INTRODUCTION

The following guide describes the steps to be followed when installing the SwyxIt! softphone software on a non-office computer.

PREPARATION

To complete the Swyx installation details of the correct Swyx web page to use for your download needs to be obtained from Zenzero Support. This information can be obtained at this stage, or during the installation, as indicated in this guide.

The required information is:

- The installation web page address for the appropriate version of SwyxIt! installation
- The IP address of your SwyxIt! PBX.

Note: Zenzero Support can be contacted using the processes detailed on page: 9.

INSTALLATION STEPS

To install SwyxIt! on a non-work computer the following steps need to be completed on the computer you ae looking to install the SwyxIt! Softphone on.

1.   Please provide Zenzero Support the following details prior to carrying out the following steps.

- Name
- Organisation

Zenzero Support will then provide you with a configuration file that will be needed later in the installation process.

2.   Launch a web browser on the compute that you are installing SwyxIt! onto.

3.   Enter the following page address into your web browser:

http://downloads.rtwhosting.com/forticlient/5.x/FortiClient5.4.msi

4.   Launch the FortiClientVPNOnlineinstaller_5.4 application that is downloaded to your computer.

Note: This launch may be completed from within your web browser by selecting Open, or Run, depending on the browser being used. Alternatively, by launching the FortiClientVPNOnlineinstaller_5.4 application file, that is located in the Downloads folder on the local computers hard disk.

5.   After launching the FortiClient VPN installation application select the **Yes** option in the FortiClient VPN Online Installation prompt, that is displayed.

6. During the installation process a progress dialog box, similar to that shown below, may be displayed.
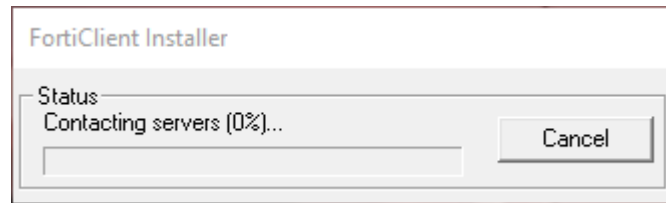

Note: Depending on your internet connection speed and other factors this installation process may take a few minutes to complete.

7. When the following dialog box is displayed select the **Yes, I have read and accept the check box.**
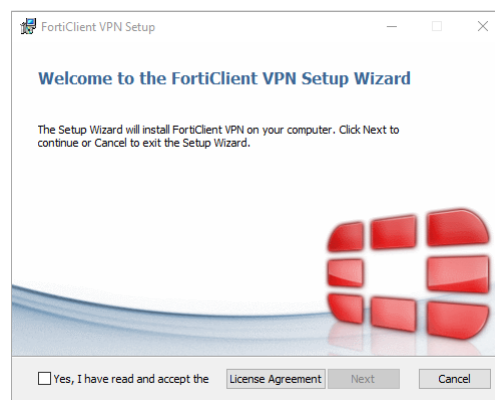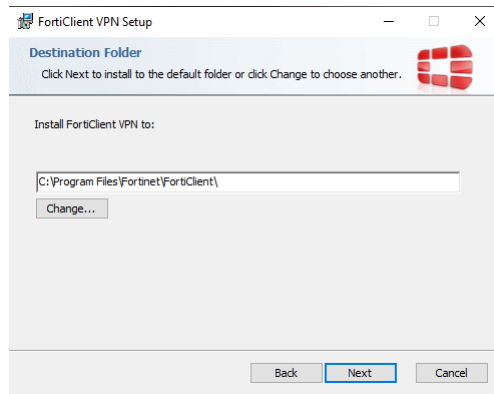

Note: To read the Licence agreement select the **Licence Agreement** button at this point.
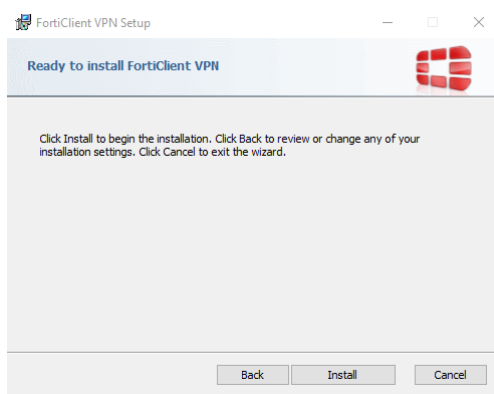
8. Select the **Next** button to continue the installation.
9. In the 'Choose Setup' type dialog box that is displayed, like that shown below, select the **VPN Only** option.
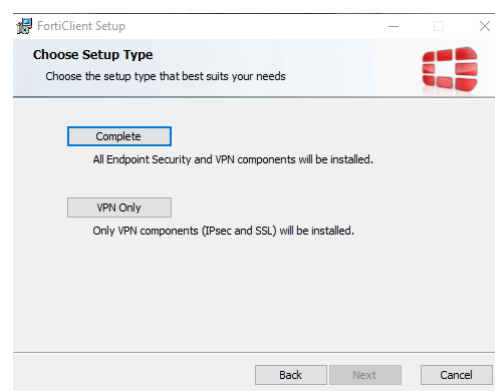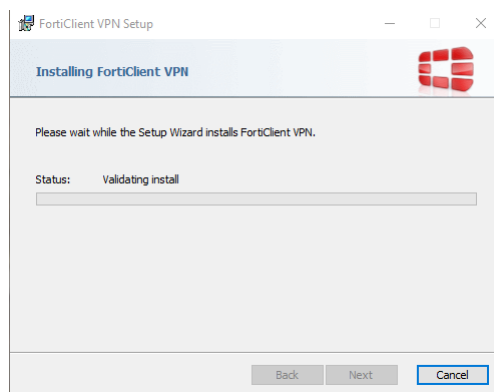
10. In the 'Destination Folder' dialog box, select the **Next** button.

11. Select the **Install** button that is displayed in the Ready to Install FortiClient VPN dialog box.

12. The FortiClient VPN will then be installed. During the installation a dialog box like that shown below will be displayed.

13. When the following 'Completed the FortiClient VPN Setup Wizard' dialog box, like that shown below, is displayed select the **Finish** button.
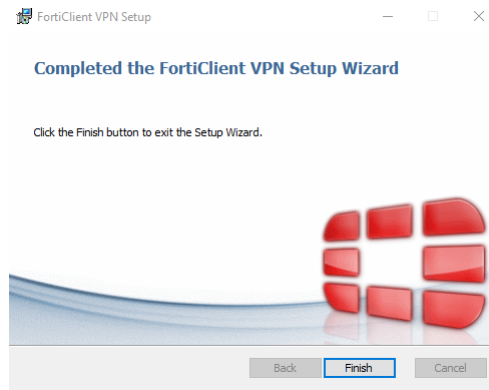
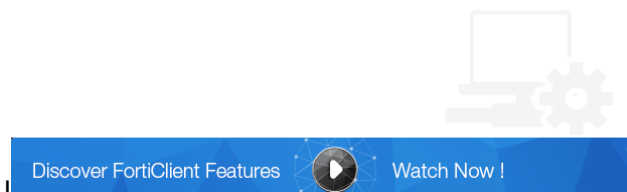14. A FortiClient VPN icon, like that shown below will be displayed.

Note: Before continuing, please ensure you have received the SwyxIt! configuration file from Zenzero support. Additionally, make sure hat configuration file sis accessible by the computer you are carrying out the current installation on.
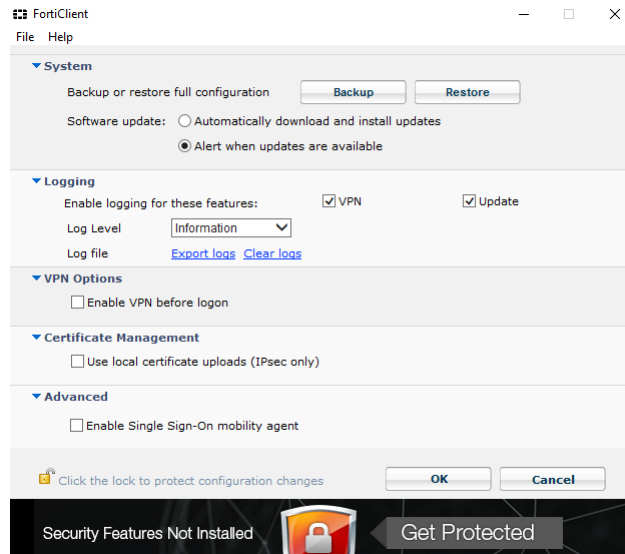
15. Launch the FortiClient VPN application by double clicking the icon.
16. Select the **Settings** option of the **File** drop down menu, as shown below:
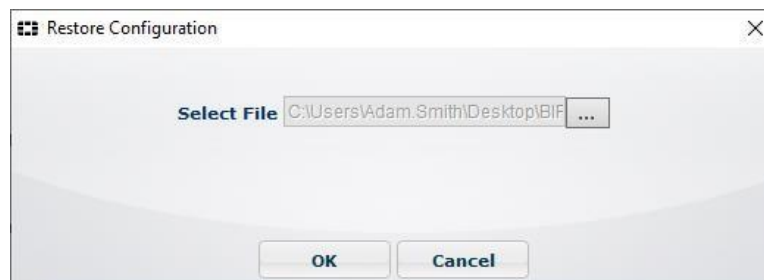
17. A FortiClient screen similar to that shown below will then be displayed.

18. Select the **Restore** button that is displayed towards the top right-hand side of this dialog box.
19. In the 'Restore Configuration' dialog box, like that shown below is displayed use the **…** browse button to locate the Zenzero Support supplied configuration file.


20. Select the **OK** button once the Zenzero Support supplied configuration file has been highlighted.
21. It will take a few seconds to complete the configuration of the FortiClient software using the supplied configuration file.   Once the configuration file has been successfully loaded the following message box will be displayed.
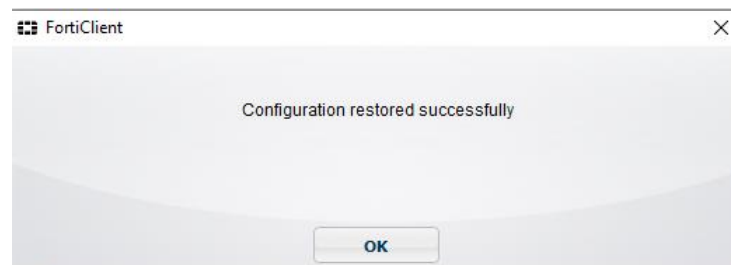
22. Select the **OK** button to close this message box.

23. Select on the **OK** button again to return to the main screen, which will now look something like that shown below.
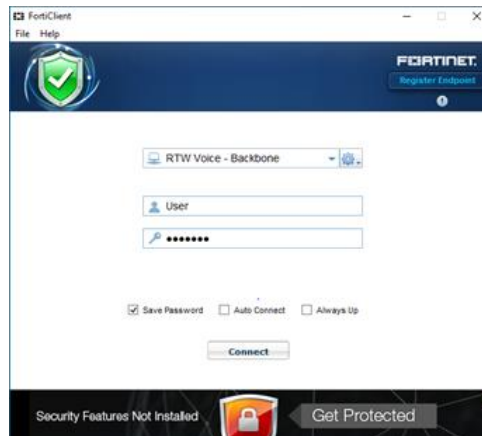

24. If you have not already contacted Zenzero Support to obtain the correct web page address for your required SwyxIt! installation file, please do so now.

**Note**:   Zenzero Support can be contacted using the processes detailed on page:9.

25. Using your web browser download Swyxit from link provided by Zenzero.
26. Launch the installation flle from within the web browser, of from your computers dowload folder, as appropriate.
27. Select the **Next >** button when the following 'Welcome to the SwyxIt! Setup Wizard' dialog box is displayed.

28. When the following 'End-User License Agreement' dialog box is displayed select the **I accept the terms in the Licence Agreement** check box.
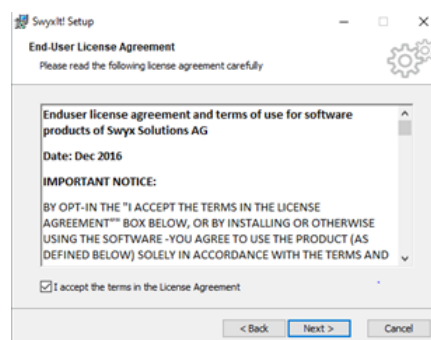
29. Then select the **Next >** button.
30. When the 'Choose Setup Type' dialog box is displayed select the **Typical** radio option.
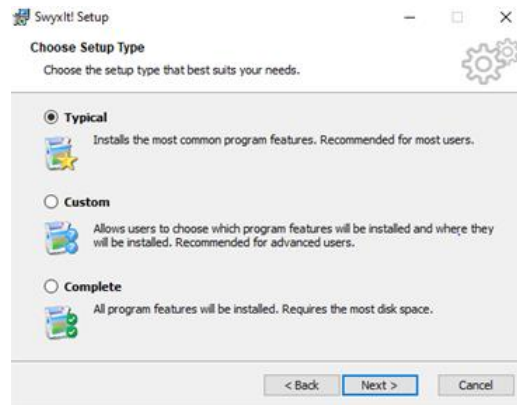
Note: You can select the **Custom** radio option if you wish to remove the outlook addin, or if want to add the swyx fax client. These options will need to be selectedin the approriate dialog box.

31. Select the **Next >** button to progress the SwyxIt! installation.
32. When the following 'Ready to Install' dialog box is displayed select the **Install** option.
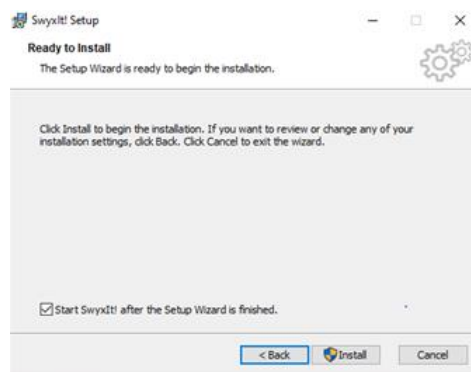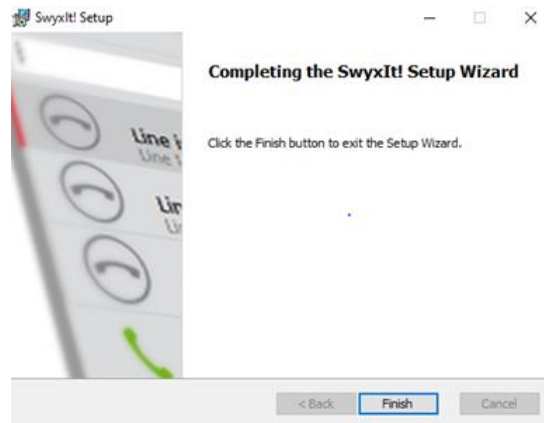

Note: If a 'Do you want to allow this app to be installed on your device?' dialog box is displayed select the **Yes** button.

33. During the installation an Installation Process, similar to that shown below will be displayed.
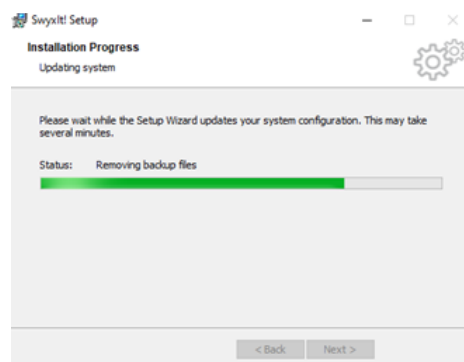
34.	Once the SwyxIt! installation has been complete the following 'Completing the SwyxIt! Setup Wizard' dialog box will be displayed.

35.	Select the **Finish** button to complete the SwyxIt! installation. The following SwyxWare Login dialog box will then be displayed.

36.	Enter the PBX IP address supplied by Zenzero Support in the Server Name text entry box, e.g. 172.16.0.xxx.

Note:	If you have not already obtained your SwyxIt! PBX's IP address from Zenzero Support, please contact them now using the processes identified on page **Error! Bookmark not defined.**.

37.	Enter your username in the User name text entry box. This entry will have the format first name last name, e.g. first last.

38.	Enter your SwyxIt! password in the Password text entry box. Your SwyxIt! password is your extension number.

39.	Then select the **OK** button.

	If your FortiClient VPN connection, or MPLS, is working you should be able to access your SwyxIt! service after a short interval.

ZENZERO SUPPORT

To complete the configuration of your Swyx Mobile you will require details of certain settings from Zenzero Support. Zenzero Support can be contacted via:

- Telephone: +44 203 130 9400
- Email: Support@Zenzero.co.uk

IMPORTANT INFORMATION

Given the current situation, Zenzero will do what it can to get you up and running. If the installation being carried out is on a home device Zenzero cannot promise the installation will work, due to factors outside our control to resolve and/or limited available support time. Even if the installation works, Zenzero cannot guarantee it will continue to work. Zenzero will try to provide support and recommendations, as far as is possible, to help you keep working.