BULLETIN: Xchange version 3.0

XCHANGE

Introduction

This document provides an overview of feature changes and additions made to Xchange with version 3.0.

Xchange version 3.0 continues a path of evolution and innovation of the original vision of Xchange Software. Version 3.0 is a major update with a signficantly updated graphical user interface designed to reflect feedback from our user community and the latest design trends.

Initially version 3.0 will only be made available as the Desktop PC client with the Xchange Operator and Mac client following later.

## Comparison between versions 2.6 and 3.0

Presence

A square user icon has replaced the solid circle used in 2.6. The square is given a unique colour and initials for each user. Telephone extension status (busy lamp field) is shown as a vertical bar to the left of the square.
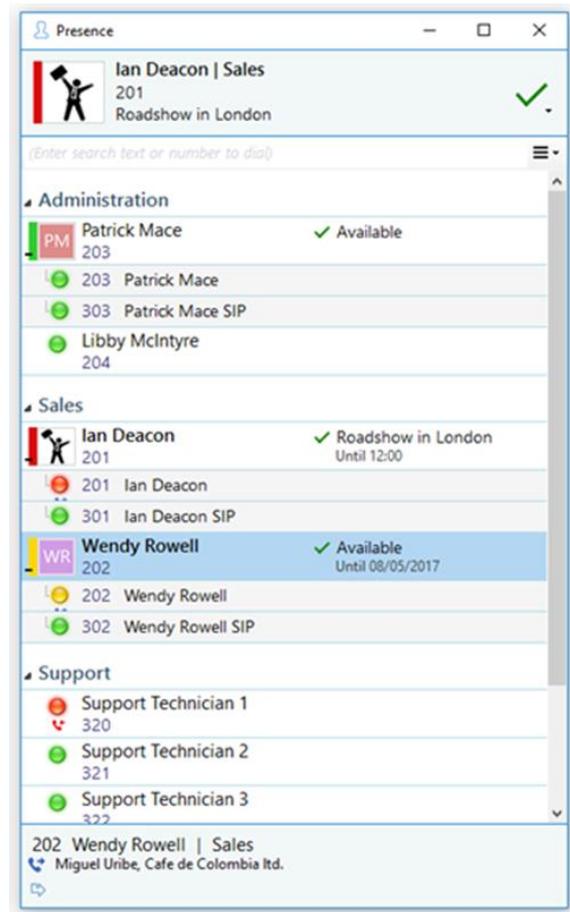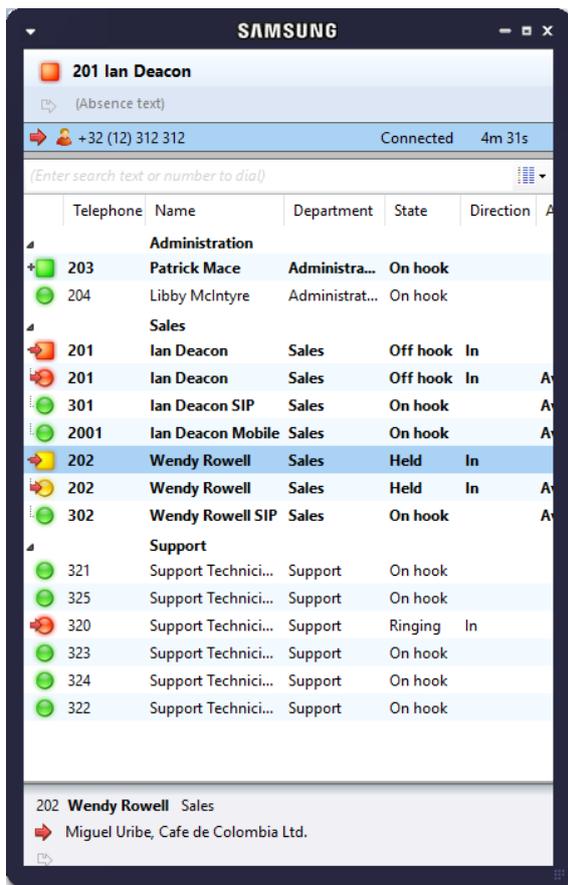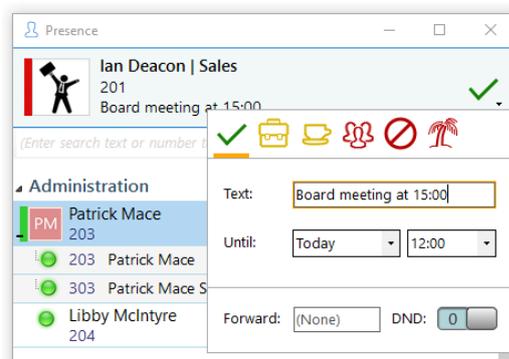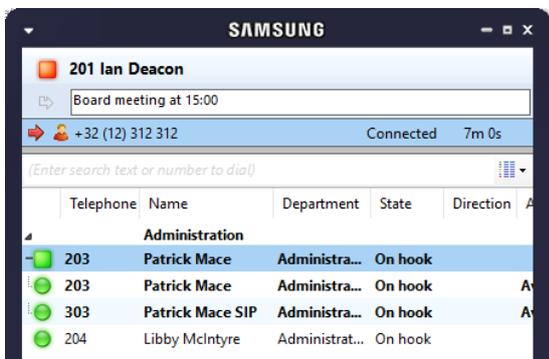
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Additional information previously shown in columns is now available in the bottom panel and Contact details window.
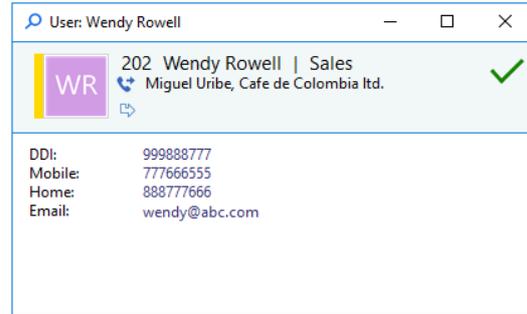
Set DND, Forward and Availability states directly from Presence window.


Hovering over a user or extension in the Presence window will cause a slider bar to appear on the right hand side of the window that will present any options available to the user.
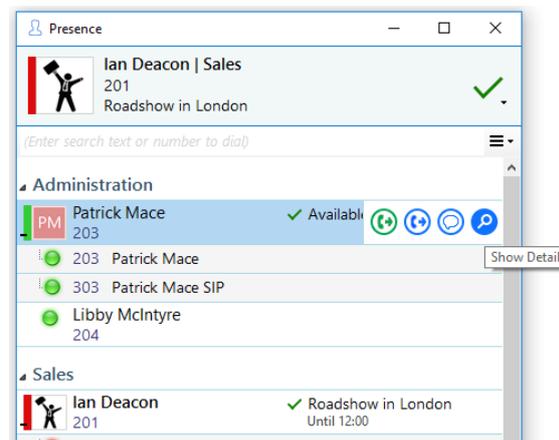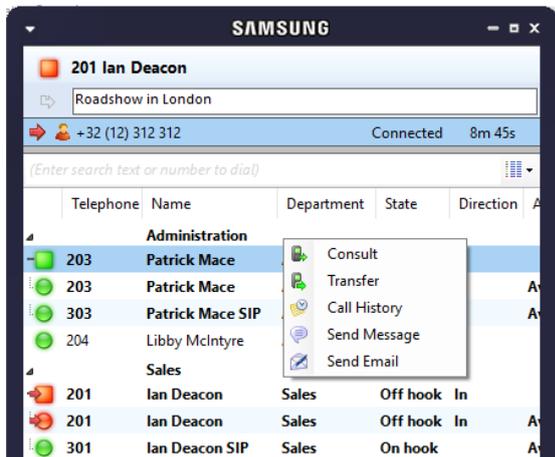

Messaging

Improved Messaging interface that also includes individual or group messaging. Group messaging allows a permanent chat room to be set up with pre-defined users.

Important note: Version 3 will no longer support messaging between extensions. Messaging is now a user only level feature.

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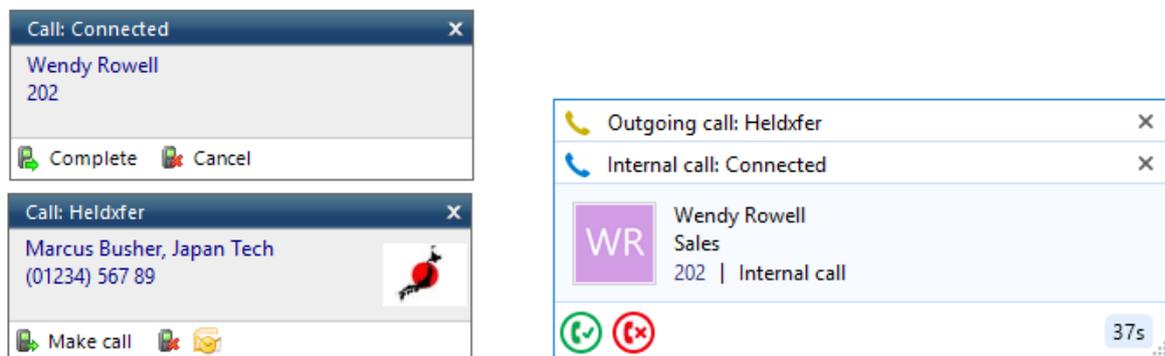
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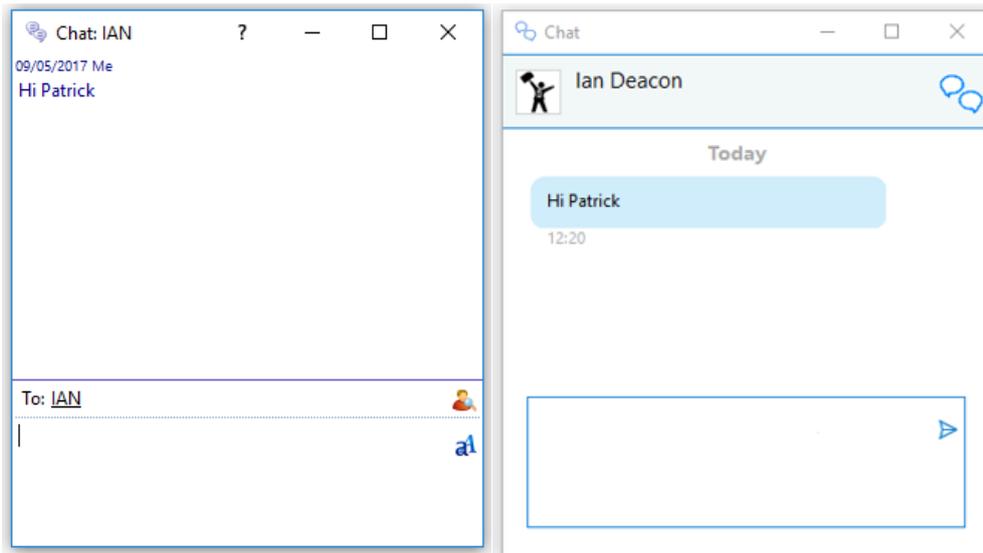
Preview Window

Improved larger window layout will resize according to the amount of content to display.
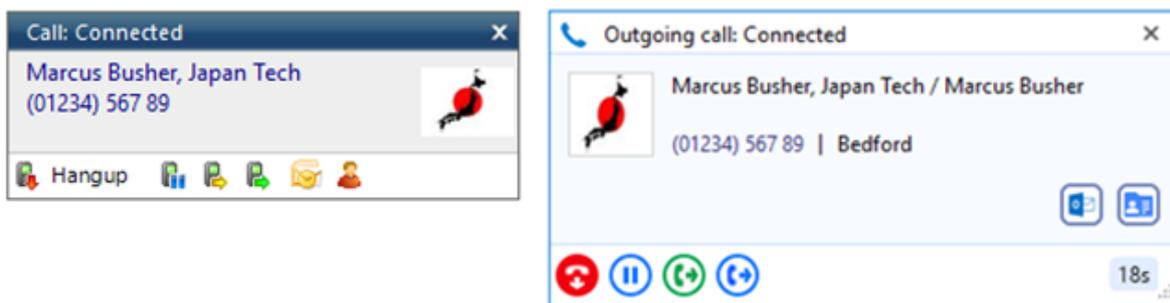
No longer opens a new preview window when multiple parties are involved in the same call (consult, on hold); instead, the windows are now stacked with the active call always at the front. The hidden call is simply selected by clicking its header box (behind the active call).


Notes from Microsoft Outlook and Xchange shared address book contacts are now visible within this window.

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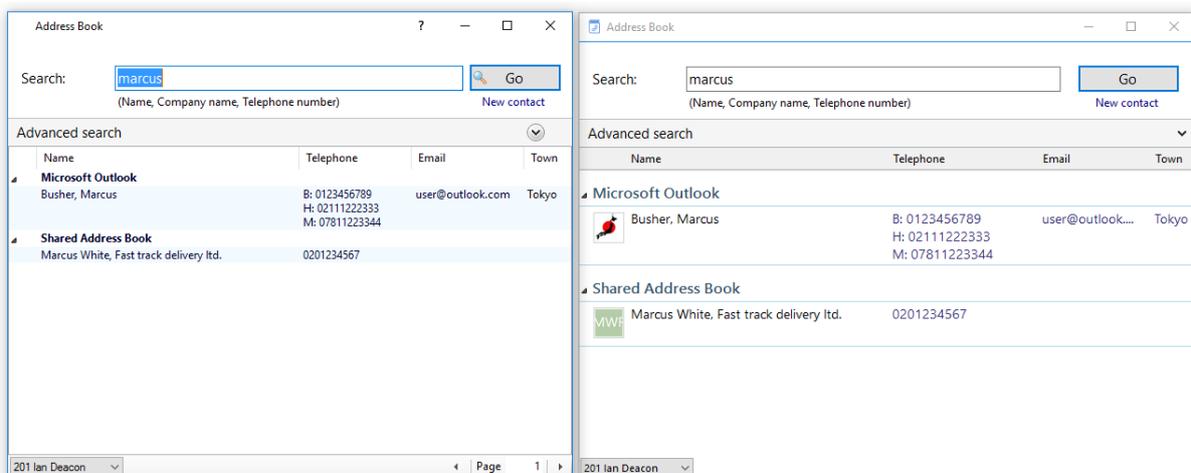
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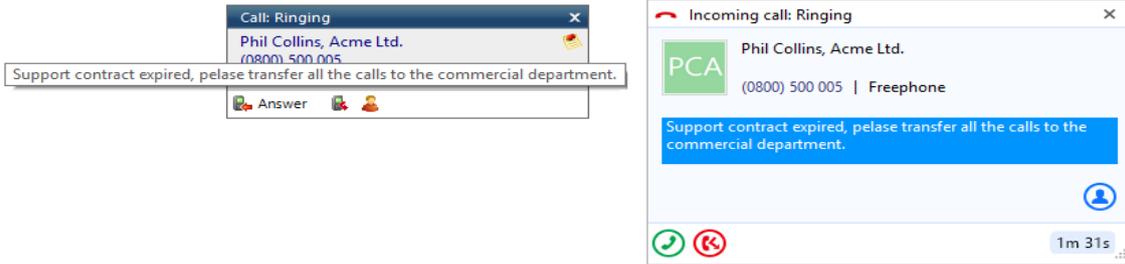
Call History

The Call history window has been updated to a two-line view per call with a unique coloured and initialled icon per contact. Available actions are presented as a pop out bar from the right-hand side of the screen.
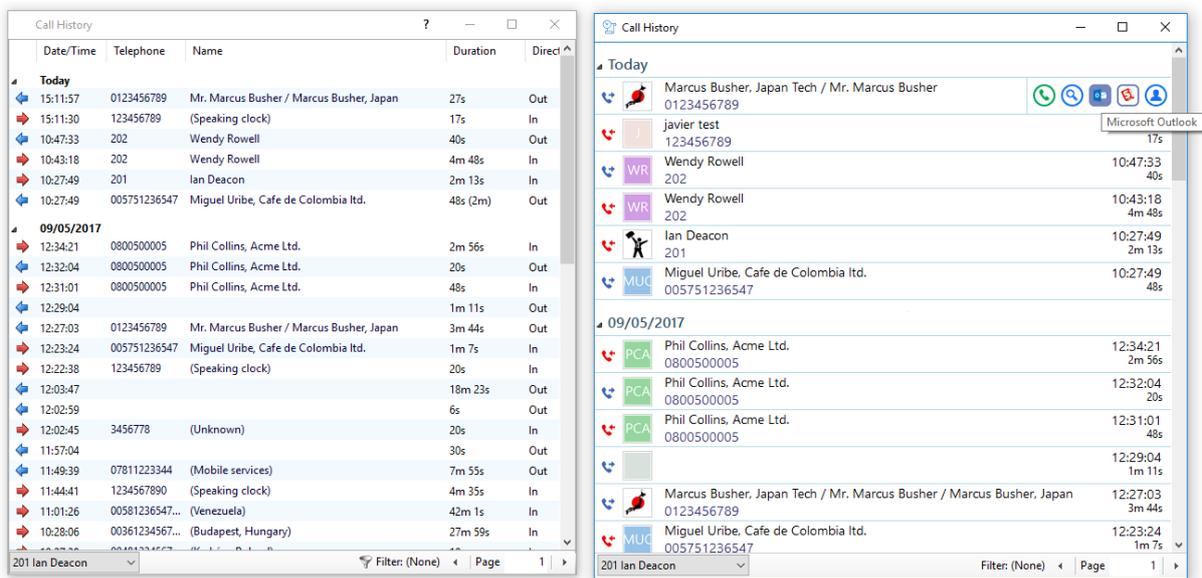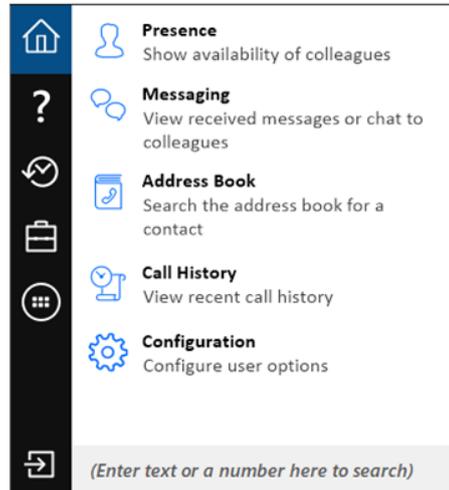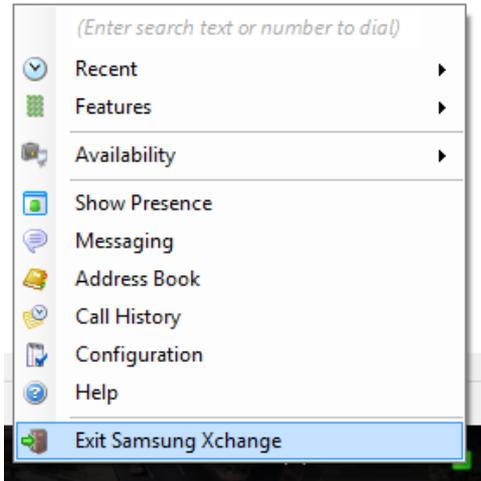

Address Book

The contact icon has been changed to mirror that used in Call history.

Tray menu

The tray menu has changed significantly in layout, although the actual functions available are very similar to version 2.6.
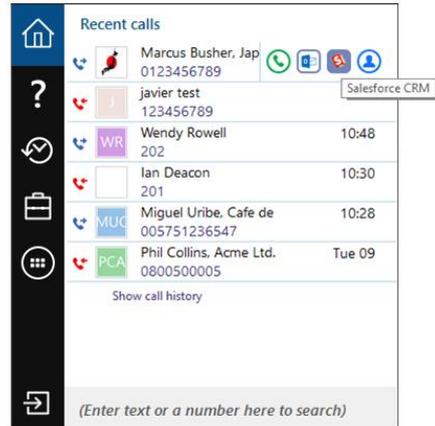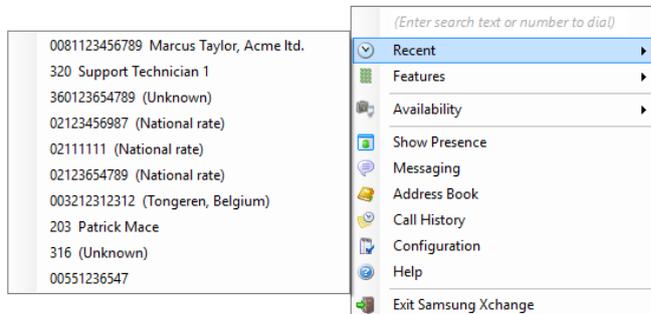

Search

Search results now show in the system tray menu rather than opening a separate search window. Extension BLF status is also show (see New Features section below)

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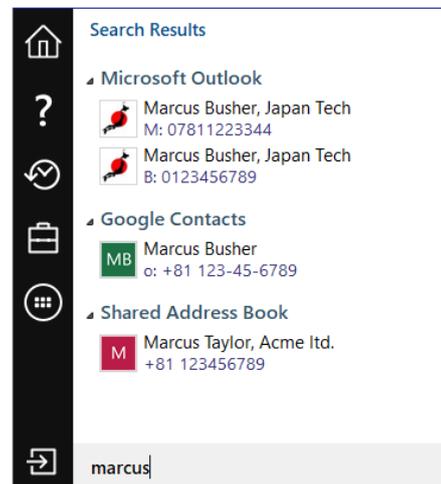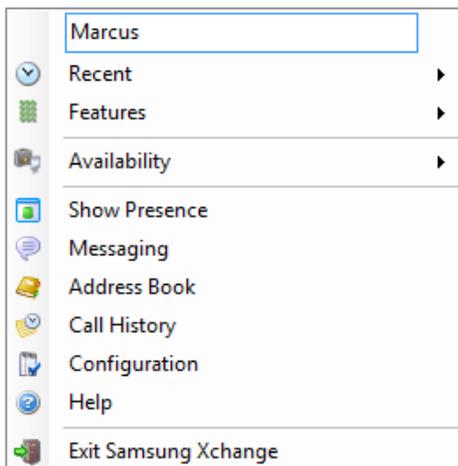
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Recent calls

Availability
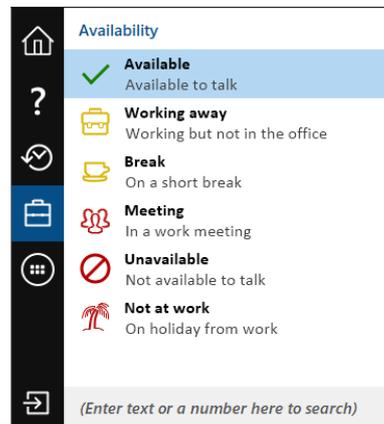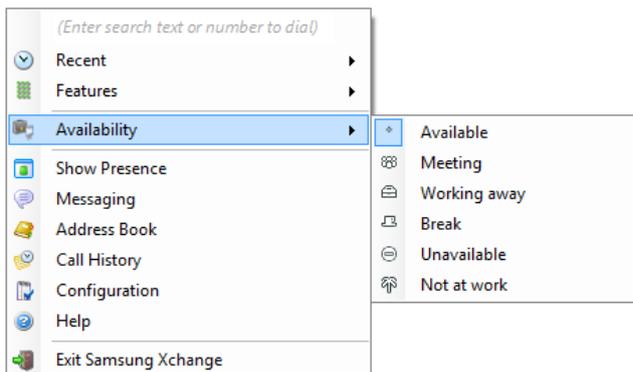
Help

Help is now indexed and searchable from within the system tray menu.

Presentation of Standard and Partner Integrations

The Integrations dropdown list menu has changed significantly in layout, clearly identifying Standard and Partner integrations.

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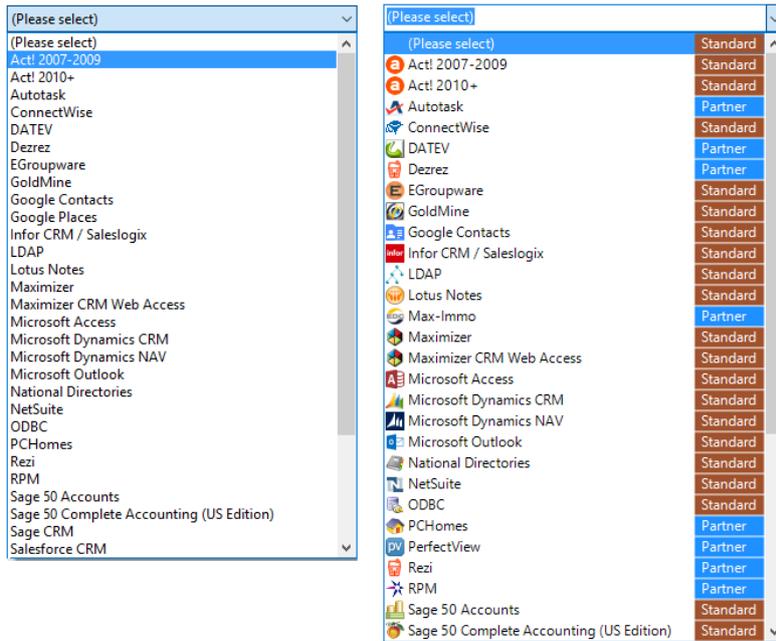
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To integrate with "Other" integrations, a key will be required to expose the add-in.
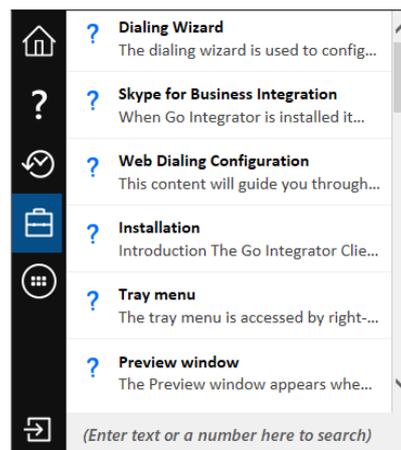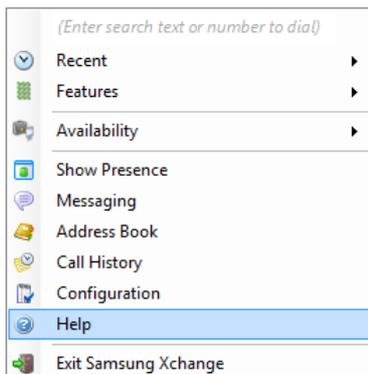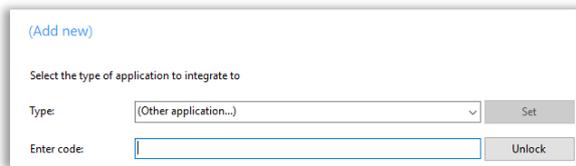

New features

Contact Photo

Xchange now allows users to display their photos within Xchange Presence, Preview, Call history, Address book and Messaging windows. If a photo is not available the Initials of the name stores will be shown. Photo's can also be displayed for external contacts held in Microsoft Outlook and Google Contacts.

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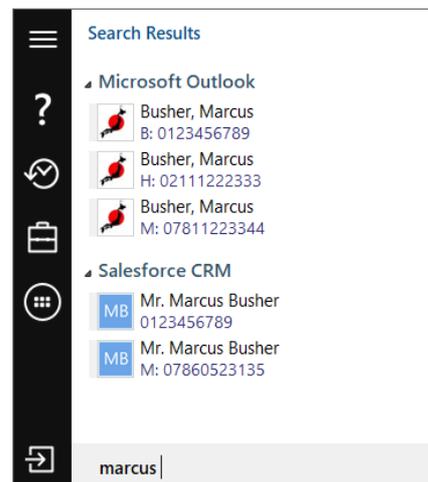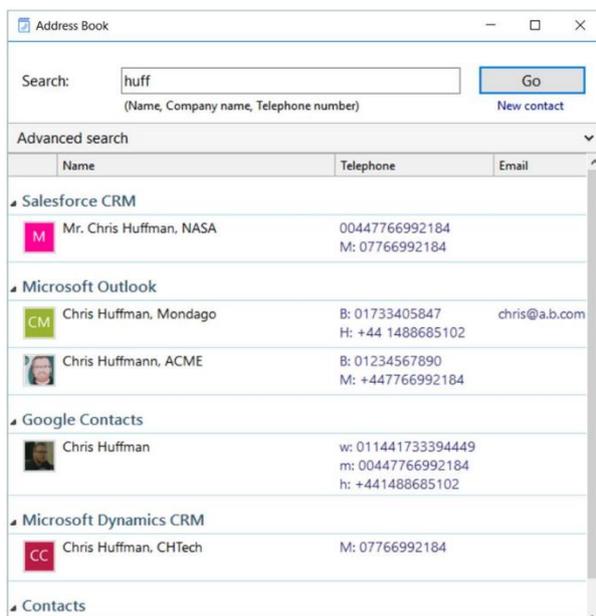
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A user can easily add a picture of themselves by right clicking on the presence square at the top of the Presence window and using the Photo selector feature to add a photo or image.
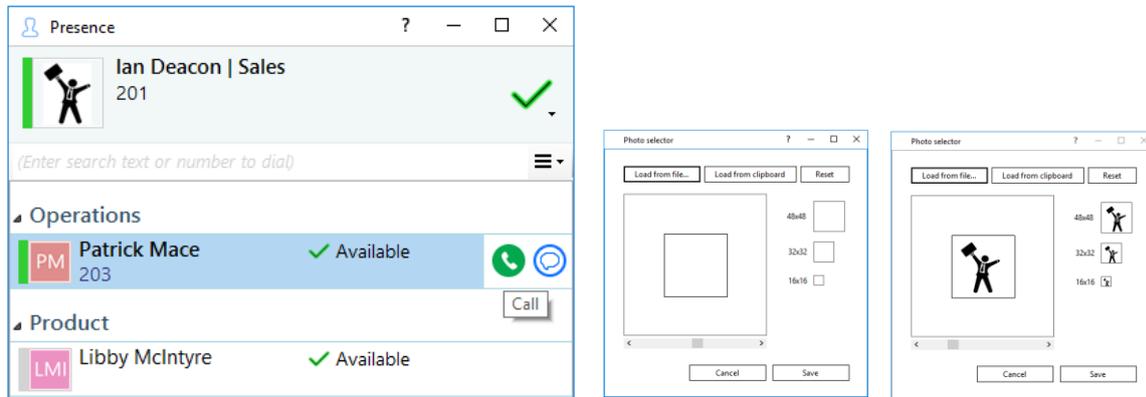

System Tray BLF Status

The call status for a user/extension is also available in the search within the system tray search results, avoiding the need to go to the Presence window to check their status.
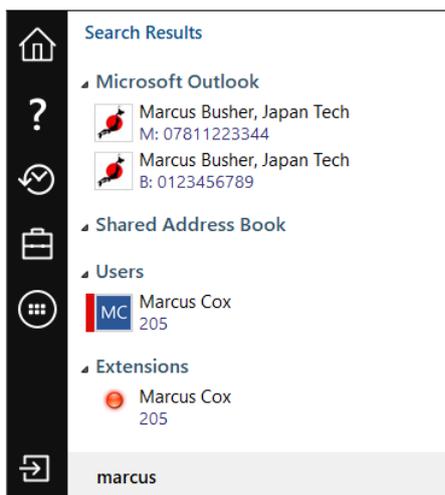
Show Details

Show details is used to display any information associated with the user that is not shown in other parts of the Presence screen (and which may previously have been shown in the Presence columns).

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Presence settings features

Set features (Forward or DND), can now be pre-configured within then Presence window, also you can change your availability status by selecting this from the icons at the top of the Presence window. Absence text can also be changed from here.
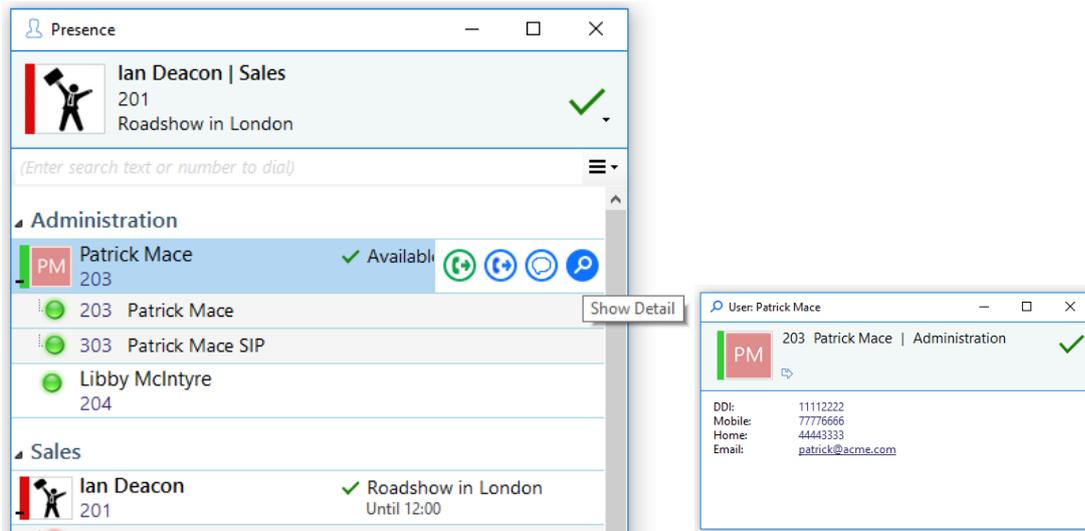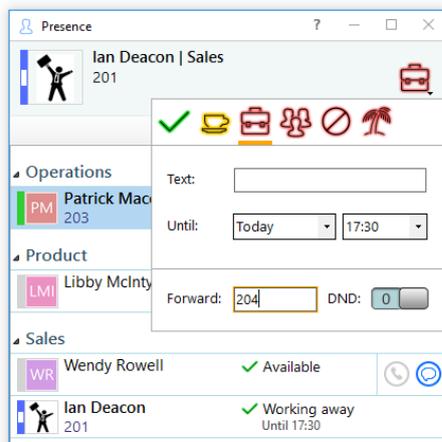
Important Note: Absence Text applies only to user and not an extension. This can be viewed on the **User view and Combined view options within Presence**).
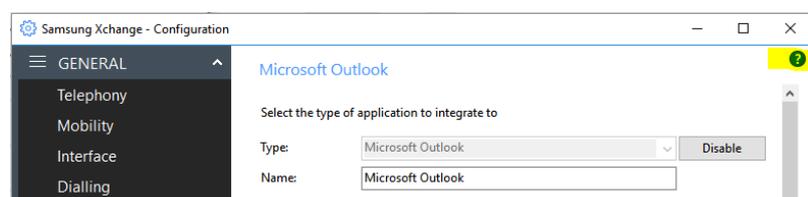

Available until

Manually set or automatically set (the automatic option is only available with server side Exchange calendar integration only).

Chat messaging

Group messaging (see earlier in this document)

Access to Add-in Guides

Standard and Partner add-in guides can now be accessed simply by clicking the help button in the relevant configuration area.


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New features available on extended pre-release until 1st April 2018

Softphone

Xchange 3.0 include the option for an embedded softphone in the PC client (available as beta in first release). Please note, Softphone is not supported in Citrix / Terminal services environments.

Virtual Devices

Virtual Devices allow you to effectively configure an extension on the Xchange server that monitors calls from an external PSTN number. When a call is received from the number it will be visible to all Xchange users allowing the user to know when an external caller is speaking to a colleague. Virtual Devices require a license.
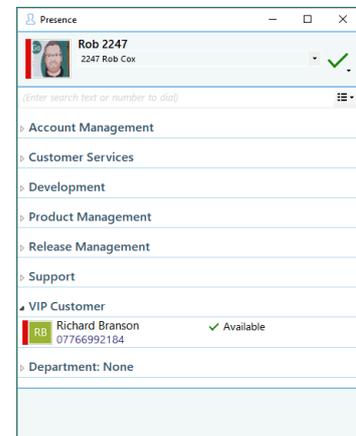
Features removed

Selectable skins

The selectable skins option has been removed from the Interface settings (Main Window)
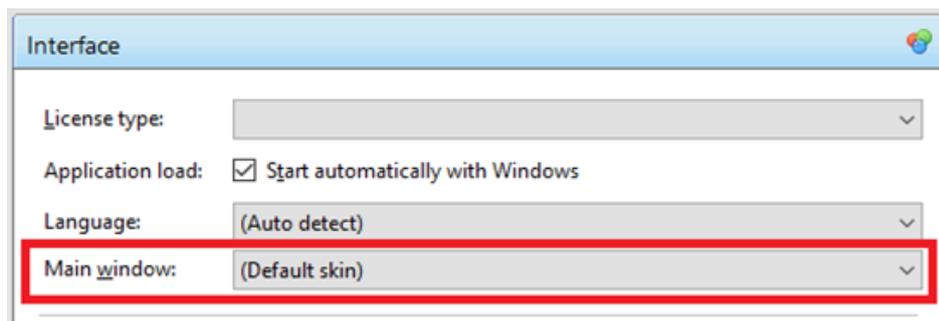
Messaging between extension

Messaging is now only available between users and not extensions

Don't forget

Browser server management

Server management and configuration can be done via a browser removing the need to login from server itself or using a remote session to it.

Things to consider before upgrading to V3

Messaging

The first release of V3 will include a V3 version of the the PC client and the Server. The Attendant Console, Mac and Android clients will remain unchanged until Q1/Q2 2018. This means that the new group messaging features available in V3 will not be available with these clients until a newer version is made available.

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