



XCHANGE  
for SAMSUNG

# Unified Communicator – User Guide

Version 1.3





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## Introduction

### Welcome to Unified Communicator

Unified Communicator is an application for Apple mobile devices that extends the power of your Samsung telephone system to your mobile device.

### Apple Basics/Glossary

New to Apple or UC? Here are a few of the basic operations and features explained.

#### Tap

Touch the mobile device's screen in the area of interest for a second or two until the expected action occurs.

#### Hold

Touch the mobile device's screen in the area of interest for a second or two until the expected action occurs.

#### Drag

While touching the mobile device's screen, move your finger in the direction you want the screen or icon to scroll or move.

#### Home Button

**Double Press** - Pressing the home button twice will bring up the multitasking bar where you can access apps and settings; it provides another option to re-open Unified Communicator if it runs in the background.

#### App Store

This is from where you can download the **Unified Communicator** onto your mobile device. It can be accessed via a web browser or through the app which is usually already installed by default on your Apple mobile device.

#### Mobex (Mobile Extension)

This is the term used where a user has a virtual extension number which, when dialed, rings the user's mobile phone. It is often grouped (or twinned) with a standard deskphone such that when the deskphone rings the mobile phone also rings. This functionality can often be configured in different ways and the features described in this document may have a dependency on this configuration. In some instances the deskphone extension is also the virtual extension.



## Getting Started - Installation & Configuration

### Pre-requisites & Server Configuration

#### Server Configuration

Please refer to the Xchange Server Installation Guide for pre-requisites and setup information relating to Unified Communicator.

#### Compatible IOS Versions

IOS 5 or later (note: iPad 1 is not supported)

**Note: Unified Communicator requires Xchange server 2.4 or later.**

#### GSM

Unified Communicator uses the dialer presented by the iOS (normally a GSM dialer) on your mobile device to make and receive calls – it *does not* install an IP phone.

#### Client Installation

Unified Communicator can be downloaded from the App Store. The easiest way to find it is to search for “**Unified Communicator**”. Installation from here on is simple; just click on **Free App** -> **Install App**, you will then be asked to enter your Apple ID and password. Once the credentials have been accepted, UC app will be automatically downloaded and installed on your mobile device.

#### Client Configuration

Before you can get started making calls with Unified Communicator, you need to configure the client, so launch the app by tapping the shortcut that has been placed in your iPhone **Applications** menu.

Once you open Unified Communicator, you will see the following menu items: Your own extension, Presence, Address Book, Call History, Settings and Dial Through Settings.

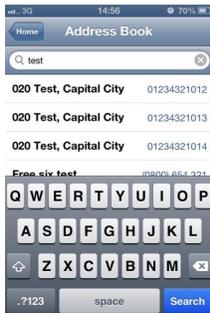


**Extension:** By tapping on extension (e.g. 3207 Ian Deacon) you will be presented with the **Availability** screen where you can configure your individual settings like: **Do Not Disturb** (slide your finger across the slider button to turn it ON or OFF), **Forward Calls** (slide your finger across the slider button to turn it ON or OFF - you are also required to provide the **Destination** phone number to whom you would like to forward your calls). **Status** allows you to choose your current status (see page 6) and the **Absence message** option to provide more information to your colleagues at work.





**Presence:** Provides you with a Presence Screen, where you can check your colleagues' status (e.g. you can check if anyone is engaged on a call). Unified Communicator will display a Presence Screen similar to the one you can see on the Xchange PC client, by tapping on the extension you will prompt with two options to dial: 1. Use your colleague's (**Dial Through**) extension number or 2. Use your colleague's (**Dial DDI**) Direct Inward Dial number (DDI must be preconfigured on the Xchange Server).



**Address Book:** Allows you to search through all of your contacts currently stored in the Xchange Shared Address Book and lets you to directly dial from it (see page 7).

**Call History:** Call History shows most recent outgoing and incoming calls that also allows re-dial them (see page 7).



**Settings:** This option allows you to setup your Server IP Address with your mobile extension and login credentials as well as preferences for your Presence Screen display like "Single Line Presence", group extensions by Departments or sort the extensions either by Name or Number by simply sliding the "ON or OFF" button.

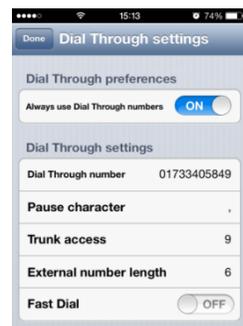
Unified Communicator detects the Language of the iOS on your iPhone® if however, your language preferences differs from those set by the UC app you can easily change them by selecting the preferred language from the 'Language' list.



**Dial Through:** Unified Communicator can use the Dial Through Settings (also known as Direct Inward System Access – DISA) capability of the telephone system to allow the UC user directly dial extension numbers or any external numbers from their mobile phones via their office telephone system (see page 7).

**Always Dial Through:** When dialing an external number, the mobile phone user can decide whether to dial an external number directly through GSM or via the Samsung telephone system. The preferred method of dialing out is controlled by this option (ON and OFF).

**Dial Through number:** Enter the pilot number for your DISA / Auto-attendant system. Enter the entire DDI number to dial; entering only the last half of the DDI number will not work.





**Pause character:** Enter the character used by your telephone system to indicate a pause e.g., (a comma).

**Trunk access:** Enter the code used by your telephone system's Dial Through to access an outside line e.g. 9 is common.

**External number length:** Enter the number of digits an external telephone number would be expected to have i.e. a telephone number with fewer digits than the value entered here will be considered an internal number by Unified Communicator.

**Fast Dial:** Enabling Fast Dial by ticking the Fast Dial tick box will significantly reduce the connection times that are normally associated with Dial Through dialing; this feature requires Wi-Fi/3G or better.

## Receiving Calls

When correctly licensed and configured, a Samsung telephone system can be set up to call both a user's extension number and mobile phone simultaneously. This is known as twinning or mobile extension (Mobex for short).

Sometimes it isn't going to be appropriate for incoming calls to your office-based extension to be passed on to your mobile device e.g.. You might be at your desk right next to your office extension so passing the call to your mobile device would be a little pointless.

At times like this, you can block incoming calls from being passed on to your mobile device or you can reroute those calls to another extension or to an entirely different number.

To reroute the incoming calls, go to the Unified Communicator home screen and tap on your own extension; you will be presented with **Availability** screen. Turn on the **Forward Calls** option and if it is not there yet, type in the desired phone number you would like to reroute your calls to. To block the incoming call, turn on the **Do Not Disturb** option which can be found also on the **Availability** screen.

## Availability Status

Availability settings screen provides you with the status indicators, tap whichever is most appropriate to indicate your current availability and it will be known to your colleagues back in the office as well as to those that like you are on-the-move. You can set your UC status either on desktop client or on your mobile client because both of the devices are twinned and will display the same availability. You can also update your absence message from here.





## Making Calls

### Make call from Unified Communicator



If you see a number in the Address Book or on the Presence Screen that you would like to call, just tap on it and the **Actions** menu will provide you with two options; 1. Call the number using Dial Through (Dial Through must be set-up, see page 6) or 2. Dial using DDI option (assuming that DDI

for the extension has been preconfigured on the Xchange Server). Tap on one of the preferred dialing methods and the call will be made.

Note: Calls to internal numbers automatically goes through Dial Through.

### Using Dial Through dialing



**Dial Through** uses the **DISA** or **Auto-Attendant** capability of the Samsung telephone system to route calls from your mobile device through the telephone system. To setup Dial Through, go to **Dial Through Settings**, enter the phone number specified by your Samsung telephone system administrator and turn on the **Always Dial Through** option. Once this is setup, the UC mobile client will route calls through your office telephone system. Please note that Unified Communicator will automatically recognize numbers of a certain length as internal numbers and will use the

Dial Through option regardless of the **Always Dial Through** setting (Assuming DISA or Auto-Attendant is set up the extension number dialed does not require a DID/DDI number to be associated with it). Dependent upon the system configuration, **Fast Dial** can increase the speed of the connection time when using Dial Through.

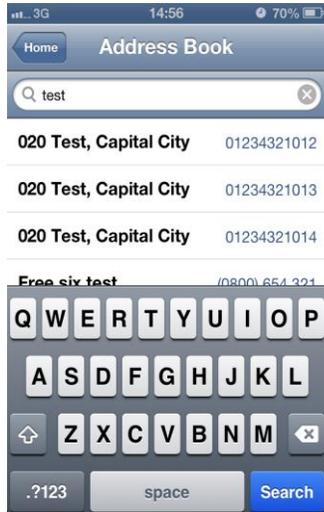
### Using DDI dialing



If a DDI number is associated with an extension, you can also dial the DDI number directly by pressing **Dial DDI** (instead of Dial Through). This option requires the DDI number to be preconfigured against the extension on the Xchange Server. For more information please contact your Samsung Telephone System administrator.



## Searching the Address Book



Just because you are out of the office doesn't mean you are out of touch with all of your office contacts anymore. Unified Communicator's Address Book is not just the same as your office-based shared Address Book – it is your office-based shared Xchange Address Book.

So when you enter all or part of a name or number into the search box and tap the **Search** button, Unified Communicator remotely searches the Xchange Address Book back in the office and delivers the search results direct to your mobile device.

To call any of the numbers listed in the search results, simply tap on them. If there are more results than can fit on the screen simultaneously, drag the screen up to see more results.

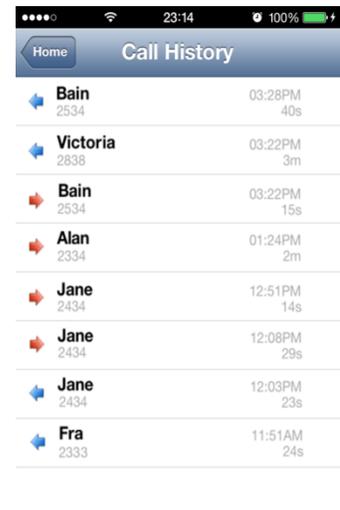
## Using the Call History

The Call Log is your mobile device's log except that it only shows the call activity made through Unified Communicator so it is ideal for times when you need a more narrow list of call activity than the log on your device.

Callers with records in your shared Xchange directory are clearly identified by their name and you can see which direction the call was made in i.e. incoming or outgoing; the red arrow indicates incoming and the blue arrow indicates outgoing.

To call any of the listed numbers, just tap on one.

Scroll through the list by dragging the screen up if there are too many calls to see onscreen simultaneously.



## Features Connectivity Requirements

Features	Requirements
Extensions (Presence)	Wi-Fi/3G data connection or better
Searching shared Address Book	Wi-Fi/3G data connection or better
Call History	Wi-Fi/3G data connection or better

**Warning:** Your mobile provider may charge you for data services used from your mobile device



## Feature Configuration Dependencies

The availability of certain features is dependent upon the configuration of the Samsung telephone system. These include:

Feature
Block incoming calls
Reroute incoming calls
Dial Through

**Warning:** Enabling the telephone system for these features may require additional licenses to be installed on the Samsung telephone system. Please check with your system maintainer for more details.