Samsung Xchange: Unified Communicator for Windows® Phone

Samsung is pleased to announce a further extension to our Xchange product portfolio with the release of our new mobile client "Unified Communicator for Windows® Phone"

What is the Unified Communicator for Windows® Phone

Unified Communicator for Windows® Phone (Unified Communicator) is an application for Windows® Phone devices that connect to a Samsung Xchange Server enabling dialling and collaboration features between Windows® Phone users and other Samsung Xchange users (PC, Mac, Android, iOS).

Dialling Features

Outbound from the Windows® Phone: Unified Communicator can use the Dial Through capability of the Samsung telephone system (DISA or Auto-Attendant) to allow the Windows® Phone user to directly dial extension numbers in the office or dial an external number via the office telephone system.

The client user can simply dial an office extension number from their Windows® Phone to contact a colleague. Unified Communicator will automatically recognize the number as an internal extension and connect the call using Dial Through without any additional actions from the user. The extension number dialed does not require a DID/DDI number to be associated with it.

When dialling an external number, the Windows® Phone user can decide whether to dial an external number directly or via the office telephone system*. The preferred method of dialling is controlled using the "Always use Dial Through" option.

Unified Communicator can search contacts held on the Samsung Xchange shared directory allowing the Windows® Phone user to simply "click to dial" from the results returned. Call History is also available allowing recent calls to be re-dialled.

* The telephone system would need to be configured to allow this. The system administrator should ensure security implications of this configuration are fully assessed before implementing.

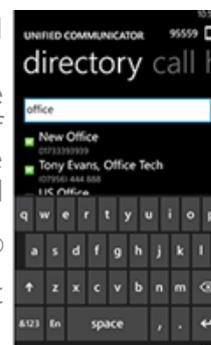## Samsung Xchange: Unified Communicator for Windows® Phone

Inbound to the Windows® Phone: A telephone system can be set up to call both a user's extension number and the Windows® Phone simultaneously. By simply selecting the "Do Not Disturb" option in Unified Communicator the Windows® Phone user can also stop the call simultaneously ringing on their Windows® Phone.
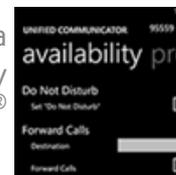
Dialling Benefits

Outbound from the Windows® Phone:

- Call colleagues directly in the office even if they do not have a DID/DDI number.
- Many mobile phone call plans allow for one or more pre-nominated landline numbers to be included in the mobile bundle, effectively making them free of charge to call. If the DID/DDI number associated with the Dial Through feature of the office telephone system is nominated as such, then all users of Unified Communicator can call office extensions free of charge.
- Access the Unified Communicator shared address book allows the Windows® Phone user to quickly access and call important external contacts without needing to store each number in the Windows® Phone contacts list.

Collaboration Features

Unified Communicator provides collaboration features familiar to Samsung Xchange desktop users on the Windows® Phone. Using the "Presence" option in Unified Communicator the Windows® Phone user can quickly check who is engaged on a call in the office. Unified Communicator presents a Presence screen similar to that in the PC client. Pressing the extension in the Presence window allows the Windows® Phone user to call a colleague using either their extension number or DID/DDI number when it is available.

The user can also set their Samsung Xchange availability (Available, Busy or Away) directly from the application.

Samsung Xchange: Unified Communicator for Windows® Phone

Collaboration Benefits

- Check status of colleagues before calling them.
- Update colleagues of your availability from your Windows® Phone.
- Remotely set destination of incoming office calls (for example to a home phone). This could be useful if your Windows® Phone is low on power or you want to reduce the cost of the re-directed call.

Pre-requisites

- Unified Communicator for Windows® Phone requires Samsung Xchange Server version 2.4 or later.
- Windows Phone 8.0 or 8.1.
- Xchange for Samsung Mobile license (1 per Windows® Phone user).
- The following features require a data connection[5] between the mobile device and the Samsung Xchange server.
- Extension presence, search of shared address book, call history
- Blocking of incoming calls and call re-routing
- All features described are when Unified Communicator is used with a Samsung Officeserv telephone system.

Caution: A number of the features described in this bulletin are dependent on the features and configuration of the Telephone system.

How to get it

Unified Communicator app is available on the Windows Phone Store. Alternatively, scan the QR code below with your phone to visit the correct download page.

Comparison with Android and iOS clients for Samsung Xchange

[1] Requires DISA or Auto Attendant configured on the Telephone System, [2] Features dependent upon IP Softphone, [3] Requires system to be

Making and receiving calls	Android	iOS	Windows
Dial extension numbers from mobile phone [1]	☑	☑	☑
Dial external numbers from mobile phone via telephone system [1]	☑	☑	☑
Transfer GSM call back to Office extension[4]	☑	☒	☑
Call overlay - display the original caller's number for external calls received through the telephone system	☑	☒	☒
Fast dial - decreases the connection time of external calls made through the telephone system[1]	☑	☑	☑
Can set Do Not Disturb - block incoming (twinned call) to mobile phone[3]	☑	☑	☑
Can set call forward of mobile extension	☑	☑	☑
Can set Do Not Disturb on desk phone	☑	☑	☑
Remotely set call forward of desk phone	☑	☑	☑
Dial Through widget	☑	☒	☒
Make and receive calls using an IP softphone installed on mobile device [2]	☑	☒	☒
Review and dial from Call History	☑	☑	☑
Search shared address book and dial from results	☑	☑	☑
Search phone contacts and dial from results	☑	☑	☑

Collaboration	Android	iOS	Windows
Group extension by department	☑	☑	☑
User presence view	☑	☑	☒
Extension presence view	☑	☑	☑
Favorites list	☑	☑	☑
Send chat messages to a colleagues desktop client	☑	☒	☒
Review and resume previous chat conversations	☑	☒	☒
Office based colleagues can check if you are engaged on your mobile phone (call routed via telephone system)	☑	☑	☑
Office based colleagues can check if you are engaged on your mobile phone (direct call not via telephone system)	☑	☒	☒
Can update your availability from your mobile device	☑	☑	☑
Can see details of a colleague's current call	☑	☑	☑

Provisioning and Security Features	Android	iOS	Windows
Central provisioning through recognition of device	☑	☑	☑
User name and password authentication	☑	☑	☑
SSL Encryption	☑	☒	☒

Other	Android	iOS	Windows
Multi language	☑	☑	☑
Make location information available to office based colleagues	☑	☒	☒
Control deskphone from mobile device[4]	☑	☑	☑
WE VoIP support	☑	☒	☒

[1] Requires DISA or Auto Attendant configured on the Telephone System, [2] Features dependent upon IP Softphone, [3] Requires system to be configured as recommended, [4] Make call only, [5] 3G (or better) or Wi-Fi connectivity.