Release Notes

Swyx 14

Product Version: Swyx 14.01

Status: "General Availability" for On Premises

1. Overview
1.1. Software Versions

Component	Version
Server	14.01.55688.0
Swyx Control Center	14.00.5229.0
Administration	14.01.55688.0
SwyxIt	14.01.55688.0

2. Version history

Version	Release date
Swyx 14.00	**16. Mai 2024**
Swyx 14.01	**17. Juni 2024**

3. Changes

3.1. Swyx 14.01

3.1.1.   Technical Improvements/Changes

Fixed issues

ID	Ticket ID	Title
220884	220884	Updating to SwyxWare 14 with Netphone license keys not possible
220882	220882	Mail templates for password reset and welcome mail have some incorrect URLs
220812	220812	Emergency Call Enhancement: IpPbxSrv dumps when setting amount of trunk channels is misconfigured to 0 0 0 (total, outgoing, incoming) and dialing 110/112

3.1.2.   Other changes

Introduced Visual Groups 1.14.4138.0

3.2. Swyx 14.00

3.2.1.   New Features

SwyxServer 64bit

All Swyx server services are now 64bit executables. The installer therefore places the 64bit components below 'c:\Program Files\Swyx' instead of 'c:\Program Files (x86)\Swyx' per default This applies for new installations and updates. If you update an existing supported SwyxWare to v14 the files are placed in the default location below 'c:\Program Files\Swyx'.

SwyxWare Administration setup is also only available as 64bit version.

IMPORTANT: x32 Setups are not availbale any more!

New SwyxIt!

With SwyxWare 14 the new *SwyxIt!* has been introduced as a new Windows client application, offering a modern user interface for improved user experience. The former *SwyxIt!* client has been renamed to '*SwyxIt! Classic*' to distinguish between the new and classic versions of the client.

Installation

- The SwyxIt! MSI installer still requires administrative rights and includes the installer for the new *SwyxIt!*.
  - From now on we only offer the MSI installer in 64bit.
    Note: The executables for '*SwyxIt! Classic*' itself are still 32bit executables.
- Running the MSI installer always installs both *SwyxIt!* and '*SwyxIt! Classic*'
  - New *SwyxIt!* is installed as a per-user installation and is placed in %localappdata%\programs\SwyxIt! **.**
  - All executables for the new SwyxIt! are 64bit executables.
  - For the user running the *SwyxIt!* MSI installer (e.g. admin), the new *SwyxIt!* is installed immediately.
  - For other users, *SwyxIt!* is installed with the next login.
  - Note: The new per-user installation part is executed once per version for every user per SwyxIt! version. If you remove '***SwyxIt!***' and '***SwyxIt! Classic***' and install the exact same version again, the per-user installer is not executed again except for the user running the MSI. In that case just execute C:\Program Files (x86)\Swyx\SwyxIt!\SwyxIt!.Setup.exe manually for the users which are missing the new ***SwyxIt!***.
- Future updates
  - SwyxIt! Classic parts still require an MSI installer and admin rights to update
  - SwyxIt! parts (which are installed per user) update themselves automatically for every user. These updates do not require admin rights.

Client Configuration

- Defaults
  - For **new** SwyxWare installations, the default client mode is set to "***SwyxIt!***".
  - For **update** installations, the default client mode is set to "***SwyxIt! Classic***" to maintain continuity for existing users.
- Swyx Control Center Configuration
  - Administrators can configure the default client mode for all users via the Swyx Control Center, ensuring consistency across the organization.
  - Administrators have the option to override the global default configuration per user.
- User-Controlled Mode Switching

o   Users with the functional permission "Change skin" can directly switch between *SwyxIt!* and '*SwyxIt! Classic*' within the application.

Auto Update Functionality

The new *SwyxIt!* includes an update functionality that automatically checks for and installs updates, ensuring users have access to the latest features, improvements and security updates without manual intervention.

Note: All SwyxIt! Classic parts including the call-control component are not part of the automatic update functionality and may require separate updates.

Log File Location Change

- The log file associated with '*SwyxIt! Classic*' **and** the Call Control component of the new *SwyxIt!* has been renamed to CLMgr-%date%-%time%.log, while a new log file named SwyxIt!-%date%.log has been introduced for the new *SwyxIt!*.
- All client log files are now written to %localappdata%\Swyx\SwyxIt!\Traces instead of %temp%\Swyx\SwyxIt!\Traces, because the Windows 11 *Storage Sense* feature automatically cleans up %TEMP% from time to time.

New SwyxIt! Classic Skins

With SwyxWare 14 we offer 17 new Skins for '*SwyxIt! Classic*' in Enreach rebranded design.

New Swyx Connector for Microsoft Teams

Starting with SwyxWare 14 we offer a new *Swyx Connector for Microsoft Teams v5* which includes:

- Enreach rebranded design
- Improved UI/UX
- Call Recordings

Note: *Swyx Connector for Microsoft Teams v5 and greater is only supported in the new Microsoft Teams Client.*

SwyxIt! Web Extension support Microsoft Edge WebView2

When you create or edit a SwyxIt! skin you can switch web extensions to use Microsoft WebView2 instead of the legacy Internet Explorer Control. WebView2 is a runtime using the Microsoft Edge (Chromium-based) engine for integrating web content into applications. Existing skins and all VisualContacts and VisualGroups skins shipped with Swyx 14 still use the legacy control. Visual Contacts and Visual Groups are not yet compatible with Microsoft Edge WebView2.

Current Windows 10 and Window 11 versions usually already have the Webview2 runtime, because Microsoft deploys it automatically via Windows Update. If not, you can download it from here: https://go.microsoft.com/fwlink/p/?LinkId=2124703. SwyxIt! works without the runtime but shows an error message in the web extension on the skin if the runtime is not present.

Extended Emergency Call Number detection

System internal detection of emergency numbers (exact match) depends on the configured country code in the location assigned to the dialing user. At the moment the detection is enabled for Germany. Using emergency call numbers as internal number is prohibited as well for user and groups as for the public access prefix.

If a user already has an internal number which conflicts with an emergency call number (was configured before the update), Swyx Control Center will display an appropriate warning message on the administrative home page. Please make sure you change the assigned number, otherwise the configured extension will not be reachable internally.

Assignment of an emergency call number to a user, group or as a public access prefix is prohibited, so none of the number assignment tools will allow this configuration. Swyx Control Center will display a proper error message notifying administrator that the number is reserved. SwyxWare Administration will display the number as "in use". Applications using the ConfigDataStore Client API will get an error response and the error message is logged in the ConfigDataStore trace file. Nevertheless, it is still possible to assign internal numbers shorter or longer as the emergency call numbers (for Example '1122' or '11'). In this case Swyx Control Center will display a warning message.

For On-Premises installations it is also possible to disable the emergency call number detection by setting the SkipEmergencyCallCheck value to 1 in Swyx

Control Center, "Special Service settings", "IpPbxSrv". With this setting dialing emergency numbers will be handled as regular internal numbers.

We strongly recommend **NOT TO** disable emergency call number detection unless you have a proper substitution in place by using a Call Routing Script or routing the emergency numbers to the company fire brigade located in your facility.

Dialing behavior

Example dialing behaviour for Public Line Access Prefix configured to '0'

Dialled number	Internal number range			
	0-9	00-99	000-999	0000-9999
1	Internal call to 1 For Overlap dialling: 5 sec. delay	Invalid number	Invalid number	Invalid number
11	Internal call to 1 For block dialling: immediate call For overlap dialling: 5 sec. delay	Internal call to 11 For block dialling: immediate call For Overlap dialling: 5 sec. delay	Invalid number	Invalid number
110	Emergency Call	Emergency Call	Emergency Call	Emergency Call
112	Emergency Call	Emergency Call	Emergency Call	Emergency Call
0110	Emergency Call	Emergency Call	Emergency Call	Emergency Call
0112	Emergency Call	Emergency Call	Emergency Call	Emergency Call
1100-9	Internal call to 1	Internal call to 11	Internal call to 110	Internal call to 110x
1120-9	Internal call to 1	Internal call to 11	Internal call to 112	Internal call to 112x

3.2.2. Technical Improvements/Changes

Swyx Push Notification Service

The Swyx Push Notification Service (PNS) which is needed to send push notifications to mobile apps is now included in the SwyxServer setup. If you update from older SwyxWare versions to Swyx 14, PNS will also be updated. The separate Push Notification Service Setup listed in *Windows Settings - Apps & Features* is removed during update.

Microsoft Visual C++ Redistributable

The SwyxServer and SwyxWare Administration setups no longer install the Microsoft Visual C++ Redistributable components. You have to install them separately before running the installer if they are not already present on the system. This allows Windows to update them automatically via Windows Update to apply security fixes. It also reduces installation scenarios where reboots are requested during installation or update. Both installers check for a compatible version and display an error message when none could be found. You can download the runtime installer from https://aka.ms/vs/17/release/vc_redist.x86.exe and https://aka.ms/vs/17/release/vc_redist.x64.exe (both are required) or on the SwyxWare DVD image. Note that the runtimes are usually backwards compatible. The download links point to the latest version which is ok to use.

SwyxIt! still includes the runtime in the installer, because they are usually not causing reboot requests during installations and SwyxIt! deployment is easier without the need for a separate runtime installer.

Microsoft SQLExpress 2022

SwyxWare 14 ships with Microsoft SQL Express 2022. Refer to the system requirements documentation for the list os supported SQLServer versions.

SwyxWare service start mode changed to "Automatic (delayed)"

In order to be compatible with Microsoft SQLServer Express 2022, all SwyxWare v14 service now use service start mode "Automatic (delayed)", the same mode as SQLExpress is using. This also makes SwyxWare On-Premises installations more consistent with SwyxON tenants which already use this start mode. As a consequence SwyxWare services might not yet running if you login to your Windows Server immediately after it has been started, because Windows first starts all services with start mode "Automatic" before starting all services with mode "Automatic (delayed)"

SCST and TLS on SwyxWare endpoints

On supported Windows Server Versions (2022 and newer 2019) it is possible to disable older TLS versions on a per-endpoint basis to cover scenarios where one Windows server needs to supports a mix of endpoints with and without support for these insecure protocol versions. If you use this functionality to explicitly switch off the old TLS protocol versions on the SwyxWare endpoints, running SCST will remove that configuration again.

We recommend to switch off older TLS versions globally for the whole Windows system whenever possible. However, a future SCST version will make and retain the endpoint-specific configuration.

No Native Code Generation during Setup

In previous version a lot of setup time has been spent to pre-compile .NET Assemblies, cache them to disk and wait until that has been completed. With v14 we switched that back to the default priority and let the Microsoft.Net Framework do the pre-compilation asynchronously in background. First service start after installation might take a bit longer if that background pre-compilation has not yet completed.

Windows Registry

As usual with 64bit processes, the registry location is now HKLM/Software/... instead of HKLM/Software/WoW6432Node/... Registry keys created manually are not moved during update to v14. Registry keys created by the SwyxServer setup MSI are moved.

MS Teams Presence Sync Configuration

Authentication with Microsoft Entra ID (Azure AD) now only takes place via app authentication with a client secret. The additional user authentication is no longer required and the saved login data is removed the first time the service is started after the update. Note that the app registration in Microsoft Entra ID requires now this permissions: User.ReadBasic.All (Application) and Presence.ReadWrite.All (Application). All delegated permissions can and should be removed.

Federated Authentication: Microsoft Azure (Beta)

The authentication at Microsoft Entra ID (Azure AD) for synchronizing users is now using app authentication with a client secret. Usage of a separate user for delegated authentication is no longer needed or supported. The Microsoft Entra ID App Registration needs this permissions: User.Read.All (Application). The Client Secret can be created in the App Registration under "Certitificates & secrets" in the Azure Portal and can be stored via Swyx Control Center.

> **IMPORTANT: Currently it is not possible to configure Microsoft Entra ID Multi-Factor Authentication (MFA) during SwyxIt! authentication. As a workaround make sure that you have already configured a MFA before attempting to use Microsoft Entra ID to log in via SwyxIt!.**

Instructions for setting up an App registration in Microsoft Entra ID and configuring SwyxWare can be found here: https://help.enreach.com/docs/manuals/english/Federated_Authentication_in_SwyxWare_with_Azure_AD.pdf

Fixed issues

ID	Ticket ID	Title
157762	234459	Admin and Powershell: User SIP credentials cannot be deleted (DSGVO)
200554	228082	reSIProcate: disabled network interface with static DNS configuration cause registration timeouts
201197	230240	Server: Renaming of user won't update RC client certificate CN (Common Name)
207841	314000	Yealink: Transfer from Yealink to Yealink (with active CTI) causes inconsistent line display
211586	269022	SwyxIt!: the numbering of the speed dials two VG skins is incorrect
212390	270842	GSE: If "<<System's hold music>>" is selected in a "Set Queue Attributes" box calls get stucked
218942	313213	Client: voice message NOT shown in list if calling party is not set/empty (e.g. external call with number supression)
219223	319859	SCST: WinACME component needs updated to latest version
219345	323499	SwyxON: Wrong SCC URL after migration in UC Tenant

219613	322149	IpPbxSrv: In special scenarios the Server doesn't consider a SIP client port change
219799	324069	Allow internal->external number replacement on trunk group for public call from user without public number
219901	322938	SwyxON: UDP is used instead of TCP for Device / Client communication after MIgration from OnPrem
219903	324353	ECR: Callqueue processing may loop and high CPU load+trace amount if "Interval between announcements" is zero
220232	325664	IpPbxSrv: Call routing property PBXGroup.Now won't consider day light saving time offset (-> returning UTC + 60min for CET zone after 1.4)
220512	313802	SwyxPhone L71: Labels too short in german translation

3.2.3.   Discontinuations

Swyx Connector for Microsoft Teams for old Microsoft Teams Client

The new Swyx Connector for Microsoft Teams v5 (and greater) starting with SwyxWare 14 is **not** supported in the old Microsoft Teams Client.

Octopus Netphone OEM version no longer available - Update to SwyxWare 14

With version 14 SwyxWare will no longer ship the special "Octopus Netphone" branded version. Existing installations can be updated to SwyxWare 14. Classic license keys used in the old "Octopus Netphone" branded version continue to work. You just need v14 update license keys as usual. Mixing Swyx and Netphone license keys is not possible. If you use online licensing this will continue to work in v14.

Update from Netphone Server <14 to Swyx v14

To update a Netphone Server Version less that 14 to Swyx 14 do the following:

1. Optional, but recommended: If you have Netphone Server older than 13.x installed, update to Netphone Server 13.31 first.
2. Run the German language SwyxServer 14 installer and complete it
3. SwyxWare Configuration Wizard starts. Proceed through the wizard
4. If you used Swyx Connectivity Setup Tool before, run it again and complete the wizard
5. If you had a custom trace folder location, this location is not retained during the update. Run Swyx Trace Tool to configure your custom settings again
6. SwyxWare uses %programdata%\Swyx\Traces per default. Delete the old traces in %programdata%\T-Com\Traces manually.
7. SwyxIt! skins:

1. With Swyx 14 the Netphone SwyxIt! skins shipped with Netphone Server are no longer available. Make sure your System default skin setting uses an existing skin
2. Users who selected one of the standard Netphone Skins need to select a corresponding Swyx Version or they automatically get the system default skin
3. Users which edited and saved their own SwyxIt! skins will continue to use them.
8. Optional, if you had a CustomProviderProfiles.config file

   1. If Netphone Server had been installed in the default location (%program Files(x86)%\T-Com\Netphone) an existing CustomProviderProfiles.config has been moved to the current Swyx 14 installation folder.
   2. Otherwise, when Netphone Server had *not* been installed in the default location, you need to move your customproviderprofiles.config manually into the current Swyx 14 install folder
9. If you used client-side conversation recording in SwyxIt!, the recording file path on the client remains unchanged and might still be inside %localappdata%\T-Com and will continue to work. Check and update the path using Swyx Control Center or SwyxWare Administration if you want to use a different one.
10. File system data storage of the ConfigDataStore service is still in %programdata%\T-Com\IpPbxServer\Data\FileData (or whatever location you might have configured manually). If you want to move that refer to the "[Data Storage](#)" chapter of the Swyx Control Center documentation for instructions.

Update from Netphone Client <14 to SwyxIt v14

To update a Netphone Client version less that 14 to SwyxIt! 14 do the following:

1. Run the German Language SwyxIt! 14 installer
2. SwyxIt! Skins: See the explanation in the previous section about the behaviour regarding SwyxIt skins.

Mobile Extension Manager functionality removed

In SwyxWare 14 the mobile extension manager functionality provided by the Mobile Extension Manager service has been removed, as it is out-of-support for several releases now. We plan to bring back parts of that functionality in upcoming releases on a different technical basis.

Master/Standby support

SwyxWare's master/standby support is out of support for several years now. We removed the functionality completely in v14. If you have a SwyxWare using that feature and want to update to v14, first switch your master system to a stand-alone one and perform the update to v14 after that.

SwyxIt! Classic Skins

With SwyxWare 14 we have removed the following '*SwyxIt! Classic*' Skin Families:

- SwyxIt! 2013
- SwyxIt! 2015

SwyxIt! Netviewer Support

SwyxIt! now longer supports the discontiued Netviewer product and SwyxIt! Setup no longer installs the SwyxIt! Netviewer Plugin. When you update SwyxIt! from an older version the Netviewer plugin is removed.

ISDN no longer supported

SwyxWare no longer supports ISDN. SwyxGate will not be installed for new installations. In case of an update, SwyxGate is updated as well, but is unsupported.

Displayname as login name deprecated

Login with username and password to SwyxWare allowed to use the user's display name as login name in older SwyxWare versions. This is deprecated. It still works with SwyxIt! for backward compatibility and might still work in Swyx Mobile. Logins to Swyx Control Center do not support it anymore.

We recommend to use the username or UPN instead, because support for Displayname as login name will stop working in a future release.

3.2.4.   Issues / Limitations / Challenges

Stop SwyxWare Services before updating

Chances for having a smooth update experience increases if you stop all SwyxServer services before performing the update instead of letting the MSI stop them during the update. To stop services, either use Windows Service Manager or run

ippbxconfig.exe /stop /y

in the SwyxWare program folder.

Reason: The way in which the now obsolete Mobile Extension Manager service was designed prevents Microsoft Windows Installer from properly stopping the service before the update. This can lead to a reboot or failure of the update.

Important: In case of updating Swyx Server from pervious version, make sure no MMC application (services.msc) is running. Otherwise it may block installer from deleting existing files and may lead to 'doubled' installation and to operational malfunctions.

Unattended SwyxIt! Setup and Microsoft Office Apps

If you update SwyxIt! unattended without showing a UI, e.g. by using the /qn command-line switch on the MSI, the update may hang if you installed the outlook-addin and outlook.exe or another office app is running. For a smooth unattended update experience make sure that neither any SwyxIt! related processes, nor any Microsoft Office Apps are running. Technically there is a third-party component in the installer showing a message box which cannot be seen and confirmed by the user in certain deployment scenarios, e.g. deployment via Microsoft InTune. We plan to improve the unattended update experience in a future update.

As a first mitigation, add PERUSERADDINREGISTRATION=1 to the MSI command line when using a deployment tool like Microsoft InTune. This switches the Outlook-AddIn registration to a per-user instead of per-machine mechanism. This

mitigation will have an effect in the update step after you've set the property to 1.

3.2.5. Introduced beta features

None

4. System requirements

4.1. Hardware

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

4.2. Software

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

5. Installation/Update

Instructions for installation and updates can be found in the SwyxWare documentation: https://help.enreach.com/cpe/14.00/Administration/Swyx/en-US/index.html#page/help/chap_installation.08.01.html

6. Specific behaviour and environments

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

SwyxIIt! 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.

7. 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	1.11.3236.0 or newer

Type	Product	Preferred Version
SwyxPhone	SwyxPhone L62 100 MBPS	HFA V1 R7.3.0
	SwyxPhone L62	HFA V1 R7.3.0
	SwyxPhone L64	HFA V1 R7.3.0
	SwyxPhone L66	HFA V1 R7.3.0
	SwyxPhone L71	HFA V2 R0.8.0
	SwyxPhone L72	HFA V2 R0.8.0
	SwyxPhone L74	HFA V2 R0.10.0
	SwyxPhone L77	HFA V2 R0.10.0
	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
Yealink	Swyx Handset P300	Most actual firmware
	Phone T31G	124.86.133.4
	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	78.84.133.8
	Conference Phone CP925	148.86.133.2
	Conference Phone CP960	73.85.133.7
	Conference Phone CP965	143.86.133.2

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	DECT 500 Base station	V 5.30.B02
	DECT 500 Repeater	V 5.30.B02
	DECT 510 Handset	V 5.30.B02
	DECT 565 Handset	V 5.30.B02
	DECT BS 600 L/O/S	V 6.10.B101
	DECT R 600	V 6.10.B01
	DECT HS 6xx Handset	V 6.10.B01
	DECT 800 Base station	V 11.8.10

	DECT 800 Handset	See announcement in Enreach Partner
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.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. Known issues

ID	Ticket ID	Title
210783	262132	IpPbxSrv: User doesn't get 'accepted by transfer' PCLE accepting group call and call transfer
211616	258132	IpPbxSrv: It is not possible to do a semi-attendant call transfer to scripting only user
220452		Enabling Microsoft Entra ID multi-factor authentication during a SwyxIt! login is not possible Workaround: Enable and configure MFA before attempting to log in via SwyxIt!
220611		VisualGroups still logs into `%programdata%\T-Com\Traces` after updating from Netphone Server 13.x to Swyx 14
220621		MMC: Trunk changes or update return "LinkType not valid for PortBundleType" If Trunk created in SCC

9. Everything else

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/