

## Samsung Xchange

The following Marketing Bulletin has been provided to clarify the 3 main Samsung Xchange licenses available and what features each license enables.

### Samsung Xchange Dial (site license)

The Xchange Dial license is targeted at any size business requiring the increased productivity, benefits and convenience of dialing from virtually anywhere. The Xchange Dial license is always required and provides all of the following benefits.

#### Requirements

- Per site license – priced accordingly per system type giving all users access to Xchange Dial.
  - a. OS7030 – Part Code: 14500
  - b. OS7100 – Part Code: 14501
  - c. OS7200s – Part Code: 14502
  - d. OS7200 – Part Code: 14503
  - e. OS7400 – Part Code: 14504
- Requires standalone PC. Specs supplied at the end of this document. GTL Networks can supply a preconfigured PC.
  - a. Preconfigured PC Part Code: OSCPC
- Configurator selections:

The screenshot shows the 'Applications and Accessories' tab of the Samsung Xchange configurator. It includes sections for 'Xchange Selection', 'Communicator Selection', and 'Accessories Selection'. The 'Xchange Selection' section has a 'Site Dial Licence & Site Basic Presence?' checkbox which is checked. The 'Communicator Selection' section has a 'Preconfigured PC for Applications' checkbox which is also checked. The 'Accessories Selection' section includes options for monaural and biaural headsets, remote maintenance, and wall brackets, all of which are currently set to 0 or unchecked. Navigation buttons like '<< Previous' and 'Calculate Order' are visible at the bottom.

**Tick Box for Samsung Xchange Dial License.**

**Tick Box for Pre-configured PC**

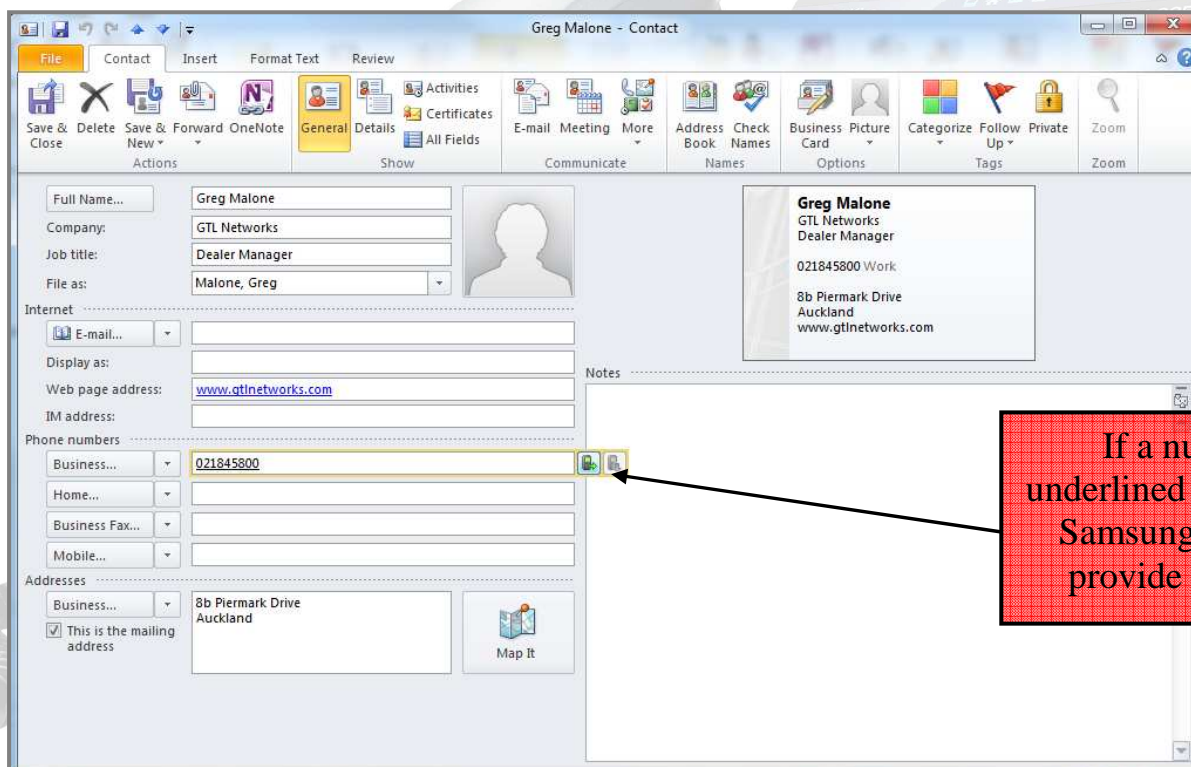
## Benefits

- **Web site dialing:**



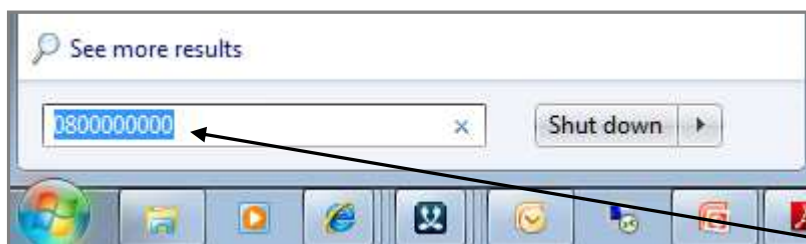
Virtually any number is automatically underlined and can be dialled with a simple click

- **Application Dialing:**

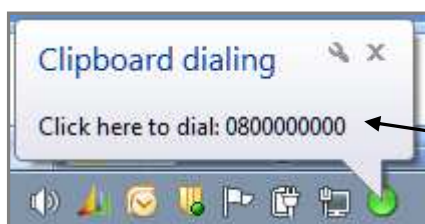


If a number is not underlined in an application Samsung Xchange may provide a Dial Button.

## • Clipboard Dialing:

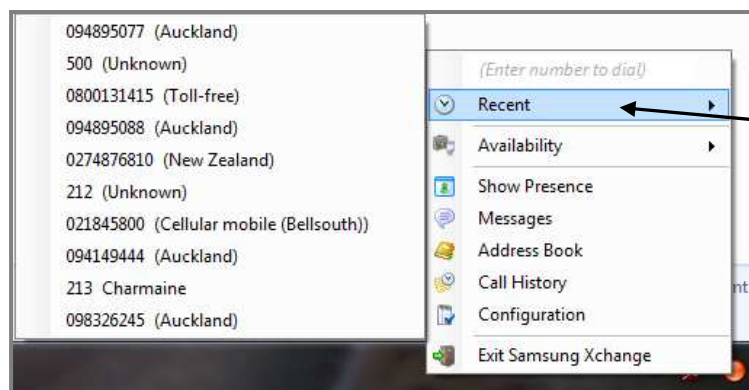


If a number is not underlined in an application or provided a dial button it is simply a matter of highlighting and copying the number.



Once Copied the clipboard window opens and the number can be dialled with a click.

## • Recent Call log and call history:



Quick access to last 10 dialled numbers.

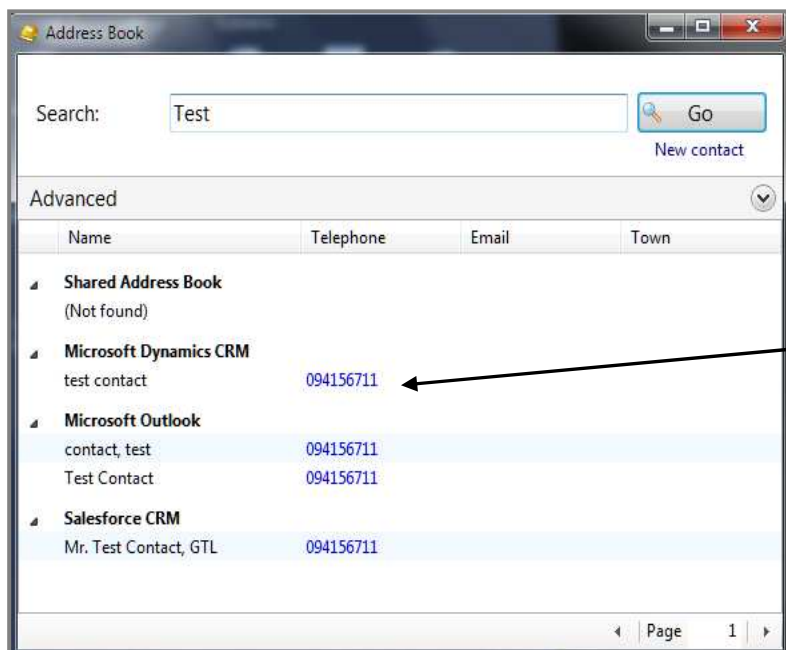
Call History					
	Date/Time	Telephone	Name	Duration	Direction
<b>Today</b>					
	14:37:51		(Unknown)	9s	In
	14:24:04	094895077	(Auckland)	10s	In
	14:23:38	094895077	(Auckland)	8s	In
	14:21:34	500	(Unknown)	2s	No ans
	14:20:50	0800131415	(Toll-free)	27s	Out
	13:55:10	094895088	(Auckland)	2m 19s	In
	13:34:37	094895088	(Auckland)	2m 55s	In
	13:28:33	0274876810	(New Zealand)	16s	In
	13:22:40	212	(Unknown)	48s	Out
	13:19:52	094895088	(Auckland)	31s	In
	13:15:42	094895088	(Auckland)	21s	In
	12:59:29	094895088	(Auckland)	4m 14s	In
	12:24:31	090890842	(Auckland)	7m 46s	Out
	12:18:04	090897777	Fuji Vision	33s	Out
	12:12:14	094895088	(Auckland)	26s	In
	11:51:32	021498455	(Cellular mobile (Bellsouth))	40s	Out
	11:51:29	#	(Unknown)	1s	No ans
	11:50:58	094891151	(Auckland)	31s	Out
	11:43:00	073482130	(Hamilton)	7m 48s	In
	10:55:09	090894904	(Auckland)	10s	In
	10:33:38	073482130	(Hamilton)	16s	Missed
	10:23:51	280	(Unknown)	11s	In
	09:38:52	021498455	(Cellular mobile (Bellsouth))	5s	In
	09:32:35	094895077	GTL Networks NZ	15s	Missed
<b>Yesterday</b>					
	22:17:08	094437628	(Auckland)	4s	In
<b>24/09/2011</b>					

For a more comprehensive view the call history window provides the last 50 calls with the following info provided:

- Time and date.
- Telephone number.
- Name and ability to access caller information if entered in a database.
- Call Duration.
- Incoming, outgoing or missed info.

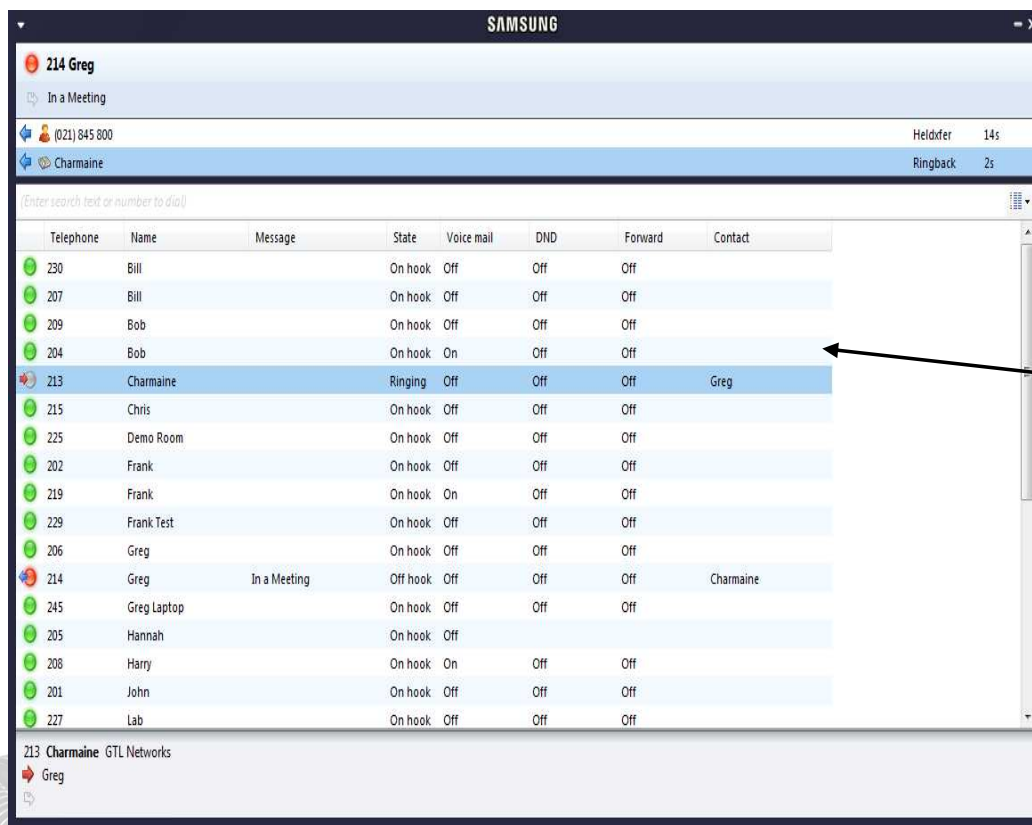


- **Global Address Book:**



The global address book provides a unique way to search across multiple databases to find the required person or telephone number. This saves time searching the database, let Samsung Xchange find it for you.

- **Presence Window:**



All users receive a presence window with the following features...

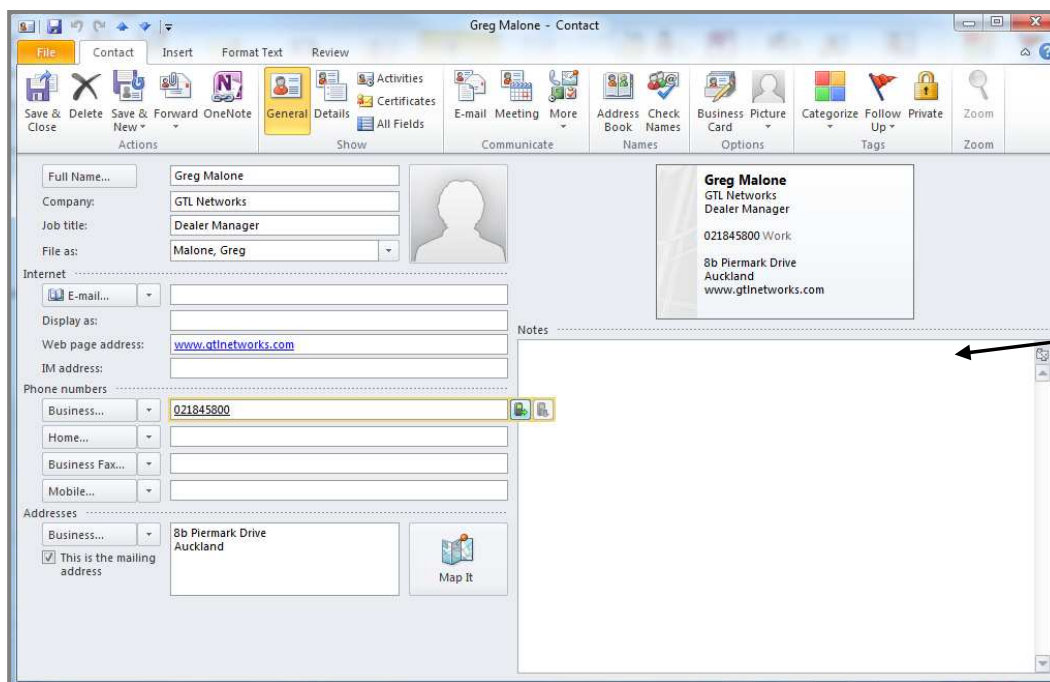
- BLF
- Status – In a meeting, Out of Office.
- MS Outlook Calender integration.
- DND Status
- Call Fwd destination.
- Voicemail Status.

- Call Control:**



Samsung Xchange also provides an unobtrusive call control window giving the ability to place calls on hold, transfer, consult and transfer or pop databases on incoming calls.

- Call Popping:**



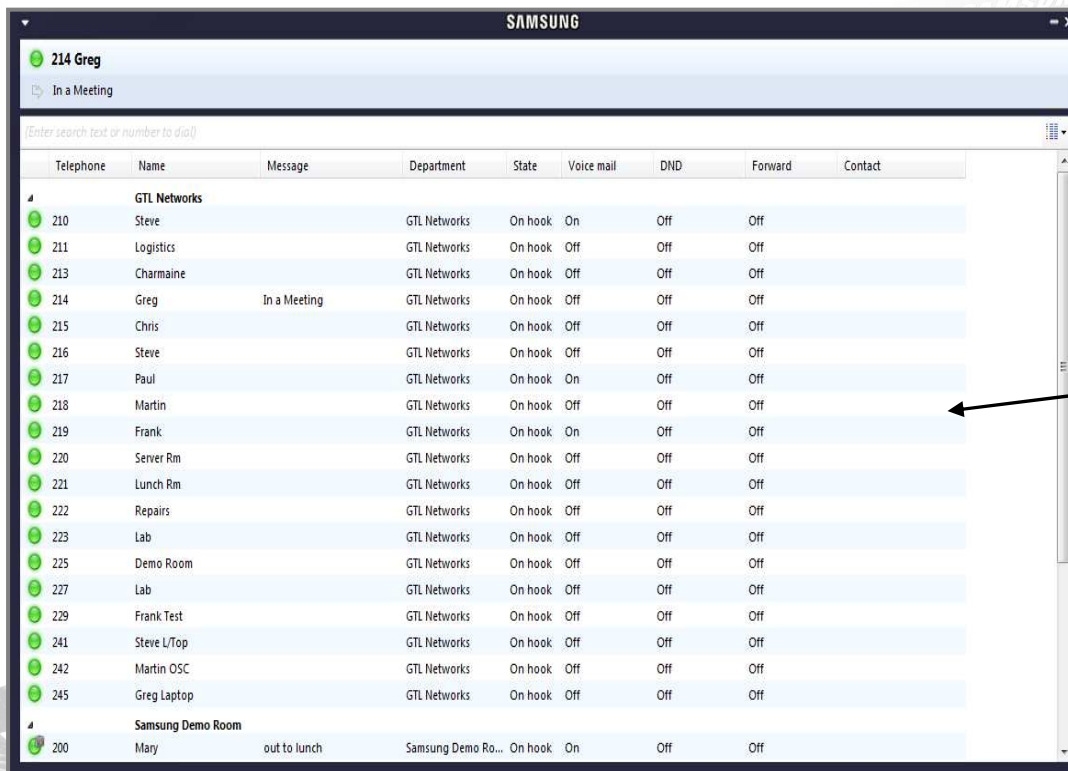
Samsung Xchange also provides the ability to “pop” on incoming calls MS Outlook or Lotus Notes only.

**All the features shown above are available on any system in the OS7000 series with a single Samsung Xchange Dial site license. Please refer to release documentation for detailed features and requirements.**

## Samsung Xchange Upgrade Presence Licence

*The presence upgrade license is supplied per user when one of the following features are required. A Samsung Xchange license is still always required which provides every user with the benefit's shown above.*

- **Per User:** The Presence Upgrade license is a per user license.
- **Dial License Required:** A Samsung Xchange Dial Site license is required providing all of the features shown above.
- **PC Required:** A standalone PC is required to accommodate Samsung Xchange.
- **Presence Upgrade:**



The screenshot shows a window titled 'SAMSUNG' with a search bar and a table of users. The table has columns for Telephone, Name, Message, Department, State, Voice mail, DND, Forward, and Contact. The users listed are from GTL Networks and Samsung Demo Room.

Telephone	Name	Message	Department	State	Voice mail	DND	Forward	Contact
<b>GTL Networks</b>								
210	Steve		GTL Networks	On hook	On	Off	Off	
211	Logistics		GTL Networks	On hook	Off	Off	Off	
213	Charmaine		GTL Networks	On hook	Off	Off	Off	
214	Greg	In a Meeting	GTL Networks	On hook	Off	Off	Off	
215	Chris		GTL Networks	On hook	Off	Off	Off	
216	Steve		GTL Networks	On hook	Off	Off	Off	
217	Paul		GTL Networks	On hook	On	Off	Off	
218	Martin		GTL Networks	On hook	Off	Off	Off	
219	Frank		GTL Networks	On hook	On	Off	Off	
220	Server Rm		GTL Networks	On hook	Off	Off	Off	
221	Lunch Rm		GTL Networks	On hook	Off	Off	Off	
222	Repairs		GTL Networks	On hook	Off	Off	Off	
223	Lab		GTL Networks	On hook	Off	Off	Off	
225	Demo Room		GTL Networks	On hook	Off	Off	Off	
227	Lab		GTL Networks	On hook	Off	Off	Off	
229	Frank Test		GTL Networks	On hook	Off	Off	Off	
241	Steve L/Top		GTL Networks	On hook	Off	Off	Off	
242	Martin OSC		GTL Networks	On hook	Off	Off	Off	
245	Greg Laptop		GTL Networks	On hook	Off	Off	Off	
<b>Samsung Demo Room</b>								
200	Mary	out to lunch	Samsung Demo Ro...	On hook	On	Off	Off	

The upgraded presence window provides individual users with the ability to customize their own presence window. Add and remove extensions, set up departments etc...



- **Additional CRM Integration:**

*The presence upgrade license also provides the added advantage of integrating with an additional 8 CRM databases. The following 8 databases can “pop” on an incoming call when a user has been provided with a Presence Upgrade license. Some important additions are Facebook, LinkedIn and Google places.*

- ✓ **Google Places**
- ✓ **LinkedIn**
- ✓ **Facebook**
- ✓ **MS Access**
- ✓ **Maximizer**
- ✓ **Goldmine**
- ✓ **ACT**
- ✓ **LeGrand**

- **Additional CRM Integration:**

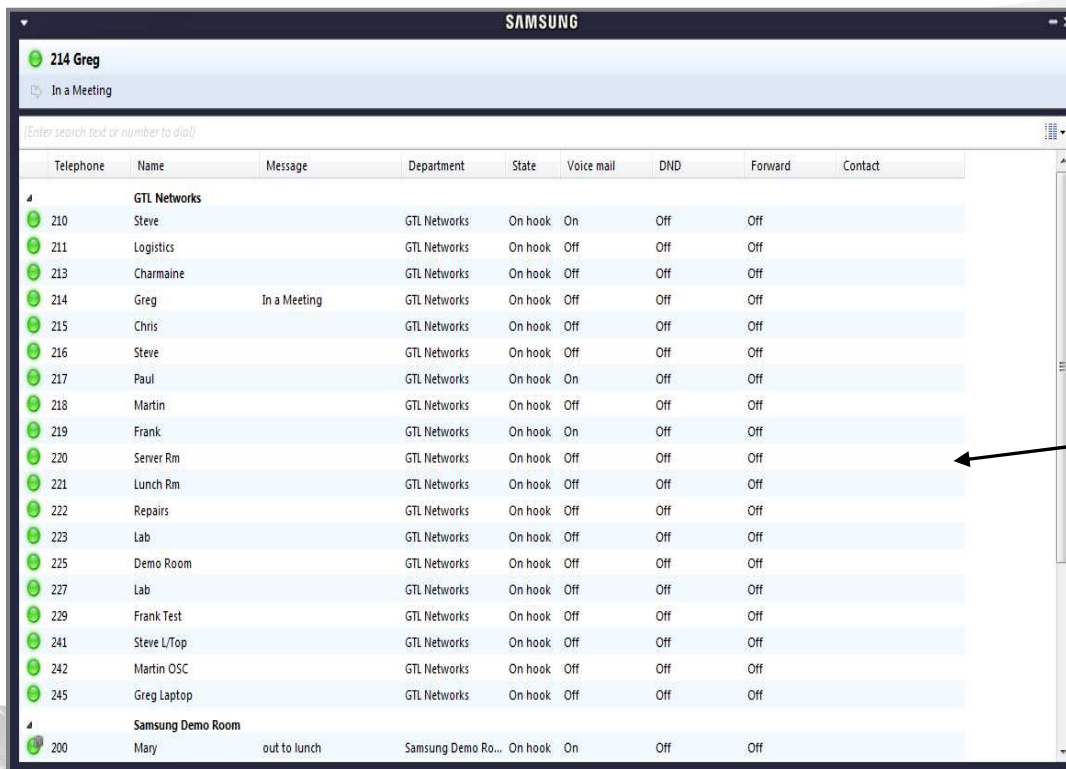
*The Presence Upgrade also provides a history of your last 2500 calls in the call history window.*

**The Upgrade Presence License is an individual per user license designed to complement the Samsung Xchange Dial Site License. The key target for this license is a heavy user of the presence window (operator, customer services etc...) or any user requiring the ability to “pop” one of the 8 additional databases.**

## Samsung Xchange Integrator License

*The Samsung Xchange Integrator provides everything the Xchange Presence Upgrade license provides with the added advantage of a further 20+ and growing list of CRM databases it can integrate with giving the ability to “pop” on incoming calls.*

- **Per User:** The Presence Upgrade license is a per user license.
- **Dial License Required:** A Samsung Xchange Dial Site license is required providing all of the features shown above.
- **PC Required:** A standalone PC is required to accommodate Samsung Xchange.
- **Presence Upgrade:**



The screenshot shows a window titled 'SAMSUNG' with a header bar for '214 Greg' and 'In a Meeting'. Below is a search bar and a table of users. The table has columns: Telephone, Name, Message, Department, State, Voice mail, DND, Forward, and Contact. The users listed are from 'GTL Networks' and 'Samsung Demo Room'.

Telephone	Name	Message	Department	State	Voice mail	DND	Forward	Contact
<b>GTL Networks</b>								
210	Steve		GTL Networks	On hook	On	Off	Off	
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216	Steve		GTL Networks	On hook	Off	Off	Off	
217	Paul		GTL Networks	On hook	On	Off	Off	
218	Martin		GTL Networks	On hook	Off	Off	Off	
219	Frank		GTL Networks	On hook	On	Off	Off	
220	Server Rm		GTL Networks	On hook	Off	Off	Off	
221	Lunch Rm		GTL Networks	On hook	Off	Off	Off	
222	Repairs		GTL Networks	On hook	Off	Off	Off	
223	Lab		GTL Networks	On hook	Off	Off	Off	
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227	Lab		GTL Networks	On hook	Off	Off	Off	
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<b>Samsung Demo Room</b>								
200	Mary	out to lunch	Samsung Demo Ro...	On hook	On	Off	Off	

The upgraded presence window provides individual users with the ability to customize their own presence window. Add and remove extensions, set up departments etc...



- **Additional CRM Integration:**

*The Xchange Integrator license also provides the added advantage of integrating with an additional 20+ CRM databases. The following databases can “pop” on an incoming call when a user has been provided with a Presence Upgrade license.*

- |                          |                     |
|--------------------------|---------------------|
| ✓ <b>Google Places</b>   | ✓ <b>Netsuite</b>   |
| ✓ <b>LinkedIn</b>        | ✓ <b>ODBC</b>       |
| ✓ <b>Facebook</b>        | ✓ <b>Sage 50</b>    |
| ✓ <b>MS Access</b>       | <b>Accounts</b>     |
| ✓ <b>Maximizer</b>       | ✓ <b>Sage CRM</b>   |
| ✓ <b>Goldmine</b>        | ✓ <b>Salesforce</b> |
| ✓ <b>ACT</b>             | ✓ <b>Super</b>      |
| ✓ <b>LeGrand</b>         | <b>Office</b>       |
| ✓ <b>MS Dynamics CRM</b> | ✓ <b>Sugar</b>      |
| ✓ <b>MS Dynamics NAV</b> | ✓ <b>Tiger</b>      |

**The Upgrade Presence License is an individual per user license designed to complement the Samsung Xchange Dial Site License. The main target for this license is anyone requiring integration into one of the additional databases shown above.**

## Feature Matrix

Function	Dial	Presence	Integrator	
<b>Call control</b>				
Hold	Y	Y	Y	
Transfer	Y	Y	Y	
Consult	Y	Y	Y	
Deflect	Y	Y	Y	
Answer	Y	Y	Y	
Other extension answer	N	Y	Y	
<b>Features</b>				
Other user Presence status	N	Y	Y	
Other user Telephone status	Y	Y	Y	
Own Caller/Called party details	Y	Y	Y	
Other user Caller/Called party details	N	Y	Y	
Set availability status	N	Y	Y	
Set out of office message	Y	Y	Y	
Progressive search of users in presence window	Y	Y	Y	
Personal address book	Y	Y	Y	
Shared address book	Y	Y	Y	
Search of personal address book	Y	Y	Y	
Simultaneous search of multiple address books	N	Y	Y	
Multi contact media from address book	Y	Y	Y	
Call history (50 calls per page)	Y(1 Page)	Y (Unlimited)	Y (Unlimited)	
Call Preview window with call control	Y	Y	Y	
MS Outlook dialling integration	Y	Y	Y	
MS Outlook incoming call contact searching	Y	Y	Y	
MS Outlook calendar integration	N	Y	Y	
Dialling from browser page	Y	Y	Y	
Dialling from call history	Y	Y	Y	
Dialling from web based corporate contact systems	Y	Y	Y	
Dialling from Clip Board	Y	Y	Y	
Dialling from bespoke application	Y	Y	Y	
Dialling from TAPI enabled applications	Y	Y	Y	
MS Windows Smart Tag dialling	Y	Y	Y	
Multi language	Y	Y	Y	
Selectable skins	Y	Y	Y	
PC selectable ring tone	Y	Y	Y	
PC sound mute on call activity	Y	Y	Y	
Import and Export of dial configuration settings	Y	Y	Y	
Contacts database searching	Y	Y	Y	
Multi contacts databases searching	N	Y	Y	
Hot desking	N*	Y	Y	
<b>Database Integration</b>				<b>Version Supported</b>
ACT!	N	Y	Y	2008 – 2011
GoldMine	N	Y	Y	5.5 – 8.5
Lotus Notes	Y	Y	Y	7 – 8.5
Maximizer	N	Y	Y	9 – 11
Microsoft Access	N	Y	Y	2000 – 2010
Microsoft CRM	N	N	Y	3 – 5
Microsoft Outlook	Y	Y	Y	2000 – 2010 (not 64bit)
NetSuite	N	N	Y	N/A
Sage CRM	N	N	Y	N/A
Sage Line 50	N	N	Y	2008 – 2011
Salesforce	N	N	Y	Enterprise
SugarCRM	N	N	Y	5.0 – 6.0
SuperOffice	N	N	Y	6.1 – 6.3

## PC Requirements

### Server PC requirements

The requirements represent the specification to support up to 64 users and 45 concurrent telephone calls. A higher specification is required to support higher number of users.

### Minimum Requirements

- IBM-PC or 100% compatible
- 1.8 GHz Pentium-class processor
- SVGA display
- 2 GB Memory
- 1 GB free hard drive space
- Network adapter connected to a TCP/IP network

### Supported Operating Systems

- Windows XP Professional SP3
- Windows Server 2003 and 2008
- Windows Vista
- Windows 7
- 32 bit and 64 bit

➤ **GTL Suggest a higher rated PC in a networked environment.  
Contact GTL support for further details.**

This document is designed as an overview of the licensing and features of Samsung Xchange. Please refer to release documentation for detailed descriptions and requirements.



## Frequently Asked Questions?

1. *Is Samsung Xchange supported in a "thin client" or Citrix solution?*

A: Yes, requires Presence Upgrade or Integrator License.

2. *Does Samsung Xchange require a stand alone PC?*

A: Yes, as per specs on this document. GTL can supply a pre-configured PC ready to go for \$950.00.

3. *Is there a client to load on each user's PC.*

A: Yes, a standard install wizard loads the client on a user's PC.

4. *Is there somewhere I can go to gain additional information or demonstrations?*

A: Yes, [www.samsungxchange.com](http://www.samsungxchange.com).

5. *Does Samsung Xchange work in a multisite solution?*

A: Yes, Xchange can work over multiple sites with multisite presence. Only one standalone PC is required and a site dial licence per site.

6. *Will Samsung Xchange make me a coffee?*

A: No, but it will create enough efficiencies for you to give you time to enjoy that cup of coffee.