript
- BotApps / bot templates
 - Applications
- Skills and Connectors
 - Outlook
 - Google
 - RestAPI
 - DialoX Inbox
 - Automatic Language Detection
 - VoiceMail Transcription
- Communication Channels
 - Chat Gateway (MS Teams, WhatsApp, Web,) and
 - Voice

Please refer to the DialoX Studio documentation for AI Bot configuration details

Important:

Additional Minute-Packages need to be purchased for usage

Software Development Kits

The Swyx Client SDK ("Client Line Manager COM API") and the Swyx ConfigDataStore SDK ("CDSClient") will be available here:

<https://clientsdk.swyx.engineering>

<https://cdssdk.swyx.engineering>

The download via enreach.de help center with the documentation as compiled html file (CHM) will no longer be available starting with 14.20.

2.1.2. Technical improvements / changes

| | |
|---|-----------|
| AUTOMATIC TLS ROOT CERTIFICATE DOWNLOAD | 11 |
| OPTIMIZED HOUSEKEEPING AND FILE HANDLING | 11 |
| SWYX CONTROL CENTER IMPROVEMENTS | 11 |
| FIXED ISSUES (REPORTED BY CUSTOMERS) | 12 |

Automatic TLS Root certificate download

When using TLS trunks or sending email via a mail server using TLS, Swyx server triggers windows operation system interfaces to download/install missing root certificates from the Microsoft Trust Root Certificate Program. This functionality ensures the success of validation without additional manual efforts. It is not necessary to install Microsoft's full root certificate list.

Optimized housekeeping and file handling

Improved housekeeping and file handling enhances the cleanup & file relocation functionalities to reduce SQL database pressure during sequential runs as well as during the installation procedures (updates).

Swyx Control Center Improvements

Swyx Control Center now includes active calls overview at Maintenance - Overviews - Active Calls.

Under Connections - Routed Numbers, Swyx Control Center now offers the full number routing table for all trunk groups in addition to already present overviews per Trunk group under Connections – Trunk Groups.

Under Maintenance - Logs - Change Log, the entire list of administrative changes is now present.

Fixed Issues (reported by customers)

| ID | Support Ticket ID | Title |
|-----------|--------------------------------|---|
| 204467 | 236416, 236608 | CRM: A simple ConnectTo and VM rule causes PCLE with wrong state 'Diverted To Voicemail' |
| 205760 | 227009 | LinkMgr: No authentication after "401 Unauthorized" with nonce |
| 216263 | 302704, 330752 | L64/66: The display remains empty during call notification after an incoming ringing call |
| 219317 | 317681 | SCC: User Rights configuration ignored for Line-Number settings |
| 220419 | 324772 | IpPbxSrv: group voice message could not be retrieved via remote inquiry |
| 220684 | 338166, 338478, 347768 | CIMgr: audio mode FSM may dead lock on device removal for Jabra devices |
| 221241 | 330506 | Powershell: Import-IpPbxUser fails by changed parameter in New-IpPbxUser |
| 221674 | 332481 | SwyxMessenger: Falschdarstellung des Emoji "Kaffeetasse" |
| 222175 | 330648 | PhoneMgr: time-source is not always provisioned |
| 222657 | | TAP: Number suppression fails with certain SIP providers, i.e. Vodafone |
| 222792 | 337256 | IpPbxSrv: Redial list entry may lack digits if overlap dial is done very quick |
| 222800 | 336255 | IpPbxSrv: "Austria feature" does no longer work if special inbound number replacement is used |
| 222831 | 333874 | CallRoutingMgr: Announcements in Opus format are not shown |
| 222832 | 335876 | SwyxWare: IpPbxSrv accepts SIP Gateway Registration with Credentials of an outgoing SIP Trunk |
| 222963 | 338620 | LinkMgr: Sometimes wrong RTP statistics are shown |
| 223005 | | CFU to external party leads to hanging calls in case of timeout |
| 223055 | 339,468,340,439 | SCC: on OS with CH locale SCC can't be switched to German language. English language is working |
| 223215 | 340228 | Azure Entra ID: User switch in SwyxIt! is not possible |
| 223228 | 339890 | IM: UNC path is not ignored, instead it is not recognized incorrectly |
| 223527 | 343547 | SCC: Unable to delete SwyxPhone MAC address for automatic login |
| 223570 | 344503, 342694, 343368 | Ascom: Ringback tone missing on outgoing call triggered from CTI+ paired SwyxIt! |
| 223740 | 344694 | IpPbxSrv: CTI+ controlled device may get suppressed CLI on internal calls |
| 224067 | 345874 | SwyxIt! 14.11 JavaScript Fehler |
| 224086 | 347344, 347876 | TAP: LinkMgr - Unsupported SDES parameter causes incoming calls to be rejected |
| 224211 | 344816, 346553 | SwyxAdministration (MMC) - Issue in displaying dialog windows |
| 224242 | 347785, 349277, 349036, 348066 | IpPbxSrv: no media after ConnecTo via public number to other user |

| | | |
|--------|----------------|--|
| 224244 | 348779 | SCC: Wrong tenant name shown after Login (GDPR) |
| 224372 | 344825, 348846 | VoiceMessage quota will not be updated after deleting messages |
| 224474 | 346582 | Swyxt! LineMgr: Insecure MSXML.dll V3 is used |

2.1.3. Discontinuations

Swyx Username/Password authentication with user display name

Every Swyx user has a display name and a username (sometimes also called "login name"). Username + tenant domain (login domain) is the Swyx unique principal name (UPN) (e.g. arthur.dent@example.com).

General username/password authentication works with the username or UPN and the password. For backwards compatibility reasons the display name can still also be used for a client login.

Username/password authentication should only be used with the username or UPN. Swyx 14.20 / Swyxt! 14.20 still accepts the display name for authentication, but it's deprecated and will not be supported any more starting with one of the next versions.

When Swyx introduced the support of username / UPN, all existing Swyx users became a username/UPN assigned either manually (by administrator) or automatically. Username can be changed via Swyx Control Center or Swyx PowerShell to anything you like as long as the UPN remains unique.

Login Domain (part of the UPN) can only be changed if the installation is not activated with cloud services.

Recommendation:

In case there are any users using the display name for login purposes on the Installation, we suggest to either consider using the new Entra ID Single-Sign-On feature or make sure that Swyx username/UPN is used for authentication.

Swyx SDKs

The download via enreach.de help center with the documentation as compiled html file (CHM) will no longer be available starting with 14.20.

2.1.4. Issues / Limitations / Challenges

Enreach DECT 600 S/L systems

- All base stations need to run the firmware version 7.50.B200 or higher.
- Known issues with FW 7.50.B200
 - Provisioning URL for SwyxON is not correct (and has to be set manually)
 - Base station registration ends forever on restarting the machine running SwyxWare
 - Base station reboots several times with the same issue VLAN_CHANGED
 - Reprovisioning of the base stations multicell file makes sometimes a handset or the base station registration disappear from the base's configuration
 - Deleting a base station in Swyx Control Center does not remove the base station from the system until the same base station is powered of or reset manually.
- All these issues will be addressed in the upcoming FW 7.60.B201 scheduled for May 2025
- All Firmware URLs you enter for Enreach DECT devices in Swyx Control Center need to use the same base URL. This is the case for official download URLs by Enreach but need to be respected in setups with a local download facility.
- The repeater Enreach DECT 600 R can still be manually deployed as usual into an automated deployed system.
- The SwyxDect D500 base stations are not supported in the automated deployment.

EntralD integration & Federated authentication

Swyx offers Federated authentication with 2 different Identity Provider:

1 – Entra ID (Microsoft)

2 – Auth0

Simulations usage of both provider is prohibited and will end up in total loss of Federated Authentication functionality

As to the fact that starting with 14.20 MS Teams Presence Sync service will use Entra ID configuration (if present), the simulations usage of Auth0 identity provider and MS Teams Presence Sync service will fail.

2.1.5. Introduced beta features

Calendar-based call routing with Microsoft 365

Well-known calendar-based call routing (Conditions: “if the calendar says, ‘I’m out of office’” and ‘If the calendar says ‘I’m busy’’) is supported by retrieving free/busy information from a local, on-premise Microsoft Exchange Server. In addition to that, Swyx 14.20 introduces support for getting free/busy information from Microsoft 365. (Please refer to the Swyx 14.20 Manual for configuration details).

This functionality can be enabled by setting ‘CalendarAccessM365’ to ‘1’ under Special Service Settings - IpPbxSrv tab.

This option becomes available after updating to Swyx 14.20 and executing at least one call to an internal user.

The old (OnPrem MS-Exchange) and new (MS365) mechanisms can work side-by-side. Microsoft 365 based one always has precedence. In case it is configured, and the user has an Entra ID account, the old MS-Exchange mechanism will be skipped.

In case the old API functionality altogether shall be disabled, the special service setting ‘CalendarAccessEWS’ must be set to ‘0’.

Microsoft 365 supports an additional appointment state “Working elsewhere” which is ignored by Swyx per default. Support (consider it as “out of office”) can

be enabled by setting the special service setting 'CalendarAccessWorkingElsewhereIsOoo' to '1'.

3. System requirements

3.1. Hardware

Detailed and up-to-date system hardware requirements are published in our knowledge base: <https://service.swyx.net/hc/en-gb/articles/13772878531996>

3.2. Software

Detailed and software requirements are published in our knowledge base: <https://service.swyx.net/hc/en-gb/articles/13916515322908>

4. Installation/Update

Instructions for installation and updates can be found in the Swyx documentation: <https://help.enreach.com/cpe/14.20/Administration/Swyx/en-US/index.html> - [page/help/chap_installation.08.01.html](https://help.enreach.com/cpe/14.20/Administration/Swyx/en-US/index.html#page/help/chap_installation.08.01.html)

5. Specific behaviour and environments

| | |
|---|-----------|
| USE OF JABRA DEVICES WITH SWYXIT! | 17 |
| SWYXIT! WITH MICROSOFT OUTLOOK | 17 |
| USE OF GENERIC USB- OR BLUETOOTH-HEADSETS | 17 |
| USE OF SWYXIT! IN RDS/TERMINAL-SERVER ENVIRONMENTS | 18 |
| LDAPS SUPPORT FOR THE YEALINK GLOBAL PHONEBOOK | 18 |
| CHANGES TO CALL NOTES CREATION | 18 |
| MS TEAMS PRESENCE SYNC SERVICE ENABLEMENT | 19 |
| LICENSING FOR MS TEAMS CONNECTOR | 19 |

Use of Jabra devices with SwyxIt!

If you want to use devices of Jabra together with SwyxIt!, please mind the following hints:

- Accepting a secondary incoming call using Jabra device buttons may terminate an existing primary call
- Toggling between two concurrent calls or putting an existing call on hold using Jabra device buttons may not be possible
- The ringing behaviour of Jabra devices is not only determined by settings in SwyxIt! but is also impacted by settings in Jabra Direct

SwyxIt! with Microsoft Outlook

In the context of removing an issue with security warnings that appear when Outlook is used together with SwyxIt! (Swyx bug 185649) a new Windows Registry Key has been introduced that rules if the previous Outlook warning appears. In the registry key path "Computer\HKEY_CURRENT_USER\Software\[XXX]\OutlookAddIn\SecurityManager\" (with [XXX] being Swyx or T-Com), the registry value is named

"DisableOutlookSecurityWarnings", the type is a DWORD and the values are: '0' to have the security warnings enabled (default behaviour); '1' to have them disabled. Even if the Registry Key was set to '1', the warning messages still appear, though, when creating, editing or deleting an Outlook contact. If the new Registry Key was not already created by SwyxIt!, the user can do so at the aforementioned path with the specified type and desired value.

Use of generic USB- or Bluetooth-Headsets

- Any generic headset must be configured manually in SwyxIt! (in Audio Modes/Headset and Audio Modes/Ringtones)
- Volume sliders and microphone mute/unmute buttons are working but are not in sync with SwyxIt!/Headset. E.g. If the headset has an own button to mute/unmute the mic, the mic will be muted/unmuted when the button is pressed, but it won't be displayed in the SwyxIt! client (and vice versa)
- Air Pods cannot be controlled via Air Pods gestures
- Air Pods appear twice in the SwyxIt! Audio device list:

| | | | | |
|------|------|------------|----|---------|
| "Air | Pods | Hands-Free | AG | Audio" |
| 2. | "Air | Pods | | Stereo" |

--> In order to get them working the user MUST configure the following:
As Headset configure: Air Pods Hands-Free AG Audio
For Ringtones both will work, but to make it easier it is recommended to select "Air Pods Hands-Free AG Audio"

Use of SwyxIt! in RDS/Terminal-Server environments

When multiple users use their SwyxIt! on the same RDS/Terminal-Server environment, the Remote Connector tunnel is started by the first SwyxIt!. All subsequently started SwyxIt! instances use the same Remote Connector tunnel instance. In case the first-started SwyxIt! is stopped, the commonly used Remote Connector tunnel is decommissioned, and all other SwyxIt! instances lose their connection to the server until a new Remote Connector tunnel is established by a restart of one of the remaining SwyxIt! instances.

LDAPS support for the Yealink global phonebook

All necessary certificates for the LDAPS support of the Yealink global phonebook are autogenerated during the installation. If the SwyxWare Server domain association is changed after installation, those certificates have to be regenerated. In order to do that the certificates under ADAM_SwyxGlobalPhonebook\Trusted RootCertificate Authorities and ADAM_SwyxGlobalPhonebook\Personal, issued for your server has to be deleted. After the deletion of the root and sever certificates for the SwyxGlobalPhonebook rerun the configuration wizard. This will generate new certificates for the LDAPS support.

If you used *Swyx Connectivity Setup Tool* to provision a TLS server certificate to SwyxWare re-run that tool to re-provision the certificate after a server name update.

Changes to call notes creation

With the Call Journal extension displaying the call duration, the Call journal entries are now created after a call is finished. Users which utilized the Call Journal entry to create an e-mail for call notes can now use the context menu of an active line to create this e-mail. For this, users can find a new entry labelled E-Mail, which launches the same functionality as the similar button in the Call Journal header.

MS Teams Presence Sync Service Enablement

With SwyxWare 13 the MS Teams User Presence Sync Service is always installed. Its functionality can be enabled or disabled in Swyx Control Center. If you do not have this service installed before you update to SwyxWare 13 it will not be installed during the update.

In that case, if you intend to use it, run the setup again after the update, choose *Modify* and select the *MS Teams User Presence* and enable it in Swyx Control Center.

Licensing for MS Teams Connector

For the Swyx Connector for MS Teams to work it must, that each user has an assigned MS Teams Connector License. Otherwise, the MS Teams Connector application in MS Teams won't load. In case the MS Teams Connector doesn't load any more after an update from Versions 13.00 or 13.05 please check the proper Connector license assignment.

6. Supported portfolio products, add-ons and devices

| Type | Product | Preferred Version |
|-------------------------|------------------------------|---|
| LDAP Directory | ESTOS Metadirectory Standard | v4.0.9.6261 or v5.0.7.10657 or v6.0.0.12135 |
| LDAP Directory | C4B XPhone Connect | v7.0.74 or v8.x |
| Call analysis | Swyx Analytics by Aurenz | v14.x Earlier versions are not supported |
| | Swyx Analytics for MS Teams | v14.1.0.3 or newer |
| Microsoft Office Add-In | Microsoft Office 32-bit | Office 2019-2021 |
| | Microsoft Office 64-bit | Office 2019-2022 |
| Lotus Notes | Info | The Swyx Connector for Notes Integration is compatible with IBM Notes/Domino 9, 10 and HCL Notes/Domino 11. Out of support starting with Swyx 14 |
| Call Queue | Visual Groups | 1.14 or newer |

| Type | Product | Preferred Version |
|-----------|------------------------|----------------------|
| SwyxPhone | SwyxPhone L62 100 MBPS | HFA V1 R8.2.0 |
| | SwyxPhone L62 | HFA V1 R8.2.0 |
| | SwyxPhone L64 | HFA V1 R8.2.0 |
| | SwyxPhone L66 | HFA V1 R8.2.0 |
| | SwyxPhone L71 | HFA V2 R0.15.0 |
| | SwyxPhone L72 | HFA V2 R0.15.0 |
| | SwyxPhone L74 | HFA V2 R0.15.0 |
| | SwyxPhone L77 | HFA V2 R0.15.0 |
| | SwyxPhone L615 | HFA V3 R0.42.1 |
| | SwyxPhone L620 | HFA V3 R0.42.1 |
| | SwyxPhone L640 | HFA V3 R0.42.1 |
| | SwyxPhone L660 | HFA V3 R0.42.1 |
| | Swyx Handset P280 | V 1.88 |
| | Swyx Handset P300 | Most actual firmware |
| Yealink | Phone T31G | 124.86.133.6 |
| | Phone T41S | 66.85.133.12 |
| | Phone T42S | 66.85.133.12 |
| | Phone T46S | 66.85.133.12 |
| | Phone T48S | 66.85.133.12 |
| | Phone T53 | 96.86.133.4 |
| | Phone T53W | 96.86.133.4 |
| | Phone T54W | 96.86.133.4 |
| | Phone T57W | 96.86.133.4 |
| | Expansion Module EXP40 | 11.16.0.0 |
| | Expansion Module EXP50 | 1.0.1.8 |
| | Conference Phone CP920 | 78.85.133.5 |
| | Conference Phone CP925 | 148.86.133.3 |
| | Conference Phone CP960 | 73.85.133.7 |
| | Conference Phone CP965 | 143.86.133.3 |

Information on preferred firmware of TAP certified products can be found here:
<https://www.swyx.com/products/third-party-products.html>

For portfolio audio products, please always use the latest recommended firmware by the vendor, unless otherwise announced in our help centre: service.swyx.net

| Type | Product | Preferred Version |
|-------------|--|---|
| DECT | SwyxDECT 500 | FW Pack v.5.30.B09 includes the latest FW versions for supported base stations, handsets and repeater |
| | Enreach DECT 600 | FW Pack 7.50.B0200 includes the latest FW versions for supported base stations, handsets and repeater |
| | SwyxDECT 800 (Ascom) | FW Pack v.12.0.11 (v1)) includes the latest FW versions for base stations, IP-gateways, and handsets |
| Gateways | AudioCodes: MGW Cloud S (M500-2B-2S-NLV) | 7.24A.356.069 or higher |
| | SwyxConnect 8xxx | |
| | AudioCodes: MGW Cloud M (M800-4S-4O-4B-4L –NLV) | Firmware 6.80A.308.003 or higher |
| | AudioCodes: MGW Cloud L (M1KB-MSBG1 ,M1k-VM-1SPAN,M1k-VM-4BRI,M1K-VM-4FXS-NLV) | F6.80A.365.002 or higher |
| | Lancom 17xx, R8XX | Firmware 10.42.0.280 RU1 or higher |
| | Bintec: Digitalisierungsbox | 11.01.03.103 or newer |
| Media Packs | AudioCodes | 6.60A.369.002 |

We recommend customers use the "Preferred Version" for the given products. The preferred software versions offer tested and confirmed level of functionality. However, the devices might also operate with older or newer software version with the caveat that recently added interoperability or advanced features may not be possible when using these versions. In cases, if a defect is found when using other versions, it may be necessary to update to the supported version.

7. Known issues

| ID | Support Ticket ID | Description |
|--------|-------------------|--|
| 211824 | | PNS: A 'forced logoff' is not possible for spoofed registration |
| 215026 | | Swyxt! GUI freeze |
| 216058 | | Swyxt!: Number of new messages by SwyxMessenger is not shown after login |
| 223037 | | IpPbxConfig: The expiration of RC certification chain must be checked and renewed if necessary |
| 223594 | 335680 | IpPbxSrv: After emergency call related rework any call by users without public number may result in anonymous call |
| 223597 | 342585 | MS Teams Presence Sync - Status "Nicht Stören" hat keinen Einfluss auf Anrufsteuerung |

8. Everything else

| | |
|------------------------------|-----------|
| BETA FEEDBACK | 24 |
| DOCUMENTATION | 24 |
| SERVICE & SUPPORT | 24 |

Beta feedback

Please use beta@enreach.de as a feedback channel for introduced beta-feature

Documentation

Please refer to
<https://www.enreach.de/en/products/support/documentation.html#jump-SwyxWare>
for detailed documentation of the product.

Please use our knowledge base under <https://service.swyx.net/>

Service & Support

The support for Enreach product line 'Swyx' is handled through the regular Swyx Support process: <https://swyx.zendesk.com/>