

Common Samsung Xchange issues



This is a guideline for the most common issues that occur within the Samsung Xchange, in this guide you will find a list of problems and a separate section on how to resolve these problems, on page two you will find a brief description on what the issues are and on page 3, 4 and 5 you will find resolutions on how to resolve these issues.

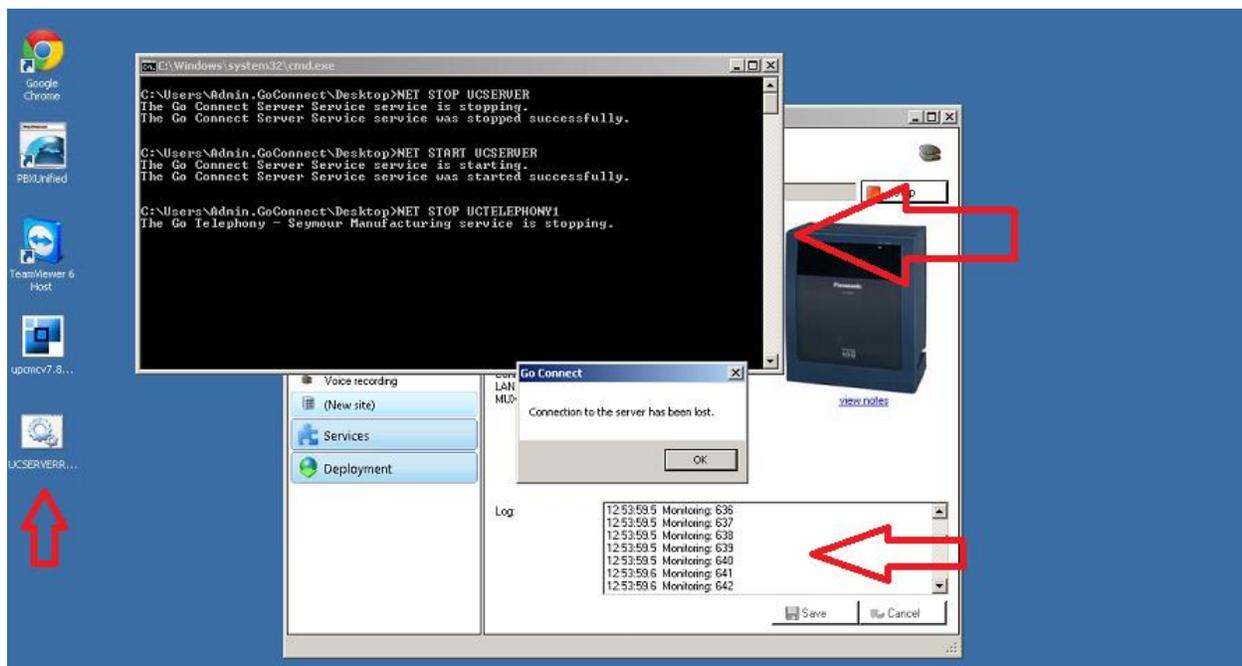


Top 3 issues

1. Samsung Xchange extensions are not being monitored, i.e. 'Samsung Xchange initializing' or 'Samsung Xchange Unknown' or 'Samsung Xchange missing'
2. Samsung Xchange call history is not displaying the correct information. i.e. 'not displaying company name and location', 'incorrect time of calls' and 'blank information within the call history'.
3. Samsung Xchange Address Book – 'Contacts that are not being displayed in the address book', 'Unable to import contacts'.

Samsung Xchange Extensions not being monitored

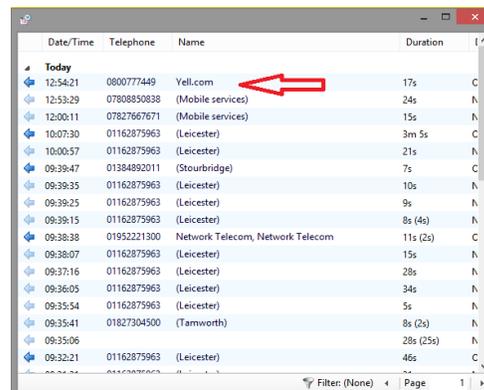
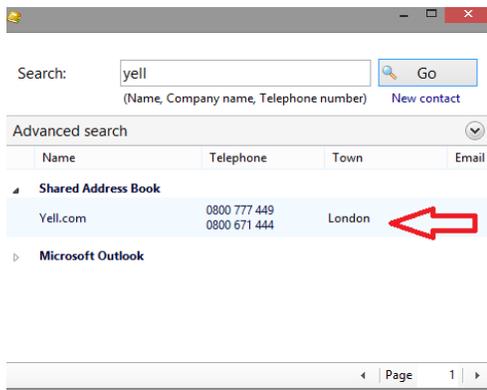
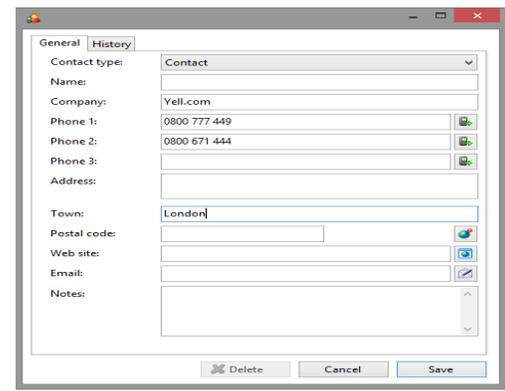
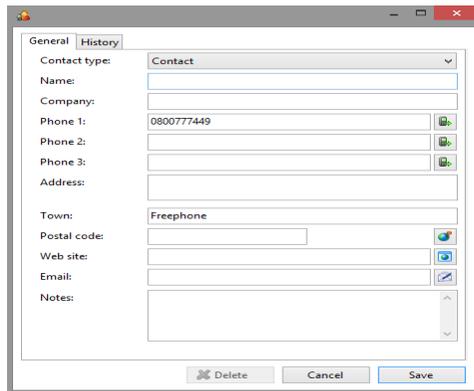
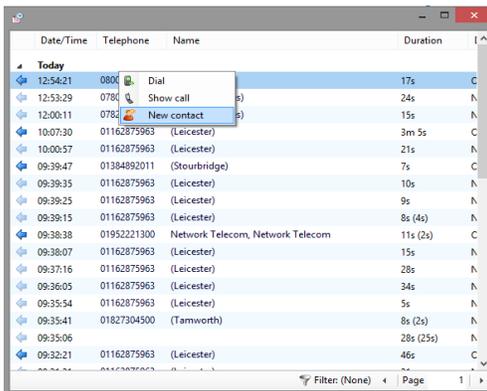
If this issue ever occurs, the easiest way to resolve the problem is to restart all of the telephony services. There should be a batch file located on the desktop of the Samsung Xchange server, all you need to do is double click the batch file and it will do the rest for you:



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Samsung Xchange Call History

If you ever experience issues with the call history within Samsung Xchange then you need to confirm that the contacts have been added to the Address Book correctly. For example, for correct information to be displayed when a call comes in, the customer/engineer needs to do the following:



For issues regards to incorrect time of calls coming in then the clock on the Samsung Xchange server needs to be the same as the Samsung Xchange client. This issue has only occurred on Windows Vista but in the event that it happens on Windows 7 then I advise to try the above.

Samsung Xchange Address Book

If you are experiencing issues regards to the Samsung Xchange Address Book:

Importing contacts from a database can sometimes be an issue, the best way to import the contacts from a database is to find the datapath for example: if the database is stored within Sage then you can obtain the datapath by doing the following:

To find out where this is, go into Sage, open the 'Help' menu and click 'About'. A new window will open, you need to click on the 'System Information' tab and then on the 'Directories' menu item to reveal the location of your Sage 50 data; the text labelled 'Data Directory' is what you need to make a note of and enter into the 'Data path' textbox on the 'Configuration' group. In the 'Driver version' dropdown box, select the 'Sage Line 50' driver with the highest 'v' number. If the database is password protected, enter the username and password to use to open the database.

Database	Configuration
Database: <input type="text"/> <input type="button" value="Browse..."/>	Data path: <input type="text"/>
<input type="checkbox"/> Use custom workgroup file	Driver version: <input type="text"/>
Workgroup: <input type="text"/> <input type="button" value="Browse..."/>	Username: <input type="text"/>
Username: <input type="text"/>	Password: <input type="text"/>
Password: <input type="text"/>	Ledgers: <input type="checkbox"/> Purchase ledger
Table/Query: <input type="text"/> <input type="button" value="Guess"/>	<input type="checkbox"/> Sales ledger
Advanced: <input type="text"/>	

This guideline will be updated accordingly.