



HGC UC

Softphone User Guide for macOS

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Document History

Version	Date	Details	Prepared by
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V1.2	13 May 2024	Updated version	PDPD

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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 macOS. Depending on the version you are running, some of the steps may be different.)

2. Minimum Requirements

- a) macOS:
 - i) macOS High Sierra (10.13.6)
 - ii) 200MB Hard Disk Storage
 - iii) 4GB RAM Physical Memory
 - iv) 256MB RAM for Video Memory of Display Card

- b) Find system version in macOS
 - i) To find out which version of macOS. From the **Apple** menu in the corner of your screen, choose **About This Mac**.
 - ii) To find out which version of macOS. From the **Apple** menu in the corner of your screen, choose **About This Mac**. Click **System Report**, there should show **VRAM (Total)** under **Graphics/Displays**.

- 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 (*.hgcuc.com)
 - TCP 443
 - UDP/TCP 5061
 - UDP 10000 to 29999
 - TCP 12121/12122

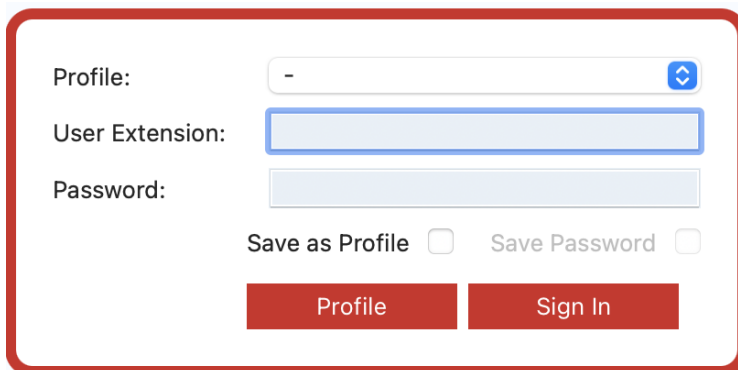
- ii) NAT entry expiration timeout must be set to greater than 5 minutes to cover all UC softphone.
- iii) SIP ALG – must be turned off

Remarks:

- VDI – Not Support
- Double NAT – Not Support

3. Installation

Double click Softphone zip file to extract application. After that, double click application icon to start installation. When the installation is complete, the login screen is shown as below.



The screenshot shows a login form with the following fields and controls:

- Profile:** A dropdown menu with a hyphen '-' and a blue arrow icon.
- User Extension:** A text input field with a blue border.
- Password:** A text input field with a grey border.
- Save as Profile:** A checkbox.
- Save Password:** A checkbox.
- Profile:** A red button.
- Sign In:** A red button.

Figure 1 – Login detail

4. Login Profile

4.1 Create a Login Profile

Create and save a profile to simplify the login process

- a) **User Extension:** Enter your extension number.
- b) **Password:** Enter your password.
- c) **Save as Profile:** Click the checkbox.
- d) **Save Password:** Click the checkbox.
- e) Click **Sign In**.

4.2 Create Multiple Profiles

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

Username	Password:	Default User	
38937520	●●●●●●●●	<input type="checkbox"/>	
38937521	●●●●●●●●	<input type="checkbox"/>	

Figure 2 – Profile detail

- b) Click **Profile** and **Add Profile**.
- c) Click in the highlighted row under the **User Extension** column and enter your telephone number (8 digit number).
- d) Click in the highlighted row under the **Password** column and enter your password.
- f) Click **Save**.

4.3 Manage a Profile

a) Modify a Profile

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

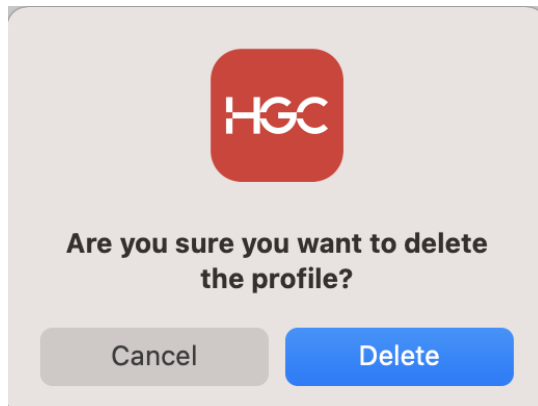
Add Profile

User Extension:

Password:

Figure 3 – Profile detail

- iii) Click **Save**.
- b) Delete an Existing Profile
 - i) Click **Profile** and to delete the profile.
 - ii) Click **Delete**.



5. Main Menu

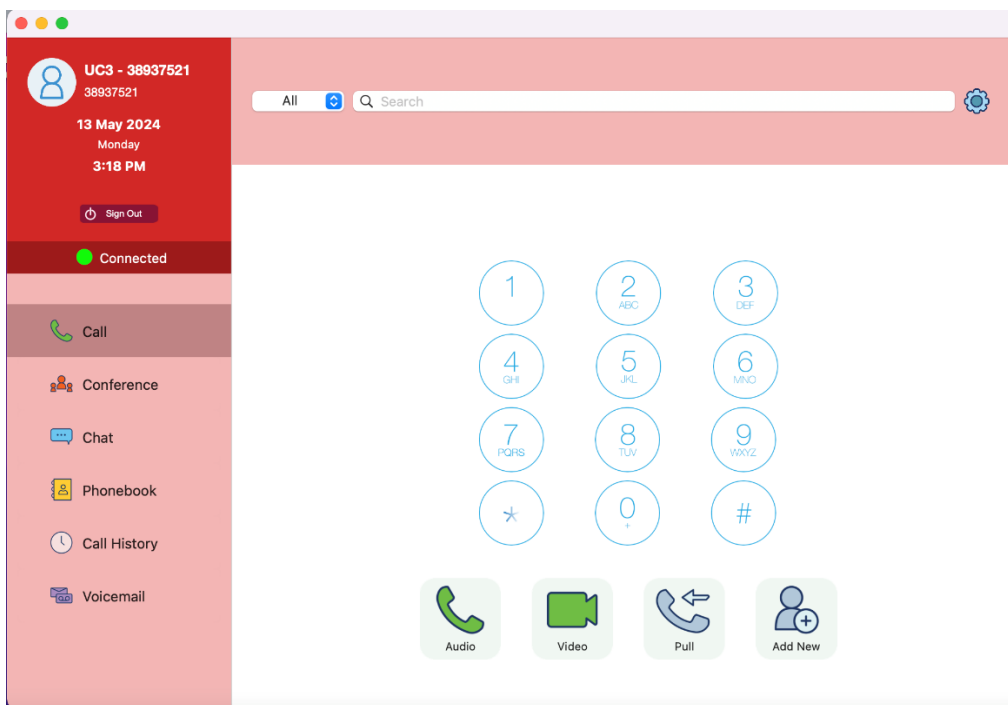


Figure 4 – Main Menu detail

	<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.

a) Call Settings	Apply audio, video, and ringtone settings.
b) 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.
c) Call Forwarding	Turn on call forwarding and enter the phone number you want to forward your calls to.
d) About	Find application information such as the version you are running and server information.

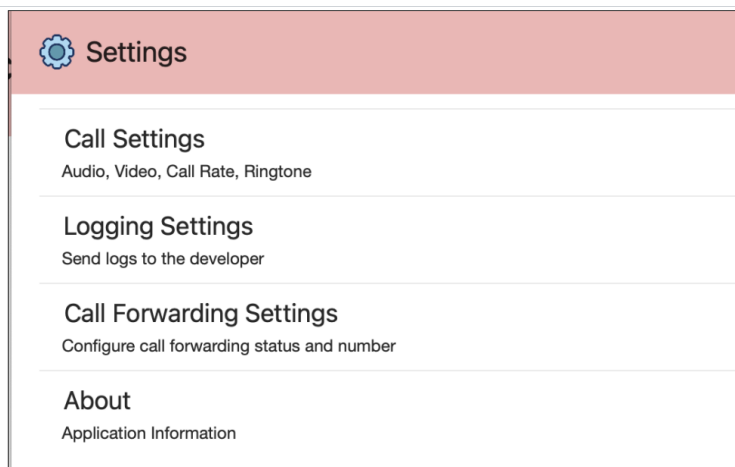


Figure 5 – Settings detail

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.

8. Audio or Video Calls

8.1 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.
- Click a contact in the dropdown list.

8.2 Outbound Call

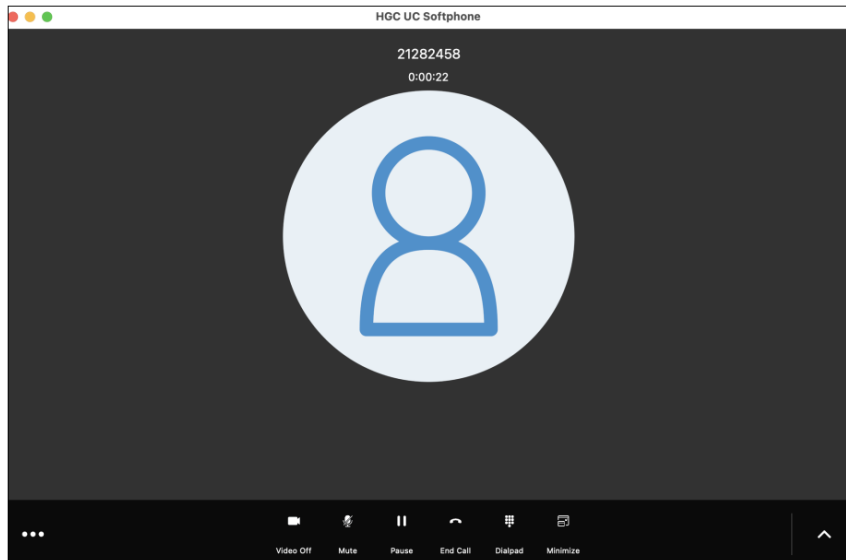
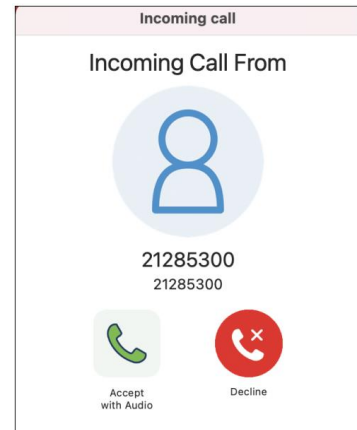
- a) Enter a contact's number using the dial pad or use the search feature to lookup a contact.
- b) Click Audio Call or Video Call.

8.3 Inbound Call

If you have enabled video calls in settings,

A popup is displayed when you have an incoming call. Based on the call coming in, you see two or three buttons: **Accept with Audio**, **Decline**, and **Accept with video**.

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



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

8.4 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** 

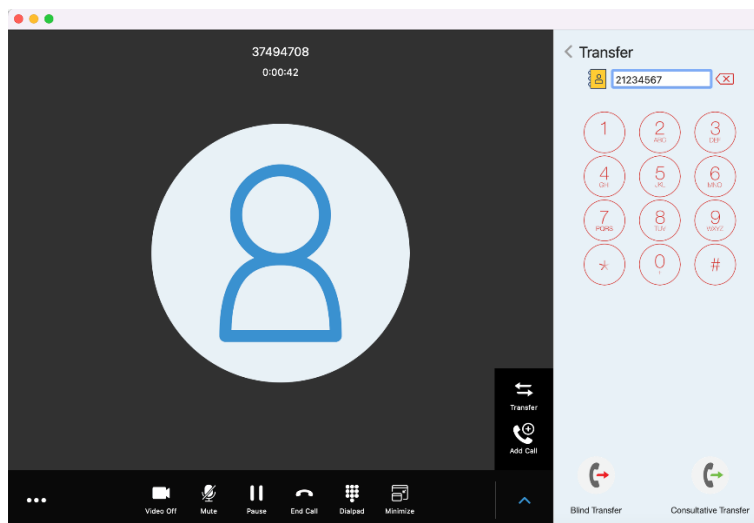
8.5 Transfer a Call

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

8.5.1 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 or click the phonebook to find the contact.

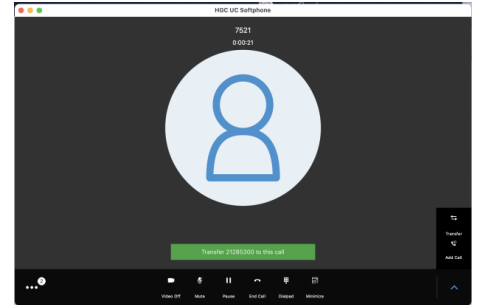


- d) Click **Blind Transfer**, which will disconnect you when the call is transferred.



8.5.2 Consultative Transfer

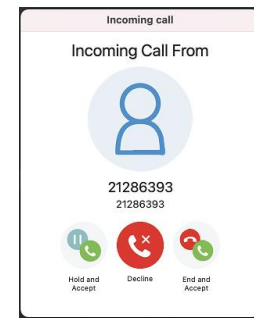
In a Consultative transfer, the person you want to transfer the call to must answer the phone before the call is transferred.

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



8.6 Answer an Incoming Call While on an Active Call

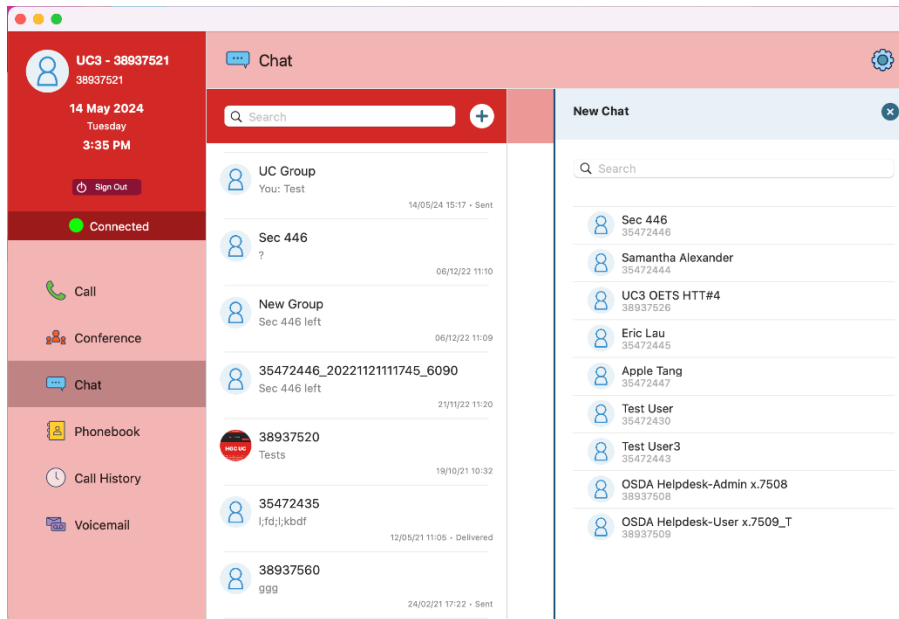
- a) Click **Hold and Answer** 
- b) Click the **Current Call List**  to see each active call if it isn't already open.
- c) Click each call to switch between calls.



9. Chat

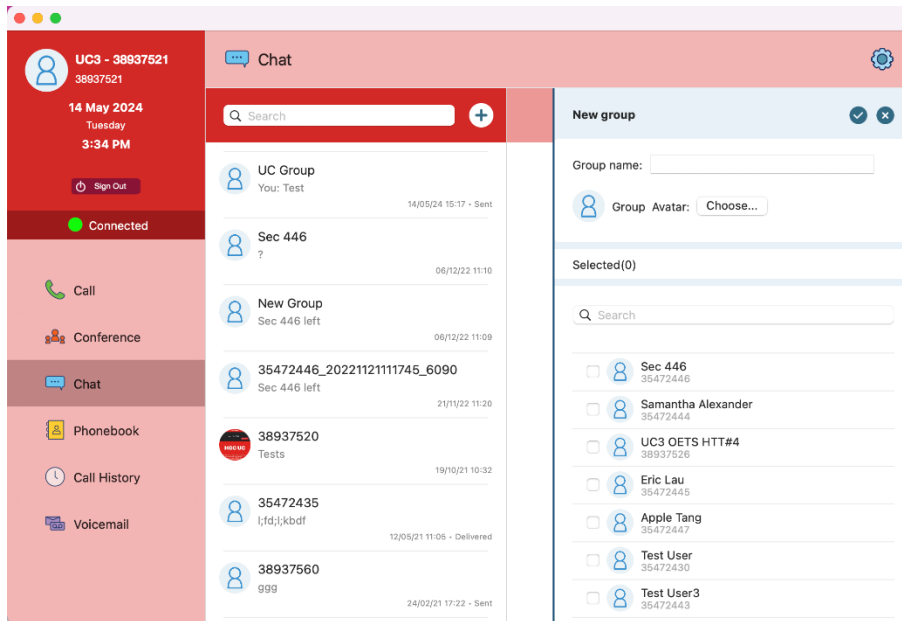
9.1 Chat new individual chat with contact

- a) Access **Chat** on the sidebar.
- b) Click the **plus sign**.
- c) Click **Single Chat**.
- d) Search and double click the contact to start chat.





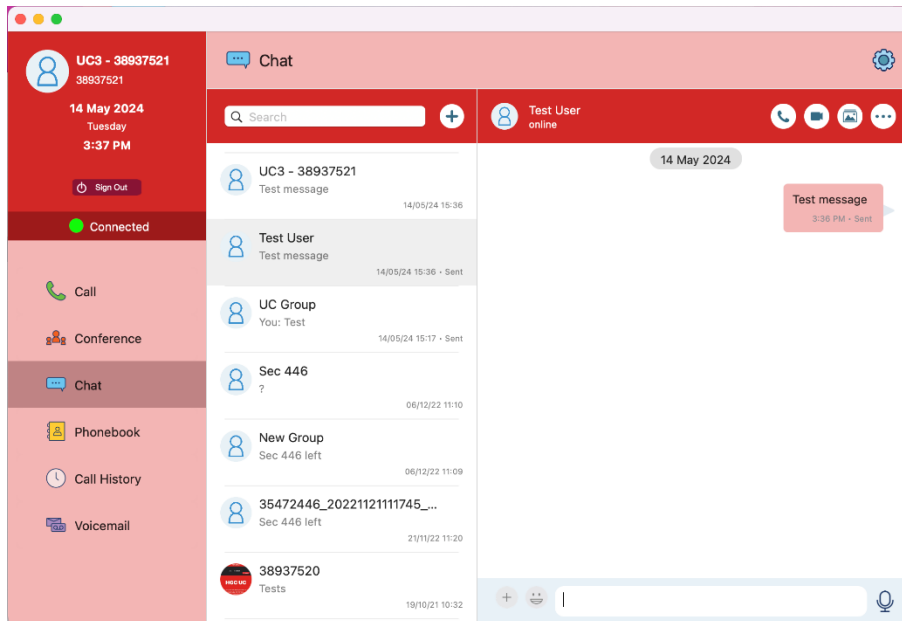
9.2 Chat with a new chat group

- a) Access **Chat** on the sidebar.
- b) Click the **plus sign**.
- c) Click **Group Chat** to start a chat group.
- d) Enter **Group Name**.
- e) Click **"Choose..."** to select chat group avatar (Optional).
- f) Search and click to select or de-select chat group members.
- g) Click **Tick**.



9.3 Chat with existing contacts/chat groups

- a) Access **Chat** on the sidebar.
- b) Click on existing contacts/chat groups.
- c) Click the textbox at the bottom and type message. Click  to insert emoji. Press **Enter** to send out.
- d) Click **plus sign** to send out files, pictures or positions to contact or chat group.
- e) Click  to record voice message. Click **Tick** to send out or **Cross** to cancel.



10. 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.

10.1 Merge Call

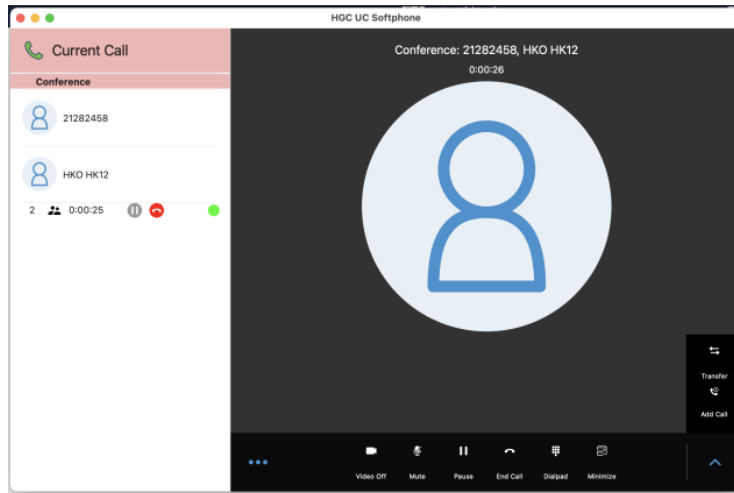
If for example you are on two independent calls, you can merge both calls into one conference call. You, along with the other participants will be in the same call.

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

10.2 Add a Call to an Active Call

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

- Click the **Current Call List** to see each active call if it isn't already open.
- Click and click **Add** to go to the dial pad.
- Enter a phone number and click **Audio**.
- Click **Merge** to combine the calls.




11. Phonebook

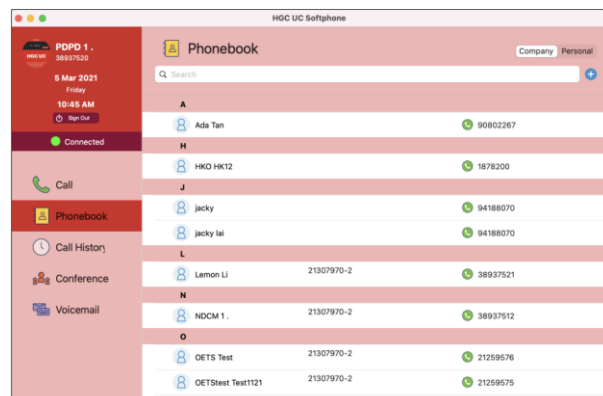
11.1 Add a New Contact

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**.

11.2 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.



12. 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.

13. Audio Conference

13.1 Invite participants to a conference call

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

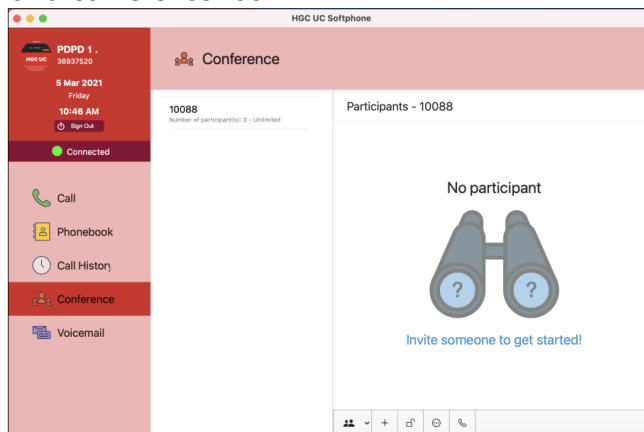
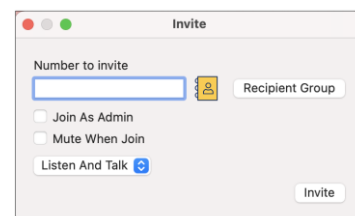


Figure 6 – Conference detail

- c) Click  the plus sign at the bottom of the window to add participants.

- d) Number to invite: Enter the participant's number, or click the phonebook icon or **Group**.

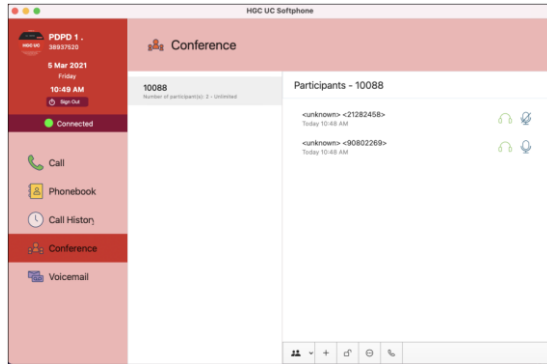



- e) Assign privileges to participants by selecting Join as Admin, Mute When Join, or click the arrow below to open more options and then click one of the options:
 - Listen and Talk
 - Listen Only
 - Talk Only

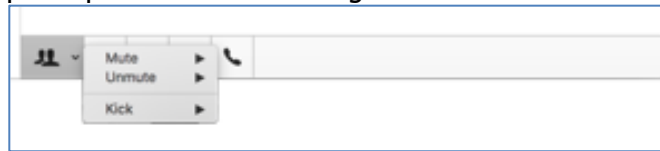
13.2 Admin/Host Controls

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.




- ii) Click  at the bottom of the window to mute and unmute participants, and to eject participants from a meeting.

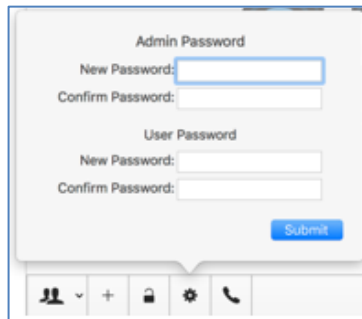


b) Lock Meeting Room - Lock your meeting so latecomers do not disrupt your meeting.

- i) Click  to lock your meeting room.

c) Admin and User Password – Change the administrator/host password or user password for the meeting.

- i) Click  to change a password.
- ii) Follow the instructions and click Submit.



d) Call

- i) Click the call button to enter your meeting.

~ END ~