



Release Notes

Status: "General Availability"

Swyx Desktop for macOS

App Store version: 3.0.4

Internal version: 3.0.274 (71852)

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Version	Date	Reason	Editor
1.0	21/12/2020	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
- 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***

Once again we have used your feedback to make Swyx Desktop even better for you...

The profile picture looks as expected again under macOS macOS 11. With a click on the time at the Recent list you can see now also see the duration of a call. Unfortunately, we had to remove the Jabra SDK to eliminate the main cause of crashes. Status based on calendar no longer crashes the app on macOS 11. Now the app should start as usual for all users on macOS 11.

2.3 ***Technical improvements***

- SMFI-111: The Profile Picture looks as expected again under macOS macOS 11 (Big Sur)
- SMFI-118: With a click on the time at the Recent list you can see now also see the duration of a call
- SMFI-129: Unfortunately, we had to remove the Jabra SDK to eliminate the main cause of crashes
- SMFI-135: Status based on calendar no longer crashes the app on macOS11 (Big Sur)
- SMFI-136: Now the app should start as usual for all users on macOS11 (Big Sur)

2.4 ***Known restrictions***

- Using the client towards a Swyxware Advance Server, the user's groups are not displayed
- USB and Bluetooth headsets are supported as pure audio devices so no function keys of the headset supported

Jabra

- Unfortunately, we had to remove the Jabra SDK to eliminate the main cause of crashes.

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 the SDK of the headset manufacturers

- accepting & rejecting calls on headsets is not possible

- muting on headsets still works, but is not synchronized with the application's mute-status
- on some wireless 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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