



Release Notes

Status: "General Availability"

Swyx Desktop for macOS

App Store version: 3.0.3

Internal version: 3.0.273 (69417)

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Version	Date	Reason	Editor
1.0	24/09/2020	Created for General Availability in Apple App Store	PO

1 Requirements

We recommend to use *Swyx Desktop for macOS* always in combination with the latest SwyxWare, otherwise already solved problems will still occur.

For the Swyx Desktop for macOS client to operate, the following requirements need to be fulfilled:

- Apple Mac computer with macOS 10.12 Sierra (or later)
- SwyxWare 2015 R3.2.2 / NetPhone 2015 R2.2 or “DeLAN Swyx II Rel. 1.2”. Enhanced presence information is available only with server-side installation of SwyxWare 2015 R3.2.2/NetPhone 2015 R2.2.2 (or later)

To use the CTI features, the following requirements need to be fulfilled:

- SwyxWare 11.25 or SwyxON 1.25 (or later)
- Usage of a supported Yealink desk phones: SIP-T41S, SIP-T42S, SIP-T46S, SIP-T48S, CP920 and CP960.
- Desk phone and Swyx Desktop are connected to the same network.
- The user has to be signed in at the desk phone and Swyx Desktop with the same user name.
- SipTransport-Mode of the user is set to TCP.

To use Instant Messaging, the following requirements need to be fulfilled:

- SwyxWare 12.10 (or later)

2 Release Notes

This is the general availability for all external customers via App Store

2.1 *User Features Offered*

- CTI Support for Yealink desk phones
- Voice telephony using SIP
- Joint phonebook (contacts from Swyx Server and iCloud / Mac) with search and filtering functionality
- Handling of contacts that are provided by a Mac OS X server
- View and manage Call Journal and Favourites
- Basic Call Handling & Routing/Forwarding, handover of a call to another user device
- Call on hold, swap calls, three-way conferences
- Possibility to select or hide the outgoing phone number for outgoing calls (in general or for the next call)
- List and details of the groups that the user is member of
- Identification of incoming (group-)calls, group favourites
- Easily dial into conference bridges
- System wide hot key dialling („CMD“ + „SHIFT“ + „X“ similar to known SwyxIt! function „F11“ in Windows)
- Support for call initiation from tel-, callto- and swyx://-URLs
- Bluetooth audio support. Support of device buttons (hook-on, hook-off, mute, volume increase/decrease) for Jabra USB and Bluetooth headsets

- Set own presence status, status message and own profile picture, set the device to 'offline'
- View contacts' presence status in favourites, call journal and contact lists
- Selection of ringtones (per contact, per group, or for all incoming calls)
- Receiving of voicemails
- Support for DTMF
- 'Easy configuration' of the client via configuration URL
- Optional logging function
- User interface in different languages: English, German, French, Italian, Dutch
- Display of T&Cs, privacy policy, online help pages, current s/w version

2.2 ***New Features***

- In this minor update we have just added a hint about sent/received pictures/files e.g. from your iPhone/iPad.

2.3 ***Technical improvements***

- none

2.4 ***Known restrictions***

- Using the client towards a Swyxware Advance Server, the user's groups are not displayed
- USB and Bluetooth headsets of manufacturers (other than Jabra) are supported as pure audio devices i.e. no buttons supported

Plantronics / Polycom (Poly)

- Unfortunately, we had to remove the Plantronics SDK because the use of non-public APIs is not allowed in the App Store. Please use the '*Plantronics Hub for Mac*' from the manufacturer's website to get additional support for your Plantronics headset.
- When using a Plantronics Bluetooth headset, we also recommend using the Bluetooth USB adapter for a more stable connection.
- Please make sure that you always use the latest firmware for headset and Bluetooth USB adapter.

Without Plantronics SDK

- accepting & rejecting calls on Plantronics headsets is not possible anymore
- muting on Plantronics headsets still works, but is not synchronized with the application's mute-status anymore
- on some wireless Plantronics headsets (DECT) muting might cause a call drop

3 **Installation**

The app is available in the Mac App Store and can be directly installed on the Mac from there.

- <https://itunes.apple.com/app/swyx-desktop/id1029922555>

4 Support

The Support for the *Swyx Desktop for macOS* is handled through the regular Swyx Support process.

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