



# UCTALK

# User Manual

Version 1.0

Synway Information Engineering Co., Ltd

[www.synway.net](http://www.synway.net)

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## Revision History

Version	Date	Comments
Version 1.0	2019-01	Initial publication.

**Note:** Please visit our website <http://www.synway.net> to obtain the latest version of this document.

# Chapter 1 Product Introduction

Thank you for choosing the Synway UCTALK softphone product. It was developed for both Android and IOS operating systems, can be installed and used on any Android phone or iPhone. With this product, customers can register their extensions to the UC server in any situation where network is reachable, to realize the function of making and receiving calls. They can register and connect their extensions to the company's intranet too, automatically importing the corporate address book. Other functions such as call transfer, call adding, and multi-party conferencing can also be realized during a call.

## 1.1 Registration Page

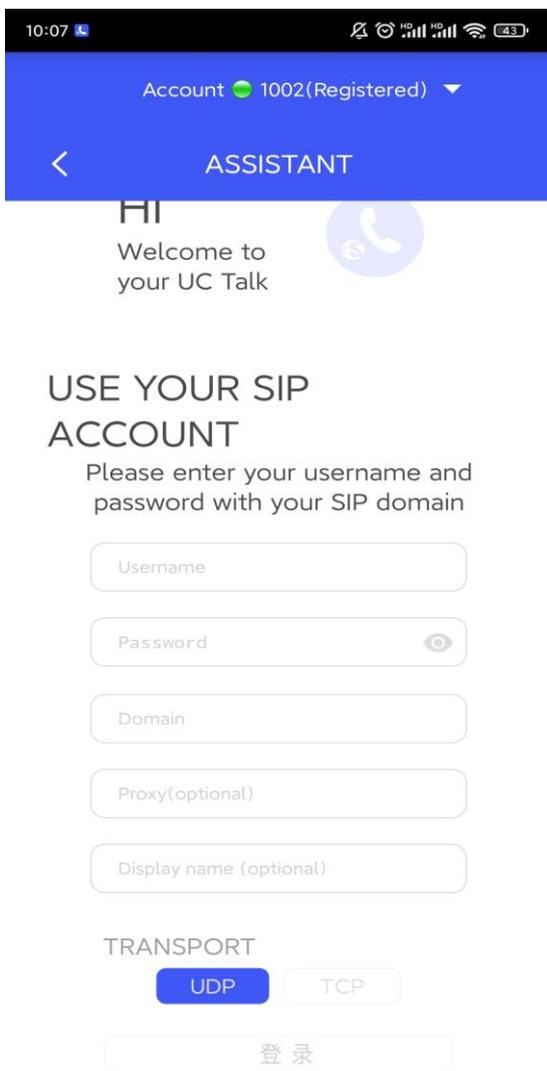


Table 1-1 Android Registration Screen

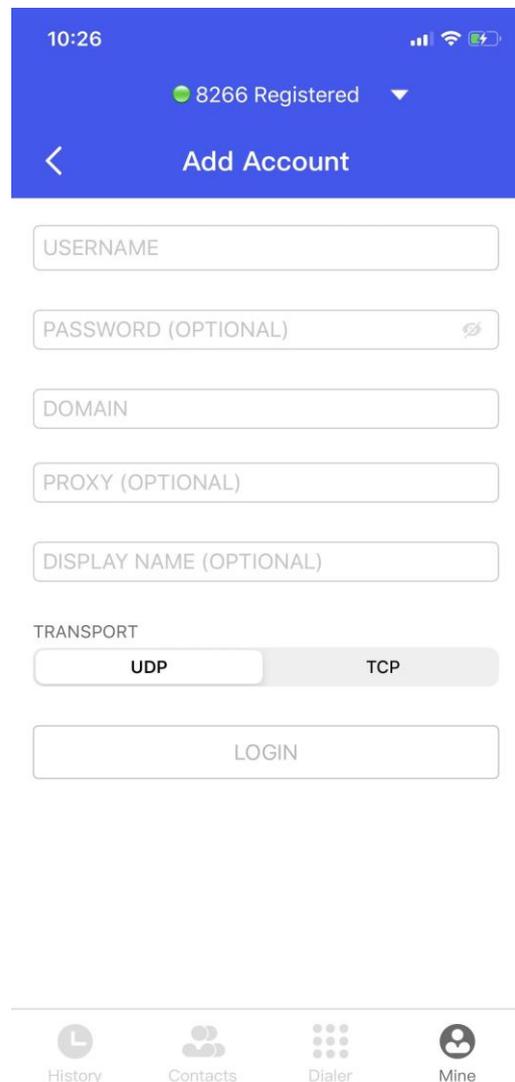


Table 1-2 IOS Registration Screen

## 1.2 Registration List

Item	Description
<b><i>Username</i></b>	Fill in the extension number or account on the server (required)
<b><i>Password</i></b>	Fill in the password corresponding to the username (required)
<b><i>Domain</i></b>	Fill in the corresponding URL of the server (required)
<b><i>Proxy</i></b>	If there is a proxy server, fill it in; if not, leave it blank (optional)
<b><i>Display Name</i></b>	Fill it in and the account will show the display name; if not, the account will show the username by default (optional)
<b><i>Transport</i></b>	Support two transmission modes: UDP and TCP. And here it is UDP by default (required)

## 1.3 Home Page

After successful registration, the user's login status will be displayed in the upper left corner, with the small dots changing in color according to the status. At the bottom are three options: Records (History), Contacts, Dialpad (Dialer) and Mine. Click one of the options and the color of the corresponding icon and text will both change. Dialpad (Dialer) is selected by default. Enter the number you want to dial into the input box at the top, and click the green dial button to make the call. On the left of the green dial button is the icon to add contacts, and on the right is the one of address book. Click it to access the local address book.

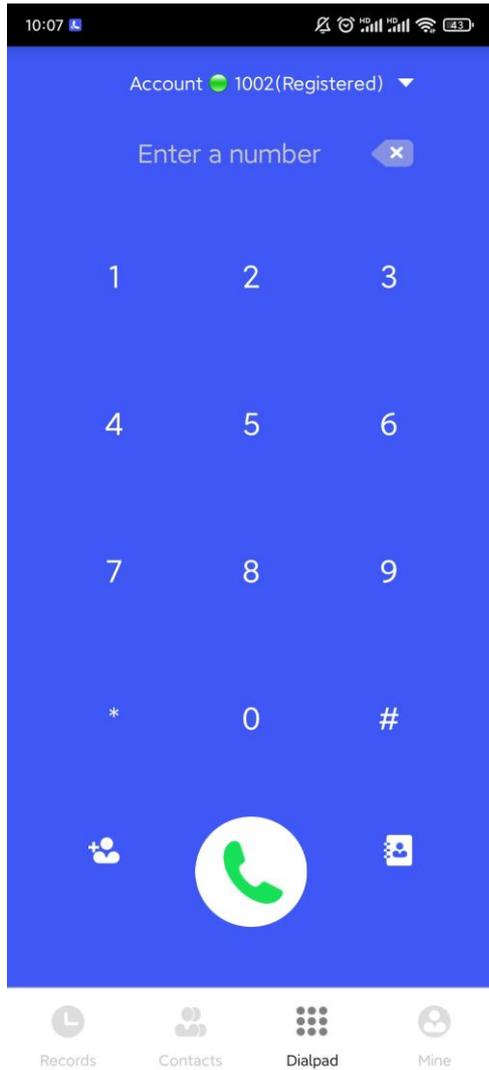


Table 1-3 Android Home Screen

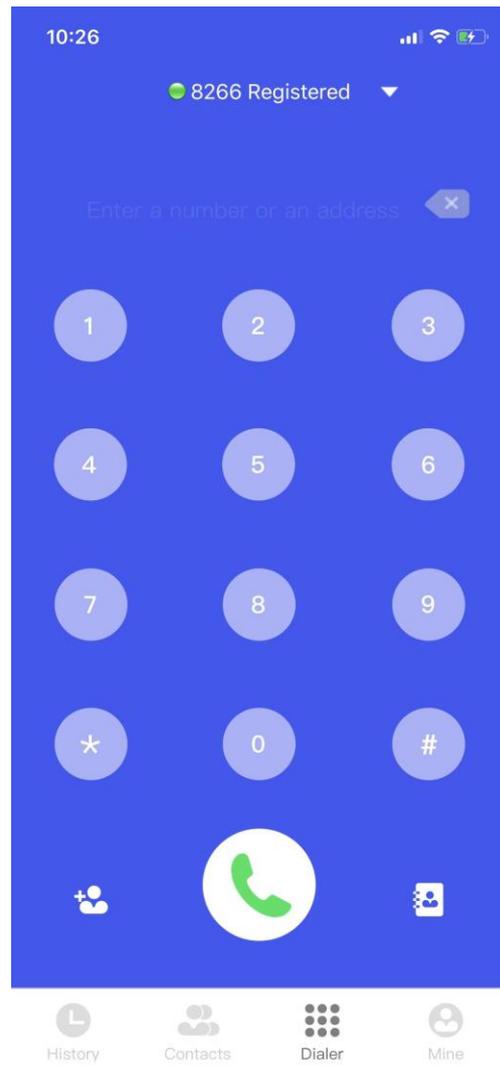


Table 1-4 IOS Home Screen

## 1.4 Call Record Page

Click the Records (History) button at the bottom and the call record page will appear. The recorded calls are divided into All History (All) and Missed Calls (Missed). By default, all calls are displayed. On the far right is the edit button, by which you can delete any call records. A call record shows the phone number, and the small icon in front indicates whether it is a missed call or not.

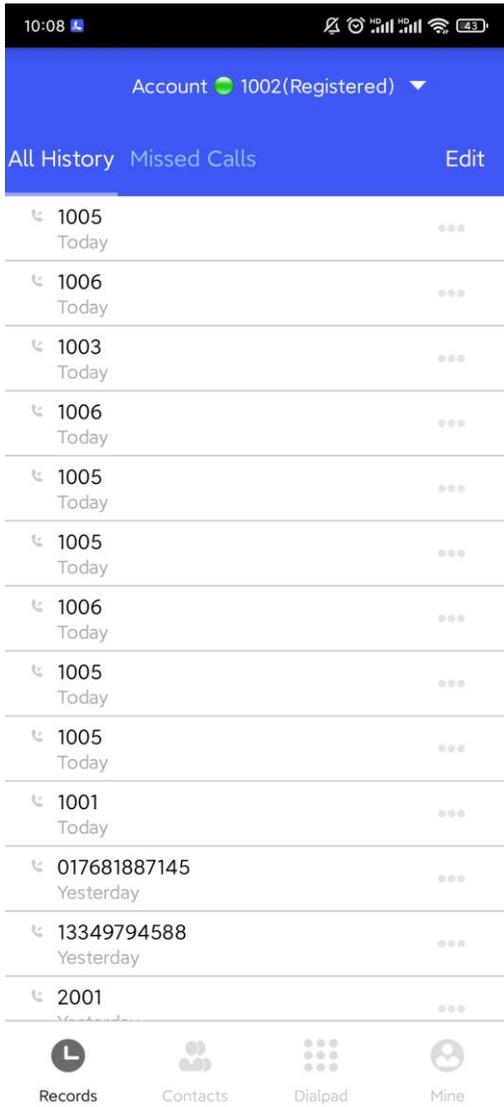


Table 1-5 Android Call Record Screen

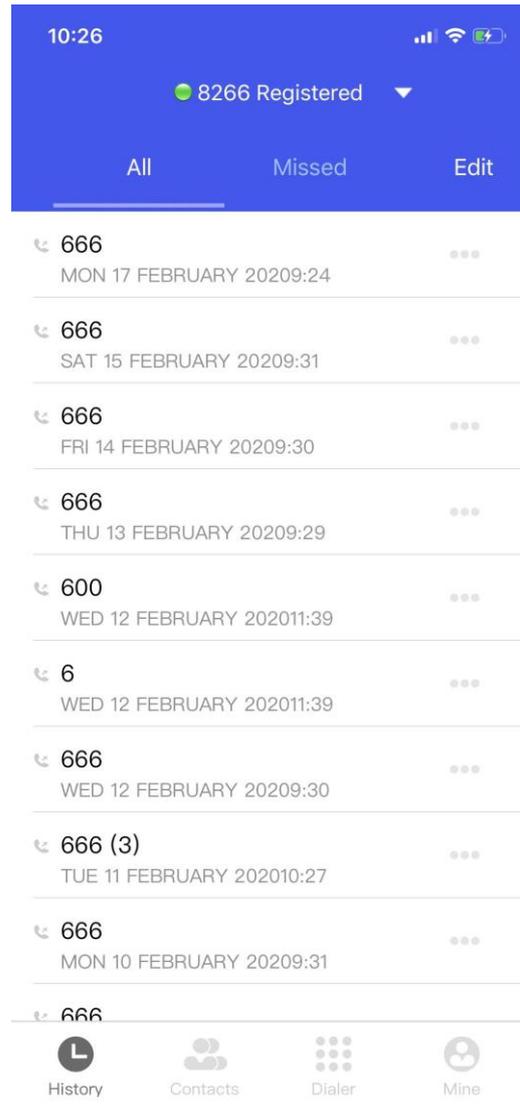


Table 1-6 IOS Call Record Screen

Click the three gray dots on the right of each call record to see the call details, as shown in the following figure.

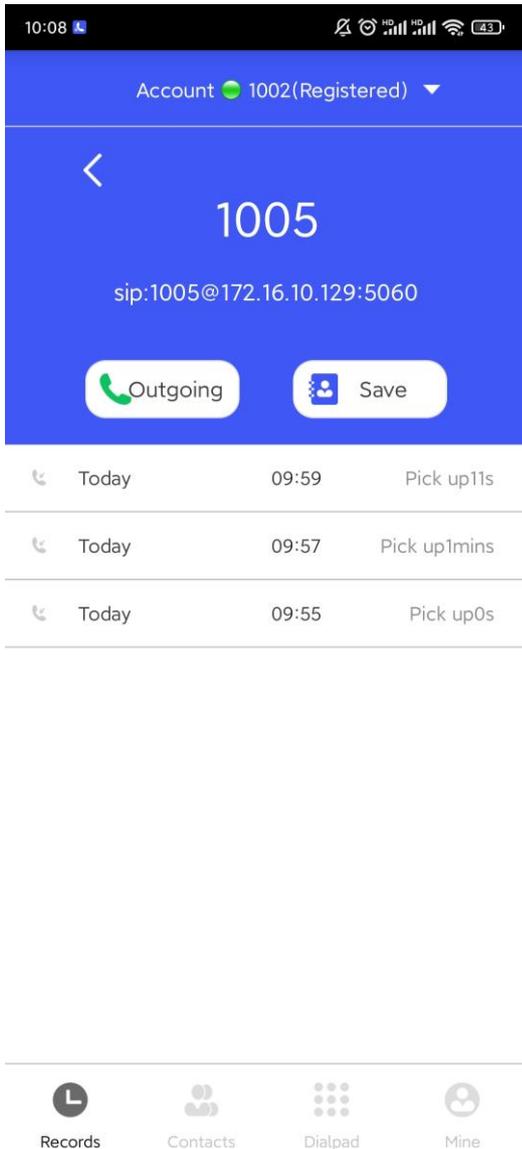


Table 1-7 Android Call Detail Screen

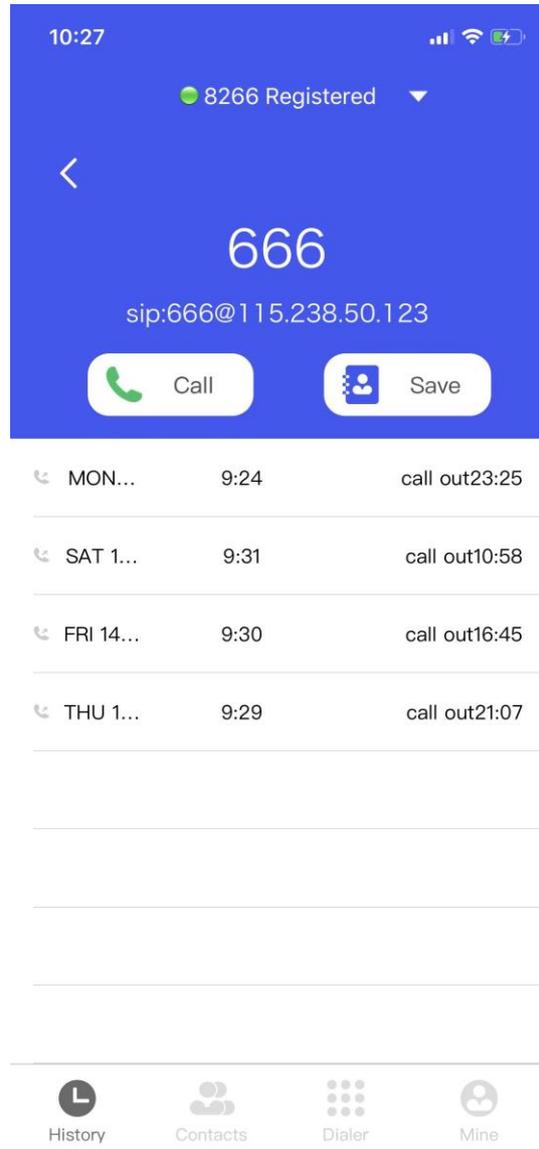


Table 1-8 IOS Call Detail Screen

## 1.5 Contacts Page

Once the Contacts button at the bottom is clicked, UCTALK will automatically obtain the corporate address book list according to the registered account domain name or proxy server address, and display it on the Contacts page, as shown in the following figure.

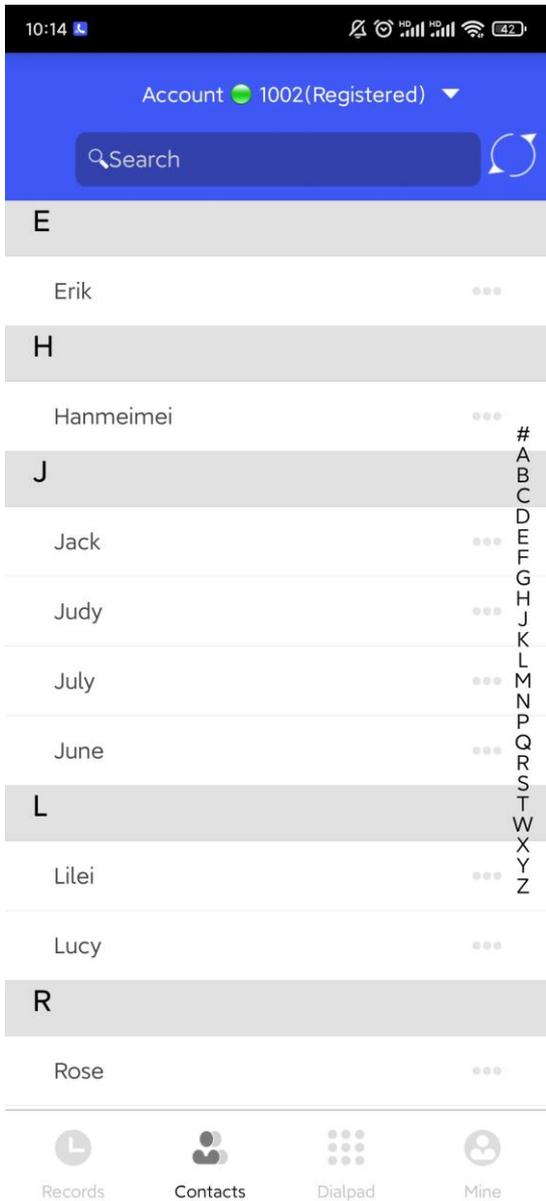


Table 1-9 Android Contacts Screen



Table 1-10 IOS Contacts Screen

The contacts are sorted by the first letter of the contact name. You can quickly search through the sliding bar on the right, or directly search for the contact through the search box above. As fuzzy search is supported, you can search by entering only one or several words of the contact name. Click a contact and the contact details will appear, including the extension number which can be called directly.

# Chapter 2 Basic Configuration

This chapter aims to help users master the basic configuration information of UCTALK in the shortest time.

## 2.1 Mine Page

Click the Mine button at the bottom and the following interface will appear.

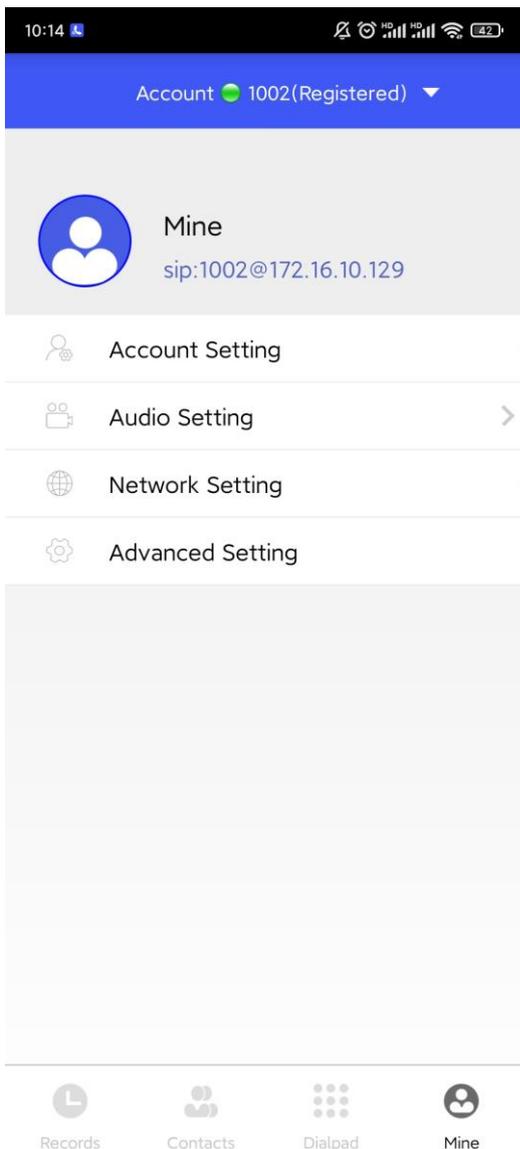


Table 2-1 Android Settings Screen

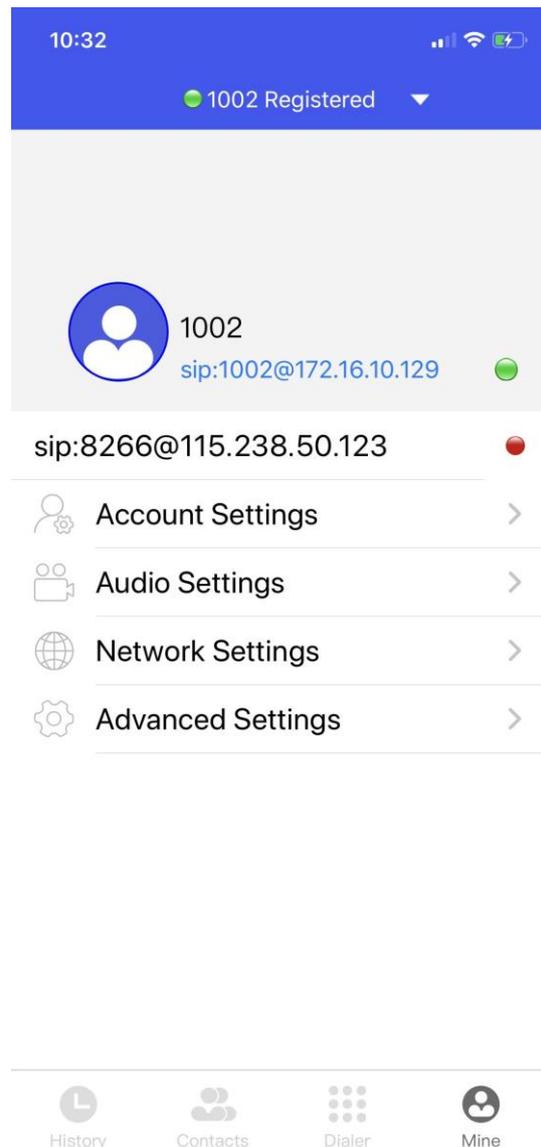


Table 2-2 IOS Settings Screen

## 2.2 Setting List

Item	Description
<b>Account Setting</b>	Display a list of all registered accounts. You can click any one to enter the setting interface of the account.
<b>Audio Setting</b>	The codecs such as PCMU, PCMA, G729 are checked by default (the ISO version supports the codec priority)
<b>Network Setting</b>	Use both random and fixed port, and the default one is 5066.
<b>Advanced Setting</b>	The option to autostart programs on system bootup.

## 2.3 Account Setting Page

Click the Mine button to enter the above page. Then click the option Account Setting to go to the following setting interface.

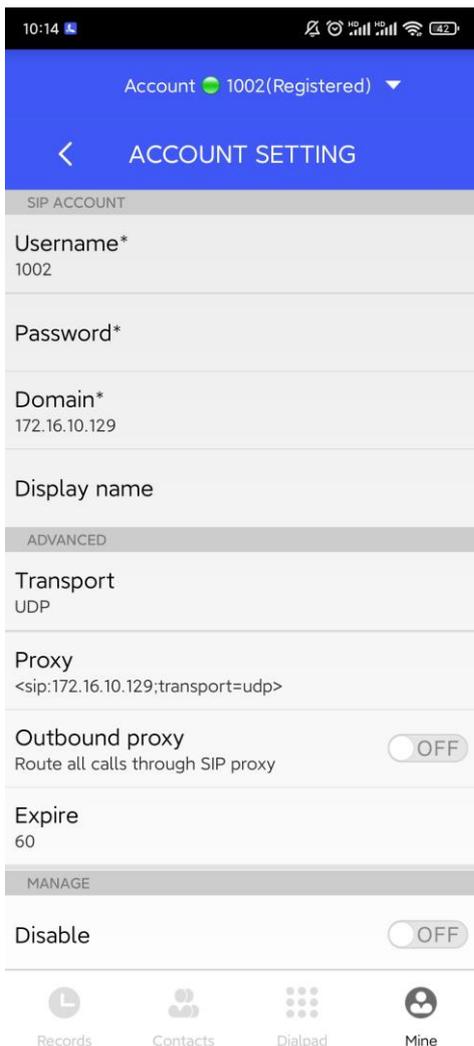


Table 2-3 Android Account Setting Screen

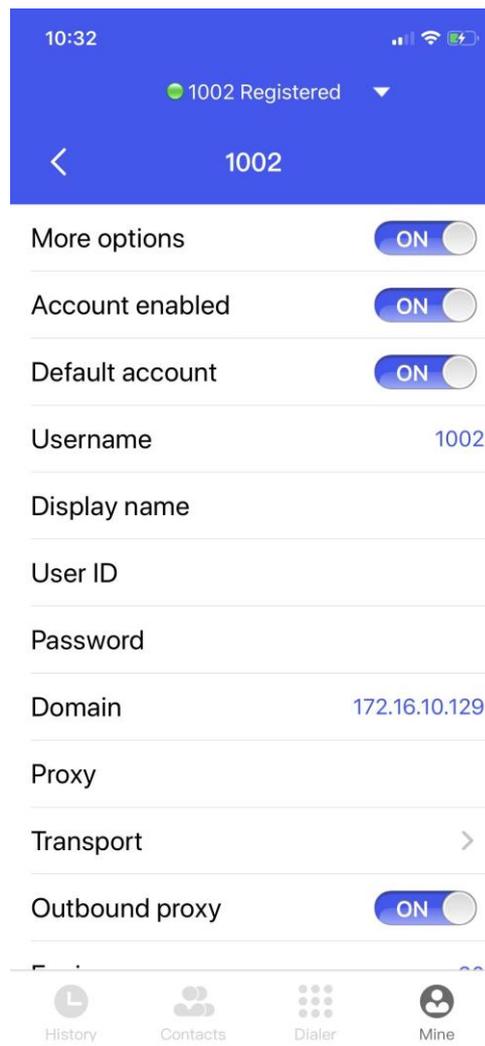


Table 2-4 IOS Account Setting Screen

## 2.4 Account Configuration List

Item	Description
<b>Transport</b>	Click the Transport option to change the transmission mode of the current account.
<b>Proxy</b>	Click the Proxy option to change the proxy server information
<b>Outbound Proxy</b>	If it is filled in at your registration, here it is turned ON by default. However, once it is set to OFF, it goes invalid even if it is filled in at your registration.
<b>Expire</b>	It is 60 by default. Click to set it by yourself.
<b>Disable</b>	By clicking Disable, the current account is disabled, the indicator turns from green to white, and the status shows offline.
<b>Use as default</b>	Once it is turned ON, the current account becomes the default account. The options Disable and Use as default cannot be turned ON at the same time.

## Chapter 3 Calling Features

### 3.1 Outgoing Call

Enter the number you want to dial in the dialpad of the main interface and click the dial button. You will see the following page showing the phone number and SIP address of the outgoing call.

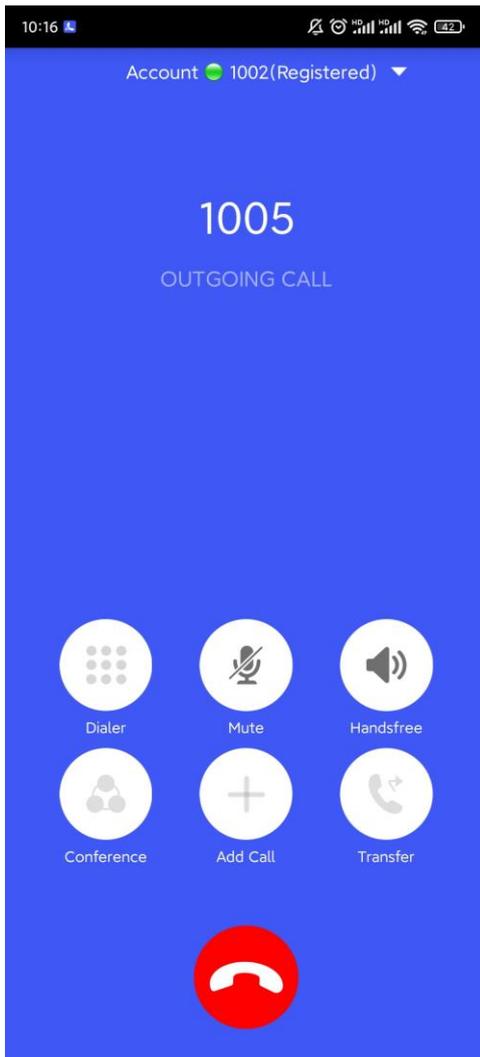


Table 3-1 Android Outgoing Call Screen

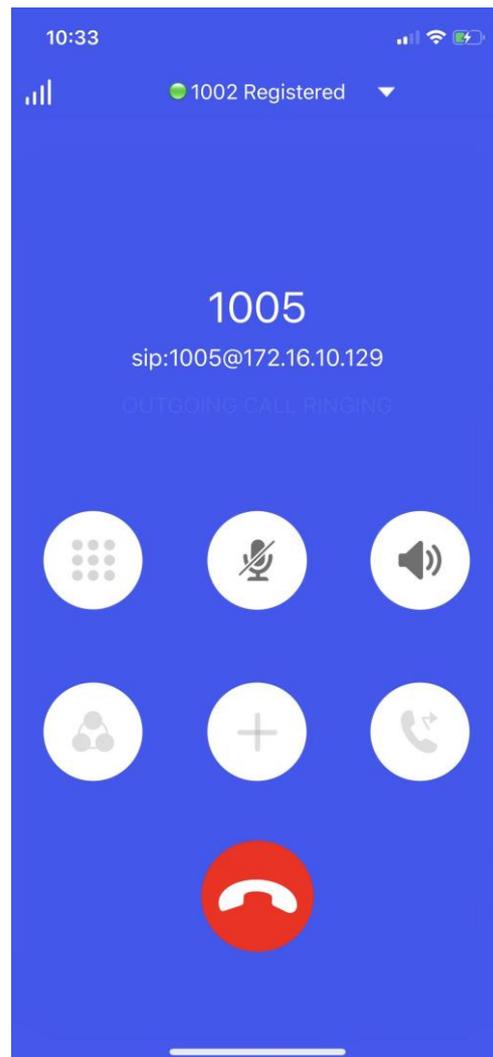


Table 3-2 IOS Outgoing Call Screen

There are six buttons above the red hangup button on this interface: Dialer (dialpad), Mute (microphone), Handsfree (speaker), Conference (multi-party conferencing), Add Call (add one or more calls) and Transfer (call transfer). During an outgoing call, only two buttons Mute and Handsfree can be operated.

## 3.2 Incoming Call

When there is an incoming call, the following interface will appear, showing the phone number and SIP address of the incoming call, with a red hang-up button on the bottom right and a green answer button on the left, as shown below.



Table 3-3 Android Incoming Call Screen

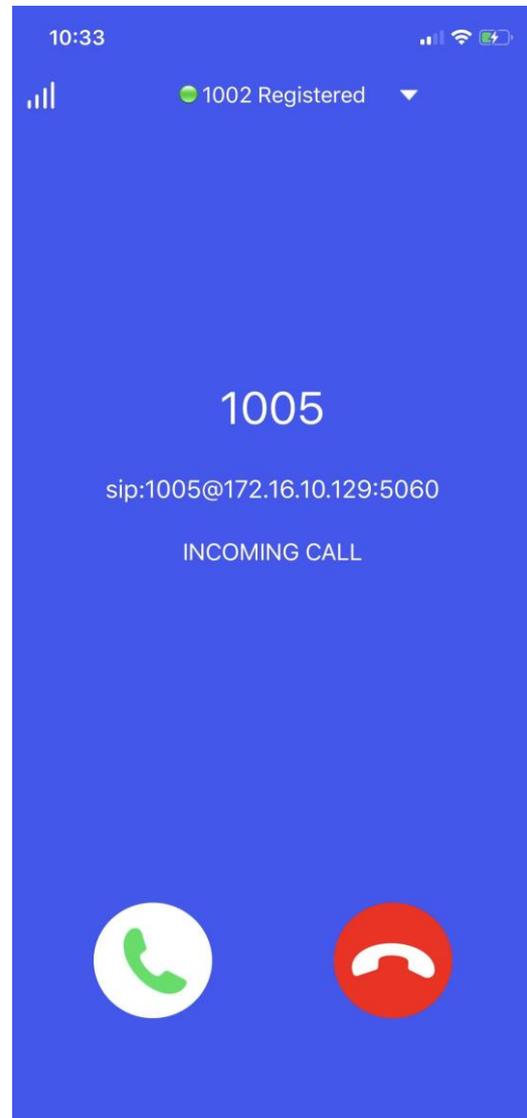


Table 3-4 IOS Incoming Call Screen

### 3.3 Talking Interface

After the call is connected, the following page will appear.

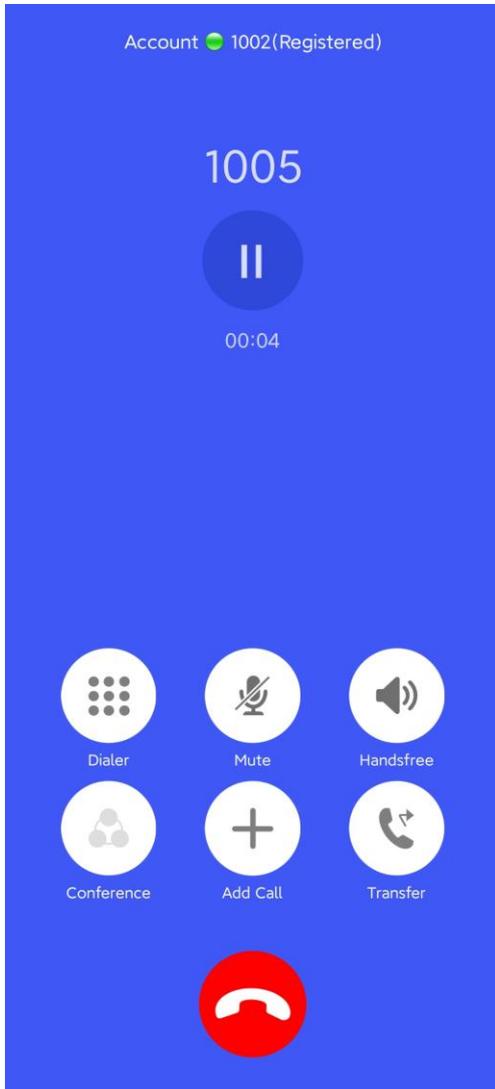


Table 3-5 Android Talking Call Screen

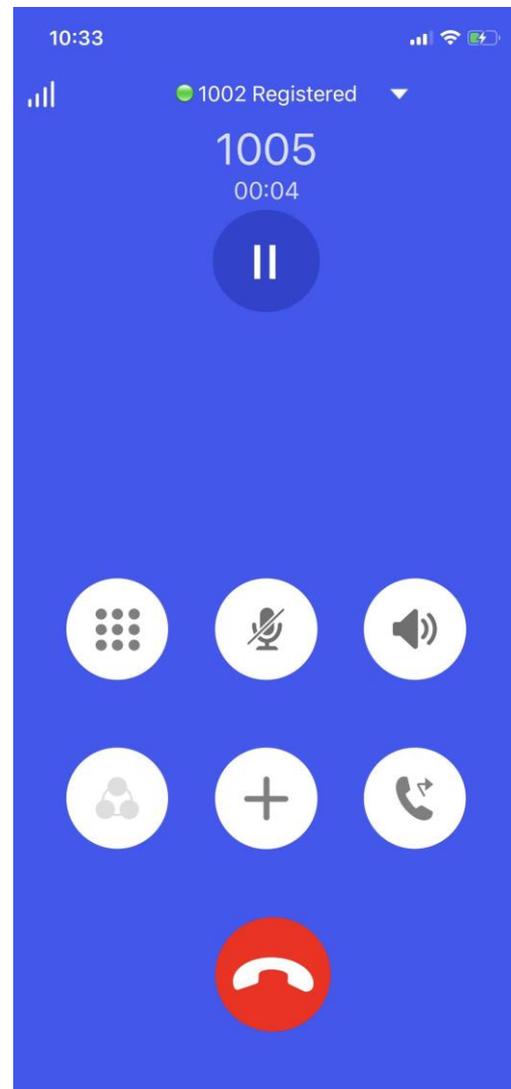


Table 3-6 IOS Talking Call Screen

There are six buttons above the red hangup button on this interface: Dailer (dialpad), Mute (microphone), Handsfree (speaker), Conference (multi-party conferencing), Add Call (add one or more calls) and Transfer (call transfer).

### 3.4 Call Transfer

Click the Transfer button and it will return to the dialpad of the main interface. Enter the number to be transferred and click the green dial button to transfer the call. Click the back arrow on the top to return to the current call.

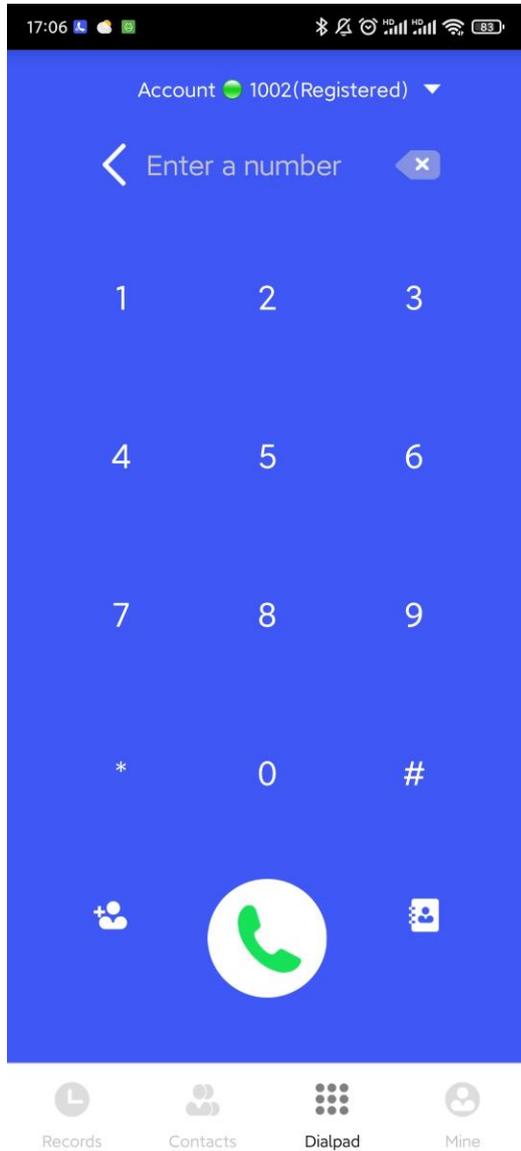


Table 3-7 Android Call Transfer Screen

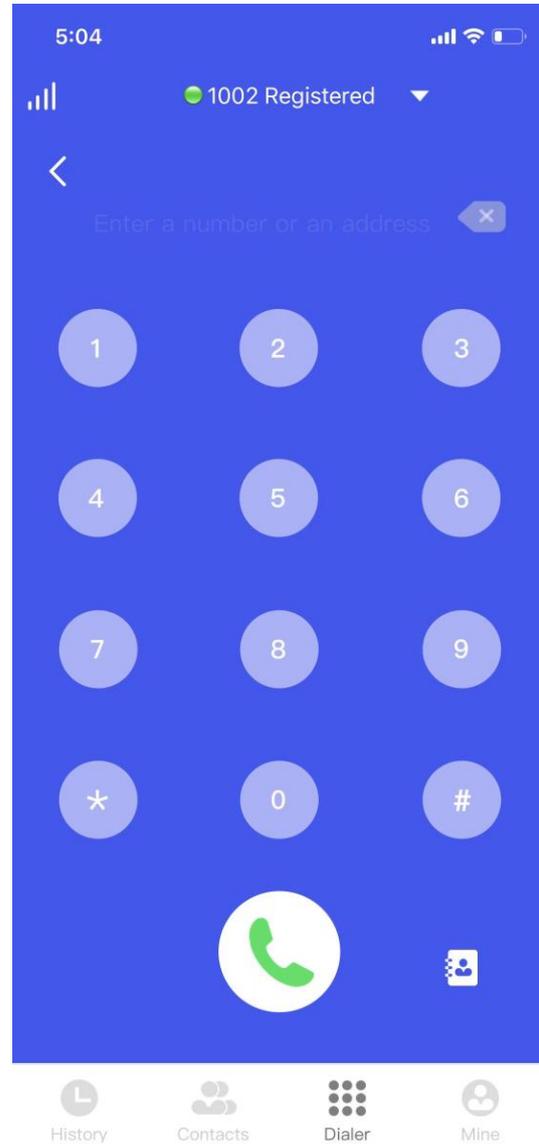


Table 3-8 IOS Call Transfer Screen

### 3.5 Call Adding

Click the Add Call button and it will return to the dialpad of the main interface. Enter the number to be added and click the green dial button to add the call. Click the back arrow on the top to return to the current call.

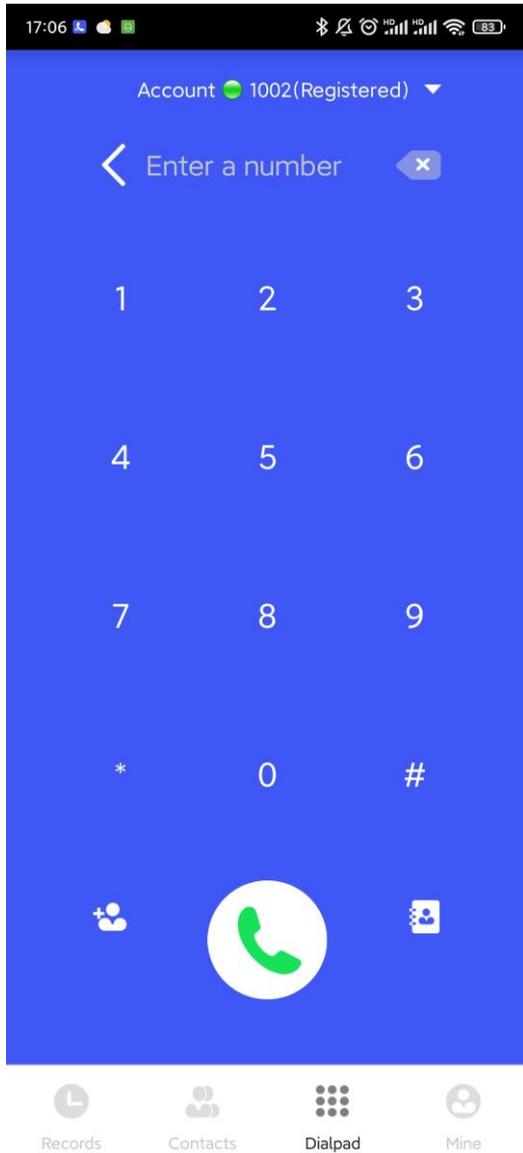


Table 3-9 Android Add Call Screen

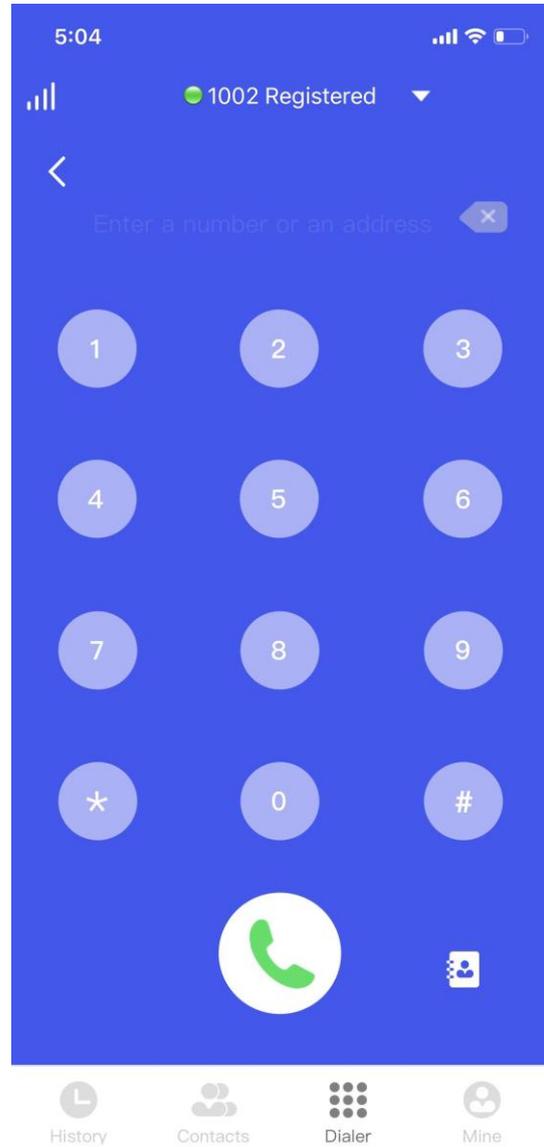


Table 3-10 IOS Add Call Screen

### 3.6 Multi-party Conferencing

First click the Add Call button to add calls. Once the total number of people in the current call reaches three or more, click the Conference button to enter multi-party conferencing. Up to six parties are supported in a conference and all of them can talk at the same time.

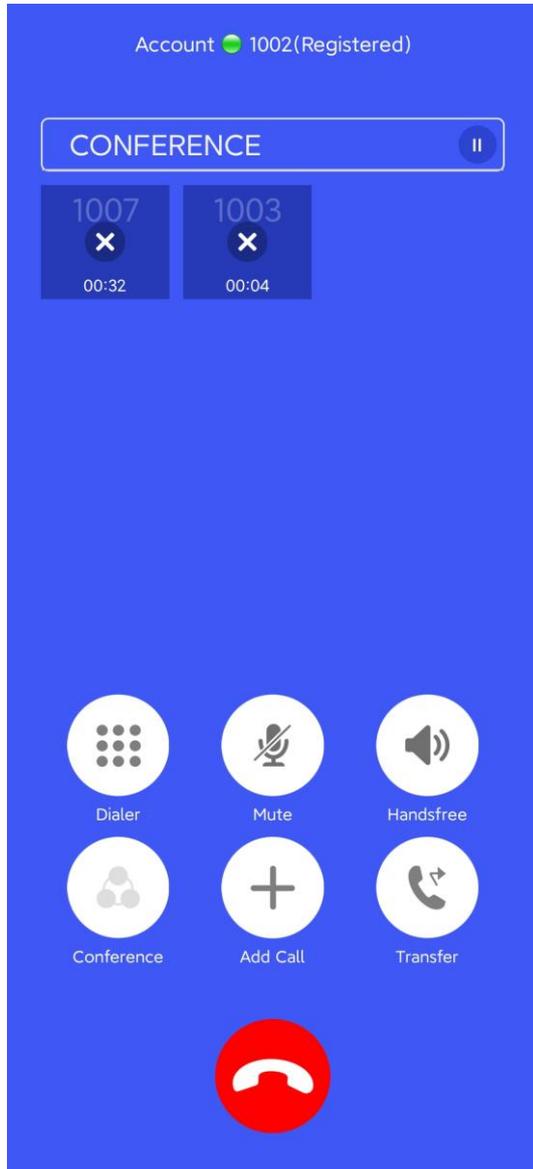


Table 3-11 Android Conference Screen

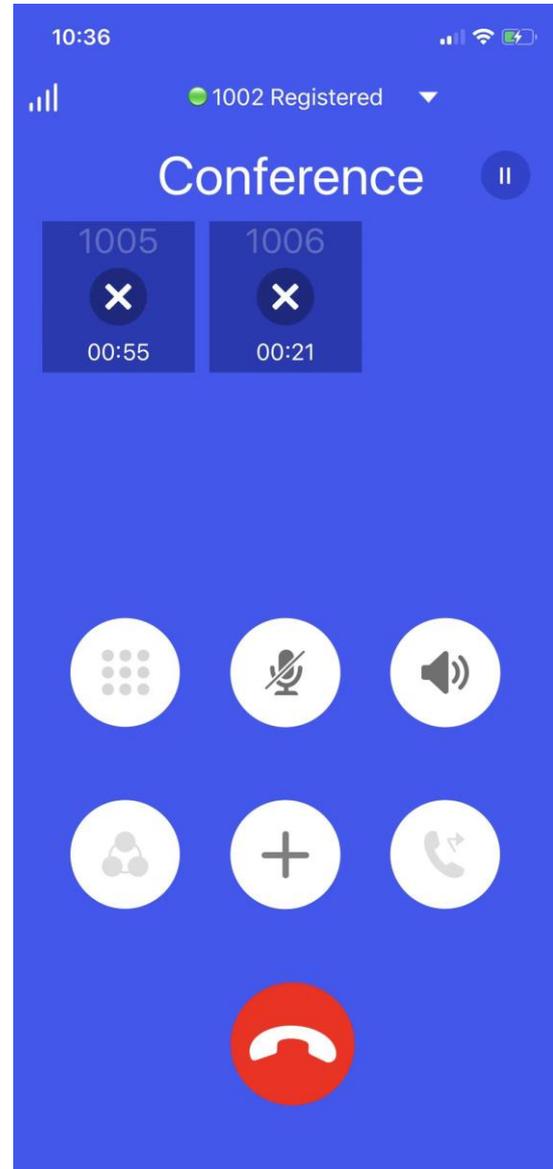


Table 3-12 IOS Conference Screen

## Appendix A Technical/sales Support

Thank you for choosing Synway. Please contact us should you have any inquiry regarding our products. We shall do our best to help you.

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