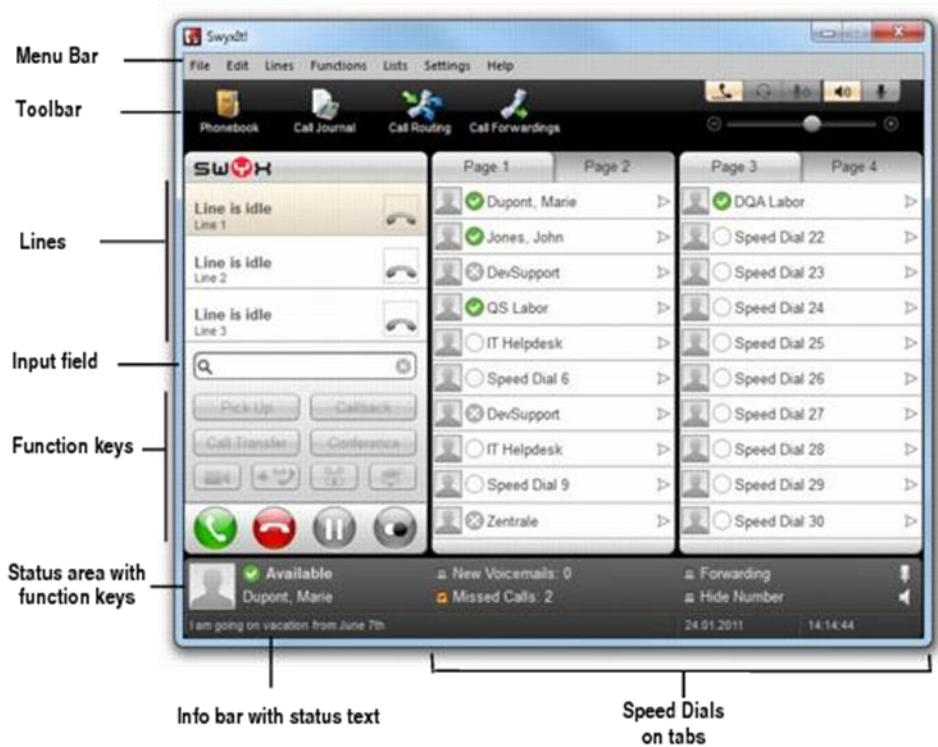**zenzero**

INTRODUCTION

The following quick guide summarised commonly used features of the SwyxIT! interface.
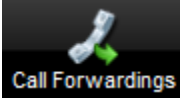
INTERFACE

The SwyxIT! Interface has the following appearance:

Activity	Sub-activity	Step(s)
Making a call(s)	Dial a number	You can enter and edit the number to dial in the **Input Field** using **Numbers**, [**Backspace**], [**Delete**] or [**arrow**] keys. To start the call, select the green phone icon, shown below. **Note**: Use [**9**]**,** or your public access number, to dial an outside line.
	Dial from any application	You can dial a selected number from any application by pressing [**F11**]. If you are using a hosted window you must copy the number first and paste it into the **Input field**. Your defined public access prefix, e.g. 9, will be added automatically to this number.
	Speed dialling	Speed dialling enables quick dialling of your most frequently used numbers.

Activity	Sub-activity	Step(s)
		To define a speed dial number right-click on an undefined speed dial field: 1. Select **Properties** from the dropdown menu that is displayed. 2. Enter the name, number and a picture (optional) detail to be assigned to a **Speed Dial** tab. Once configured you only need to select the relevant speed dial tab to dial it.
	Redial	To redial the last dialled number, select the **Redial** icon.
	Redial List	To quickly access a list of the most recently dialled numbers right click the **Redial** icon. The required number can then be selected from this dropdown list of most recent call numbers that is displayed.
Receiving a call(s)	Incoming calls	Select the relevant **Line is …** tab to accept a call.
	SwyxIT! call notification configuration	To configure SwyxIT! to pop up a message tab when an incoming call is received: 1. Select the **User Profile…** option that is located in the **Settings** dropdown menu. 2. Within the **General** tab of the Properties of… dialog box, select the required call notification check box(es).
During calls	Hold a call	To hold an active call, select the **Hold** icon. Reselect the **Hold** icon to take the call off hold. **Note**: Music will be played whilst a call is on hold.
	Disable Secondary Call	If you do not want to be disturbed by a secondary call, select the **Disable Secondary Call** option from the **Settings** dropdown menu.
Call transfer	Call transfer	To transfer a call, select the call that you wish to transfer and drag and drop it on either the: • Relevant **Line is …** tab. • Relevant **speed dial** tab. • The **Hold** icon.
Conferencing call(s)	Conference call(s)	You can combine active (and on hold) calls by selecting them and then dragging and dropping them on your **Conference** tab.
Call forwarding	Configure Call Forwarding's	You can configure the Call forwarding function to carry out a range of activities, including: • Unconditional call forwarding • Busy call forwarding • No reply call forwarding

Activity	Sub-activity	Step(s)
		The Call forwarding configuration settings cab be defined within the dialog box accessed on selecting the **Call Forwarding** icon:
	Call forwarding via drag and drop	Drag the relevant speed dial tab on the **Call Forwarding** icon. A temporary call forwarding to the assigned subscriber will then be activated.
	Call Forwarding Rules (Call Routing)	You can create your own call forwarding rules by: 1. Selecting the **Call Routing Manager…** option from the **Settings** dropdown menu. 2. You can then configure your Call routing rules in the Call Routing dialog box that is displayed.
	Voicemail	A personal 'welcome' message can be recorded by: 1. Selecting the Call Forwarding icon. 2. Select the Standard Voicemail tab in the dialog box that is displayed. Then either: 3. Select an existing voice message from the Welcome announcement dropdown list. or: 3. Select the Record Voicemail checkbox and record anew voice message using your SwyxIT! phone. 4. Once the new voice message is complete enter the email address that the recording is to be sent to in the Send Voicemail to E-mail address text entry box.