

unixcape



UniXcape Communicator Softphone

User Guide

www.tgs-enterprise.com

Installation and User Guide for Android and Apple Smartphone

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Android Smartphone:

- Go to Play Store
 Search UniXcape Commu
- Click install button

Apple iPhone:



- Go to Apple Store
- Search UniXcape Commu
- Click install button

• Click "Open" for use UniXcape Communicator Softphone



Enter the Company Code, User name and Password

Remark : You will get all information for login via e-mail or you can request information from the system administrator

• Click "ALLOW" for all permission





When login is successful all of the icons on the top right corner of the screen must be green



- In-used profile status for administrator check public profile status
- In-used profile status for administrator check internal profile status



Now, You can use this application to make an outbound call and receive an incoming call via 3G/4G/5G or Wi-Fi connection.

- Telephony status
 - **不**
- Green is registered to UXC server
- Yellow is registering to UXC server
- Red is register failed to UXC server
- Black is not registered to UXC server

Chat status

- Chat function ready to use. Green is connected to UXC server.
- Chat function is not ready to use. Yellow is connecting to UXC server.
- Chat function is not ready to use. Red is disconnected to UXC server.
- Chat function is not ready to use. Black is not connected to UXC server.

For example, You make a voice call via keypad by dialing 027159222 and the destination accepted your call. Now, You are in a conversation state.



This is a call kit page for fundamental actions for user. The function is consists of:



- Press "Mute" to mute/unmute the microphone
- Press "Hold" to make a holding call

• Press "**Speaker**" to open the speaker on the smartphone

• Press "Add call" to add a new call

• Press **"Keypad**" to enable the keypad for dial DTMF (Dual Tone Multi Frequency)

• Press "**Options**" to select Blind transfer to make a new call and do blind transfer or select to enable video (when a conversation with UniXcape Commu extension number)

Press "Add Call" for add a new call



Press "Options" to make a Blind Transfer or make a Conference Call





How to Use Video Call

• Dial UniXcape Commu extension number

• the destination accepted call and enabled the video

• Now, You are conversation on video mode and you can press on the screen once to select the function buttons as below:



Switch Front/Rear Camera
 Start/Stop video mode
 On/Off Microphone
 On/Off Speakerphone
 Open Keypad
 End of call

When you make a voice call to the UniXcape Commu extension number and you want to switch to video mode.

• press "Options" and select "Video"



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Mute	Hold	Speaker
Options		
Cancel		
Minimize		
Blind transfer		
Video		
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History bottom tab bar show history call and missed call

You can call back the number in the history by pressing the number tab

His	story	CLEAR
	All	
	Kritsana	Today
ř	(0812345678) Miss	12:41 AM
	Kritsana	Todav
2	(0817315076)	12:41 AM
	Outgoing : 00:00:17	
	027159222	Today
S	(027159222)	12:40 AM
	Outgoing : 00:00:32	
	817315076	Today
2	(817315076)	12:40 AM
	Outgoing : 00:00:00	
	027159222	Today
2	(027159222)	12:40 AM
	Outgoing : 00:00:24	
	027159222	Today
6	(027159222)	12:38 AM
	Outgoing : 00:00:28	
	02759222	Today
0	(02759222)	12:38 AM
	Outgoing : 00:00:01	
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Run Web bottom tab bar

If your UniXcape Communicator System had configured Run Web, then you can press the portal to access it.

Example: After accessing the portal, You can select press the button to make the Conference group or select press the button for Hotline to call the assigned extension number.

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Conf Managment	Conf Commercial			
Conf Presales	Conf GA			
Conf Application	Conf Sales G1			
Conf Sales G2	Conf Sales G3			
HOTLINE				
COMMERCIAL	HR			
IT SUPPORT	ADMINISTRATOR			
SALES	PRODUCTS			
CALL CENTER SERVICE				
РМ	TECHNICAL			
E-Service				
DEMO				
CHECK UXC FEATURES ROADMAP				
Click the button to contact the department				
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Example: After accessing the portal, You can select press buttons for E-Service, Demo, and check UniXcape Communicator features roadmap.

Contact

COMPANY	FAVORITE	L	DCAL
Q Search			
Ahmad Shukri			
Ahmad Iqbal			
Aizuddin Onn			
Alldila Ramadhani			
Alwyn Tan			
Amorn Tharawiwit			
Andy Ang			
Annie Chew			
Apinan Busakul			
Aprilia Zul Pratiwinin	grum		
Atita Suphaklert			
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Contact bottom tab bar show

• **Company** - show the contact list of the Company that was created in the UXC server.

• **Favorite** – show contact list for favorite. You can add or delete it.

• Local – show the contact list that is synced from the contact list on Personal Smartphone.

	How to create a favorite contact number
Contact	Click and to create a favorite
COMPANY FAVORITE LOCAL	 Select a contact name for add in the favorite list.
	How to delete a favorite contact number • Click and and select and and and and and and and and
Add +2	Contact
	COMPANY FAVORITE LOCAL
Create group	Adisorn Rodklay = Contact
Edit	
×	
	Adisorn Rodklay =
	How to create a favorite group contact • Click • to create a favorite group • Enter Group name ← Create favorite group Create Group name Sales Team

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COMPANY FAVORITE LOCAL	Sales Team
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Add +2 Create group +2 Edit / X The second seco	 How to Edit the favorite contact Click and to edit a favorite contact Click and to edit a favorite contact Click and to delete a favorite contact
Chat	Chat bottom tab bar show
CHATS CONTACTS CONTACTS ALL_TGS_TH Mar 11, 2021	 CHATS - Chat log CONTACTS - Choose a contact to making Chat
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Sirasit Nontikarn

(+) Type a message... \equiv

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How to log out UniXcape Commu Softphone

- Press 🍄
- Select "Profile"
- Press Logout

		Change I	Password	I	
		Reset P	assword		
		Loç	jout		
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← Profile



- Press 🍄
- Select "Profile"
- See your profile



← Change password

← Change password	• Press 🌣
Old password*	Select "Profile"
	Press Change Password
New password*	 Enter old password Enter new password and confirm password
Confirm password*	
Save	
	How to Reset Password
Change Password	
Reset Password	 Fless - Select "Profile"
Logout	Press Reset Password
UniXcape Commu v 1.6.2	Reset password
	 Please note: A new password will be sent to your e-mail account you used during registration. Be sure to check your spam or junk folder too. If you don't recived a new password please contact to your Administrator.
	Do you want reset password?
	CANCEL OK

Select "OK"

How to Change Password

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÷	Log			OPTIONS		
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[09/Jun/ after reg	[09/Jun/22 5:55:29 PM][info][voip_push][sm:172] after registered 5 second check call					
[09/Jun/ Authenti	/22 5:55:27 ication suc	7 PM][info][u cess	ser][am:65]			
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* This Log feature is for the service engineer who wants to see the log to investigate when there is an issue with the UniXcape Commu Softphone

How to see log

- Press 🍄
- Select "Log"

How to save a log

- Press
 OPTIONS
- Enter start date and time
- Enter end date and time
- press
 press
 press
 Save logs to file

You can retrieve the log files from the Smartphone's internal storage or connect to the PC via USB



How to Delete Log

	Delete ell loge
• press	Delete all logs

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Setting	
Profile	>
Log	>
Call	
Reject call automatically while use GSM	
SRTP policy	
None	~
Video quality	
Standard	~

How to setting Call

Enable when you want reject call automatically while use GSM

How to enable/disable SRTP policy When need to enable Secure media with encryption

None		
Force		
Prefer		
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How to setup Video Quality When you want to set video quality

Standard

High



