



Release Notes

Swyx 15

Product Version: 15.00

Status: "General Availability"

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1. Overview

[Software Versions](#)
[Version history](#)

1.1. Software Versions

Component	Version
Server	15.00.15188.0
Swyx Control Center	15.00.6065.0
Administration	15.00.15188.0
SwyxIt!	15.00.15188.0
SwyxIt! (ARM)	15.00.15188.0

These release notes cover changes introduced in v15.00. If you are updating from an older major version less than v14.25, please refer to the former release notes first

1.2. Version history

Version	Release date	Release Notes
Swyx 14.25	3. December 2025	Release Notes 14.25

2. Changes

[New Features](#)
[Technical improvements / changes](#)
[Discontinuations](#)
[Issues / Limitations / Challenges](#)
[Introduced beta features](#)

2.1. New Features

[Swyx Direct for MS Teams](#)
[Yealink T7x & T8x DCF Support](#)
[Administrator Notes](#)
[SwyxIt! WebExtensions & SDK](#)
[SwyxIt! Enhancements](#)
[Remote Connector Client Service](#)
[Swyx Control Center Improvements](#)

2.1.1. Swyx Direct for MS Teams

[General Information](#)
[Supported User Experiences](#)
[Telephony Features](#)
[Tenant Setup](#)
[User Setup](#)
[Move, Add, Change and Delete](#)

General Information

Swyx Direct for MS Teams enables customers to connect Microsoft Teams with Swyx telephony using Microsoft Teams Direct Routing Functionality. The integration allows Teams users to make and receive internal and PSTN calls while Swyx remains the central telephony platform.

With this release, Swyx introduces a partner-friendly, scalable integration for Microsoft Teams that is simple to provision and easy to manage. It enables partners to quickly connect Microsoft Teams with Swyx, making hybrid deployments effortless for organizations with both Teams and Swyx users.

Customers can continue using Microsoft Teams as their primary collaboration platform while benefiting from the full power of Swyx for enterprise-grade telephony.

Swyx Direct for Microsoft Teams utilizes Microsoft Teams Phone functionality and may require additional Microsoft licensing.

Supported User Experiences

- Microsoft Teams Desktop for Windows and Mac.
- Microsoft Teams Mobile App for iOS and Android.
- Swyx Desktop Client for advanced PBX features.

Telephony Features

- Make and answer Swyx calls in Microsoft Teams.
- Use available Microsoft Teams native call control features.
- Continue using available Swyx function keys where applicable.
- Maintain consistent caller ID, caller name, and call behavior across Teams and native Swyx users.

Tenant Setup

Prerequisite Swyx installation exists and is activated

Entra ID is Configured in Swyx Control Center

Microsoft App Registration and permissions are configured accordingly

1. Order Licenses via Operator
2. Go to Swyx Control Center and request the activation (Connect Swyx Direct for MS Teams)
 - a. Enter required Information
3. Wait for the activation request to be processed (It might take up to 24 hours)

User Setup

1. Assign the Swyx Teams Direct license to a Swyx user
2. Assign a proper public number to be provisioned

3. Enable Swyx Direkt for MS Teams for the user / number in Swyx Control Center
4. Wait for the positive response.

Move, Add, Change and Delete

Deleting a user, removing a license, or changing an extension is automatically provisioned.

2.1.2. Yealink T7x & T8x Support

Overview What's New
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Overview

Starting with Swyx 15, a broader range of Yealink desktop phones and expansion modules is supported. This enhancement enables consistent device management, provisioning, and feature compatibility across a larger portion of the supported device portfolio.

What's New

Support has been added for the following Yealink devices:

- T87W
- T85W
- T77U
- T74U
- T73U
- T74W
- T73W
- EXP55 Expansion Key Module

2.1.3. Administrator Notes

[Overview](#)
[What's New](#)

Overview

Starting with Swyx 15, the Swyx Control Center includes a new **Administrator Notes** section. It provides a centralized place for administrators to document and share operational information within a customer installation.

What's New

Administrators can maintain configuration details, maintenance activities, known issues, planned changes, customer-specific information, and other system-related notes directly within the management interface.

This improves collaboration between administrators, preserves operational knowledge, and reduces the need for external documentation or email communication. Notes are available exclusively to administrators within the Swyx Control Center and are not visible to end users.

2.1.4. SwyxIt! WebExtensions & SDK

[Overview](#)
[Integration in SwyxIt! UI](#)
[New Web SDK](#)
[Web Extensions configuration](#)

Overview

This release introduces a modern **Web SDK** for **SwyxIt! Web Extensions**, making it possible to integrate web-based applications directly into the SwyxIt! desktop client.

Developers can now create rich, interactive widgets that communicate with the SwyxIt! client through a well-defined API Interface, enabling seamless integration with business applications such as CRM, helpdesk, contact directories, and custom workflows. The SDK is accompanied by comprehensive online documentation and configuration guidance.

Integration in SwyxIt! UI

Web Extensions can be integrated into the client in multiple ways. They can be displayed as small widgets on the Home Screen or opened as a dedicated full-screen view accessible through a navigation menu entry. Additionally, a static mode is available, where the client interface is split and the Web Extension remains permanently visible while the rest of the client continues to be controlled through the navigation menu.

New Web SDK

A new SDK is now available for developing SwyxIt! Web Extensions. It provides a standardized interface for building custom integrations that interact with the SwyxIt! client and respond to telephony events.

The SDK includes:

- API for client integration
- Configuration model for Web Extensions
- Developer documentation
- Getting started guides and examples

Documentation is available at:

<https://clientsdkweb.swyx.engineering/>

Web Extensions configuration

Extensions can be centrally configured in the Swyx Control Center and assigned to individual users and groups, providing a consistent experience across the organization.

For Swyx Control Center Web Extensions configuration details & parameters refer to:

<https://clientsdkweb.swyx.engineering/configuration#schema-and-field-reference>

2.1.5. SwyxIt! Enhancements

[Overview](#)
[Line Keys](#)
[What's New](#)
[Known Issues](#)
[Voice Message Player](#)
[What's New](#)
[Home screen](#)
[What's New](#)

Overview

In addition to regular software maintenance and bug fixes, *SwyxIt! 15.00* and the associated *Swyx Connector for Microsoft Teams* includes a number of new functional enhancements.

Line Keys

What's New

Previously, SwyxIt! always displayed two lines. As a result, configured lines exceeding this limit were not visible.

With this release:

- The number of visible line keys is now determined by the number of lines configured for the user.
- SwyxIt! can display **up to 256 configured line keys**

Known Issues

- When **Plantronics Hub for Windows** is installed, disconnecting an active call on a line greater or equal to **50** causes the **Client Line Manager (CLMgr)** to crash.

Voice Message Player

What's New

Swyxt! now includes a built-in media player for voice messages, enabling users to:

- Play voice messages directly within the client.
- Pause and resume playback.
- Navigate through voice messages using the playback controls.

Home Screen

What's New

The Swyxt! Home Screen now supports enhanced layout customization, including:

- Configure the max number of columns to optimize the layout for your screen size and personal preferences.
- Sections can now span up to 4 columns, improving visibility of data-rich widgets such as Web Extensions.

2.1.6. Remote Connector Client Service

Overview What's New Typical Use Cases Installation

Overview

Swyx 15 introduces the **Remote Connector Client Service**, a new Windows service designed to simplify remote connectivity in Remote Desktop Services (RDS) environments.

The service establishes a shared Swyx Remote Connector tunnel, enabling multiple Swyxt! clients running on the same RDS server to securely connect to a SwyxServer or a SwyxON tenant.

What's New

The **Remote Connector Client Service** can be installed on a Windows Remote Desktop Services (Terminal Server) host and provides:

- A centralized Remote Connector tunnel for the server.
- Secure connectivity for multiple Swyxt! sessions through a single service.
- Support for connections to both **SwyxServer** and **SwyxON** environments.
- Improved deployment for organizations using Remote Desktop Services.

Typical Use Cases

The Remote Connector Client Service is particularly suited for:

- Organizations running Swyxt! on Windows Remote Desktop Services (Terminal Servers).
- Centralized virtual desktop or remote application deployments.
- Secure remote access to on-premises SwyxServer installations.
- Secure connectivity to SwyxON tenants from hosted desktop environments.

Installation

The **Remote Connector Client Service** is included with Swyx 15.

Detailed installation, configuration, and deployment instructions are provided in the **README** file included with the installation package.

2.1.7. Swyx Control Center Improvements

Overview What's New Warning When Assigning an Emergency Number Show Password Option on the Login Page Login Throttling Availability
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Overview

This release introduces several usability and security improvements to the **Swyx Control Center (SCC)**. The enhancements are designed to improve the administrator experience, increase transparency during configuration, and strengthen protection against unauthorized access.

What's New

Warning When Assigning an Emergency Number

To help prevent configuration errors, the Swyx Control Center now displays a warning when trying to assign an emergency number to a user.

This additional validation helps administrators identify potentially unintended configurations before they are applied, reducing the risk of misconfigured emergency call settings.

Show Password Option on the Login Page

A new **Show Password** option has been added to the Swyx Control Center login page.

Users can now temporarily reveal the entered password before signing in, making it easier to verify credentials and reducing login errors caused by mistyped passwords.

Login Throttling

To improve security, **login throttling** has been introduced for the Swyx Control Center.

After repeated failed login attempts, authentication requests are progressively delayed, helping to protect the system against brute-force attacks while maintaining a seamless experience for legitimate users.

Availability

These Swyx Control Center improvements are included in Swyx 15 and are available immediately after upgrading. No additional configuration is required to benefit from the new warning messages, login enhancements, or security mechanisms.

2.2. Technical improvements / changes

[Updated Provider Profiles](#)
[Fixed Issues \(reported by Customer\)](#)
[SwyxIt! needs preinstalled Microsoft VC++ Runtime](#)
[SwyxIt! CLMGR API changes](#)
[Auth0 Library Update](#)
[MS SQL Server 2025 support](#)
[Yealink phone lock](#)
[Emergency number support for CH](#)
[General performance and resiliency improvements](#)

2.2.1. Updated Provider Profiles

Following Provider Profile changes are introduced in Swyx 15.00:

Profile	Change
EWE	added
Swb	added
Osnatel	added

2.2.2. Fixed Issues (reported by Customer)

ID	Support Ticket ID	Title
208773	251916	Unify: "Ringling of CTI devices" setting does not work with OpenScape
208878	247982, 274730, 275488, 378522	MsTeams Presence Sync does not work for users with hidden internal numbers
216419	292412, 305996	SCC - Exchanging MAC-Address format lead to wrong behaviour for Unify Devices
223594	335680, 350931, 351274	IpPbxSrv: After emergency call related rework any call by users without public number may result in anonymous call
224518	349342	IpPbxSrv: setting calling party number via script will keep name value resulting in inconsistent information
224616	364570	SCFM365: Personal outlook contacts is displayed for non contacts after call transfer

ID	Support Ticket ID	Title
225857	366073, 364936, 362734, 363992, 361199, 361218, 361060, 362774, 368164, 373307, 373710, 374897	Swyx user loose the "Use server default" login device type setting
225978		Federated contacts with numbers from the pbx will be synced and used for name resolution
226612	372258	After the function user logoff from all devices the PresenceSync device/publication will be removed too.
226881	373414	VisualGroups: parallel calls to RTX devices deployed via DCF fail
226910	367228, 374336	SCC - Assigning a DECT handset to a user deletes its user PIN
226911	388157, 398558	DCF: After updating a Swyx system with deployed Ascom DECT system there some base stations are on alert
226955	373580	Ascom: Passive transfer not possible in SCST installations.
226973	375524	UserImport: Validation of "Login" Parameter is missing
226994	372479	SCC - DECT handset can't be created nor removed
227082	376268	SCC - Verbundauthentifizierung zulassen mit klassischer Lizenz nicht änderbar
227086	376320, 377214, 379102	MS Teams Connector stops being functional starting with WebView 143.x.x.x in MS Teams
227165	377096, 382058	During update to 14.25 the remote connector root certificate will not be replaced in all cases where necessary
227256	388941, 388426	Yealink - Group call - Group members do not receive pickup notifications
227688	380195	Exporting SwyxWare databases with long history fails in some cases
227745	381556	EntraID integration: Deleting in Entra-ID also deletes devices assigned to the associated SwyxWare user
227816	38342, 382562	Users only having a connected entra id account are flapping routing users status during server restart
227944	381785	SCC CRM GSE- Uploading OPUS files not possible
227945	382336	SCC: Export der Namenstasten
227983	383131	Name of call routings with more than 50 character length will not work

ID	Support Ticket ID	Title
228056	382419	IpPbx.EmailSrv: use Sasl immediate reponse by default
228234	383196	LinkMgr: UDP ports are not released if media renegotiation fails (e.g. Bot trunk transfer timeout) causing a service outage
228244	386664	No correct time set on routing users after daylight saving time switch if server is running for a long time
228247	384291, 384280, 385697	SwSIP: incoming retransmissions of 200 OK to INVITE are not answered if SwSIPCall is already gone.
228355	386489	SwyxPhone: using CTI the dialed number is sometimes actually dialed twice
228391		Voice Box: <unknown number> is shown as caller name when internal group member calls own group with "Hide Number" enabled
228409	374512	IpPbxSrv: trunk recording not feed to CDS after call transfer
228415	387849, 388148	IpPbxSrv: PBXCall.WaitForDisconnect script request might block after call transfer
228428	388668	IpPbxSrv: No media after transfer if media bridge is active and DTMF configuration was previously requested
228433	385067	Swyxt!: Jabra headset reconnect after sleep/wake sometimes causes no audio in Swyxt!
228438		DialoX: the trunk needs to retry an outgoing INVITE request for the case the NAT router blocks the TCP connection.<
228453	388892	IpPbxSrv: hold media may retain after transfer to media bridge
228499	381416, 389097 380872, 388254	LoginDeviceType user config still sometimes being reset
228542	389291, 390258	IpPbxSrv: media renegotiation fails in complex CR scenario with CTI+ active
228565	380392	IpPbxSrv: no media/call fails after transfer by DECT for call with media bridge active
228580	389813, 387494	IpPbxSrv: call is aborted by 'incompatible destination' after unconditional call forwarding via public address of internal user

2.2.3. Swyxt! needs preinstalled Microsoft VC++ Runtime

Overview

Starting with **Swyx 15**, the installation process for **SwyxIt!** has been streamlined by changing how the Microsoft Visual C++ Runtime is handled.

Instead of bundling the Visual C++ Redistributable with the SwyxIt! installer, the setup now checks whether a compatible runtime is already installed on the system. This aligns the installation behavior with that of **SwyxServer** and **Swyx Administration**, as well as **Swyx Control Center**.

What's New

The SwyxIt! installer no longer includes the Microsoft Visual C++ Redistributable package.

During installation, the setup will:

- Verify whether a compatible Microsoft Visual C++ Runtime is already installed.
- Continue the installation if the required runtime is available.
- Prompt administrators to install the runtime if it is missing.

As the Visual C++ Runtime is commonly installed by Windows or other applications, no additional action is required in many environments.

Availability

A compatible **Microsoft Visual C++ Redistributable** installer is included in the full **Swyx 15** download package.

Alternatively, the latest supported version can be downloaded directly from Microsoft:

<https://learn.microsoft.com/en-us/cpp/windows/latest-supported-vc-redist?view=msvc-170#latest-supported-redistributable-version>

2.2.4. SwyxIt! CLMGR API changes

[Overview](#)
[What's New](#)
[New Configuration Contexts](#)
[Developer Impact](#)

Overview

Swyx 15 introduces more granular user configuration change notifications send from SwyxServer to logged in clients and also exposes them in the **ClientLineManager (CLMgr) API**.

Applications that integrate with Swyx using the PubCLMgrUserDataChangedMessage event can now determine more fine-grained which part of a user's configuration has changed, enabling more efficient configuration reloads.

What's New

Prior to Swyx 15, configuration changes were primarily communicated using the following context:

- **0x00000002** – User Data Changed (Binary Data)

This context continues to be sent for **backward compatibility**.

In addition, Swyx 15 introduces a set of new, more specific context values that identify the affected configuration area.

New Configuration Contexts

The following contexts are now available in the PubCLMgrUserDataChangedMessage event:

Context	Configuration Area
0x00800000	LineKeyConfig
0x01000000	TabConfig
0x02000000	KeyValueConfig
0x04000000	NameKeyConfig
0x08000000	UrlKeyConfig
0x10000000	HotKeyConfig

Context	Configuration Area
0x20000000	RinginSoundConfig
0x40000000	CallbackOnBusyRequests

Developer Impact

Applications using the **ClientLineManager API** should be reviewed to take advantage of the new context values to only reload changed configuration data. While existing implementations remain fully compatible, supporting the new notifications allows integrations to respond more efficiently to configuration changes.

2.2.5. Auth0 Library Update

[Overview](#)

Overview

Swyxt! 15 includes updated the 3rd-party **Auth0 authentication libraries** to improve compatibility.

As part of this update, the authentication process for **Auth0 federated login** has changed. Swyxt! now always performs authentication using an installed **Chromium-based browser**.

Login sessions established in a regular **Google Chrome** browser are **not shared** with the Auth0 authentication libraries used by Swyxt!. That is a restriction of the 3rd-party Auth0 libraries and the way Chromium browser isolate different sessions for security reasons.

Note: Auth0 federated authentication is an optional feature and is only applicable to environments configured to use Auth0 as their identity provider.

2.2.6. MS SQL Server 2025 support

[Overview](#)
[What's New](#)
[Availability](#)

Overview

Swyx 15 adds support for **Microsoft SQL Server 2025**, allowing customers to leverage the newest SQL Server release while maintaining compatibility with the Swyx platform.

What's New

Swyx now supports installations using **Microsoft SQL Server 2025** for hosting the Swyx database.

This support applies to new installations as well as environments that are upgraded to SQL Server 2025, provided all system requirements are met.

Availability

Microsoft SQL Server 2025 Express is included in the full **Swyx 15** download package or can be downloaded from Microsoft: <https://www.microsoft.com/en-us/sql-server/sql-server-downloads>

Please refer to the **Swyx System Requirements** and **Installation Guide** for supported editions, configuration requirements, and deployment recommendations.

2.2.7. Yealink phone lock

[Overview](#)
[What's New](#)

Overview

This release introduces support for configuring the **phone lock shortcut** on the **Yealink AX83H** and **AX86R** Wi-Fi phones.

Users can now lock or unlock their phone by **long-pressing the # key**, providing greater flexibility to align device behavior with organizational requirements.

What's New

A new configuration support has been added for the following Yealink devices:

- **Yealink AX83H**
- **Yealink AX86R**

2.2.8. Emergency number support for CH

Overview What's New Availability
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Overview

Swyx 15 introduces support for **Swiss emergency numbers**, ensuring that emergency services can be configured in accordance with Switzerland's national numbering plan.

This enhancement improves compliance with local telephony requirements and simplifies deployments for organizations operating in Switzerland.

What's New

Support has been added for **country-specific emergency numbers** in Switzerland. Administrators can now configure and manage Swiss emergency numbers within the Swyx system, enabling users to reach the appropriate emergency services using the nationally recognized numbers.

Availability

Emergency number support for **Switzerland (CH)** is available starting with **Swyx 15**. Administrators should review their emergency call configuration after upgrading to ensure the appropriate Swiss emergency numbers are configured for their deployment.

2.2.9. General performance and resiliency improvements

[Overview](#)
[What's New](#)
[Availability](#)

Overview

Swyx 15 includes a wide range of performance optimizations and stability enhancements across the system. These improvements focus on increasing overall system responsiveness, strengthening reliability, and delivering a more resilient communication experience for both administrators and end users.

What's New

This release incorporates numerous under-the-hood improvements, including:

- Optimized performance across core system components.
- Enhanced stability during day-to-day operation.
- Improved resiliency when handling transient network or service interruptions.
- Reduced resource consumption in various client and server processes.
- Multiple reliability improvements based on customer feedback and real-world deployment scenarios.

Availability

The performance and resiliency improvements are included as part of **Swyx 15** and apply across multiple components of the Swyx platform. No additional configuration is required to benefit from these enhancements.

2.3. Discontinuations

None in this version

2.4. Issues / Limitations / Challenges

[Swyxt! WebExtensions & SDK](#)
[Swyxt! Enhanced line key support](#)
[Auth0 Authentication flow](#)

2.4.1. Swyxt! WebExtensions & SDK

- Remote Connector special case
 - When an extension is not publicly reachable (e.g. hosted inside a customer's internal network), it must be routed through the Remote Connector.
 - This requires setting a dedicated port (`remoteConnectorPort`) in the extension configuration and a matching entry in the Remote Connector config.
 - Swyxt! then rewrites the extension URL to route through `127.0.0.1:<port>` over the tunnel.

2.4.2. Swyxt! Enhanced line key support

- When using the **Poly Plug-In**, disconnecting an active call on a line with an index greater than **50** may cause the **Client Manager (CLMgr)** to crash. This issue is known and will be addressed in a future update.

2.4.3. Auth0 Authentication flow

- Login sessions established in a regular **Google Chrome** browser are **not shared** with the Auth0 authentication libraries used by Swyxt!. That is a restriction of the 3rd-party Auth0 libraries and the way Chromium browser isolate different sessions for security reasons.

2.5. Introduced beta features

[Preview Swyxt! Support for Windows 11 ARM64](#)

2.5.1. Preview Swyxt! Support for Windows 11 ARM64

[Overview](#)

[Supported Features](#)

[Unsupported Features](#)

[Upgrade Considerations](#)

[Availability](#)

Overview

Swyx 15 introduces **preview support for Windows 11 ARM** with a dedicated **Swyxt! ARM MSI installer**.

While Swyxt! itself continues to use Intel/AMD x86 and x64 binaries, it runs on Windows 11 ARM through Microsoft's built-in [x86/x64 emulation technology](#). The best performance is achieved on devices powered by **Qualcomm Snapdragon X** processors, although Swyxt! can run on any Windows 11 ARM system that supports the Microsoft emulator.

Note: Windows 11 ARM support is currently provided as a **Preview**. Enreach performs limited validation on ARM hardware, and this platform should not yet be considered production-ready for all deployment scenarios.

Supported Features

The following functionality is available on Windows 11 ARM:

- Swyxt! (Modern) and Swyxt! Classic modes
- Graphical Script Editor
- Swyx Meeting
- Visual Contacts
- DATEV Support
- Swyx Connector for Microsoft Teams
- Auth0 Authentication
- Jabra headset support

Unsupported Features

The following components are **not available** on Windows 11 ARM:

- Fax Client and Fax Printer Gateway
- TAPI Service Provider
- Outlook Add-In
- Microsoft Office UC Support
- TeamViewer Collaboration Plug-in
- Notes Add-In

Note: USB audio devices from manufacturers other than **Jabra** have not been comprehensively tested. Compatibility may vary.

Upgrade Considerations

If SwyxIt! 14.x was previously installed on a Windows 11 ARM device using the standard **SwyxIt!...64.msi** installer, it **must be uninstalled before installing the new ARM package**.

An in-place upgrade from the standard x64 installer to the ARM installer is **not supported**.

Availability

The Windows 11 ARM installer is available starting with **Swyx 15** as a **Preview** feature. Customers are encouraged to evaluate ARM support in test environments and verify that the required feature set meets their deployment requirements before rolling it out to production.

3. System Requirements

Hardware Software
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3.1. Hardware

Detailed and up-to-date system hardware requirements are published in our knowledge base: <https://service-de.enreach.com/hc/en-gb/articles/29705560901788>

3.2. Software

Detailed and software requirements are published in our knowledge base: <https://service-de.enreach.com/hc/en-gb/articles/29703432648732>

4. Installation / Update

Instructions for installation and updates can be found in the Swyx documentation:

https://help.enreach.com/cpe/15.00/Administration/Swyx/en-US/help/chap_installation.08.01.html

5. Specific behavior and environments

[Use of Jabra devices with SwyxIt!](#)
[SwyxIt! with Microsoft Outlook](#)
[Use of generic USB- or Bluetooth-Headsets](#)
[Use of SwyxIt! in RDS/Terminal-Server environments](#)
[LDAPs support for the Yealink global phonebook](#)
[Changes to call notes creation](#)
[MS Teams Presence Sync Service Enablement](#)

5.1. 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

5.2. SwyxIt! 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.

5.3. Use of generic USB- or Bluetooth-Headsets

- Any generic headset must be configured manually in Swyxt! (in Audio Modes/Headset and Audio Modes/Ringtones)
- Volume sliders and microphone mute/unmute buttons are working but are not in sync with Swyxt!/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 Swyxt! client (and vice versa)
- Air Pods cannot be controlled via Air Pods gestures
- Air Pods appear twice in the Swyxt! Audio device list:
 - "Air Pods Hands-Free AG Audio"
 - "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"

5.4. Use of Swyxt! in RDS/Terminal-Server environments

When multiple users use their Swyxt! on the same RDS/Terminal-Server environment, the Remote Connector tunnel is started by the first Swyxt!. All subsequently started Swyxt! instances use the same Remote Connector tunnel instance.

In case the first-started Swyxt! is stopped, the commonly used Remote Connector tunnel is decommissioned, and all other Swyxt! instances lose their connection to the server until a new Remote Connector tunnel is established by a restart of one of the remaining Swyxt! instances.

In this environments it is highly recommended to install the new remote Connector Service on the Terminal Server.

5.5. 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.

5.6. 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.

5.7. 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.

6. Supported portfolio products, add-ons and devices

Type	Product	Preferred Version
LDAP Directory	ESTOS Metadirectory Standard	v5.0.7.10657 or v6.0.0.12135 or v6.2.4.14520
LDAP Directory	C4B XPhone Connect (deprecated)	(v7.0.74 or v8.x)
Call analysis	Swyx Analytics by Aurenz	v14.x or later 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	2.00 or newer

Type	Product	Preferred Version
SwyxPhone	SwyxPhone L62 100 MBPS	HFA V1 R8.2.0
	SwyxPhone L62	HFA V1 R8.2.0
	SwyxPhone L64	HFA V1 R8.2.0
	SwyxPhone L66	HFA V1 R8.2.0
	SwyxPhone L71	HFA V2 R0.18.1
	SwyxPhone L72	HFA V2 R0.18.1
	SwyxPhone L74	HFA V2 R0.18.1
	SwyxPhone L77	HFA V2 R0.18.1
	SwyxPhone L615	HFA V3 R0.42.1
	SwyxPhone L620	HFA V3 R0.42.1
	SwyxPhone L640	HFA V3 R0.42.1
	SwyxPhone L660	HFA V3 R0.42.1
	Swyx Handset P280	V 1.88
	Swyx Handset P300	Most actual firmware
Yealink	Phone T31G	124.86.133.6

Phone T41S	66.85.133.12
Phone T42S	66.85.133.13
Phone T46S	66.85.133.13
Phone T48S	66.85.133.13
Phone T53	96.87.133.2
Phone T53W	96.87.133.2
Phone T54W	96.87.133.2
Phone T57W	96.87.133.2
Phones T73(W), T74(W),T77,T85W,T83W	185.87.133.2
Expansion Module EXP40	11.16.0.0
Expansion Module EXP50	1.0.1.8
Expansion Module EXP55	327.87.0.8
WiFi Handset AX83H	180.87.133.2
WiFi Handset AX86R	180.87.133.2
Conference Phone CP920	78.85.133.5
Conference Phone CP925	148.86.133.4

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:
<http://service.swyx.net>

Type	Product	Preferred Version
DECT	SwyxDECT 500	FW Pack v.5.30.B09 includes the latest FW versions for supported base stations, handsets and repeater
	Enreach DECT 600	FW Pack 8.00.B0100 (v1) includes the latest FW versions for supported base stations, handsets and repeater
	SwyxDECT 800 (Ascom)	FW Pack v.13.1.2 (v2) includes the latest FW versions for base stations, IP-gateways, and handsets
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
IP-a/b Adapter	AudioCodes MP-1xx	6.60A.369.002
	AudioCodes MP-5xx	7.28A.356.286

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.

7. Known issues

ID	Support Ticket ID	Title
228081	348247, 350822	CDRForAuxiliaryCallsDisabled nonfunctional
228855	383196	LinkMgr: UDP ports are not released after Bot trunk initiated transfer times out (= after 10s)
227981	383082	Call Routing Manager: Email for voice message can't be edited if _no_ SMTP server name is set (e.g. using MS GraphAPI)
228326	384965	Client does not display status text changes under certain specific circumstances
<u>227982</u>	382219	ModernApp: SwyxIt! does not start after auto update on terminal server with FSLogix

8. Everything else

Beta feedback Documentation Service & Support

8.1. Beta feedback

Please use beta@enreach.de (mailto:beta@enreach.de) as a feedback channel for introduced beta-feature

8.2. Documentation

Please refer to the Documentation under <https://help.enreach.com/swyx.html> or use our knowledge base under <https://service-de.enreach.com/hc/en-gb/>

8.3. Service & Support

The support for Enreach product line 'Swyx' is handled through the regular Swyx Support process: <https://swyx.zendesk.com/>