



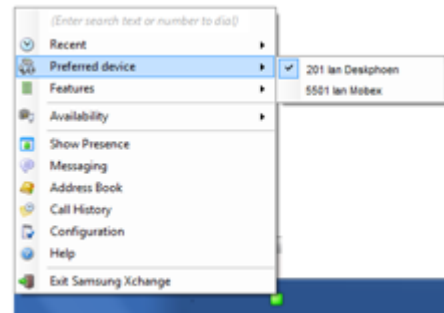
Samsung Xchange Version 2.5

This document provides an overview of the feature changes associated with Samsung Xchange Version 2.5.

Features marked with ** will be available with the Presence and Integrator license. All other features will be available in the standard “Dial” license.

Preferred device**

Version 2.5 includes an option for users to monitor and control up to three devices (extensions) and to determine which of these devices will be used when a call is made using Xchange. It will also determine which of your devices will ring when a colleague double clicks the User icon in the Presence window (see combined view below).

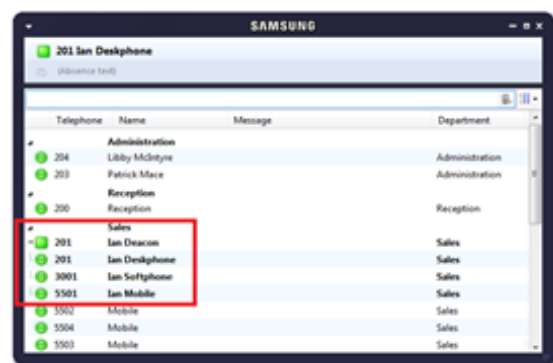


Presence – Combined view**

There's also a new Presence view called “Combined view”. To differentiate this, the user icon has changed from a “chess pawn” to a square icon.

If multiple devices (extensions) are associated with the user a “+” sign will show alongside the user icon which, when clicked, will show all devices associated to the user and their status; e.g. logged in, on a call etc.

Groups and un-assigned extensions will also show in this view.





All Device Caller Preview**

This feature will cause a Preview window to appear on your PC client when any one device associated with a user rings; e.g. desk phone, softphone, mobile phone. A contact record can be popped as normal when a match in an integrated CRM / DB system is found.

Availability States

The number of Availability states has been increased

Xchange Availability (user selectable)	Meaning
Available	Available
Meeting	In a meeting
Working away	Working but not in normal place of work
Not at work	Not working, holiday.
Break	Working but taking a break
Unavailable	Not contactable
Xchange Availability (Auto-sense only)	Meaning
Online meeting	On an active webinar, GoToMeeting, Team Viewer meeting, Lync call, Webex and Skype call.
Away from Desk	Working but temporarily away from desk
Outside working hours	Outside normal working hours as set in Exchange calendar

Outlook mapping

Outlook	Xchange
Free	Available
Busy	Meeting
Tentative	Meeting
Working elsewhere	Working away
Out of Office	Not at work
Outside working hours	Outside working hours

Availability Based Actions**

A user can now pre-program actions to change the behaviour of their associated devices based on the selected availability. Programmable actions are:

- Call forward
- Do not disturb
- Preferred device
- Absence text
- Call delay forward
- Ringer volume
- Feature code
- Send message



Automatic Update of Availability

A user can now enable or disable activities that will automatically update their availability, such as:

- Online meeting detection (GoToMeeting, TeamViewer meeting, Lync call, WebEx and Skype call).
- Inactivity detection (Detect no activity on keyboard / mouse after a period of time)
- Locked computer (change availability state (Break, Unavailable, away from the desk) when the screen is locked).
- Calendar integration (Use calendar information and/or publish meeting subject absence text).

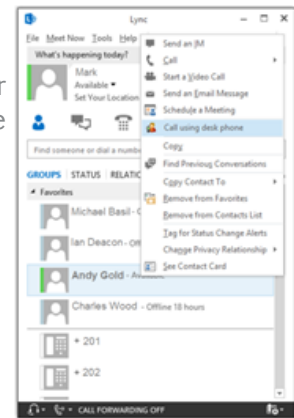


Tray Menu Icon Updates

A user can now see the Availability state and Feature changes on their own system tray menu icon.

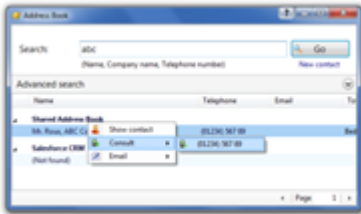
Lync - Call from Desk Phone

The Xchange 2.5 client allows Lync 2013 users to make a call on their OfficeServ handset directly from their Lync client (note: this does NOT require Lync Gateway and will also work with Office 365 versions of Lync).



Docking Presence Window

This option allows the Presence screen to be docked to the right hand side of the user's primary monitor. This is controlled by setting the width of the presence window when "normalized" and then clicking the "maximize" button. When other applications are maximized they will fill the screen up to the left edge of the Presence window. **(Windows 8 Only).**

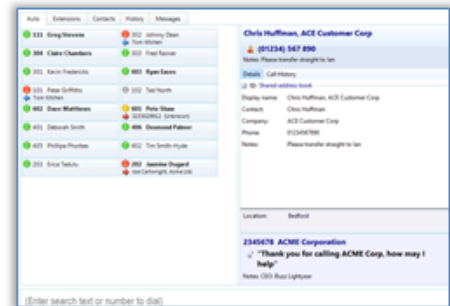


Transfer to Address Book Look Ups

An option for Consult and Transfer is now available to effectively transfer the calls to address book look ups.

Dialled Number Scripting

On the Operator Console it is now possible to automatically pop a script and associated notes when a DDI/DID number is called. This information is shown in the Auto Tab field. This is very helpful if Xchange is managing a multi-tenant environment, or if dedicated DDI/DID numbers have been allocated to customers.



Busylight colour	
● Available (Not on a call)	Green
● Held	Fast flash yellow (250ms)
● Busy	Red
● Active Online meeting	Red
● Ringing	Flashing red (500ms)
● Do Not Disturb/Forward	Blue
● Voice mail	Slow flash magenta (1000ms)

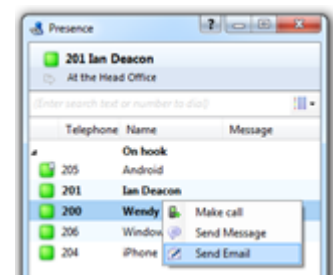
Busylight Support

Now everyone in the office can see if a colleague is available for a conversation, busy on the phone, or simply does not want to be disturbed using the integration between Xchange and Busylight.



Preview Window screen Re-position

The preview window can now be re-positioned in any screen quarter and this position will be retained (please note this is a fixed position in each quarter).





Email

A user can now send an email (Outlook only) or call the DDI number of a colleague directly from the Presence window (user or combined view).

Transfer to Groups

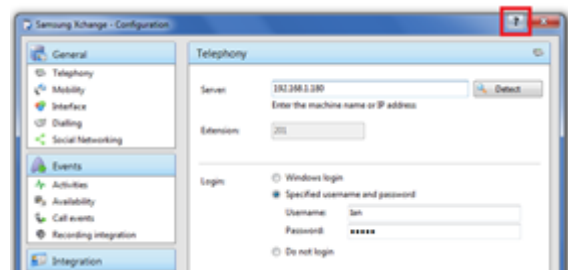
A call group can now be added to the Presence window, enabling a call to be transferred to the group directly from the presence window.

Online Help

In version 2.5 the standard PDF manuals have been replaced with context sensitive online help.

Other Changes

PC Client: Migrated from .NET 2 to .NET 4 framework
PC Server: Migrated from .NET 2 to .NET 4 framework



For more information please contact Samsung Xchange Specialist

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