

FAQ LeanSync

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What is LeanSync?

LeanSync comprises modular components that connect your different office or business applications together or expand them with new functionalities. LeanSync services are jointly developed and operated by Swisscom (Switzerland) Ltd and Comitas AG.

What is LeanSync Voice?

With LeanSync Voice, you can order the licences you need to integrate Swisscom telephony into your business software. You need a LeanSync Voice licence for each phone number and business application.

What do I need in order to use LeanSync Voice?

To use LeanSync Voice, you need Swisscom SME telephony and a Swisscom fixed network phone number. This is included with Swisscom products inOne SME and Smart Business Connect (Hosted).

If you are not yet a Swisscom telephony customer, you can find more information at:

<https://www.swisscom.ch/en/business/sme/internet-fixednetwork-television.html>

What are the main benefits of LeanSync Voice?

Efficiency: LeanSync Voice makes everyday work more efficient because it saves your employees time. They can easily make phone calls from their business software with a click, with no more need to type in a phone number, leading to fewer 'copy-paste' errors.

Everything at a glance: With LeanSync Voice, you can see incoming and outgoing calls at a glance on your desktop at all times. Via a pop-up notification, you can easily and efficiently answer incoming calls with a mouse-click.

Minimal costs: A licence to use LeanSync Voice costs only CHF 2 per month (less than a cup of coffee). For business software (e.g. Office 365) and Swisscom telephony, existing costs apply.

Simple installation: Installation is extremely simple and does not require complex settings for your PBX or configuration of your telephone.

How much does it cost to use LeanSync Voice?

A licence to use LeanSync Voice costs CHF 2 per phone number and business application per month. The cost of your telephone connection and business software stays the same.

In which business applications (software) can I use LeanSync Voice?

The list of supported applications is constantly growing. You can find the current list and further information on the LeanSync website: <https://www.leansync.ch>

How do I order LeanSync Voice?

You can find the instructions [here](#), in chapter 2.

If you want to use LeanSync Voice in Office 365, you can find all the information you need on the Swisscom website (<https://www.swisscom.ch/office365>). Swisscom will be happy to advise you.

How do I set up LeanSync Voice?

You can find the instructions [here](#), in chapter 3.

If you want to install LeanSync Voice in Office365, Swisscom or a Swisscom partner will do this as part of your Office365 installation.

After you have placed your order, you can find further information on setting up LeanSync Voice in business applications in the LeanSync portal.

Who can I turn to if I have any problems?

- a) If you have a general telephony issue, contact Swisscom's standard support team on 0800 055 055.
- b) If you have a problem with your business application (software), contact the support team of the relevant software manufacturer.
- c) If you have a problem with Office 365, contact the support team you would normally use, i.e. Swisscom or your Swisscom partner.
- d) If you have problems with ordering or error messages in the LeanSync portal, call the Swisscom hotline (0800 055 055) and explain that you have a problem with LeanSync Voice.

What cancellation periods apply?

LeanSync Voice can be cancelled at any time. There is no minimum contract or cancellation period. Licences are charged on a pro rata basis.

How do I uninstall LeanSync Voice?

As soon as you have cancelled your LeanSync Voice licences in the Swisscom Marketplace, your LeanSync keys will be deactivated automatically and you will no longer be able to use the service.

You can find the instructions [here](#), in chapter 5.

If you want to have all the data that LeanSync has required from you deleted, call the Swisscom hotline.