Samsung Xchange Mobile

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Samsung Xchange Mobile Client (Xchange Mobile) is an application for smartphones that integrates with Samsung Xchange server. The integration delivers desktop like Xchange services and benefits to a users smartphone.

Every organisation that uses smartphones in addition to desk phones can benefit from Xchange Mobile improve efficiency in the workplace.

Dialling

Outbound from the mobile: Xchange Mobile can use the Dial Through capability of the OfficeServ to allow the mobile user to directly dial extension numbers in the office or dial an external number via the OfficeServ's trunks.

To directly dial an extension number, the mobile user can simply dial an office extension number from their mobile phone to contact a colleague. Xchange Mobile will automatically recognise the number as an internal extension and connect the call using Dial Through without any additional actions from the user.

Inbound to the mobile: The OfficeServ system can be set up to call both a users extension number and mobile phone simultaneously (Mobex).

Xchange Mobile will enable calls received via Mobex to show the name of the caller on the mobile phone (if a match is found in the shared address book), without Xchange Mobile the number shown would be the main office number. The mobile user can also stop the call simultaneously ringing on their mobile phone by simply selecting the "Block" option from Xchange Mobile.

Desk Phone Mode: In desk phone mode, a call initiated from Xchange Mobile will dial out from the user's desktop extension. This is particularly useful for dialling from a contacts list on a Tablet rather than using the desk phone's internal memory.

Dialling Benefits

- Call colleagues directly in the office even if they do not have a DDI number
- Accessing the Xchange shared address book allows easy and quick access to important external contacts
- Reduces mobile phone charges by using the convenience of dialling from a mobile device but forcing the call through the telephone system

Collaboration

Xchange Mobile provides collaboration features familiar to Samsung Xchange desktop. Xchange Mobile provides the on hook/ off hook status of the mobile phone to the Xchange server enabling users of an Xchange client (PC or Mobile) to visually check if a user is busy on a mobile call– this can work for a call sent via the phone system using Mobex or if the call is directly made to or from the mobile phone. Xchange Mobile presents a Presence screen similar to that on the PC client.
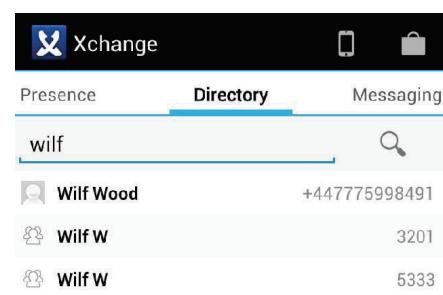
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Pressing and holding the extension in the presence window allows the mobile user to call a colleague using either their extension number or DDI number. There is also an option to send a chat message to a colleague. Chat messages can be sent to either a user's PC or mobile phone dependent on the extension selected (office or Mobex). Message history can also be retrieved and previous conversations re-started by selecting the 'Messaging' tab.

A mobile user can also set their Xchange availability (Available, Meeting and Out of Office) directly from the application.

Collaboration Benefits

- Check the status of a colleague before calling them
- Send them a chat message if they are unavailable
- Office based colleagues can check if you are engaged on your mobile phone
- Update colleagues of your availability from your smartphone
- Remotely set destination of incoming office calls

Geo-Location Features– Xchange Mobile can be configured by the user of the device to report a text description of their geographical location back to the Xchange server*. The location of the mobile device is made visible to the user's colleagues via the location field in the presence screen of the PC Xchange client (note: only the PC client supports this feature).

*Xchange server requires internet access for this feature

Provisioning and Security Features- Xchange Mobile user configurations can be pre-configured on the server so that the end user need only enter the IP address of the Xchange server after installing the app on the phone. The server will recognise the users mobile CLI and automatically provision user parameters.

When Xchange Mobile client makes a connection to an Xchange server it is authenticated by user name and password. Once the connection is established SSL can be used to encrypt the transfer of data between the client and the server.

Pre-requisites

- Xchange Mobile requires Samsung Xchange Server version 2.3.10 or later.
- Android 2.3 or later
- The following features require a data connection between the mobile phone and the Xchange server:

  - Extension presence
  - Chat messaging
  - Search of shared address book