XCHANGE
DESKTOP

Xchange Dial / Business

Xchange Dial / Business is the entry level version of Xchange and provides an extensive range of features at a very cost-effective price point. Features include call control, click-to-dial, call history, screen popping (Outlook and IBM/Lotus Notes), real time presence and availability, instant messaging and custom events.
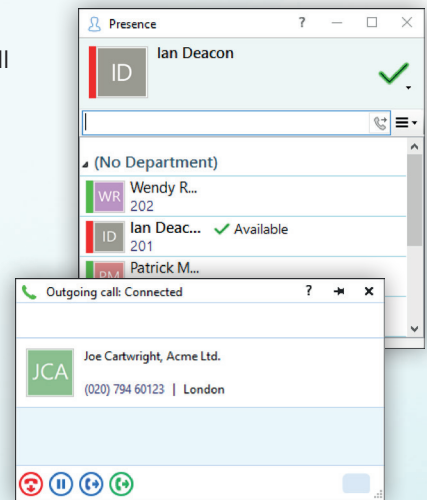
Xchange Dial Plus/ Business Plus

Xchange Dial Plus / Business Plus is the mid-range license type and includes all the features of the Dial / Business license with enhanced call history, support for multiple extensions, citrix and terminal services support and integration with ACT!, Goldmine, Maximizer, Microsoft Access and National Directories.

Xchange Integrator

Xchange Integrator is the top-level license and includes all the features of the Dial Plus / Business Plus license as well as integration to a large range of Standard and Partner integrations.

Xchange Dial Plus / Business Plus and Xchange Integrator are also available for Mac computers.
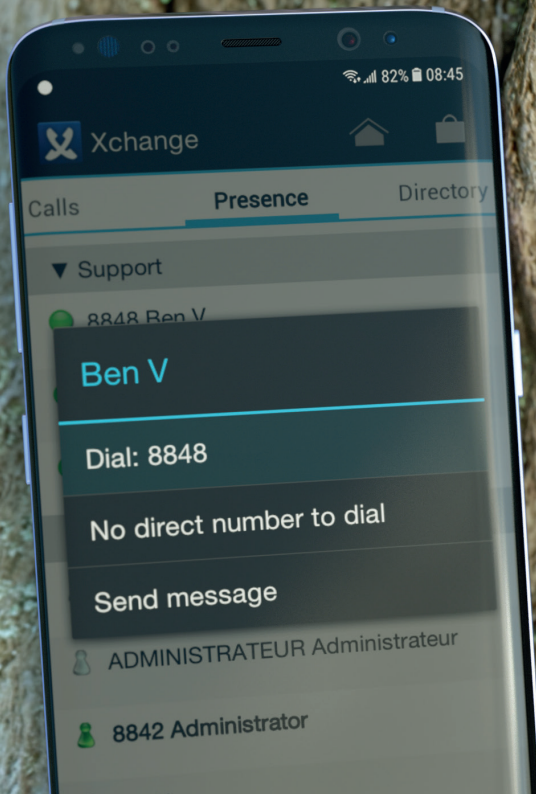
Xchange Softphone

Xchange Desktop can be licensed to include an integrated SIP softphone instantly turning a user's PC into a handset*.

Users can also easily switch** between their desk set and the softphone, making this the ideal solution for travellers and homeworkers.

* requires an Xchange Softphone license and a Samsung SIP license.
** Requires Office Plus or higher license.

Xchange Mobile

Xchange Mobile is an Android client providing collaboration (presence, chat) and outbound calling features with other Xchange users.

- Call colleagues directly in the office even if they do not have a DDI (Direct Dial Inward) number
- Take advantage of cheaper (or even free of charge) call rates
- Accessing the application's shared address book allows the mobile user to quickly access and call important external contacts without needing to store each number in the mobile phone contacts list
- Check status of colleagues before calling them
- Update colleagues of your availability from your mobile device
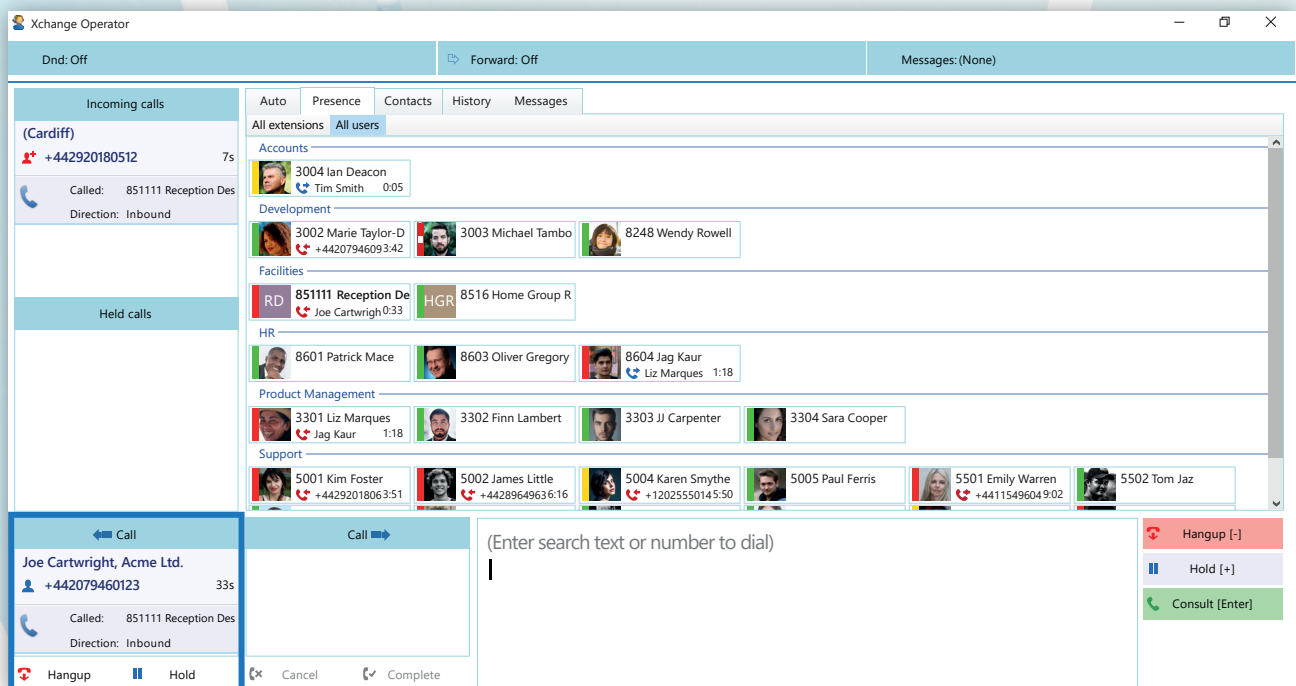
An iPhone variant is also available.

Xchange Operator

Xchange Operator is a fully featured PC-based operator console intuitively enabling the user to effectively distribute calls across a single or multiple sites.

- View all waiting calls and answer in any order*
- Use the wallboard-type view to check if co-workers are available to take a call, are already on a call, are set as DND or if call forward has been set
- Use a preferred mode of operation from mouse or keyboard or use the special touch-screen mode
- Set up personal extension tabs and configure Attendant to present the tab when a call to a selected DDI/DID number is received
- Add custom greetings/scripts for multiple tenants

Xchange Operator supports all of the integrations supported by Xchange Integrator.

* dependent upon configuration of the telephone system

Integration features

- Contact searching
- Contact popping
- Caller preview
- Click-to-dial

Types of integration

Integrations are divided into three types:

- Standard
- Partner
- Other

Standard integrations

Integration to a range of globally established cross-vertical CRM and DB applications with support for the standard integration features listed above. The integration can be easily installed and configured directly by the customer or reseller.

Partner integrations

Integration to an increasing range of cross-vertical or vertical-specific CRM and DB applications with support for either the standard integration features listed above or an alternative set of enhanced integration features. The integration can be easily installed and configured directly by the customer or reseller.

Other integrations

Integration to over another 200 cross-vertical or vertical-specific CRM and DB applications can be made available on a project request basis. Integration features may vary by application and support for future versions might not be available. The integration must be installed by the Xchange Developer.

A full list of supported applications can be found at www.samsungxchange.com. Other databases can be supported on a custom basis. Please contact Mondago or your local Samsung representative for further information.

Further information about all of the products in this brochure can be found at

www.samsungxchange.com

Alternatively, contact your Service Provider or send an email to Mondago at

sales@samsungxchange.com

STANDARD INTEGRATIONS	DIAL/BUSINESS (PC)	DIAL/BUSINESS PLUS (PC)	INTEGRATOR (PC)	BUSINESS (MAC)	INTEGRATOR (MAC)	OPERATOR (PC)	TAPI (PC)
ACT!	✗	✗	✓	✗	✗	✓	✗
ConnectWise Manage	✗	✗	✓	✗	✗	✓	✗
ConnectWise PSA	✗	✗	✓	✗	✗	✓	✗
eGroupware	✗	✗	✓	✗	✗	✓	✗
Eniro	✗	✗	✓	✗	✗	✓	✗
Goldmine	✗	✗	✓	✗	✗	✓	✗
Google Contacts	✗	✗	✓	✗	✗	✓	✗
Google Places	✓	✓	✓	✓	✓	✓	✗
IBM/Lotus Notes	✓	✓	✓	✗	✗	✓	✗
Infobel	✗	✗	✓	✗	✗	✓	✗
Infor CRM	✗	✗	✓	✗	✗	✓	✗
LDAP	✗	✗	✓	✗	✗	✓	✓
Maximizer	✗	✗	✓	✗	✗	✓	✗
Maximizer CRM Web Access	✗	✗	✓	✗	✗	✓	✗
Microsoft Access	✗	✗	✓	✗	✗	✓	✗
Microsoft Dynamics 365 for Sales	✗	✗	✓	✗	✗	✓	✗
Microsoft Dynamics CRM	✗	✗	✓	✗	✗	✓	✗
Microsoft Dynamics NAV	✗	✗	✓	✗	✗	✓	✗
Microsoft Outlook (32bit)	✓	✓	✓	✗	✗	✓	✗
Microsoft Outlook (64bit)	✓	✓	✓	✗	✗	✓	✓
Netsuite CRM	✗	✗	✓	✗	✗	✓	✗
ODBC	✗	✗	✓	✗	✗	✓	✗
OSX Contacts	✗	✗	✗	✓	✓	✗	✗
Sage 50 Accounts (UK Edition)	✗	✗	✓	✗	✗	✓	✗
Sage 50 Complete Accounting (US Edition)	✗	✗	✓	✗	✗	✓	✗
Sage CRM/MME	✗	✗	✓	✗	✗	✓	✗
Salesforce CRM	✗	✗	✓	✗	✓	✓	✗
SalesLogix	✗	✗	✓	✗	✗	✓	✗
Sugar CRM	✗	✗	✓	✗	✓	✓	✗
SuperOffice CRM	✗	✗	✓	✗	✗	✓	✗
tel.search.ch	✗	✗	✓	✗	✗	✓	✗
vTiger CRM	✗	✗	✓	✗	✗	✓	✗
Zoho CRM	✗	✗	✓	✗	✓	✓	✗
PARTNER - ADDIN INTEGRATIONS							
1-2-Access Limited ServiceMax	✗	✗	✓	✗	✗	✓	✗
ACA Systems WinSIMS	✗	✗	✓	✗	✗	✓	✗
Autotask	✗	✗	✓	✗	✗	✓	✗
Carerix	✗	✗	✓	✗	✗	✓	✗
Chittak Ltd TITAN	✗	✗	✓	✗	✗	✓	✗
CPL Software RPM	✗	✗	✓	✗	✗	✓	✗
DATEV	✗	✗	✓	✗	✗	✓	✗
Dezrez One/PM	✗	✗	✓	✗	✗	✓	✗
Dezrez Rezi	✗	✗	✓	✗	✗	✓	✗
Estates IT Ltd PCHomes	✗	✗	✓	✗	✗	✓	✗
Max-Immo	✗	✗	✓	✗	✗	✓	✗
Perfectview CRM	✗	✗	✓	✗	✗	✓	✗
Salpo CRM	✗	✗	✓	✗	✗	✓	✗
TeamLeader	✗	✗	✓	✗	✗	✓	✗
Workbooks	✗	✗	✓	✗	✗	✓	✗
Zoho CRM (PhoneBridge) - Enterprise	✗	✗	✓	✗	✗	✓	✗
PARTNER - TAPI INTEGRATIONS							
Agent Pro	✗	✗	✗	✗	✗	✗	✓
Mirage Computer Systems GmbH CTI Data Connector for Salesforce	✗	✗	✗	✗	✗	✗	✓
NetHelpDesk	✗	✗	✗	✗	✗	✗	✓

	MINIMUM SPECIFICATIONS	SUPP. PLATFORMS	SUPP. PBXS
Xchange (PC) **Xchange Operator (PC)**	• 1.8 GHz Pentium-class processor • SVGA display • 2GB Memory • 1GB free hard drive space • Network adapter connected to TCP/IP network • Keyboard and mouse	32-bit & 64-bit: • Windows 7 Pro • Windows 8/8.1 (desktop mode) • Windows 10 (desktop mode)	• OfficeServ • SCM Express • SCM Compact
Xchange (Mac)	• Mac with an Intel processor • SVGA display • 1GB Memory • 1GB free hard drive space • Network adapter connected to TCP/IP network • Keyboard and mouse	OSX Versions: • 10.8 Mountain Lion • 10.9 Mavericks • 10.10 Yosemite • 10.11 El Capitan • 10.12 Sierra	

All information in this brochure is correct at time of going to press