



HGC UC

Softphone User Guide for Windows OS

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Document History

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1. Overview

HGC UC Softphone is the next generation mobility software by HGC serving your everyday business communication needs. HGC UC allows users to adapt to every situation anywhere and at any time while maintaining high fidelity and providing the quality of the future. (The content and images in this section are based on MS Windows. Depending on the version you are running, some of the steps may be different.)

2. Minimum Requirements

- a) MS Windows:
 - i) Win10 (Version 1903, OS build 10.0.18.362)
 - ii) Intel Core 2 Duo 2.0 GHz Processor
 - iii) 200MB Hard Disk Storage
 - iv) 4GB RAM Physical Memory
 - v) 256MB RAM for Video Memory of Display Card

- b) Find system info in Windows 10
 - i) To find out which version of Windows. Press the **Windows logo key + R**, type **winver** in the Open box, and then select OK.
 - ii) OR, Select the **Start button > Settings > System > About**.
 - iii) To find out video memory for display card. Press the Windows logo key, type **Display settings**, and press Enter. Click **Display** option and select **Advanced display settings**, Click **Display adapter properties for Display 1**. There should show **Dedicated Video Memory**.

- c) Network Bandwidth for Internet / LAN (wire or wireless)
 - i) End-to-End Network Path Performance Requirements (From customer softphone endpoint to HGC UC servers)
 - Audio Call: Minimum 130kps per simultaneous call
 - Video Call: Minimum 512kps per point to point call
 - Required Bandwidth: Bandwidth is larger than the maximum number of simultaneous calls plus capacity added for other types of non-real-time traffic and growth

- d) Network Path Performance Parameter for Internet / LAN (wire or wireless)
 - i) End-to-End Network Path Performance Requirements (From customer softphone endpoint to HGC UC servers)
 - Delay: smaller than 50ms (of one way latency)
 - Packet Loss: smaller than 1%
 - Jitter: smaller than 1%

- e) Firewall / Router / PC Port Configuration
 - i) Allow below network port (In/Out) to HGC UC platform (*.hguc.com)

- TCP 443
 - UDP/TCP 5061
 - UDP 10000 to 29999
 - TCP 12121/12122
- ii) NAT entry expiration timeout must be set to greater than 5 minutes to cover all UC softphone.
- iii) SIP ALG – must be turned off

Remarks:

- VDI – Not Support
- Double NAT – Not Support

3. Installation

Extract the HGC UC Softphone package into a local directory.

Double click on the HGC.UC.Softphone.package_1.0.12.0_x86.msix

Execute the msix package file to install the softphone.

When the installation is complete, the login screen is shown as below.

Remarks: Users need to have windows app installer. If the Windows OS does not have the apps installer, please seek your internal IT for assistance. The app installer are downloadable from Microsoft website.

(microsoft.com/en-us/p/app-installer/9nblggh4nns1?activetab=pivot:overviewtab)

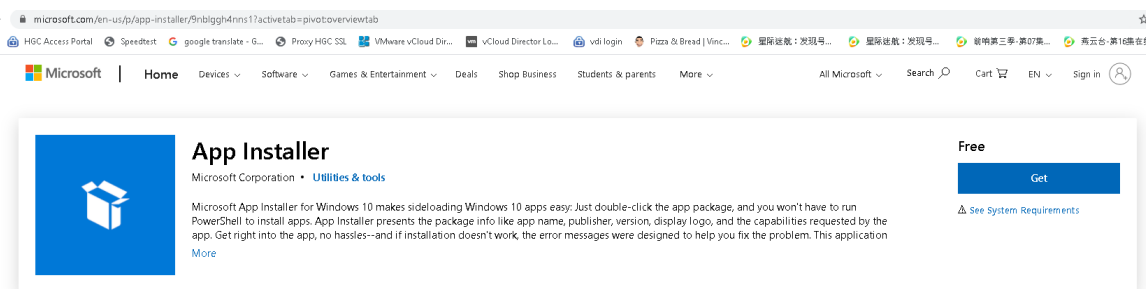


Figure 1 – App Installer

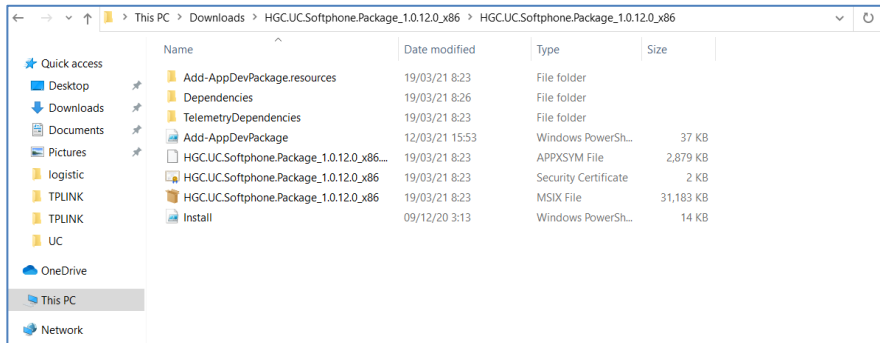


Figure 2 – HGC UC Softphone package

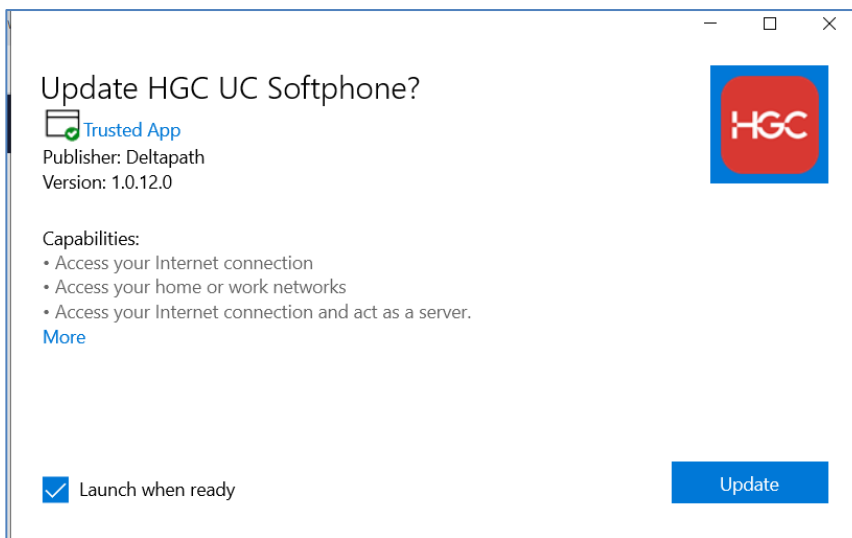


Figure 3 – Installation / Update

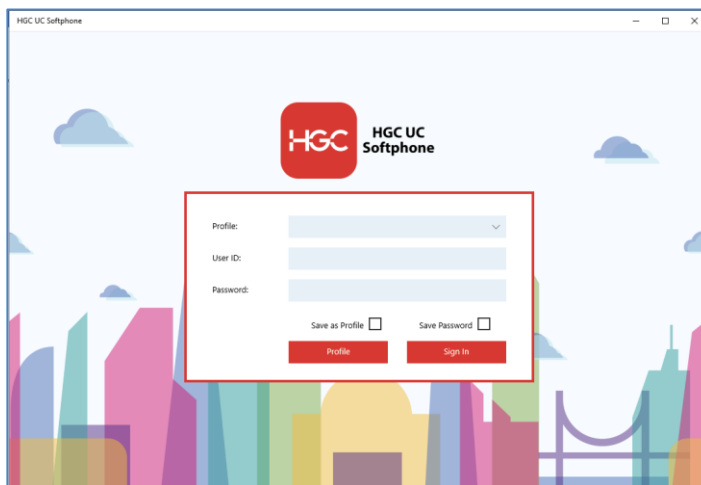


Figure 4 – Launch screen

Profile: 38937520

User ID: 38937520

Password: ●●●●●●●●

Save as Profile Save Password

Profile Sign In

Figure 5 – Login screen

4. Login Profile

4.1 Create a Login Profile

Create and save a profile to simplify the login process

- User Extension:** Enter your extension number.
- Password:** Enter your password.
- Save as Profile:** Click the checkbox.
- Save Password:** Click the checkbox.
- Click **Sign In**.

4.2 Create Multiple Profiles

- To create a new profile, follow the steps in this section.

User	Password	Default User		
38937520	●●●●●●●●	<input type="checkbox"/>		
38937560	●●●●●●●●	<input type="checkbox"/>		

+ Add Profile


Figure 6- Profile screen

- Click **Profile** and **Add Profile**.


- c) Click in the highlighted row under the **User** column and enter your telephone number (8 digit number).
- d) Click in the highlighted row under the **Password** column and enter your password.
- e) **Default User:** Optional step. Click the box to the right of a profile so your default login information on the login screen the next time you open HGC UC Softphone.
- f) Click **OK**.

4.3 Manage a Profile

a) Modify a Profile

- i) Click **Profile** and  to change the profile.
- ii) Click the highlighted row under the Server, User, or Password column and edit the information.
- iii) Click OK.

b) Delete an Existing Profile

- i) Click **Profile** and  to delete the profile.
- ii) Click OK.

User	↑	Password	Default User	
38937520		●●●●●●●●	<input checked="" type="checkbox"/>	 

Figure 7 – Profile Update screen

5. Main Menu

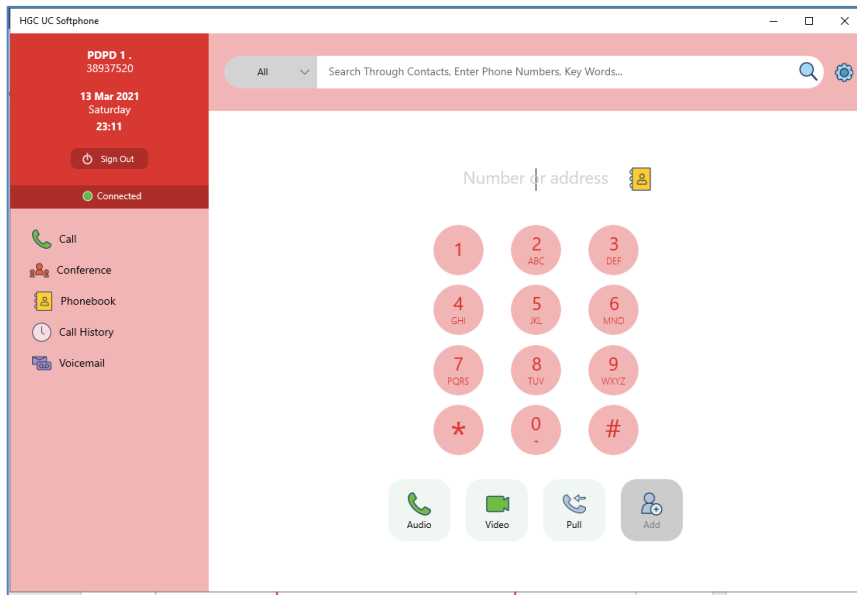


Figure 8 – Main Menu

	<p>Enter a phone number and click the Audio Call button to initiate a voice call.</p>
	<p>Enter a phone number and click the Video Call button to initiate a video and voice call.</p>
	<p>Click Pull to move a call from one device to another device without any disruption in your conversation.</p>
	<p>Enter a phone number and click the Add contact button to create a new contact in your phonebook.</p>

6. Settings

Click the **Gear** at the top right of the interface to access the settings below. All changes made in Settings are auto saved.

<p>a) Call Settings</p>	<p>Apply audio, video, and ringtone settings. Set the maximum number of calls displayed in Call History. In Volume Settings, adjust master volume and balance settings, along with other sound options. When Auto-Accept Video Request is ON, your video automatically turns on when you answer the phone if the caller is using video. If the setting is</p>
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	Off, you receive a notification with incoming video calls. Accept to turn on your video or Decline for an audio only call.
b) Call Forwarding	Turn on call forwarding and enter the phone number you want to forward your calls to.
c) Contact Settings	Select if you want your contacts to display by First Name, Last Name or Last Name, First Name.
d) Logging Settings	When turned on a log file of your activity is saved on your computer. Click Open Log Folder to access your log files.
e) Startup Settings	Turn on to always launch HGC UC Softphone with the startup of Windows.
f) About	Find application information such as the version you are running and server information.

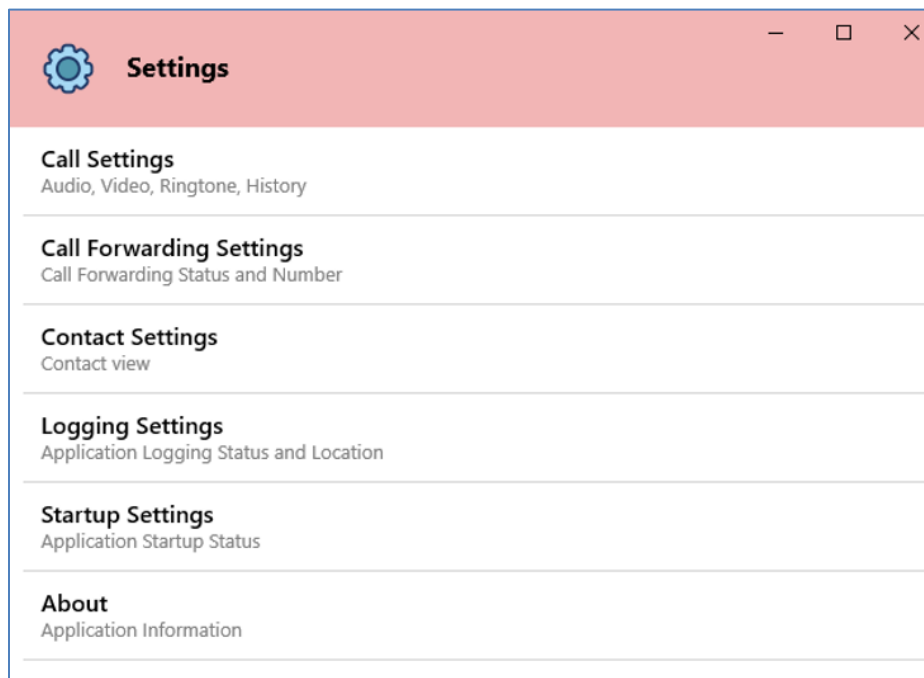


Figure 9 - Settings

7. Connected Audio Devices

When HGC UC Softphone detects you have added a Bluetooth headset, speaker, or other audio device, a notification appears asking you to select the device you want sound to be outputted on.

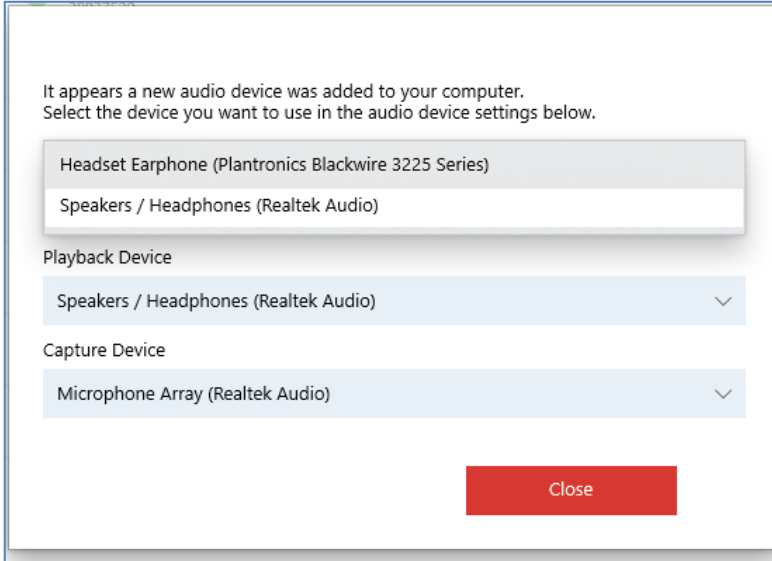


Figure 10 – Setting details

- a) Click the dropdown arrow under Ringer Device, Playback Device, and Capture Device and select the device you want audio outputted on.
- b) Click OK to apply changes.
- c) You can always make device changes in Settings.

8. Audio or Video Calls

8.1 Auto-Accept Video Request

If you turn off Auto-Accept Video Request a notification opens whenever the person calling you is using video.

- a) Click Accept to start a video call with the caller or Decline to remain on audio.

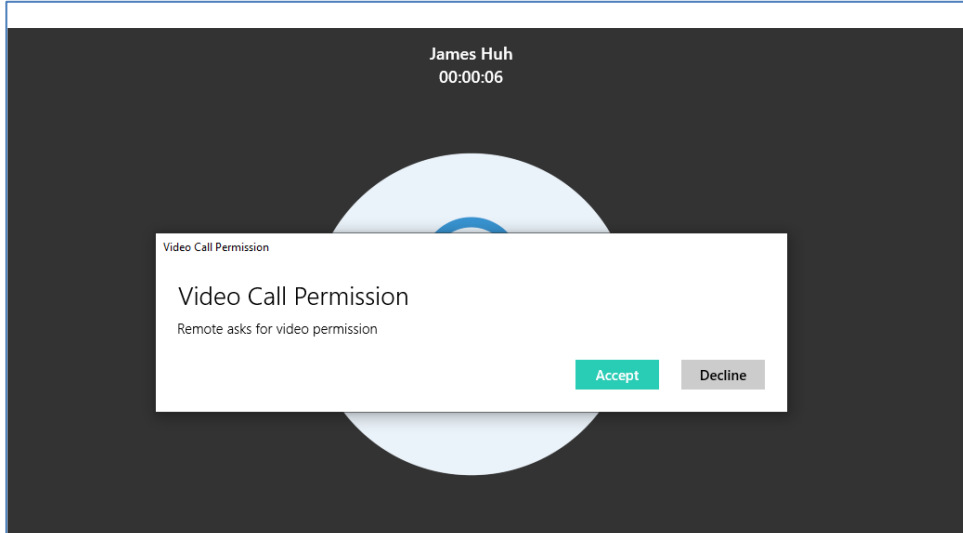


Figure 11 – Video permission

8.2 Contact Lookup

Search for a contact by name, number and email.

- Click the dropdown arrow on the left side of the Search field, and then click **Name**, **Number**, or **E-mail**. Alternatively, you can use **All**.
- Enter a name, number, or email.

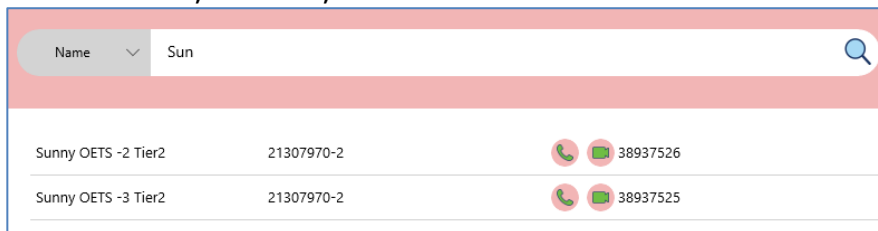


Figure 12 – Search

- Click a contact in the dropdown list.

8.3 Outbound Call

- a) Enter a contact's number using the dial pad or use the search feature to lookup a contact.
- b) Click Audio Call or Video Call.

8.4 Inbound Call

If you have enabled video calls in settings,

A popup is displayed when you have an incoming call.

- a) Click to answer, which opens the call screen.



Figure 13 – Incoming call

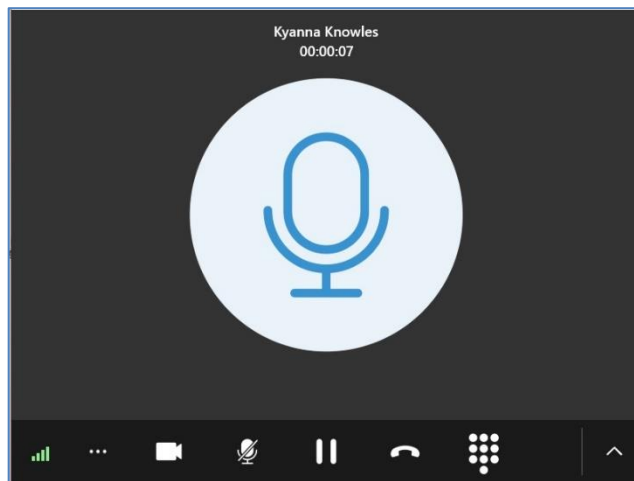


Figure 14 – Call detail

Call Screen Menu					
	Current Call List		Turn video on and off		Mute and Unmute
	Pause and Resume		Disconnect Call		Dial Pad
	Transfer a Call		Add a Call		More Actions is used to access the Transfer all and Add call buttons

8.5 Call Pulling

Imagine you take a call on HGC UC Mobile app on your drive to office. Once you get to office, you want to switch your call to your laptop. You just click the call pulling button. The person on the other end will never know you switched from your Mobile app to your laptop because there is no gap in the conversation.



- a) Click **Pull**

8.6 Transfer a Call

During an active call, transfer the person you are speaking with to another person. You can perform a Blind transfer or a Consultative Transfer.

8.6.1 Blind Transfer

In a blind transfer, the call is automatically transferred to the number you entered. Once you enter the number and press transfer, you are disconnected from the call.





- a) Click 
- b) Click **Transfer** 
- c) Enter the person's number the call is being transferred to using the dial pad.
- d) Click **Blind Transfer**, which will disconnect you when the call is transferred.



Figure 15 – Transfer detail

8.6.2 Consultative Transfer

In a Consultative transfer, the person you want to transfer the call to must answer the phone before the call is transferred.

- a) Click 
- b) Click **Transfer**  to place the person you are speaking with on hold.

- c) Enter the person's number the call is being transferred to using the dial pad.
- d) Click **Consultative Transfer** to speak with the call recipient.

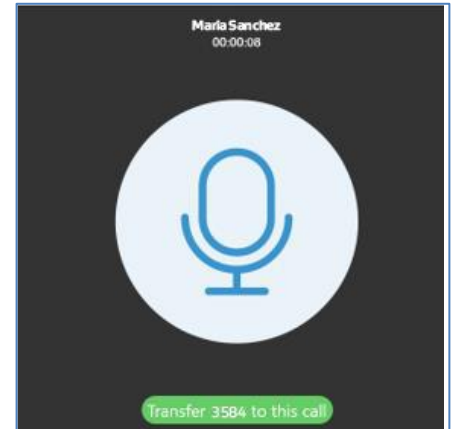


Figure 16 – Transfer detail

- e) Click the **Green Transfer** button if the call recipient agrees to accept the transfer, which will also disconnect you.

8.7 Answer an Incoming Call While on an Active Call



- a) Click **Hold and Answer** 
- b) Click the **Current Call List**  to see each active call if it isn't already open.
- c) Click each call to switch between calls.



Figure 17 – Incoming Call detail

9. 3-Way Calling

3-way calling allows you to connect calls from two separate lines into one group phone call. The 3-way calling have the ability to add, or merge callers.

9.1 Merge Call

If for example you are on two independent calls, you can merge both calls into one conference call. You, along with the other participants will be in the same call.

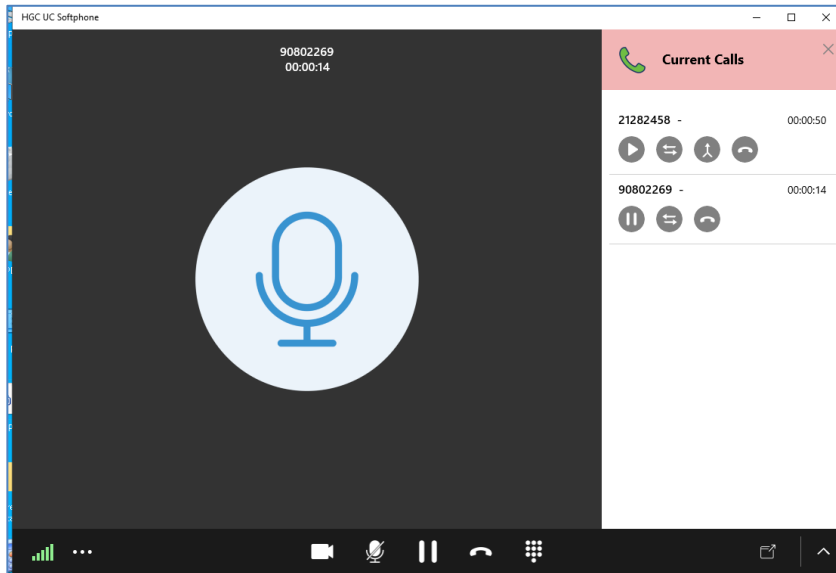


Figure 18 – Merge detail

- a) Click the **Current Call List** to see each active call if it isn't already open.
- b) Click **Merge** to combine the calls.

9.2 Add a Call to an Active Call

Add another person to your call to initiate an audio conference call.

- a) Click the **Current Call List** to see each active call if it isn't already open.
- b) Click and click **Add** to go to the dial pad.

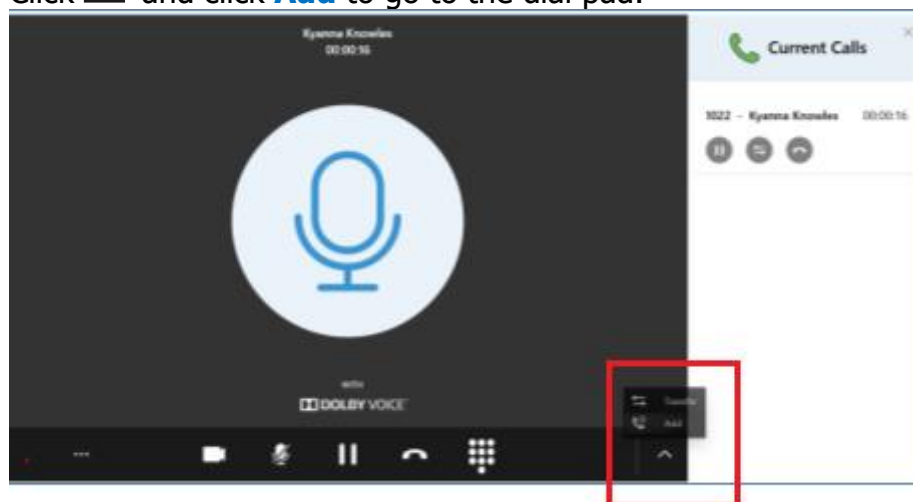



Figure 19 – Current detail

- c) Enter a phone number and click **Audio**.
- d) Click **Merge**  to combine the calls.


10. Phonebook

10.1 Add a New Contact

Access your Company phonebook and device phonebook.

- a) Click **Phonebook** on the sidebar.
- b) Click the phonebook you want to add a contact to.
- c) Click the **plus sign**.
- d) Enter information into the **Contact Details** screen.
- e) Click **Create**.

10.2 Make a Call from your Phonebook

- a) Click **Phonebook** on the sidebar.
- b) Begin entering a phone number, name, or keyword in **Search**.
- c) Click the name of the contact.
- d) **Phone Number**: Click **Audio**  to make a call.

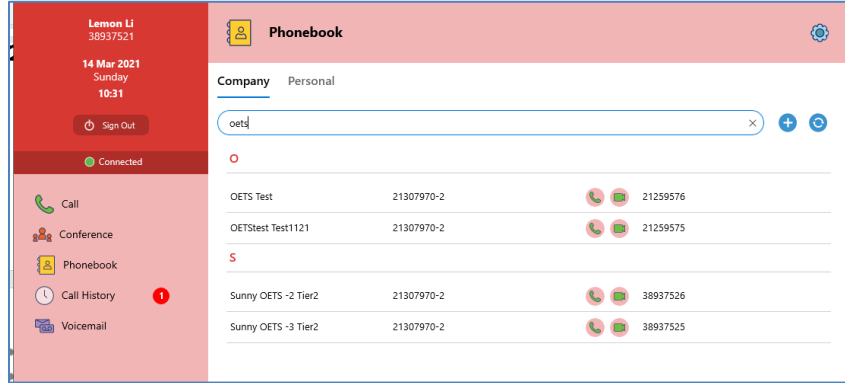


Figure 20 - Phonebook

11. Voicemail

Access voicemail in the sidebar.

a) Click Voicemail in the sidebar.

b) Follow the voice prompts to listen to your voicemails, change your voicemail greetings, access voicemail folders, and to forward voicemails to other users.

12. Audio Conference

12.1 Invite participants to a conference call

- Click Conference in the sidebar.
- Click a conference room.

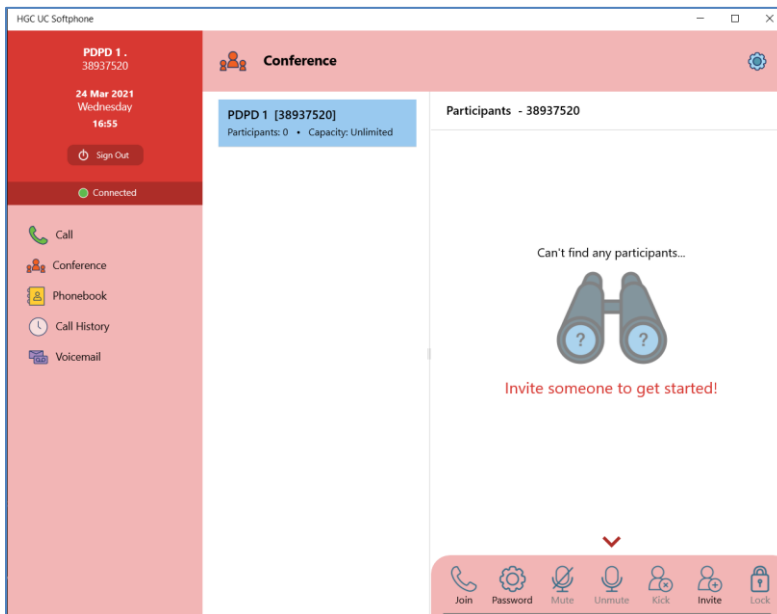

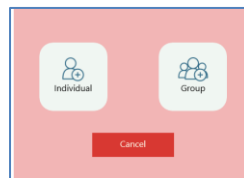


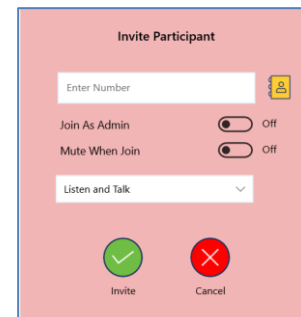
Figure 21 – Conference detail

- Click the  at the bottom of the window to add / invite participants to the conference room.

- Select individual or Group



- Fill in the number : Enter the participant's number



- or click the phonebook icon to lookup participant number.
- iii) Assign privileges to participants by selecting Join as Admin, Mute When Join, or click the arrow below(pulldown menu) to open more options and then click one of the options:
- Listen and Talk
 - Listen Only
 - Talk Only

12.2 Admin/Host Controls

- a) Meeting Participants
- i) Click the Minimize button on the menu bar of the call screen when your meeting begins to access to host controls.

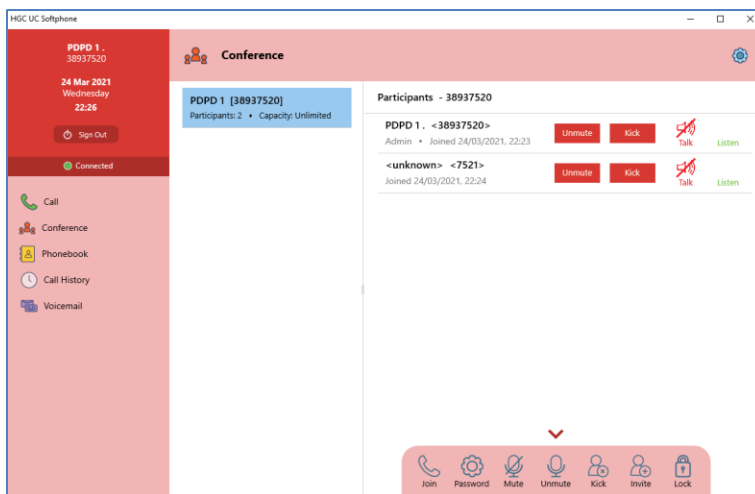




Figure 22 – Conference detail

- b) Select the user and click Unmute\Mute to mute and unmute participants. From the below menu selection where you could perform other function.
- c) Join - Join into the conference room as a host.
- i) Click  and it will dial into the conference room. You are the host.
- d) Admin and User Password – Change the administrator/host password or user password for the meeting.
- i) Click  to change a password.

ii) Fill in the field with desired password and click Submit.

e) Mute – participants in the conference room.



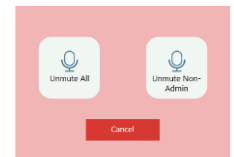
i) Click the button to mute all participants or non admin participant.



ii) Unmute – participants in the conference room.



iii) Click button to unmute all participants or non admin participant.



f) Kick – Remove participants from the conference room.



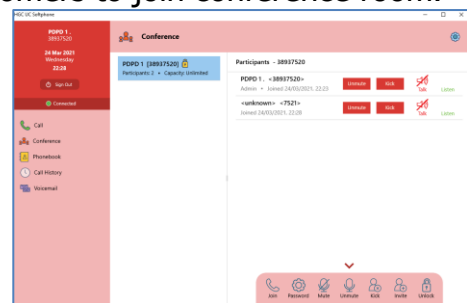
i) Click button to remove all participants or the non-admin participant.



g) Lock – Lock the conference room to prevent late comers to join conference room.



i) Click button to lock the conference room.



ii) Click button to unlock the conference room.

~ END ~