Unified Communicator for Xchange – User Guide

2012 – V1.0

Contents

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 briefly in the area of interest.

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 its runs in the background.

App Store

This is where you can purchase and download applications (and music, games etc.) directly on your mobile device. It can be accessed via a web browser or through the app which is usually already installed by default on your mobile device.

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.

Note: Unified Communicator requires Xchange server 2.3.10 or later. Some features detailed in this guide (marked with **) are only available with 2.3.13 or later (planned for general release on 2nd January 2013).

GSM

Unified Communicator uses the dialler presented by the Apple operating system (normally a GSM dialler) 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** and you will then be asked to enter your Apple ID and password. The app will then automatically install to your mobile device, all you have to do is click on **Open**.

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.

By clicking on the UC shortcut icon you will see the following menu items: Your own extension, Extensions, Address Book, Call Log, 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 **Away Message** option which allows you to type in the away message.

Extensions: is a directory option in Unified Communicator which allows the mobile user to quickly check who is engaged on a call in the office, what is their extension number, status or availability. Unified Communicator presents a Presence screen similar to that in the PC client. Pressing the extension in the Presence window allows the mobile user to call a colleague using either their extension number or DID/DDI number when it is available.

Address Book: Allows you to search for any of the contacts that are currently stored / registered in the Xchange shared Address Book and allows you to directly dial from it (see page 7).
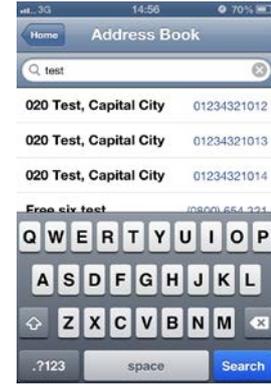
Call Log: Call Log history shows the most recent outgoing and incoming calls and allows re-dialling them (see page 7).

Settings: This option allows you to setup your Server IP Address with your extension and login credentials as well as preferences for your Presence screen display like "Single Line Presence" and the way you want the extensions to be sorted i.e. by Departments by using the slider button (ON and OFF).

Dial Through Settings: Unified Communicator can use the Dial Through Settings (also known as Direct Inward System Access – DISA) capability of the Samsung telephone system to allow the mobile phone user to directly dial extension numbers in the office or dial an external number via the office telephone system (see page 6).

Always Dial Through: When dialling an external number, the mobile 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 this option (ON and OFF).

Receiving Calls

When licensed for full Mobex functionality, 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. 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; this is also in the **Availability** screen.

Availability Status

Also on the Availability settings screen are the status indicators. Tap whichever is most appropriate to indicate your availability to your colleagues back in the office as well as to those that are on-the-move. You can set your UC availability status on your desktop client or your mobile client because it is shared by the two clients.

Making Calls

Inside Unified Communicator

If you see a number on the directory screen you want to dial, just tap on it to open the **Actions** menu and then tap on the preferred dial option. You can call the office extension with either Dial Through or Dial DDI options (assuming that DDI for the extension has been setup on the PBX). That is really all there is to making calls while you're in UC. Calls to internal extensions automatically go through Dial Through. Calls made to external numbers can be routed in a few different ways.

Using Dial Through dialing

Unified Communicator can use the **Dial Through** (also known as Direct Inward System Access – **DISA**) capability of the Samsung telephone system to allow the mobile user to directly dial extension numbers in the office or dial an external number via the office telephone system. To setup Dial Through, go to **Dial Through Settings**, enter the specified phone number and turn on the **Always Dial Through** setting. Once it is setup, the mobile client user can simply dial an office extension number from their mobile phone to contact a colleague. Unified Communicator will automatically recognize the number as an internal extension and connect the call using Dial Through. The extension number dialled does not require a DID/DDI number to be associated with it. **Fast Dial** enhances the speed and performance for dialling the phone numbers while using Dial Through option.

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 configured against the extension on the Xchange server. For more information please contact your 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 Xchange 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.
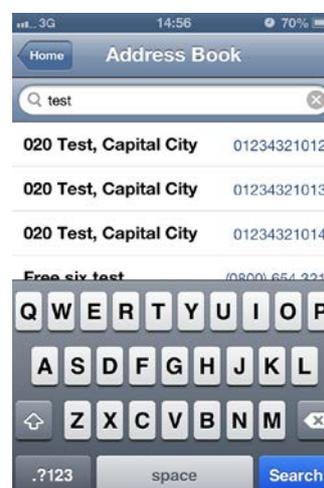
Using the Call Log

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.
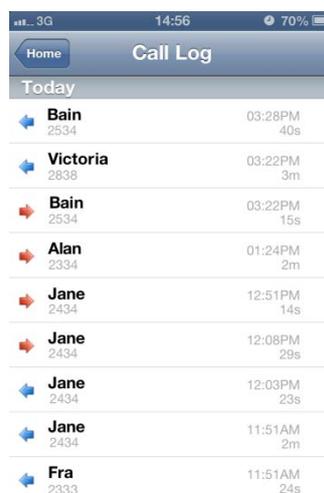
Features Connectivity Requirements

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

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