SwyXX

Release Notes

SwyxWare 12

Product Version: **12.31**

Status: "General Availability"

Swyx Solutions GmbH
Emil-Figge-Str. 86
44227 Dortmund

No of pages: 21
Last Changes: 01.03.2021

Contents

1 Content of Product Release

1.1 *Swyx Product*

Component	Filename	Version/Build
Server	Setup.msi Setup.cab Unattended.xml	**12.31.20032.0**
Administration	Admin32.msi Admin64.msi	**12.31.20032.0**
SwyxIt!	SwyxIt!32.msi SwyxIt!64.msi	**12.31.20032.0**
Push Notification Service	PushNotification.msi	**2.0.2920**
SwyxControlCenter	SwyxControlCenter.msi	**2.30.4051.0**

1.2 *Interworking Product*

Component	Filename	Version/Build
Microsoft NET Framework	NDP472-KB4054530-x86-x64-AllOS-ENU.exe	v4.7.2 or newer

1.3 *3rd Party Product*

Component	Filename	Version/Build
Lotus/IBM Notes		V9, V10 and V11
Visual Groups		1.5.6 or newer

2   Document History

Version	Date	Remarks	Editor
1.0	11.12.2019	Product release SwyxWare 12 as General Availability	Product Owner
1.1	23.01.2020	Product release SwyxWare 12.01 as General Availability SwyxOn	Product Owner
1.2	31.03.2020	Product release SwyxWare 12.10 as General Availability	Product Owner
1.3	11.05.2020	Product release SwyxWare 12.11 as General Availability	Product Owner
1.4	12.08.2020	Corrected preferred firmware version for L6x desk phones	Product Management
1.5	11.09.2020	Product release SwyxWare 12.20 as General Availability	Product Owner
1.6	16.09.2020	Chapter Hardware Requirements updated and known Issues added	PM & PO
1.7	15.12.2020	Product release SwyxWare 12.30 as General Availability	Product Owner
1.8	**08.02.2021**	Product release SwyxWare 12.31 as General Availability	**Product Owner**

3   Product Version History

Version	Date	Remarks	Editor
SwyxWare 12	11.12.2019	Release Version 12.00.0.0	Product Owner
SwyxWare 12	28.01.2020	Release Version 12.01.0.0	Product Owner
SwyxWare 12	31.03.2020	Release Version 12.10.0.0	Product Owner
SwyxWare 12	11.05.2020	Release Version 12.11.0.0	Product Owner
SwyxWare 12	11.09.2020	Release Version 12.20.0.0	Product Owner
SwyxWare 12	15.12.2020	Release Version 12.30.0.0	Product Owner
SwyxWare 12	**08.02.2021**	**Release Version 12.31.0.0**	**Product Owner**

4 Changes

4.1 New Features

4.1.1 New Features SwyxWare 12.00

Feature	Summary
New SwyxIt! skins	21 new SwyxIt! skins in Next Generation clients design Version 12.00
New SIP trunk	Support for DTAG SIP Trunk 1.5 (Company Flex)
Online Licensing	SwyxWare supports a new license model, see https://help.swyx.com/cpe/12.00/Administration/Swyx/en-US/index.html#page/help/chap_lisensing.05.02.html
IEEE 802.1X	Support of IEEE 802.1X for Desk Phones for Yealink https://help.swyx.com/controlcenter/12.00/web/Swyx/en-US/index.html#page/help/chap_deskphones.12.2.html
High Availability / Redundancy	Guidance documents for Swyx Partner to choose a HA solution Guidance document for migration from master/standby to new HA approach Guidance document to set up SwyxWare HA on VMware vSphere https://help.swyx.com/cpe/12.00/Administration/Swyx/en-US/index.html#page/help/Appendix_HighAvailability.42.1.html
SIP X-Header	Support of SIP X-Header
Monitoring	SwyxWare Monitoring, Grafana Dashboard and Guide (will follow soon)
OpenSSL	OpenSSL update to v 1.1.1 (Swyx core)
TLS support	Security improvements of the SwyxWare. Use of the latest TLS protocols 1.2 and 1.3 (TLS 1.0 and 1,1 are removed)

4.1.2 New Features 12.01

Feature	Summary
Config State & Reload	Telemetry Data for Swyx Services available for monitoring

4.1.3 New Features 12.10

Feature	Summary
DCF	DCF 2.0: Extended functionality for certified SIP phones • User login on any certified SIP phone (Hot Desking) • Call journal synchronization with SwyxServer • Use of several own numbers for incoming and outgoing calls
Swyx Messenger	• New instant messaging application started from SwyxIt!

	• Send and receive messages in persistent 1:1 and group chats • Use of emojis and clickable links (URLs and mailto) in chat messages • Windows notifications for incoming messages • Synchronized status of messages • Chat across OS platforms: Windows, iOS, Android • Chat between users on connected SwyxWare instances • Supported languages: German, English • Transport encryption
Swyx Meeting	• "Swyx Meeting (Basic Version)" can be started from SwyxIt! for video calls with up to 2 participants with no need to enter administrator created credentials (free of charge)
PNS	PNS 2.0: • Stability optimized • Apple iOS 13 support added • Revision of the persistent database for mobile phone registrations • Improvement of the accessibility of mobile phones by continuous registration of the PNS service on the IpPbxServer **Important: After installing the new PNS, all clients must register. Please open the client on your mobile phone.**
Lotus Notes	The Swyx Connector for Notes Integration is now compatible with IBM Notes/Domino 9,10 and HCL Notes/Domino 11.
SIP X-Header	Built-in SIP X header for SIP devices to provide additional information to the devices
Core Monitoring	SwyxWare Core Monitoring Service
Configuration Wizard	In the configuration wizard you can now select the new Swyx Messenger as the default tool for instant messages instead of the previous SwyxIt! Messenger.

SCC	SCC 2.10
	
	• Extended DCF 2.0 configuration support for certified SIP phones
	    o DCF 2.0 related changes
	    o Advanced device configuration options
	• Activation of Swyx Messenger
	• Personal phone book: Option to configure the personal phone book including import and export functions for administrators and end users
	• Secretariat feature: Quick configuration option for user relations (Management - Secretariat)
	• Default Codec Filter: The setting option for the default codec filter is available within the system settings.

	• SwyxIt! skin: SwyxIt! skin settings are available within the system settings.
Swyx Meeting	Swyx Meeting (Basic Version) - adjustments: • Swyx Meeting (Basic Version) can be used without an administrator creating user accounts and users entering their login data to start a Swyx Meeting. • If "Swyx Meeting (Basic Version)" is to be started from SwyxIt!, the connection to the cloud services in Swyx Control Center must be activated.
VisualGroups	VisualGroups 1.5 This release serves for new VisualGroups installations as well as for update installations of Swyx VisualGroups. • Agents Wallboard • Callback function • Categorize calls • General improvements

4.1.4 New Features 12.11

(none)

4.1.5 New Features 12.20

Feature	Summary
SwyxIt!	• Improved home-office experience by RDS/Terminal-Server support • Easier configuration for home-office use by easy deployment of Remote Connector certificates • Easy configuration via click on configuration link in end-user welcome email • Introduction of SwyxIt! Analytics for collection of anonymous usage data for product improvements (opt in!)
Swyx Messenger	• Send and receive pictures and files • Start phone calls out of Swyx Messenger • Better visibility of unread messages • Numerous usability enhancements • Additional languages IT/NL/FR

Feature	Summary
	• RDS/Terminal-Server support
Swyx Meeting	• Swyx Meeting can now be started from the Swyx Messenger window • User is informed via Windows Notification message if someone is waiting in his personal Swyx Meeting waiting room (requires a running Swyx Messenger) • More convenient change of "Swyx Meeting" credentials in SwyxIt!

Yealink phones	• DCF 2.0 for Yealink CP920/960 phones:
	    o User login on any certified SIP phone (Hot Desking)
	    o Call journal synchronization with SwyxServer
	• Different ringtones for incoming internal and external calls

VisualGroups	VisualGroups can now be used via Remote Connector connections (requires VisualGroups 1.4 or higher)
Fax server	Significant improvement of fax delivery success rate
Swyx Mobile for iOS and Android	• Easy configuration via scan of QR code in the end-user welcome email • Swyx Messenger enhancements: e.g. send and receive pictures and files, edit and delete own chat messages (requires versions 3.1.0 or higher)

4.1.6 New Features 12.30

Feature	Summary
SwyxIt!	• Call Journal enhancements: call duration and answered person added • MS Teams Presence Sync: video / audio calls are reflected in the SwyxWare Rich Presence
Swyx Messenger	• Edit own messages (excluding pictures/attachments) • Delete own messages (excluding pictures/attachments) • File Attachments: Drag & Drop support in message entry field and chat history • Drafted messages are now easy to spot in the channel list • Display number of group members in group chats list • Workflow enhancements
ECR	• ECR user creation without extra licensing
Yealink phones	• LDAPS support for Yealink Global Phonebook

VisualGroups	• User based licensing added
DATEV	• Call duration and answered person available in DATEV

4.1.7 New Features 12.31

Feature	Summary
SwyxON	• **Adaption of unattended installation for MS Teams Sync** • **Solution add-on for MS Teams Sync Service**

4.2 Technical Improvements

4.2.1 Technical Improvements SwyxWare 12.00

Internal ID (Ticket ID)	Summary
100373 (1258)	LinkMgr: If subscriber number starts with 112 the corresponding recognition URI not generated correctly
112048 (1126, 1300, 1539, 1876)	CTI+ does not work correctly in a multi terminal server scenario with load balancer
168045 (200393, 203398, 205543, 207438, 209117, 210302, 6878, 6903, 7057, 6878, 6903, 7057)	NO RTP after semi attendant call transfer to user with external redirection (-> media bridge active)
173021 (8300)	Some French emergency and abbreviated dial numbers not handled correctly
175848 (5436)	LinkMgr: Re-INVITE via TLS fails on Telekom SIP-Trunk
178396 (203106)	Template.vbs: Featurecode ##20xxx# (set CFU) loose last digit in case of calling by Yealink phones
178643 (205175, 205423, 206550, 210008, 210266, 210316, 210788)	CLMgr/LinkMgr: CTI+ master line display updated only on call disconnect
181779 (205805, 210387, 210389, 210390)	SwyxIt! Meeting not available when being uaCSTA-coupled with a Yealink phone
183158 (206314)	SwSIP: Introduce configuration setting to discard <Display Info> from inbound SIP messages

184265 (1929)	Displayname should not be sending from Swyx ONPA/ONPC
185649	Outlook security warning popping up (chapter 5.6 "SwyxIt! With Outlook")
187056 (205472)	IpPbxSrv: status signalling for user with Yealink is lost after failed call
187042 (210021)	SIP Gateway trunks: Switch default for <UseDisplayInfo> to 'false' in ProviderProfiles.conf
187394 (210174)	Outlook Integration: Load behavior of GAL cache can NOT be configured (as with former implementation)
188150 (2045)	CompanyFlex Profile should not contain "blank" in Trunk Group Wizard
188163	TLS profile for DIP/VD connection with encryption required
189855 (207411, 212465, 212466, 212467, 212468, 212469)	Outlook plugin: The contact entries miss the source information (regression of NEW plugin since v11.41)

4.2.2 Technical Improvements SwyxWare 12.01

Internal ID (Ticket ID)	Summary
191613 (214888)	Trunk recording: call NOT recorded in special script situation
191224 (210872, 212147, 213185, 213218, 213744, 214886, 212147)	Jabra: Hook is working unreliable - integration of new SDK 1.8.x is needed

4.2.3 Technical Improvements SwyxWare 12.10

Internal ID (Ticket ID)	Summary
163832 (214634, 215081)	LinkMgr: 'expire' tag with value less than 20 causes link to drop after registration timeout
186586 (207746, 212526)	AD Extension: Add new user fails with confusion error message
187332 (209778)	SwyxIt: Adding a secondary entry to global phone (abbreviated number) fails on creation
191445 (210134)	LinkMgr: dumps are written
193503 (205311)	Visual Groups: NO trunk recording can be made by user extension
193693 (217540)	CallRouting: The 'OneWayConferencing' feature got broken by new conference PIN feature

4.2.4 Technical Improvements SwyxWare 12.11

Internal ID (Ticket ID)	Summary
195882	Re-establish Support for generic Bluetooth and USB headsets (audio)

Internal ID (Ticket ID)	Summary
195946 (220285)	LinkMgr: a TLS trunk will not register after updating to v12.10 because of TLS connection failure
194785 (217766)	IpPbxSrv (SwSIP): A 484 Address Incomplete response on SIP gateway trunk should be treated as final response
194979 (218680)	MemLMgr: MEM calls are failing in master/standby scenario
195626 (216468, 217529, 219877, 220015)	LinkMgr: Calls are disconnected or call setup fails due to incorrect session timer handling.
189529 (212654)	GSE: Unconfigured 'Time' condition block cause script parsing error (and call abortion!)

4.2.5 Technical Improvements SwyxWare 12.20

Internal ID (Ticket ID)	Summary
40003 (201539, 3303)	Fax is deleted and not delivered in "overdial" scenario
191354 (214394)	VisualContacts: feature can be used even if disabled via feature profile
192442 (216154)	IpPbxSrv: ECR script got stuck on special call flow (VisualGroups related)
196017 (204530, 205096, 205632, 208393, 212390)	Yealink: A 5xx response to INVITE from phone triggers a new full registration of phone
196344	PNS: APNS may deliver outdated voip push message
196971 (221610, 221869, 222310, 222733)	SCC - Yealink EXP40, Name is transmitted, but no number is stored
197150 (223285)	Configuration Planner: Install SQL2019
197374 (223257, 222828)	IpPbxSrv: Voice channel or CTI license (and probably other option licences) allocated multiple times for same trunk/user after network outage
197610 (223096)	Cannot login into SCC when TimeZone is between -2 and -12 hours
198362 (221572, 225163)	IpPbxSrv: trunk registration no longer valid after network outage/service restart

4.2.6 Technical Improvements SwyxWare 12.30

Internal ID (Ticket ID)	Summary
138994 (2507)	Server: multiple dumps are created during shutdown on pending intersite message
178606 (202436)	Server: LinkMgr- Some external incoming calls are not getting recorded in special CallRouting scenarios (like VisualGroups)

197224	SHComp/LinkMgr: Public SIP link using STUN does not fully unregister on STUN server failure (and uses private IP instead)
197680	pPbxSrv: ECR script uses 'old' media parameters after media renegotiation from LinkMgr -> no audio is heard by calling party
198654	SwSIP: 'Old style' anonymous URI causes wrong SAddress parameter mapping which will cause e.g. VisualGroups to malfunction
111406 (2890)	Server: TWO SwyxIt registrations by ONE user not possible via remote connector
197890	Updated M-Line handling for stream switch
198752	Calls including specific SIP header P-Access-Network-Info are rejected
199181	CDS: UserPhoneBookEnum.FreeForReuse () should not be traced at level 'Always'
199435	IpPbxConnectorSrv: A dump is triggered by sudden RTP disconnect
198382	pPbxSrv: All NG client devices (Android, iOS and MacOS) should use a canonical style number format profile

4.2.7 Technical Improvements SwyxWare 12.31

Internal ID (Ticket ID)	Summary
210397	TraceTool: NO longer working since 1/1/2021
201837	SwyxMessenger: High load by accessing :\windows\system32\tzres.dll repeatedly since v12.20 (especially with Server 2012R2, Server 2008R2 and Win7)
201855	SwyxWare/Msi Filecheck: Copyright is still "Copyright © 2000-2020 Swyx Solutions GmbH"

4.3 Technically not supported

1.1.1 Technically not supported in SwyxWare 12.10 since 12.00

Feature	Summary
SwyxPhone L4xx	Regarding these devices there is the change that the old SwyxPhones L4xx are no longer supported. The reason for this is that we have switched to OpenSSL 1.1.1. and unfortunately, these devices cannot adapt to it. **INFO: end of (further) technical support for SwyxPhone L4xx/L5xx series (kb4881)** Important: These devices must be removed from the network, otherwise errors will be written to the tracing files.

5   Important Information

5.1   *Hardware Requirements*

Detailed and uptodate system hardware requirements are published in help center article

https://service.swyx.net/hc/en-gb/articles/360013948939-System-Requirements-for-SwyxWare-12

5.2   *Supported databases for CDR database*

From this release onwards, for saving the Call Detail Records (CDR), only the following databases are supported:

- Microsoft SQL Server
- MySQL (ODBC)
- PostgreSQL (ODBC)

5.3   *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

5.4   *Use of new SwyxIt! skins*

- When using one of the Visual-Contact-enabled new SwyxIt! skins for UHD screen resolution on a UHD display, then the screen scaling in the Windows settings should be set to 200% to achieve an optimal display of the Visual Contacts part inside the SwyxIt! window. As an alternative, the user can adjust the size of the Visual Contacts area of the SwyxIt! window by pressing the Ctrl-key and scrolling up or down.
- When using multiple monitors with different screen resolutions (e.g. one UHD monitor and one HD monitor), to achieve an optimal display of a SwyxIt! skin with a UHD screen resolution, the UHD monitor should be configured as the main monitor in the Windows settings. As an alternative the user may chose a SwyxIt! skin with a resolution lower than UHD.

5.5   *SwyxIt! With 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.

5.6 *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)
- AirPods cannot be controlled via AirPods gestures
- AirPods appear twice in the SwyxIt! Audio device list:
    1. "AirPods Hands-Free AG Audio"
    2. "AirPods Stereo"
    --> In order to get them working the user MUST configure the following:
    As Headset configure: AirPods Hands-Free AG Audio
    For Ringtones both will work, but to make it easier it is recommended to
    select "AirPods Hands-Free AG Audio"

5.7 *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.

5.8 *LDAPS support for the Yealink global phonebook*

With the SwyxWare 12.30 the 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.

5.9 *Changes to call notes creation*

With the Call Journal extension of the SwyxWare 12.30 displaying the call duration, the Call journal enries are now created after a call is finished. Users which utilised 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.

6 Installation Requirements

6.1 *Microsoft .NET Framework*

For the installation of (or an update to) SwyxWare 11.38 (or higher) or SwyxIt! 11.38 (or higher) the installation of .NET 4.7.2 or newer is required.
Details:
https://support.microsoft.com/en-us/help/4054566/microsoft-net-framework-4-7-2-for-windows-8-1-windows-rt-8-1-and-windo

6.2 *Operating System Windows 7, 8.1 and Server 2012 R2, Server 2016 or Server 2019*

The SwyxWare 11.20 and newer needs new C Runtime and C++ Redist packages. Those are already available in Windows 10 and Server 2016 and 2019.
If Windows 7, 8.1 or Server 2012 R2 are used, please install the last updates for these operating systems. The new C Runtime and C++ Redist packages will be installed with these updates.
Details:
https://support.microsoft.com/en-us/help/2999226/update-for-universal-c-runtime-in-windows
https://support.microsoft.com/en-us/help/2977003/the-latest-supported-visual-c-downloads

6.3 *Server*

a.) Windows OS requirement: please ensure that ongoing or due Windows updates are completed before starting to install or update SwyxWare components.

b.) After the installation of the server components, the Config Wizard starts and must run to the end. Do not terminate the Config Wizard in the middle.

c.) WARNING: When upgrading the SwyxWare Administration to version 12.0, the previously existing version of the MMC configuration file ("C:\Windows\System32\mmc.exe.config") will be overwritten during the upgrade to Release 12.0. If you had manually changed the old MMC configuration file, you may want to create a backup of the old MMC configuration file BEFORE the starting the upgrade to Release 12.0 to retain the changes to possibly insert the changes in the MMC configuration file for Release 12.0 after the upgrade to Release 12.

The table below shows the Operating System requirements for the corresponding SwyxWare components.

Component	OS	Server requirements
SwyxWare Server	Windows Server 2012 R2 (last updates) Windows Server 2016 Windows Server 2019 Windows 10 IOT ENT 2019 LTSC (as part of Swyx Express servers only)	Change for the hardware requirements. Detailed requirements are provided by the following KB Article:

SwyxIt! (e.g. Terminal server usage)	Windows Server 2008 SP1 Windows Server 2012 R2 SP1 (last updates) Windows Server 2016 Windows Server 2019	[Recommended Computer Equipment (kb2155)](kb2155)
SwyxWare as standalone Gateway	Windows 8.1 (last updates) Windows Server 2012 R2 (last updates) Windows Server 2016 Windows Server 2019	

6.4 *Server SQL*

a.) Windows OS requirement: please ensure that ongoing or due Windows updates are completed before starting to install or update SwyxWare components.

The table below shows the Operating System requirements for the corresponding SwyxWare components.

Component	SQL	Requirements
SwyxWare 12.20	- SQL Server 2012 - SQL Server 2014 - SQL Server 2016 - SQL Server 2017 - SQL Server 2019 (only standard SwyxServer installation, no Master Standby)	

7 Supported Devices

Type	Product	Preferred Version
Devices	SwyxPhone L62 100 MBPS	HFA V1 R4.6.2
	SwyxPhone L62	HFA V1 R4.6.2
	SwyxPhone L64	HFA V1 R4.6.2
	SwyxPhone L66	HFA V1 R4.6.2
	SwyxPhone L615	HFA V3 R0.42.1 HFA
	SwyxPhone L620	HFA V3 R0.42.1 HFA
	SwyxPhone L640	HFA V3 R0.42.1 HFA
	SwyxPhone L660	HFA V3 R0.42.1 HFA
	Swyx Handset P280	V 1.88
	Swyx Handset P300	
	Jabra Evolve series	2.25.0 or newer
	Jabra Speak 510	2.25.0 or newer
	Jabra Speak 710	Jabra Link 370: 1.82.0 Jabra Speak 710: 1.38.0 Jabra Direct 4.0.8560
	Jabra Engage 65 Mono	2.1.1 or newer
	Jabra Engage 65	
	Jabra Pro 9470	4.3.1 (Vp 4) or newer
	Jabra Pro series	
	Plantronics Blackwire C5210	v.189 or newer
	Plantronics Calisto 620	Base: v.490 or newer Headset: v.200 or newer USB: v.921 or newer
	Plantronics Blackwire C710	v.53 or newer
	Plantronics Blackwire C3225	v.213 or newer
Yealink	Phone T41S	66.84.133.12
	Phone T42S	66.84.133.12
	Phone T46S	66.84.133.12
	Phone T48S	66.84.133.12
	Expansion Module EXP40	66.84.133.12
	Conference Phone CP920	78.84.133.8
	Conference Phone CP960	73.84.133.7

Type	Product	Preferred Version
DECT	DECT 500 Base station	V 0460.0004
	DECT 500 Repeater	V 39 or higher
	DECT 510 Handset	V 4.50B05
	DECT 565 Handset	V 4.50B05
	DECT 700 Manager	108 or newer
	DECT 700 Base station	108 or newer
	DECT 700 Handset D710	63 or newer
	DECT 700 Handset D750	63 or newer

	DECT 700 Handset D765	11 or newer
	DECT 800 Base station	V 10.3.5
	DECT 800 Handset	V 2.4.0
Swyx Clients	SwyxIt!	SwyxWare 12.30
	Swyx Desktop for Mac OS	3.0.2 or higher
	Swyx Mobile for iOS	2.7.3 for PNS 1.0 (12.00 or older) 3.1.0 for PNS 2.0 (SW12.10)
	Swyx Mobile for Android	3.1.1
Gateways	AudioCodes: MGW Cloud S (M500-2B-2S-NLV)	F6.80A.365.002 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: 9.10.RU2 or higher
	Bintec: Digitalisierungsbox	Firmware: Latest Version
Media Packs	AudioCodes	6.60A.342.003

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.

8   Supported Software

Type	Product	Preferred Version
LDAP Directory	ESTOS Metadirectory Standard	V 4.0.9.6261 or V5.0.7.10657
LDAP Directory	C4B XPhone Connect	v 7.0.74 or V8.x
Call analysis	Aurenz Swyx Edition	V 12.0.3.04 or newer
Microsoft Office Add-In	Microsoft Office 32-bit	Office 2007 - 2019
	Microsoft Office 64-bit	Office 2016 - 2019
Lotus Notes	Info	The Swyx Connector for Notes Integration is now compatible with IBM Notes/Domino 9, 10 and HCL Notes/Domino 11.

9   Supported Operating Systems for Swyx Clients

This table shows the compatibility of SwyxIt! resp. Swyx Mobile and the corresponding Operating Systems.

Swyx Client	OS / Version	Note
SwyxIt!	Windows 7 (last updates) Windows 8.1 (last updates) Windows 10 (incl. Fall Creator Update) Windows Server 2008 R2 SP1 Windows Server 2012 R2 (last updates) Windows Server 2016 Windows Server 2019	
Swyx Desktop for Mac OS	Mac OS	Please see the corresponding Product Release Note
Swyx Mobile	Android iOS	Please see the corresponding Product Release Note

10 Known Issues

Internal ID (Ticket ID)	Title
101430 (1305)	Trunk recording can't be triggered by group extension
142894 (3169)	Trunk recording file is overwritten if DTMF codes for starting and stopping are used multiple times during the same call

186717 (6356)	CTI+: Call on hold can not be retrieved and is terminated when a second call is ended before it reaches the connected state
174460 (200815)	SwSIP: PPrefered header without 'user=phone' tag should be mapped to (canonical) address if user part only consist of number digits
181836 (202396)	Yealink: Call pickup NOT possible via CTI master (uaCSTA mode)
168286 (207195)	PhoneMgr: Call forwarding symbol on SwyxPhone displays is not shown if forwarding was enabled via Function Code
187393 (210405)	Calls not transferring after re-invite
168165 (214868)	SwyxON: SIP devices without session timeout capability may cause stuck calls
152418 (215036)	Support of 'empty' INVITE as described in RFC3725
199658 (227838)	CDS: line configuration (blob) got corrupt and new configurations are NOT persisted to DB

11 Restrictions

Swyx-Flex (subscriptions license model) is only supported for the On-Premises installations

Swyx-Flex (Subscription license model) can only be used for the new SwyxWare installations. Update from lower versions to SwyxWare 11.50.0.0 and change of the Licensing model is currently not supported.

12 Support

The support for SwyxWare is handled through the regular Swyx Support process.