

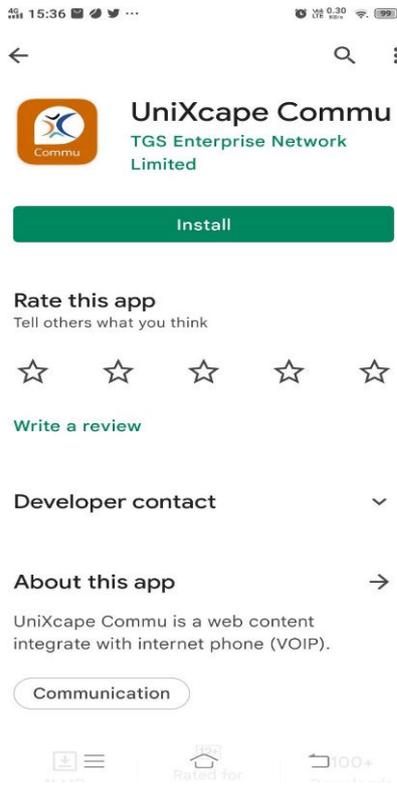
uniXcape



UniXcape Communicator Softphone

User Guide

Installation and User Guide for Android and Apple Smartphone

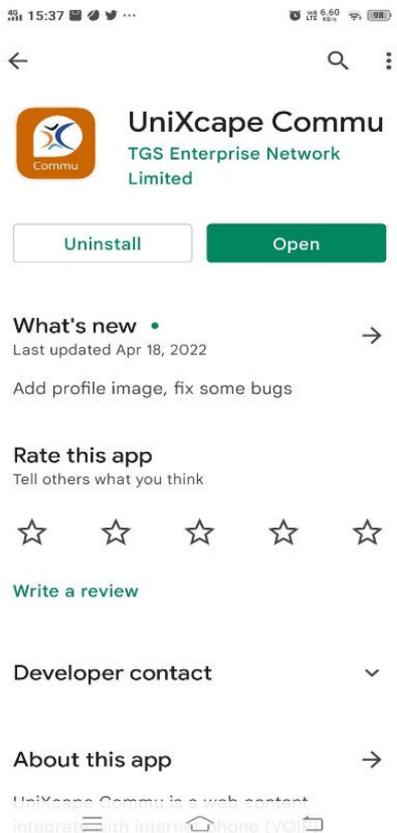


Android Smartphone:

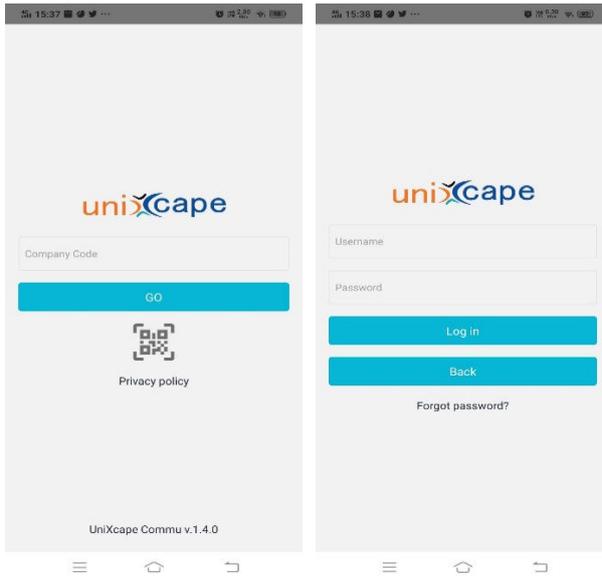
- Go to Play Store 
- Search UniXcape Commu
- Click install button

Apple iPhone:

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



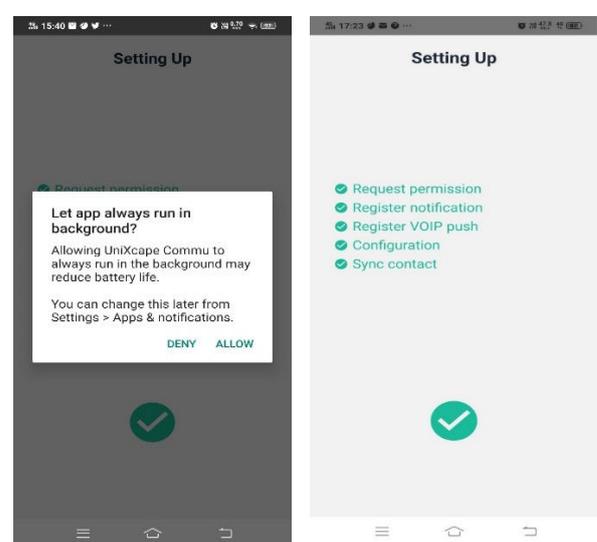
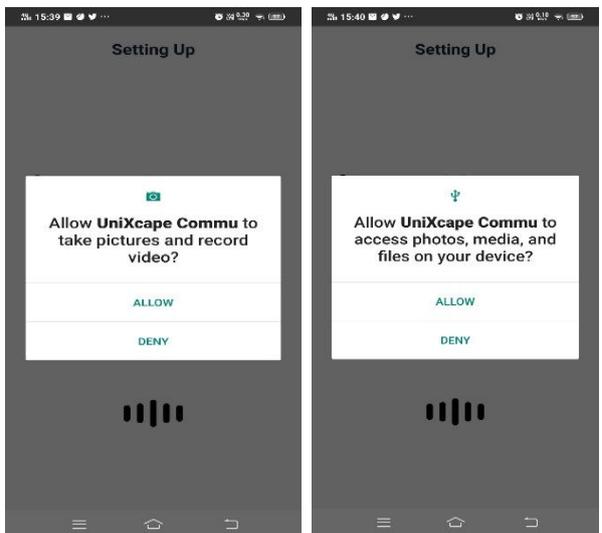
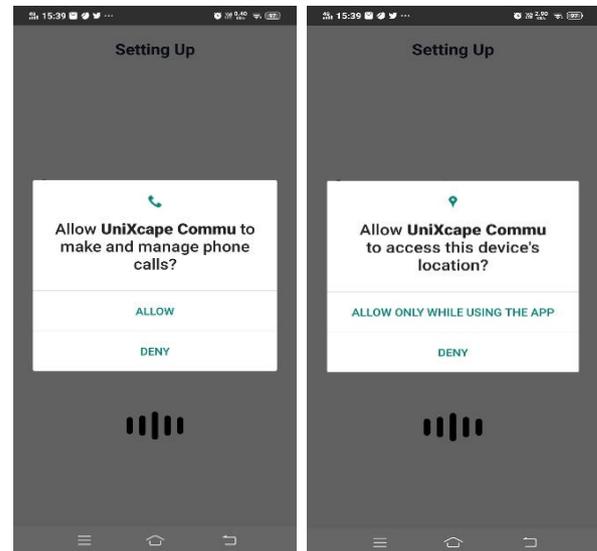
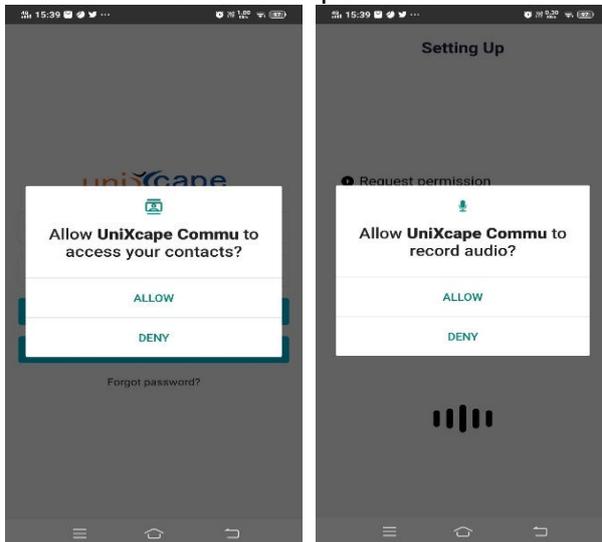
- Click “**Open**” for use UniXcape Communicator Softphone

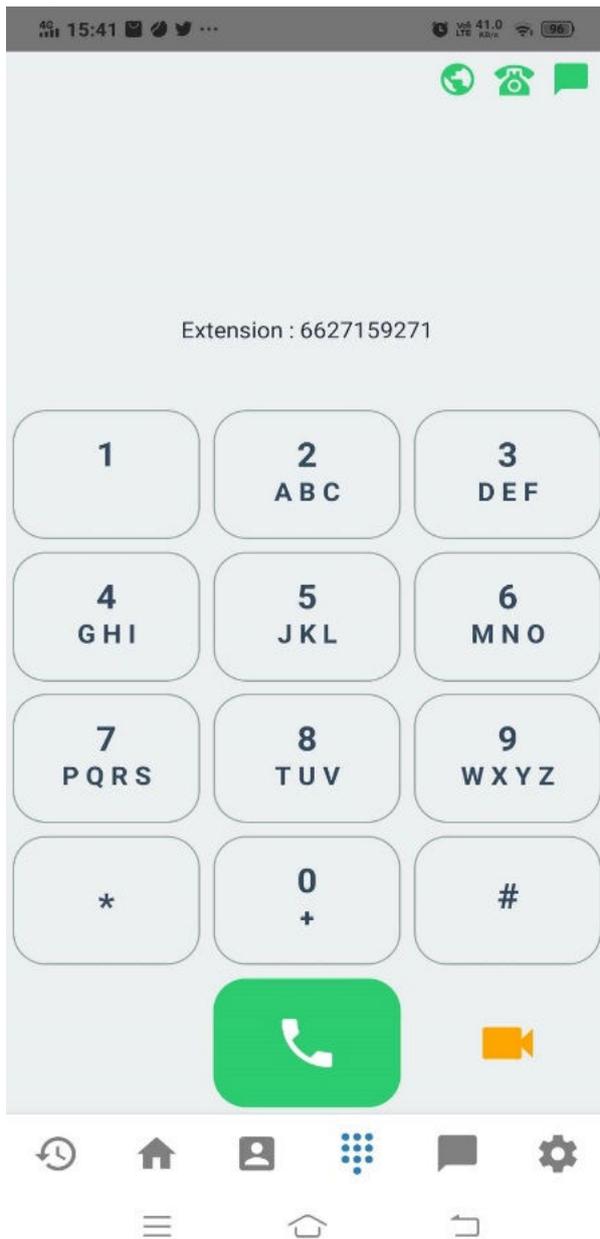


Enter the **Company Code**, **User name** and **Password**

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



- Telephony status



- Chat 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



- 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.

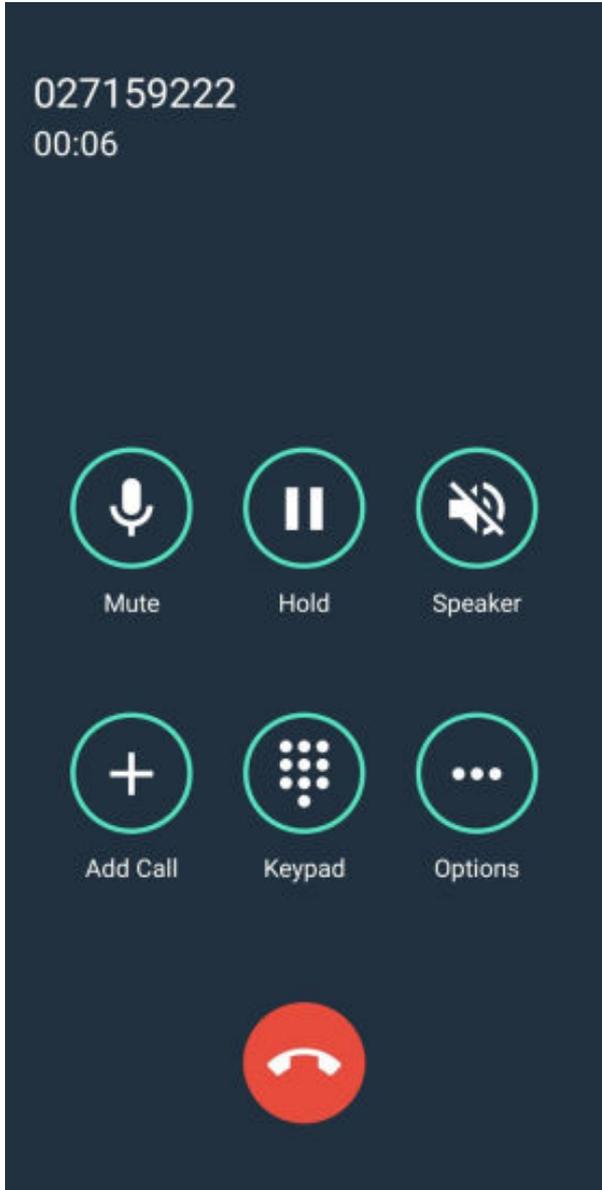


- Chat function is not ready to use. Red is disconnected to UXC server.

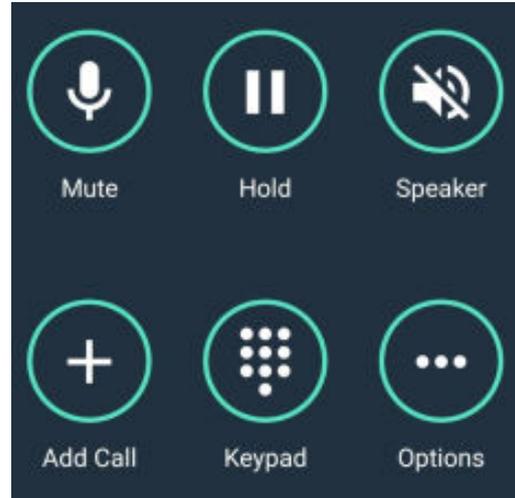


- Chat function is not ready to use. Black is not connected to UXC server.

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.

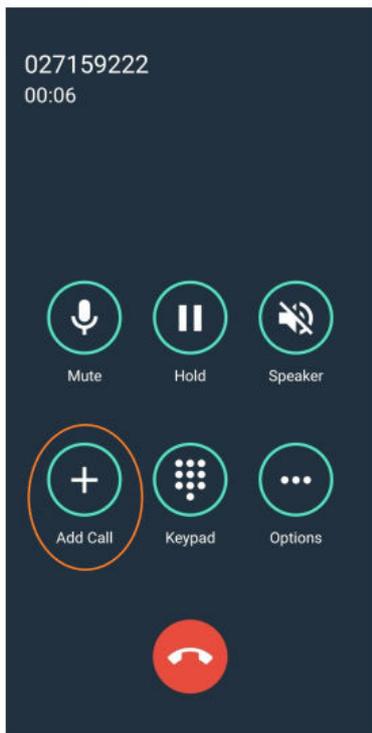


This is a call kit page for fundamental actions for user. The function is consists of:



- 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)

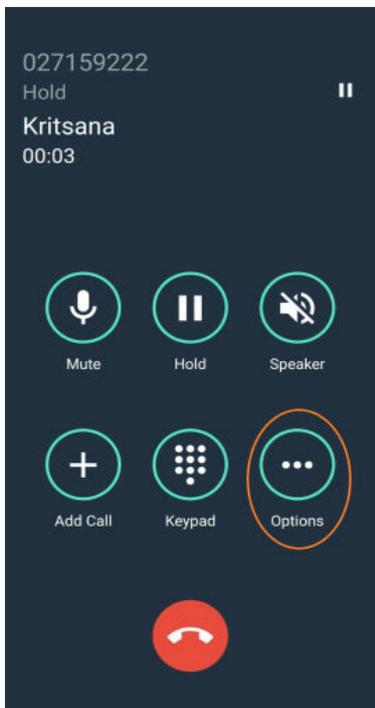
Press **“Add Call”** for add a new call



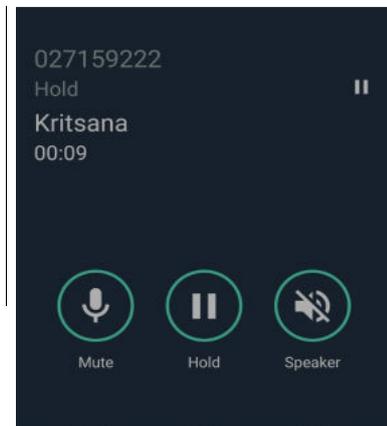
> Add Call button
press number
and dial
for add new call



Press **“Options”** to make a Blind Transfer or make a Conference Call



> Options button
Blind transfer
Conference

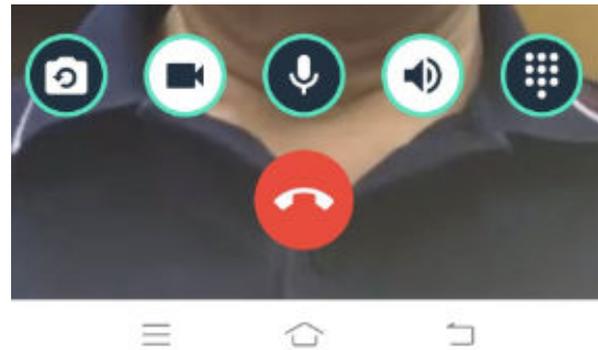


- Options
- Cancel
- Minimize
- Blind transfer
- Conference



How to Use Video Call

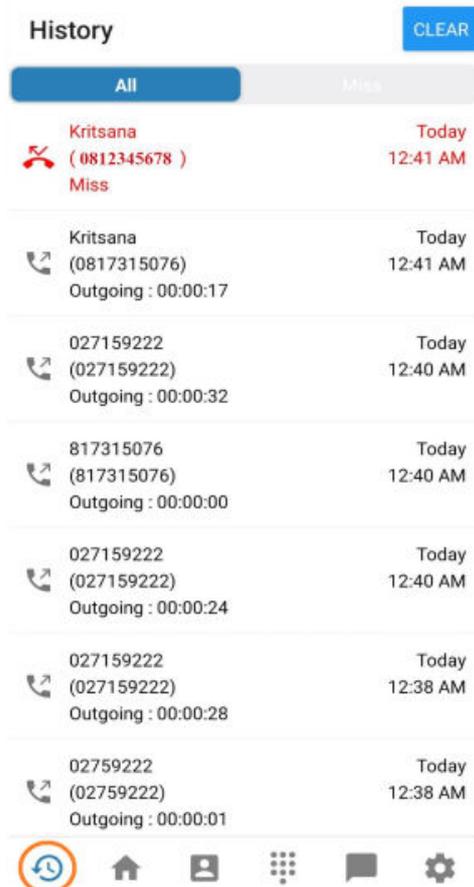
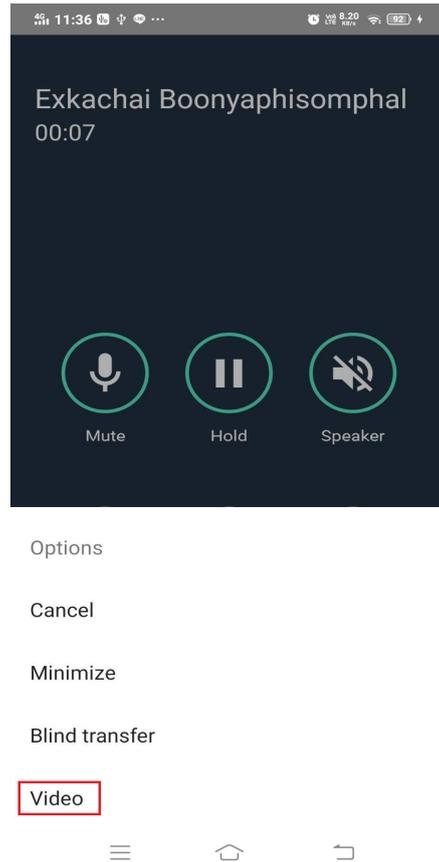
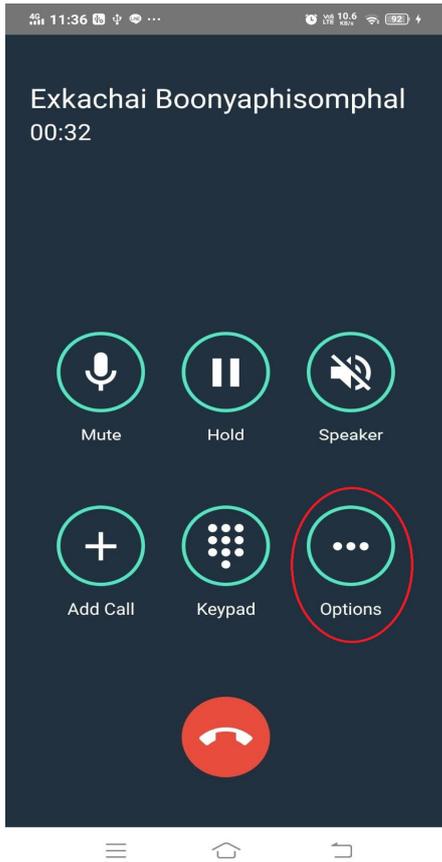
- Dial UniXcape Commu extension number
- Click 
- the destination accepted call and enabled the video
- Now, You are conversation on video mode and you can press on the screen once to select the function buttons as below:



-  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”**



History bottom tab bar show history call and missed call

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

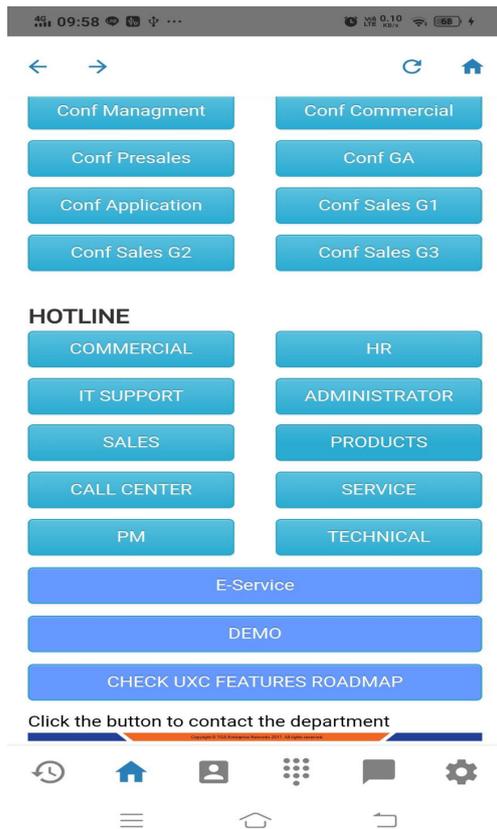


Run Web bottom tab bar

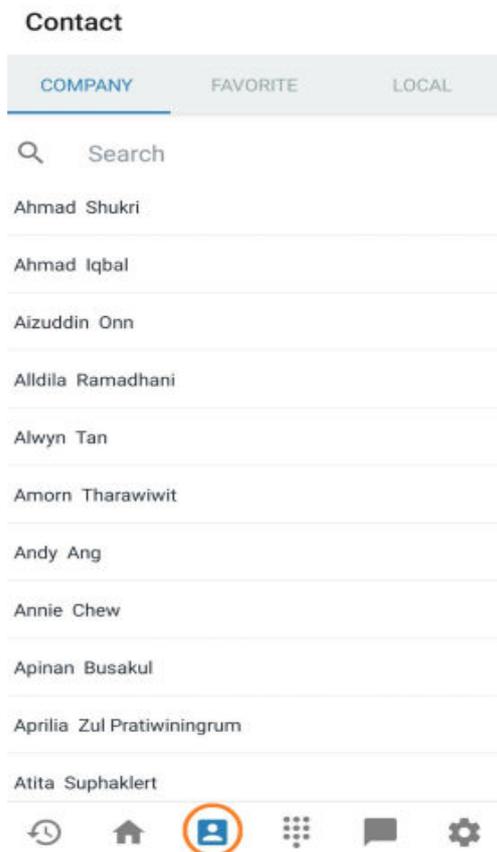
If your UniXcape Communicator System had configured Run Web, then you can press the portal to access it.



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.

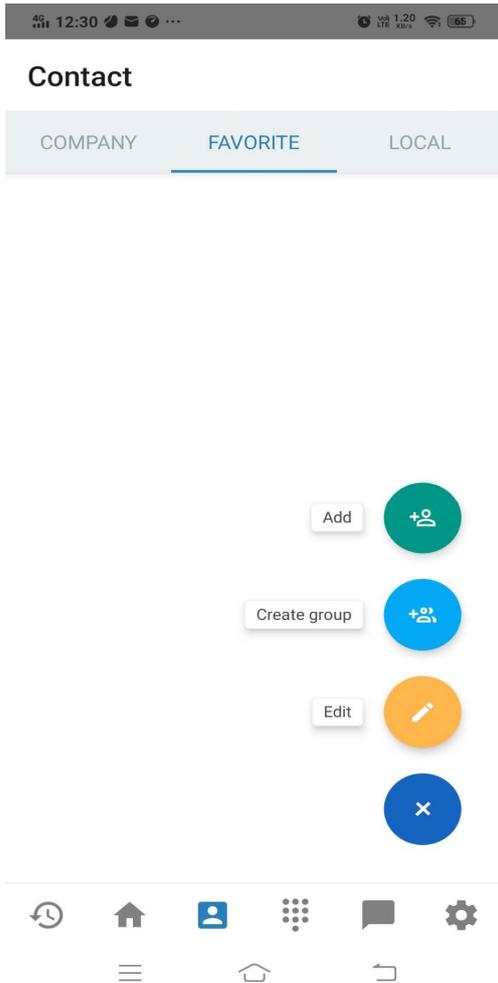


Example: After accessing the portal, You can select press buttons for E-Service, Demo, and check UniXcape Communicator features roadmap.



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.

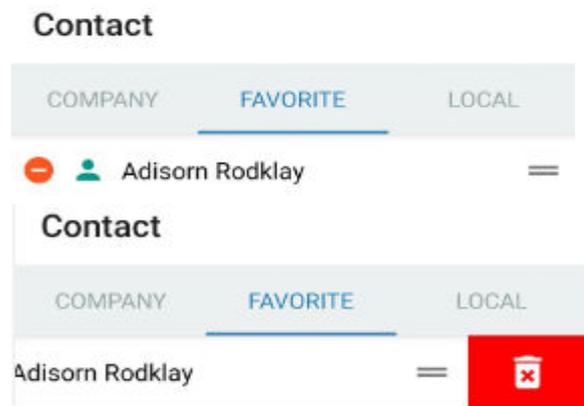


How to create a favorite contact number

- Click  and  to create a favorite contact number.
- Select a contact name for add in the favorite list.

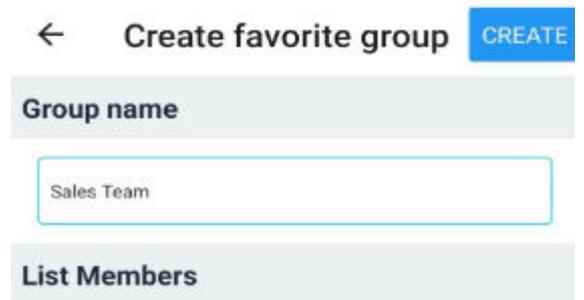
How to delete a favorite contact number

- Click  and 
- Select  and 



How to create a favorite group contact

- Click  to create a favorite group contact
- Enter Group name



- Click  to add members to the group

Contact

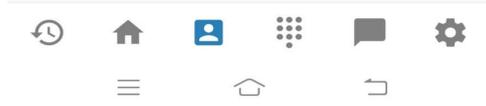
COMPANY FAVORITE LOCAL

Add 

Create group 

Edit 





Chat

CHATS	CONTACTS
 ALL_TGS_TH	Mar 11, 2021
 Communicator_training	Mar 11, 2021
 CSD	Jul 19, 2019
 Suchart Chantaramanee	Jun 5, 2019
 Monthean Seatang	May 4, 2018
 SERVICE	Apr 30, 2018



← **Create favorite group** **CREATE**

Group name

Sales Team

List Members

-  Adisorn Rodklay 
-  Exkachai Boonyaphisomphal 

How to Edit the favorite contact

- Click  and  to edit a favorite contact
- Click  and  to delete a favorite contact

Chat bottom tab bar show

- **CHATS** - Chat log
- **CONTACTS** - Choose a contact to making Chat

You can do Personal Chat



How to Make a Chat

- Click 
- Click "CONTACTS" and select a name or a number for chat.
- Now, You can send messages, photo images and video clips.

Type your message

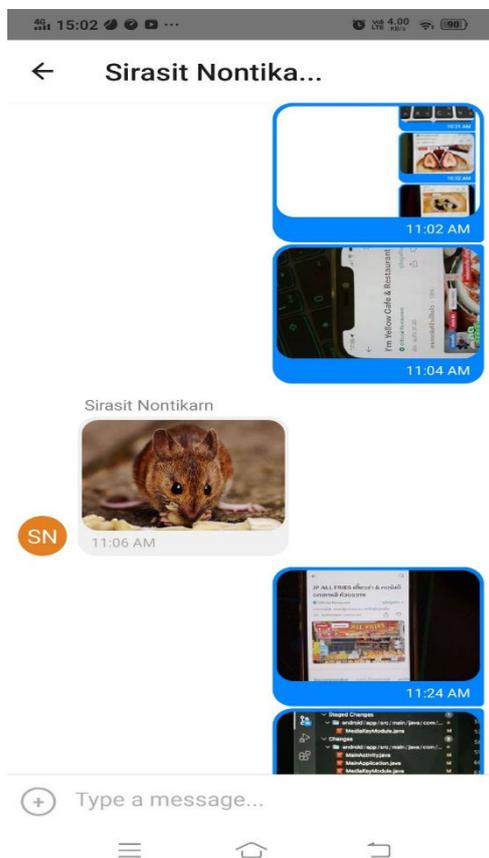


Or Press  and select

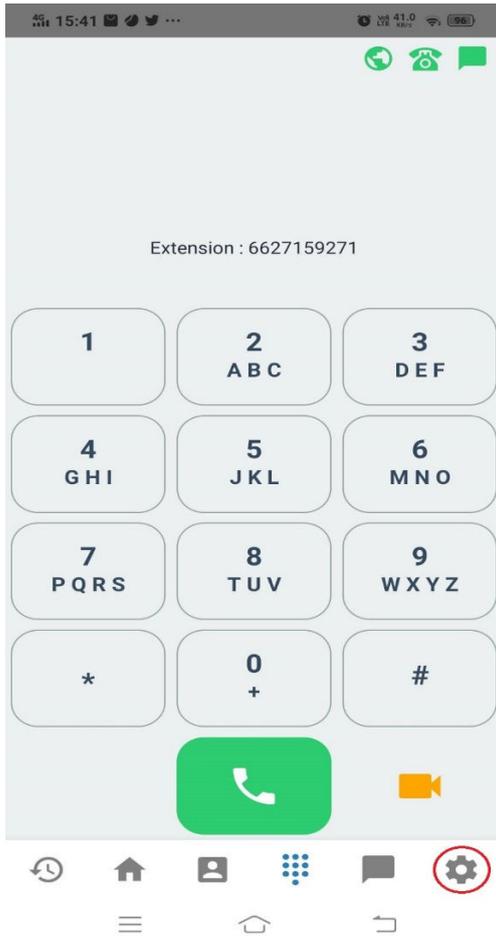
Take Photo...

Choose from Library...

Cancel

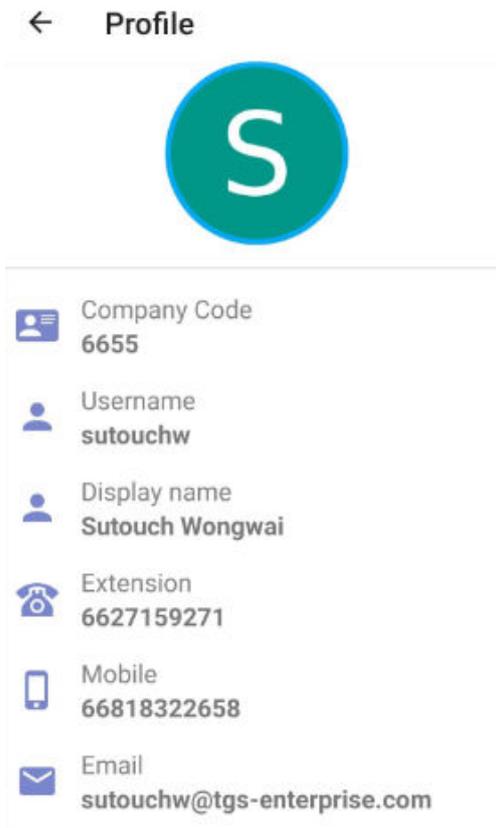
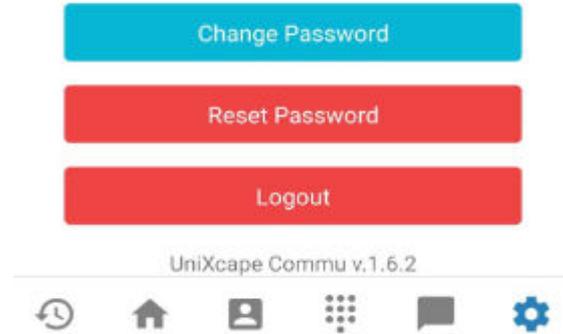


Example: You can send message, photo image and video clip (mp4, not exceed 100 MB)



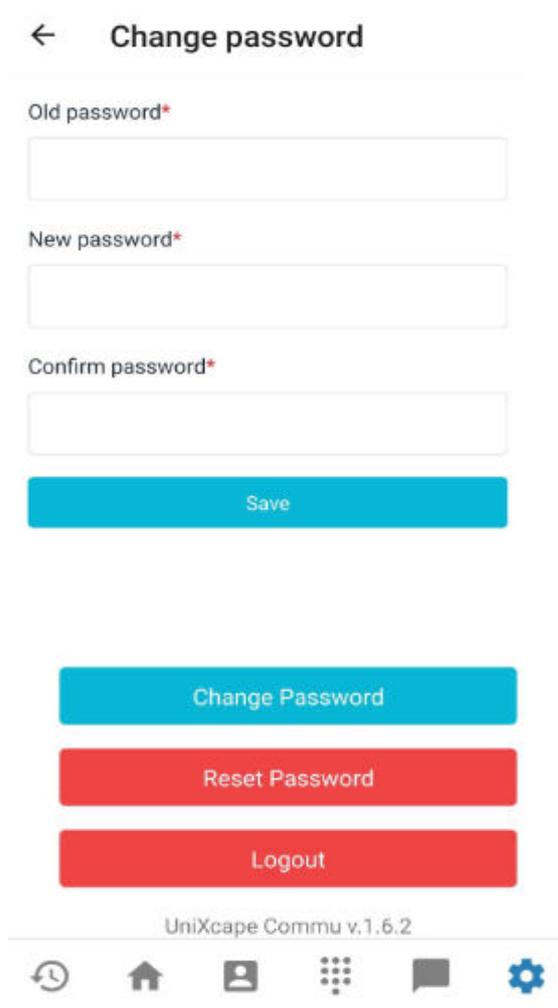
How to log out UniXcape Commu Softphone

- Press ⚙️
- Select "Profile"
- Press **Logout**



How to check your profile

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



How to Change Password

- Press
- Select "Profile"
- Press
- Enter old password
- Enter new password and confirm password

How to Reset Password

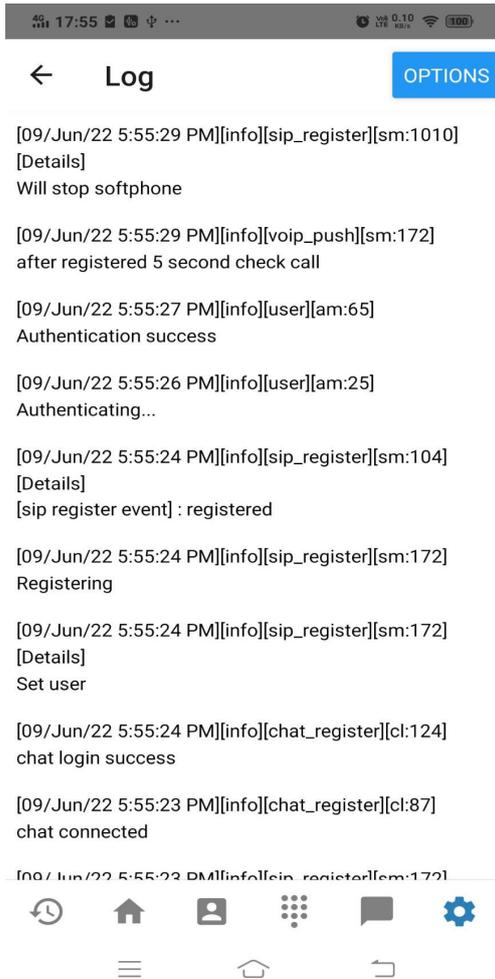
- Press
- Select "Profile"
- Press

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 received a new password please contact to your Administrator.

Do you want reset password?
CANCEL OK

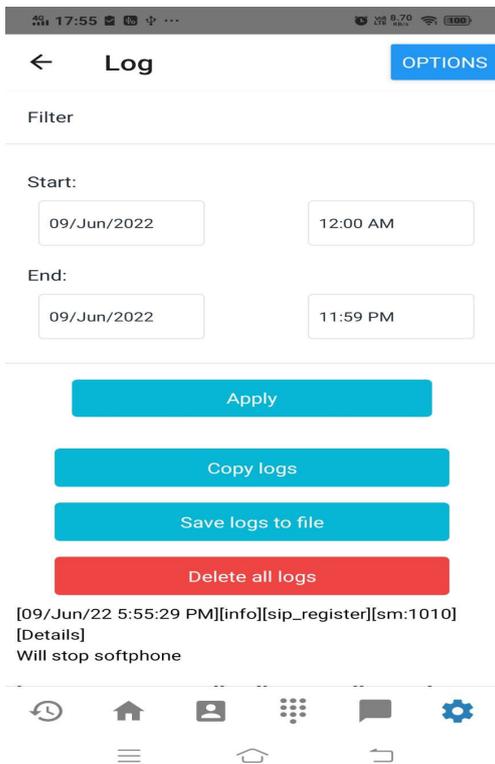
- Select "OK"



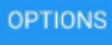
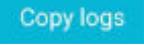
*** This Log feature is for the service engineer who wants to see the log to investigate when there is an issue with the UniXcape Commu Softphone**

How to see log

- Press 
- Select “Log”



How to save a log

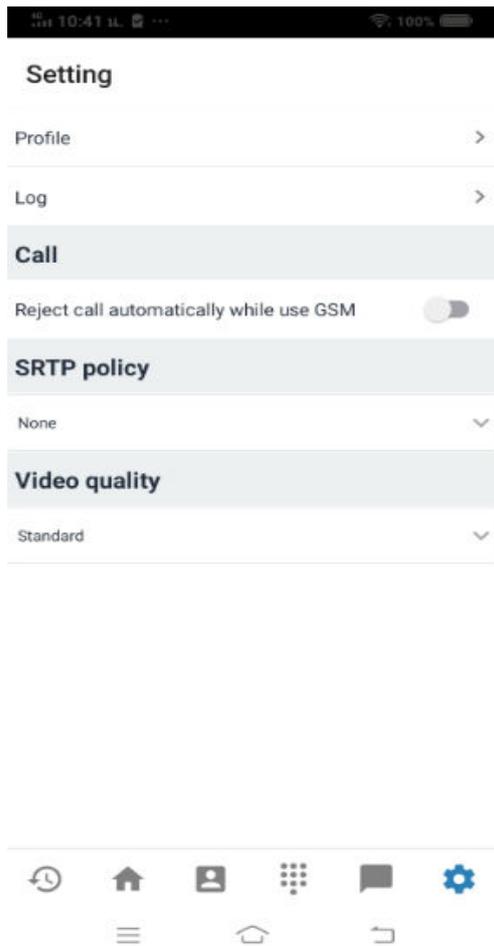
- Press 
- Enter start date and time
- Enter end date and time
- press 
- press 
- press 

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



How to Delete Log

- press 



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



How to setup Video Quality

When you want to set video quality

