

UNIFIED COMMUNICATIONS SOLUTION (UCS)

Guide for Customers

Admin Portal and Mobile App



This presentation and the information in it are provided in confidence, for the sole purpose of information sharing between TM Technology Services Sdn. Bhd. ("TM") and the receiving party. Information presented herein does not grant any intellectual property rights ("IPR") of TM or that of third party(ies). TM disclaims all liabilities arising out of the use of the information in this presentation for any case of infringement of IPR of third party (ies). Do not reproduce or distribute this presentation in part or in its entirety without written permission from TM. The information presented and its contents are subject to change without notice.

TABLE OF CONTENTS

Notes:

The UCS Customer Admin Portal is a self-service management platform that allows your UCS Super Admin and additional admins to manage UCS service. Its key functions include:

- *Managing and assigning Unifi UC mobile app users*
- *Assigning additional admin users*
- *Monitoring call activity and reports by all Unifi UC users*

The Unifi UC Mobile App allows your employees to make and receive business calls using the company's TM Business Landline number directly from their mobile phones. Calls made through the app appear as if they are made from the office landline. The app also supports collaboration features such as:

- *Internal calls via extensions*
- *Instant messaging*
- *Video conferencing*

Content 1 > UCS Customer Admin Portal

- 1.1 Login
- 1.2 Landline Number
- 1.3 Setup Mobile App User(s)
- 1.4 Mobile App User Call Activities
- 1.5 All Mobile App Users Call History and Statistic
- 1.6 Setup Portal Admin(s)

Content 2 > Unifi UC Mobile App

- 2.1 Login
- 2.2 Profile
- 2.3 Call Log
- 2.4 Dialpad
- 2.5 Video Conference
- 2.6 Contacts
- 2.7 Chat
- 2.8 Unblock Blocked Number
- 2.9 Set App To 'Do Not Disturb'

Content 1

UCS Customer Admin Portal

1.1 Login

1.1 Login

Option 1: The UCS Super Admin will receive an official activation email with the UCS Customer Portal login details from noreply-unified-communications-solution@unifi.com.my. Please refer the steps in the email.

Option 2: Else, admins may also access the portal by visiting: <https://biz.unifi.com.my/products/unifiuc> and look for login banner button as below. Click 'Login'.



Option 3: Alternatively, the portal can be accessed directly at <https://unifiuc.unifi.com.my>.

1.1 Login

Unified Communications Solution

Login

1

Email

3

Get OTP

Trouble logging in? Call 100 or email to
help@unifi.com.my to get assistance from TM hotline

1

Key in the email address used during the registration of Unified Communications Solution (UCS).

2

If you are not sure which email address, please refer to the email from noreply-unified-communications-solution@unifi.com.my as shown on the right here in the inbox/junk/spam folder of your email(s). Please look for email with Subject: Your Unified Communications Solution Plan Is Activated.

3

Once you have keyed in the email address from above, click 'Get OTP'.

To ensure you receive our emails, save noreply@unifi.com.my to your email address book



YOUR PLAN

Has Been Successfully Activated



Dear {customer_name},

We're pleased to inform you that your Unified Communications Solution plan is now activated. Kindly use the button below to access your account:

2

Registered Email: {customer_email}

Access Customer Portal

To help you get started, kindly use the button below to access the user guide(s) for the Unified Communications Solution portal and app

Access User Guide

Thank you for choosing Unifi Business.

Visit Unifi Business Care Portal now



Connect with us



Your Preferred Digital Partner

biz.unifi.com.my

1.1 Login

Unified Communications Solution

4 **Enter Your OTP Code**
6 digit code has been sent to
a*****3@yopmail.com

4:51

7 **Sign In** **Cancel**

Didn't receive the OTP code ? [Send again](#)

4

You should land at the page on the left, requesting you to 'Enter Your OTP Code'.

5

Please refer to the email on the right in your inbox/junk//spam folder from noreply-unified-communications-solution@unifi.com.my. Look for email with Subject: Unified Communications Solution Portal Access Code.

6

Key in the 6-digit OTP from your email into 'Login Page' shown on the left here.

7

Click 'Sign In'.

5

Unified Communications Solution Portal Access Code

 noreply-unified-communications-solution@unifi.com.my <noreply-unified-communications-solution@unifi.com.my>

 Wednesday, March 4, 2026 12:10:09 PM

To ensure you receive our emails, save noreply@unifi.com.my to your email address book.



YOUR OTP IS HERE

You recently requested for a One-Time PIN (OTP) for your Unified Communications Solution access

Enter your 6-digit OTP shown below to proceed

6

058668

The OTP is valid for 5 minutes and usable only once.

Thank you,
Unifi Business

Visit Unifi Business Care Portal now



Connect with us



Your Preferred Digital Partner

biz.unifi.com.my

Content 1

UCS Customer Admin Portal

1.2 Landline Number

1.2 Landline Number

The screenshot displays the Unifi Business Unified Communications Solution interface. On the left, an orange sidebar contains navigation links: Accounts, UCS 10 - 6096590803 (highlighted with a blue box and a '1' in a blue circle), Manage User(s), Call Activities, Portal Admin(s), and User Guide. At the bottom of the sidebar is a user profile for 'ts23aux2@yopmail....' and the version 'Unified Communications Solution v1.00'. The main content area has a top header with the landline number '6096590803' (highlighted with a blue box and a '2' in a blue circle) and the 'unifi BUSINESS' logo. Below this, the 'Overview' section shows 'No. of Users' with a 'Total Users' card displaying '0'. A legend indicates 'Assigned' (blue dot) and 'Unassigned' (orange dot), both with counts of '0'. The 'No. of Calls' section shows a 'Call Activity' table with a legend for 'Number of Calls' and data for 'Today: 0' and 'Past Week: 0'.

1 Click the plan name (e.g. UCS 10)

2 View landline number tied to Unified Communications Solution (e.g. 609-6590803)

Content 1

UCS Customer Admin Portal

1.3 Setup Mobile App User(s)

1.3 Setup Mobile App User(s)

Unified Communications Solution

Accounts

UCS 10 - 6096590803

1

Manage User(s)

Call Activities

Portal Admin(s)

User Guide

T ts23aux2@yopmail.... [->]

Unified Communications Solution v1.00

Manage Mobile Apps User(s)

Manage mobile app users here

Extension

Name

Email

Pilot Number

Status

Search

Extension	Name	Email	Pilot Number	Status	Actions
1001	ts23aux1	ts23aux1@yopmail.com	6096590803	Assigned	2
1002	ts23aux2_test	ts23aux2@yopmail.com	6096590803	Assigned	
1003	ts23aux3	testforplaystore@bual.asia	6096590803	Assigned	

Showing 1 to 3 of 3 entries

Items per page: 10 1 of 1 < >

1 Click 'Manage User(s)'.

2 Click 

1.3 Setup Mobile App User(s)

Unified Communications Solution

Accounts
UCS 10 - 6096590803

Manage User(s)

Call Activities

Portal Admin(s)

User Guide

ts23aux2@yopmail... [->]

Unified Communications Solution v1.00

Manage Mobile Apps User(s)

Manage mobile app users here

Extension

Status

Search

User ts23aux2_test 1002

Name: ts23aux2_test

Email: ts23aux2@yopmail.com

Save Save & Invite Delete Close

Extension	Name	Email	Status	Actions
1001			Assigned	
1002			Assigned	
1003	ts23aux3	testforplaystore@bual.as	Assigned	

Showing 1 to 3 of 3 entries

Items per page: 10 1 of 1 < >

- 3 Key in 'Name' and 'Email Address' of Mobile App user. This info will be reflected at user mobile app.
- 4 Click 'Save & Invite' to save and notify Mobile App user. Mobile app user shall the download 'Unifi UC' mobile app after this.
- 5 To update 'Name' only, update 'Name' and click 'Save'.
- 6 To remove mobile app user completely, click 'Delete'.

Content 1

UCS Customer Admin Portal

1.4 Mobile App User Call Activities

1.4 Mobile App User Call Activities

Unified Communications Solution

Accounts

UCS 10 - 6096590803

1

Manage User(s)

Call Activities

Portal Admin(s)

User Guide

T ts23aux2@yopmail.... [->]

Unified Communications Solution v1.00

Manage Mobile Apps User(s)

Manage mobile app users here

Extension

Name

Email

Pilot Number

Status

Search

Extension	Name	Email	Pilot Number	Status	2 Actions
1001	ts23aux1	ts23aux1@yopmail.com	6096590803	Assigned	📞 ✎
1002	ts23aux2_test	ts23aux2@yopmail.com	6096590803	Assigned	📞 ✎
1003	ts23aux3	testforplaystore@bual.asia	6096590803	Assigned	📞 ✎

Showing 1 to 3 of 3 entries

Items per page: 10 1 of 1 < >

1 Click 'Manage User(s)'

2 Click 

1.4 Mobile App User Call Activities

1001 (ts23aux1) Call Activities

3

From
dd----yyyy

To
dd----yyyy

Caller

Receiver

Search

Connect Time	Caller	Receiver	Duration(HH:MM:SS)
2026-02-05 10:07:56	1001 (ts23aux1@yopmail.com)	1002 (ts23aux2@yopmail.com)	00:13:11
2026-02-05 08:46:23	1001 (ts23aux1@yopmail.com)	1002 (ts23aux2@yopmail.com)	00:12:19
2026-02-05 04:21:21	1001 (ts23aux1@yopmail.com)	1003 (ts23aux5@yopmail.com)	00:11:38
2026-01-26 08:29:28	1002 (ts23aux2@yopmail.com)	1001 (ts23aux1@yopmail.com)	00:07:15

Showing 1 to 4 of 4 entries

Items per page 5 1-1 < >

4

Download

Close

3 Use the filter function to search for data of specific time frame for specific user (e.g. user 1001). Click 'Search' to finalise filtering.

4 Click on 'Download' to download the data.

Content 1

UCS Customer Admin Portal

1.5 All Mobile App Users Call History and Statistic

1.5 All Mobile App Users Call History and Statistic

The screenshot displays the 'Unified Communications Solution' interface. On the left sidebar, the 'Call Activities' menu item is highlighted with a blue box and a circled '1'. The main content area has a header 'Call Activities' with a subtitle 'View and analyse call activity logs' and the Unifi Business logo. Below the header, there are two tabs: 'Call History' (active) and 'Call Statistic', with a blue box and circled '2' around them. A search filter section below the tabs includes 'From' and 'To' date pickers, 'Caller' and 'Receiver' text inputs, and a 'Search' button, all enclosed in a blue box with a circled '3'. The search results are shown in a table with columns: 'Connect Time', 'Caller', 'Receiver', and 'Duration'. The table contains four entries. At the bottom right of the table area, there is a 'Download' button with a right arrow, highlighted with a blue box and a circled '4'. The footer shows the user 'ts23aux2@yopmail...' and the version 'Unified Communications Solution v1.00'.

Connect Time	Caller	Receiver	Duration
2026-02-05 18:07:56	1001 (ts23aux1@yopmail.com)	1002 (ts23aux2@yopmail.com)	0m 9s
2026-02-05 16:46:23	1001 (ts23aux1@yopmail.com)	1002 (ts23aux2@yopmail.com)	0m 15s
2026-02-05 12:21:21	1001 (ts23aux1@yopmail.com)	1003 (ts23aux5@yopmail.com)	0m 9s
2026-01-26 16:29:28	1002 (ts23aux2@yopmail.com)	1001 (ts23aux1@yopmail.com)	0m 13s

Showing 1 to 4 of 4 entries

Per Page: 10 < 1 of 1 >

1 Click 'Call Activities'.

2 Click on 'Call History' or 'Call Statistic' to view all mobile app users call activities.

3 Use the filter function to search for data of specific time frame. Click 'Search' to finalise filtering.

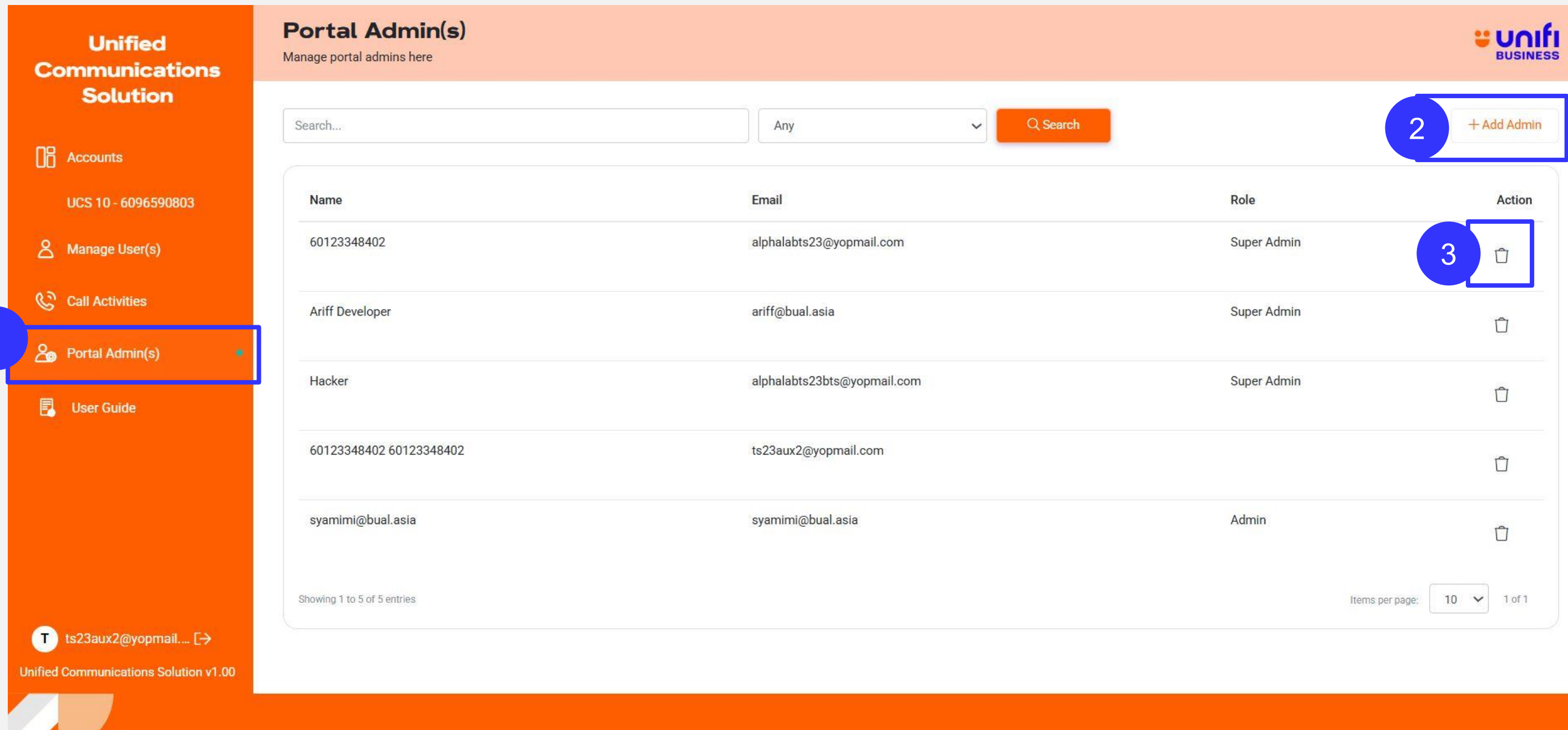
4 Click on 'Download' to download the data.

Content 1

UCS Customer Admin Portal

1.6 Setup Portal Admin(s)

1.6 Setup Portal Admin(s)



Unified Communications Solution

Accounts

UCS 10 - 6096590803

Manage User(s)

Call Activities

Portal Admin(s)

User Guide

ts23aux2@yopmail... [→]

Unified Communications Solution v1.00

Portal Admin(s)
Manage portal admins here

Search... Any **Search**

+ Add Admin

Name	Email	Role	Action
60123348402	alphalabts23@yopmail.com	Super Admin	
Ariff Developer	ariff@bual.asia	Super Admin	
Hacker	alphalabts23bts@yopmail.com	Super Admin	
60123348402 60123348402	ts23aux2@yopmail.com		
syamimi@bual.asia	syamimi@bual.asia	Admin	

Showing 1 to 5 of 5 entries

Items per page: 10 1 of 1

1 Click 'Portal Admin(s)'

2 Click 'Add Admin' to add new Portal Admin

3 To remove Portal Admin, click 

1.6 Setup Portal Admin(s)

The screenshot shows the 'Unified Communications Solution' interface. On the left is a sidebar with navigation links: Accounts, Manage User(s), Call Activities, Portal Admin(s) (highlighted), and User Guide. The main content area is titled 'Portal Admin(s)' with the subtitle 'Manage portal admins here'. It features a search bar, a table with one entry (ID: 60123348402, Role: Super Admin), and a '+ Add Admin' button. An 'Add Portal Admin' modal is open, containing:

- Input fields for 'Name' and 'Email', both marked with an asterisk (*).
- A 'Role' dropdown menu currently set to 'Admin'.
- Buttons for 'Save', 'Save & Invite', and 'Close'.

Numbered callouts indicate the following steps:

- 4: Points to the 'Name' and 'Email' input fields.
- 5: Points to the 'Save & Invite' button.
- 6: Points to the 'Save' button.

- 4 Key in 'Name' and 'Email Address' of new Portal Admin.
- 5 Click 'Save & Invite' to save and notify new Portal Admin. New Portal Admin shall be able to access UCS Customer Admin Portal after this.
- 6 To update 'Name' only, update 'Name' and click 'Save'.

Content 2

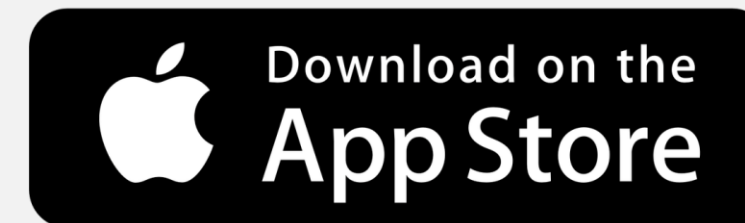
Unifi UC Mobile App

2.1 Login

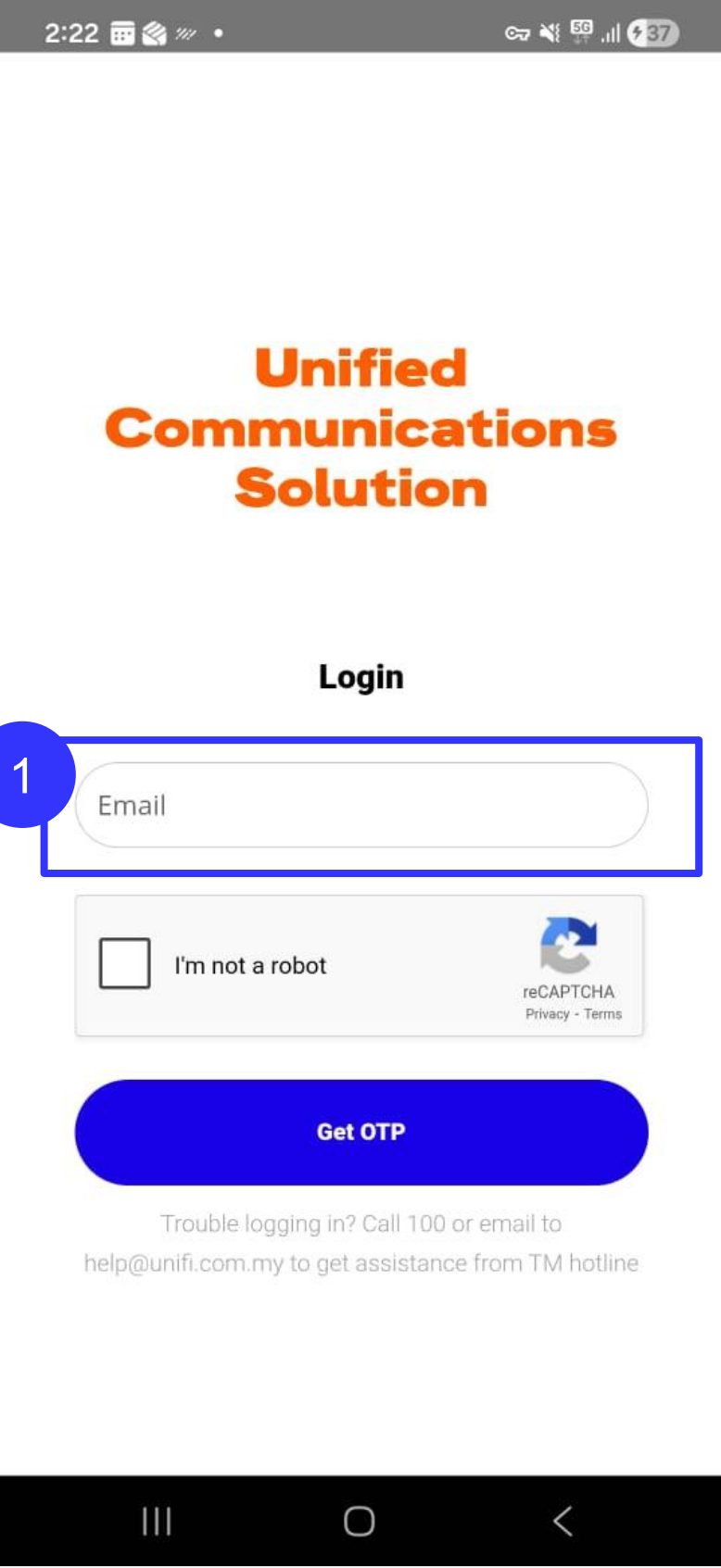
Users can download the Unifi UC mobile app from their device's official app store:

- Android users: Download from the Google Play Store
- iOS users: Download from the Apple App Store

Simply search for “Unifi UC” and install the app.



2.1 Login



2:22 5G 37

Unified Communications Solution

Login

1

☐ I'm not a robot

reCAPTCHA
Privacy - Terms

Get OTP

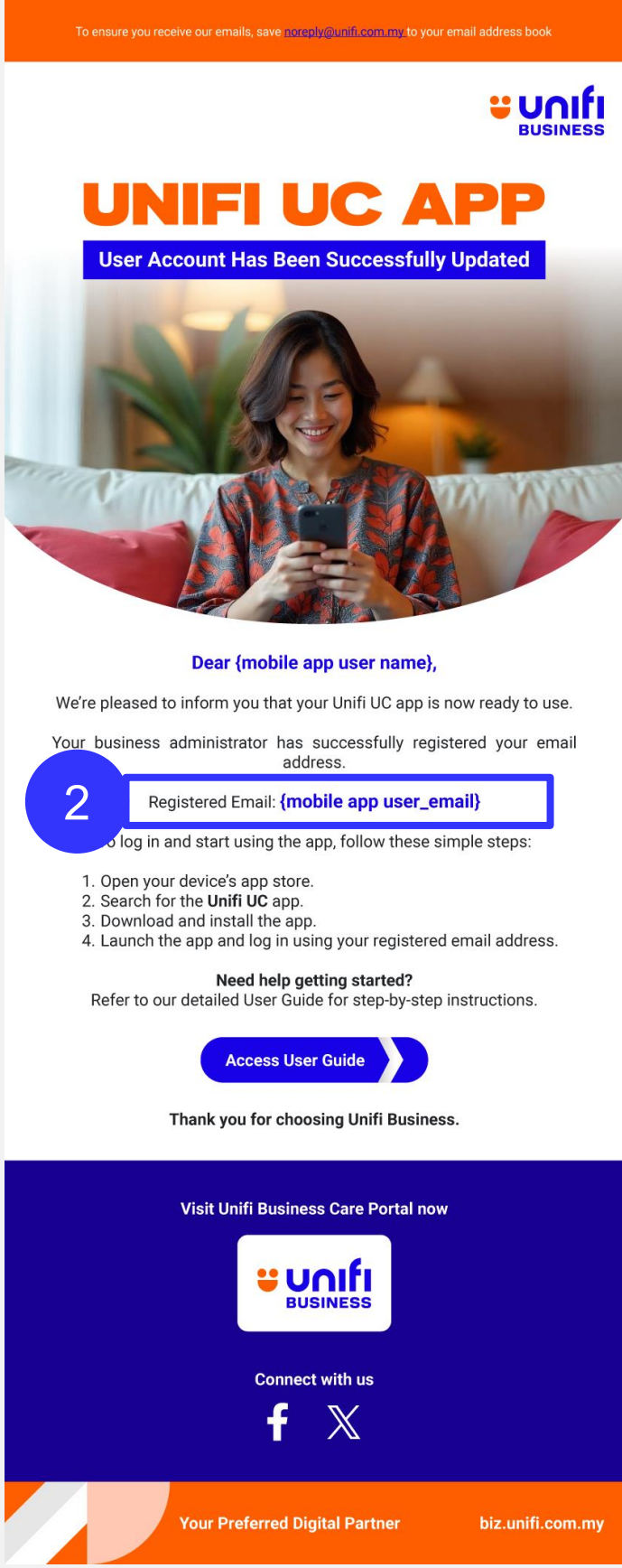
Trouble logging in? Call 100 or email to help@unifi.com.my to get assistance from TM hotline

1

Key in the email address used during the registration of Unified Communications Solution (UCS).

2

If you are not sure which email address, please refer to the email from noreply-unified-communications-solution@unifi.com.my as shown on the right here in the inbox/junk/spam folder of your email(s). Please look for email with Subject: Your Unifi UC App Is Ready For Use.



To ensure you receive our emails, save noreply@unifi.com.my to your email address book.

unifi
BUSINESS

UNIFI UC APP

User Account Has Been Successfully Updated



Dear {mobile app user name},

We're pleased to inform you that your Unifi UC app is now ready to use.

Your business administrator has successfully registered your email address.

2

Registered Email: {mobile app user_email}

To log in and start using the app, follow these simple steps:

1. Open your device's app store.
2. Search for the **Unifi UC** app.
3. Download and install the app.
4. Launch the app and log in using your registered email address.

Need help getting started?
Refer to our detailed User Guide for step-by-step instructions.

Access User Guide

Thank you for choosing Unifi Business.

Visit Unifi Business Care Portal now

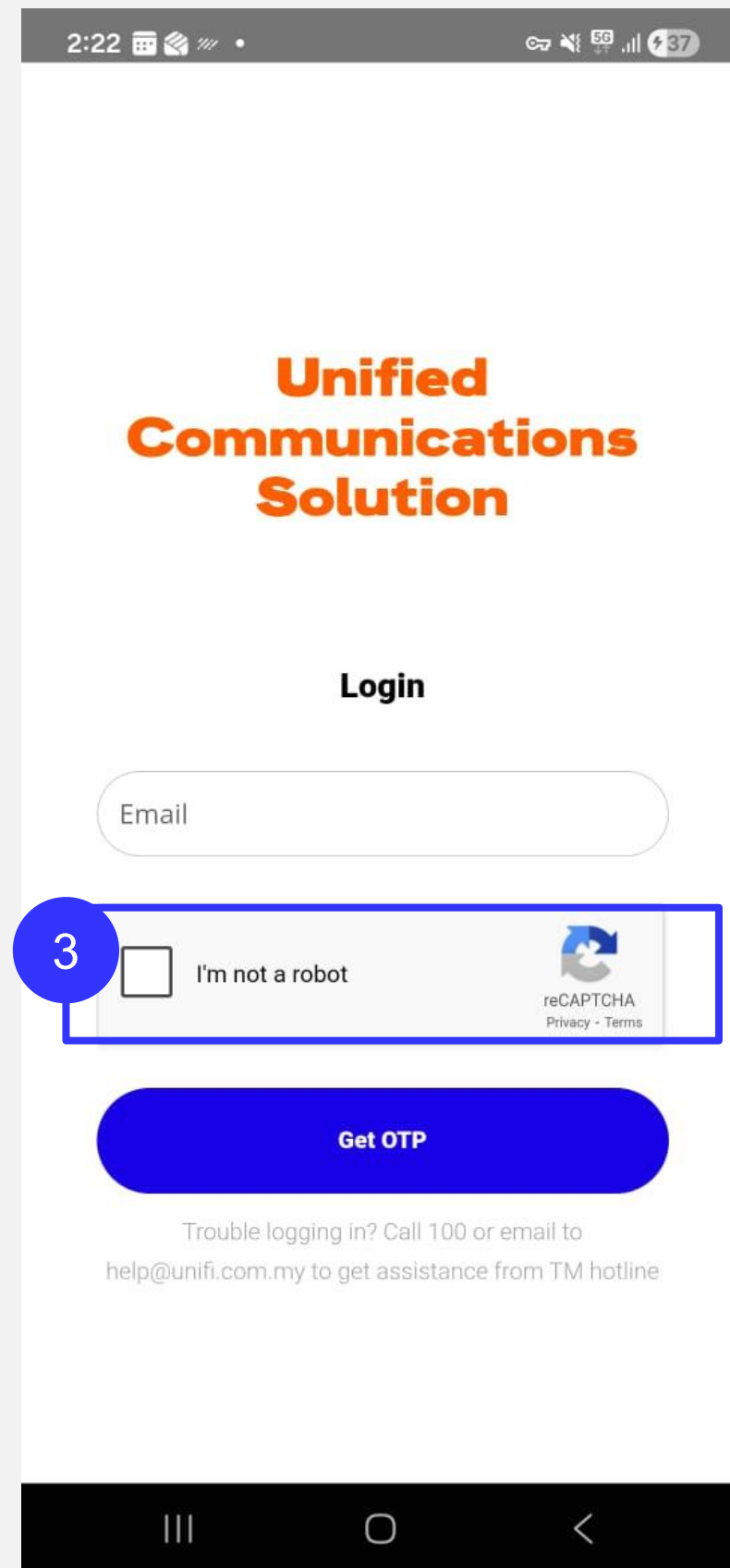
unifi
BUSINESS

Connect with us

f X

Your Preferred Digital Partner biz.unifi.com.my

2.1 Login



2:22

Unified Communications Solution

Login

Email

3 ☐ I'm not a robot

reCAPTCHA
Privacy - Terms

Get OTP

Trouble logging in? Call 100 or email to help@unifi.com.my to get assistance from TM hotline

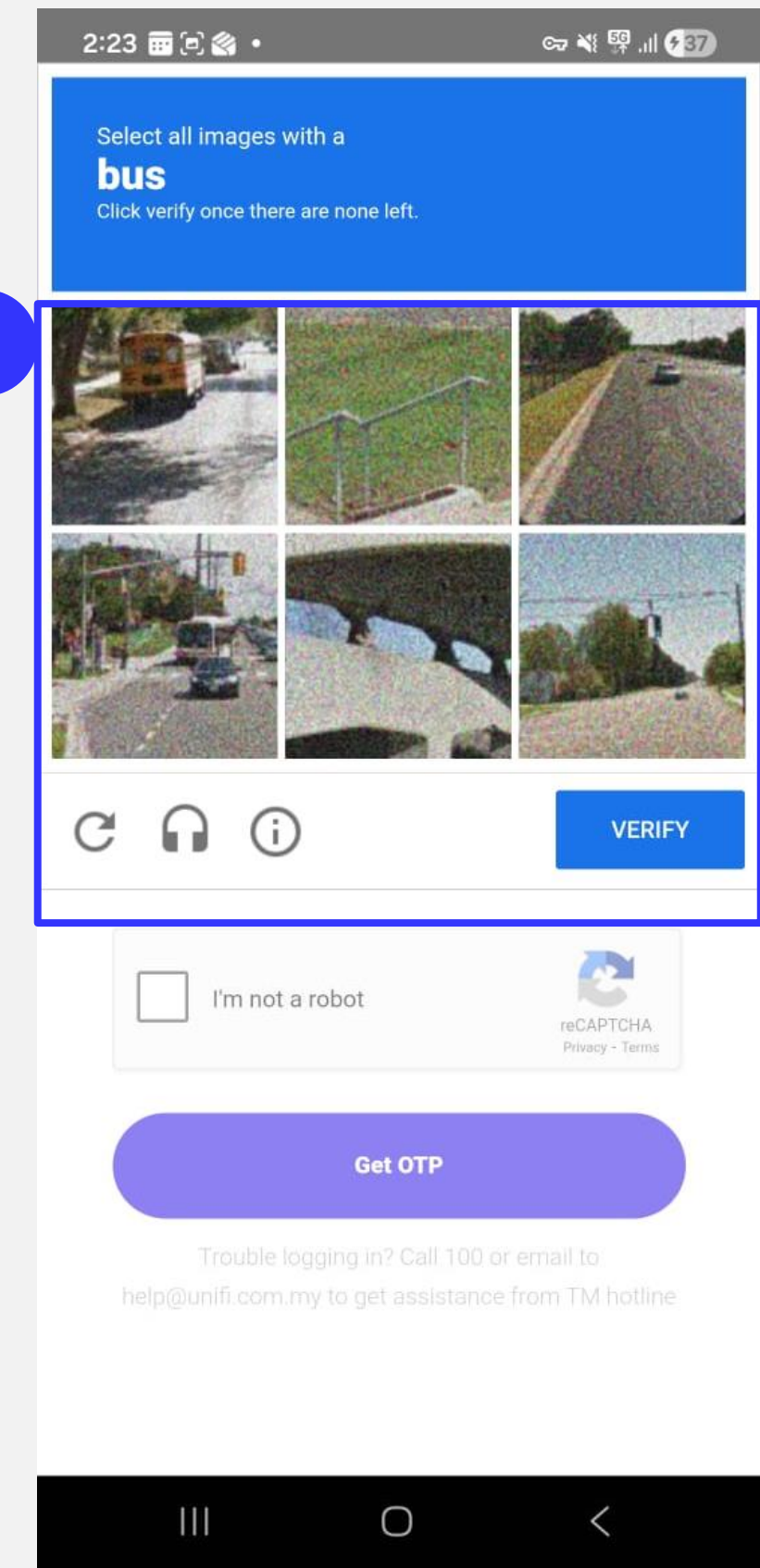
3

Once you have keyed in the email address, tap on 'I'm not a robot'.

4

If you are requested to complete the puzzle in reCAPTCHA, please complete it. Then, tap 'VERIFY'.

4



2:23

Select all images with a **bus**
Click verify once there are none left.

6 images showing various street scenes with a bus highlighted in one.

reCAPTCHA
Privacy - Terms

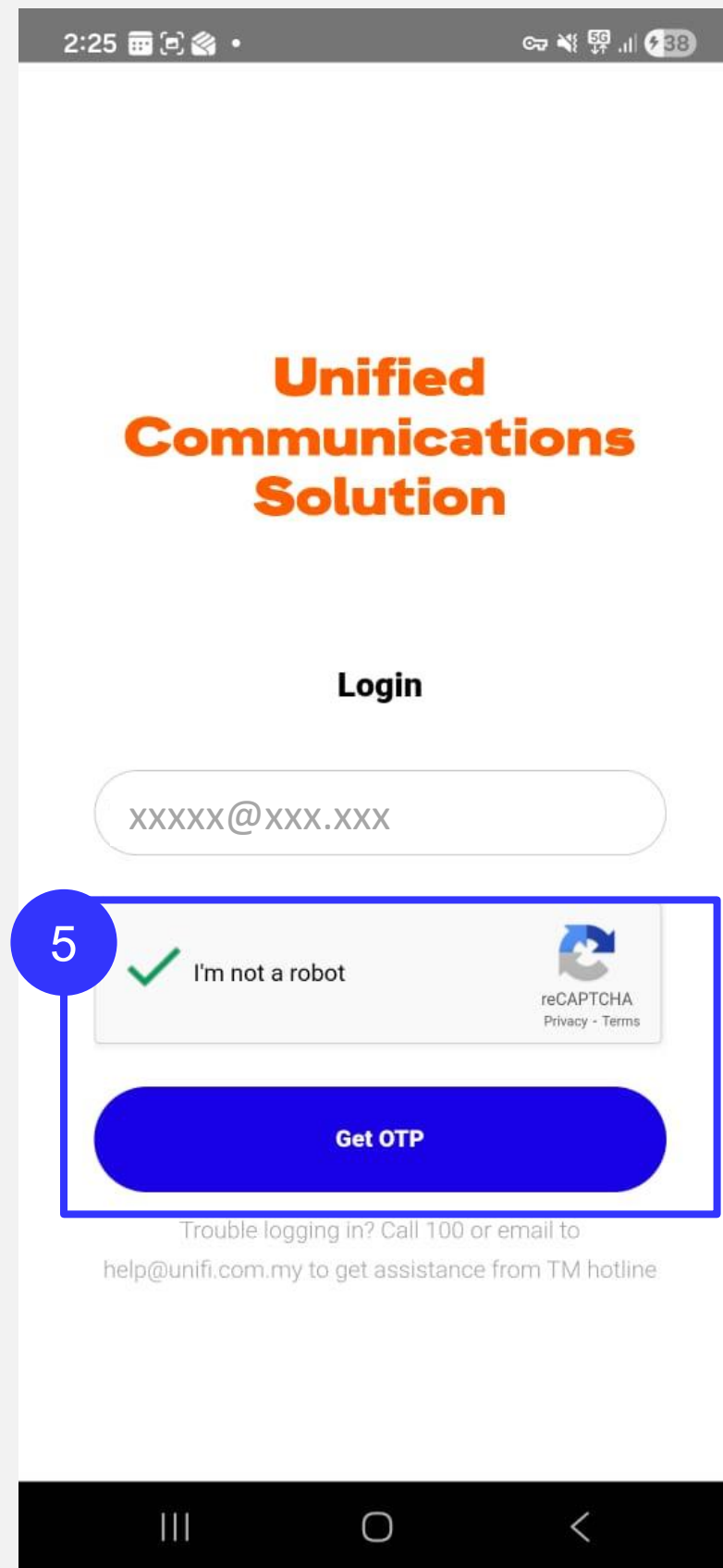
VERIFY

☐ I'm not a robot

Get OTP

Trouble logging in? Call 100 or email to help@unifi.com.my to get assistance from TM hotline

2.1 Login



2:25 [status icons] 38

Unified Communications Solution

Login

XXXXXX@XXX.XXX

5  I'm not a robot 

reCAPTCHA
Privacy - Terms

Get OTP

Trouble logging in? Call 100 or email to help@unifi.com.my to get assistance from TM hotline

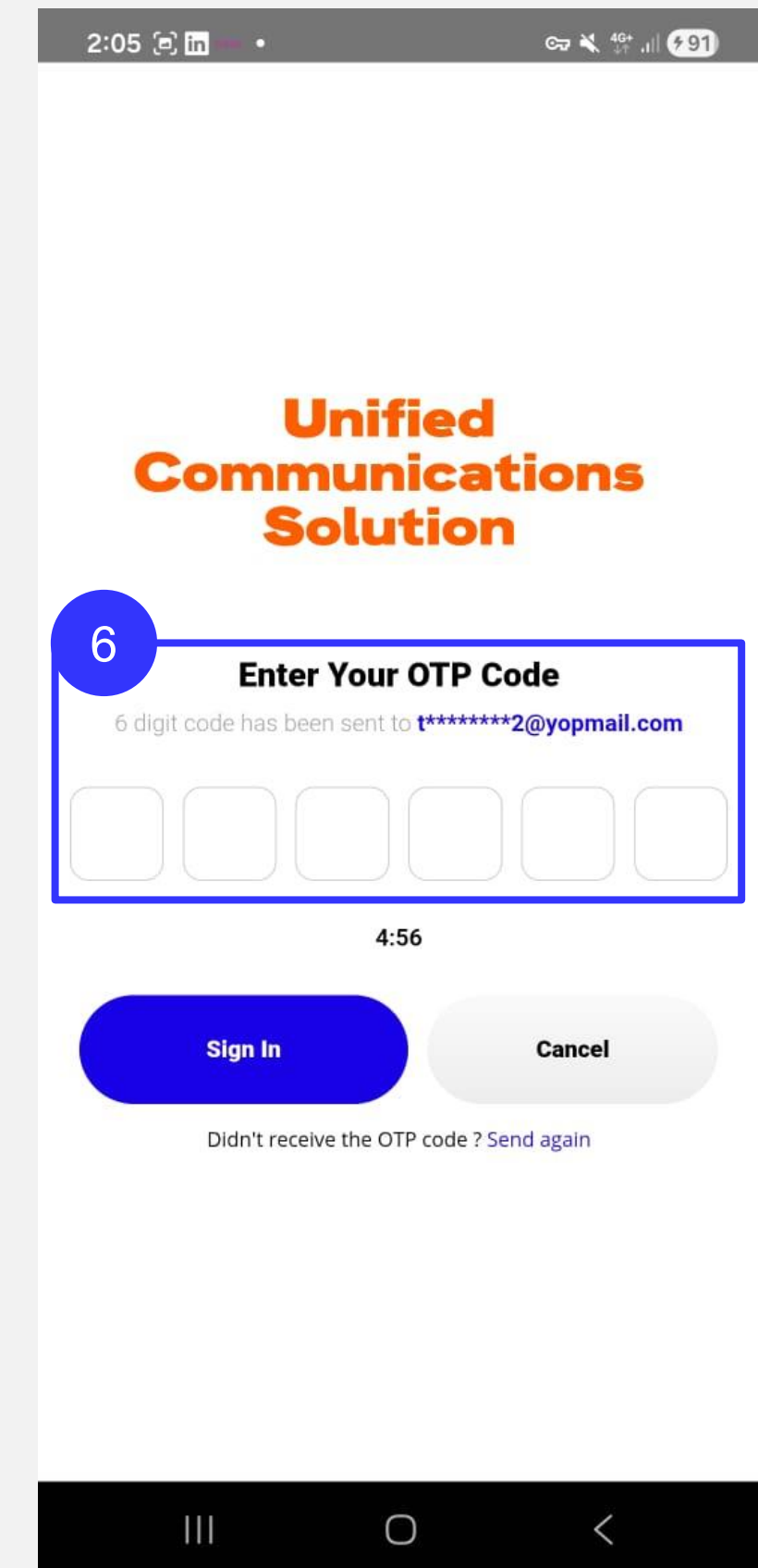
[navigation icons]

5

Once you see the green tick at 'I'm not a robot', tap 'Get OTP'.

6

You should land at the page on the right, requesting you to 'Enter Your OTP Code'.



2:05 [status icons] 91

Unified Communications Solution

6 Enter Your OTP Code

6 digit code has been sent to t*****2@yopmail.com

4:56

Sign In Cancel

Didn't receive the OTP code ? Send again

[navigation icons]

2.1 Login

7

Unifi UC Mobile App Access Code

noreply-unified-communications-solution@unifi.com.my <noreply-unified-communications-solution@unifi.com.my>

Sunday, March 8, 2026 4:17:24 PM

To ensure you receive our emails, save noreply@unifi.com.my to your email address book.



YOUR OTP IS HERE

You recently requested for a One-Time PIN (OTP) for your Unified Communications Solution access

Enter your 6-digit OTP shown below to proceed

8

058668

The OTP is valid for 5 minutes and usable only once.

Thank you,
Unifi Business

Visit Unifi Business Care Portal now



Connect with us



Your Preferred Digital Partner

biz.unifi.com.my

7

Please refer to the email on the left in your inbox/junk/spam folder from noreply-unified-communications-solution@unifi.com.my. Please look for email with Subject: Unifi UC Mobile App Access Code.

8

Key in the 6-digit OTP from your email into 'Login Page' shown on the right here.

9

Tap 'Sign In'.

2:05 4G+ 91

Unified Communications Solution

Enter Your OTP Code

6 digit code has been sent to *****2@yopmail.com

4:56

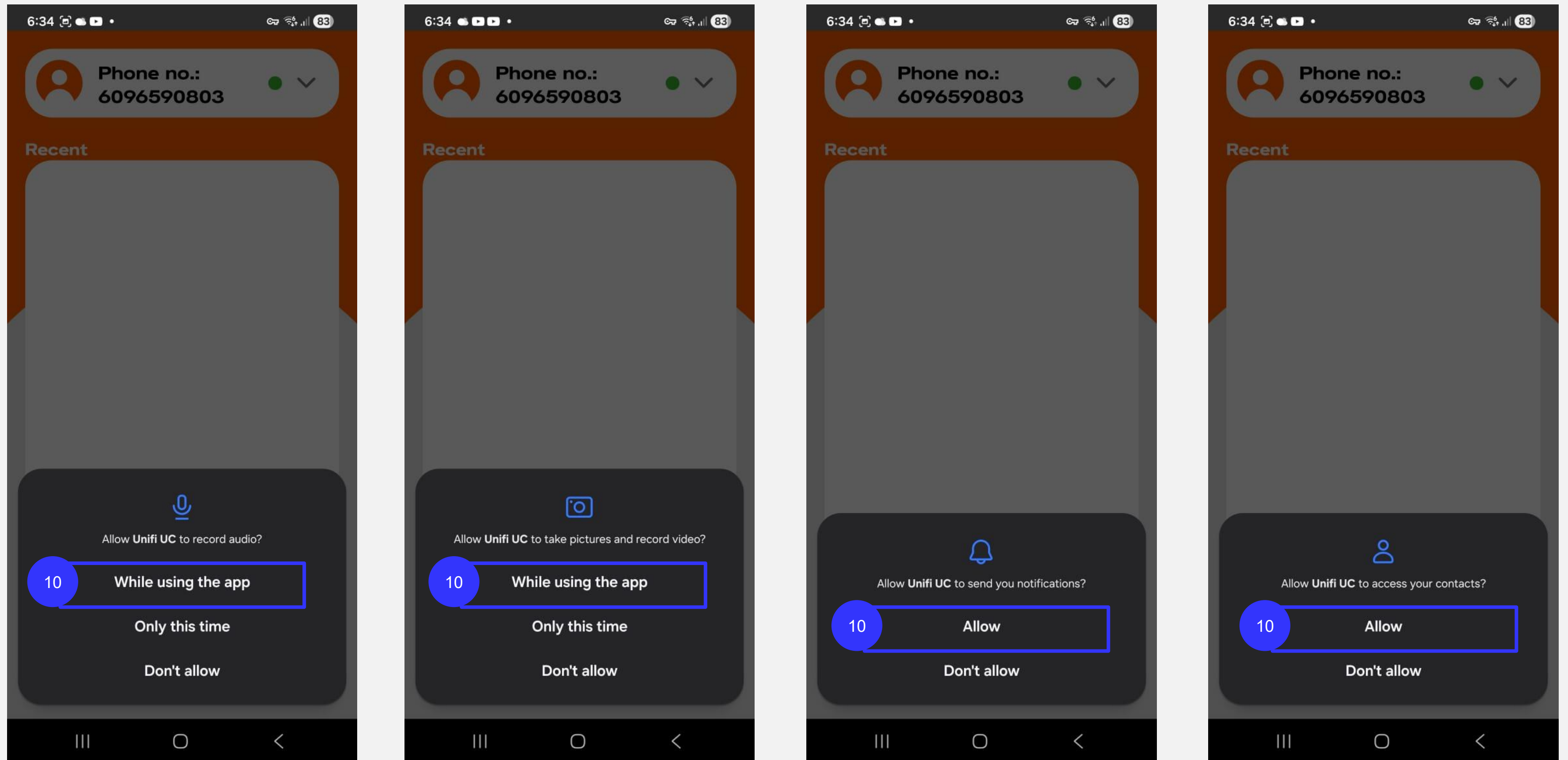
9

Sign In

Cancel

Didn't receive the OTP code ? [Send again](#)

2.1 Login



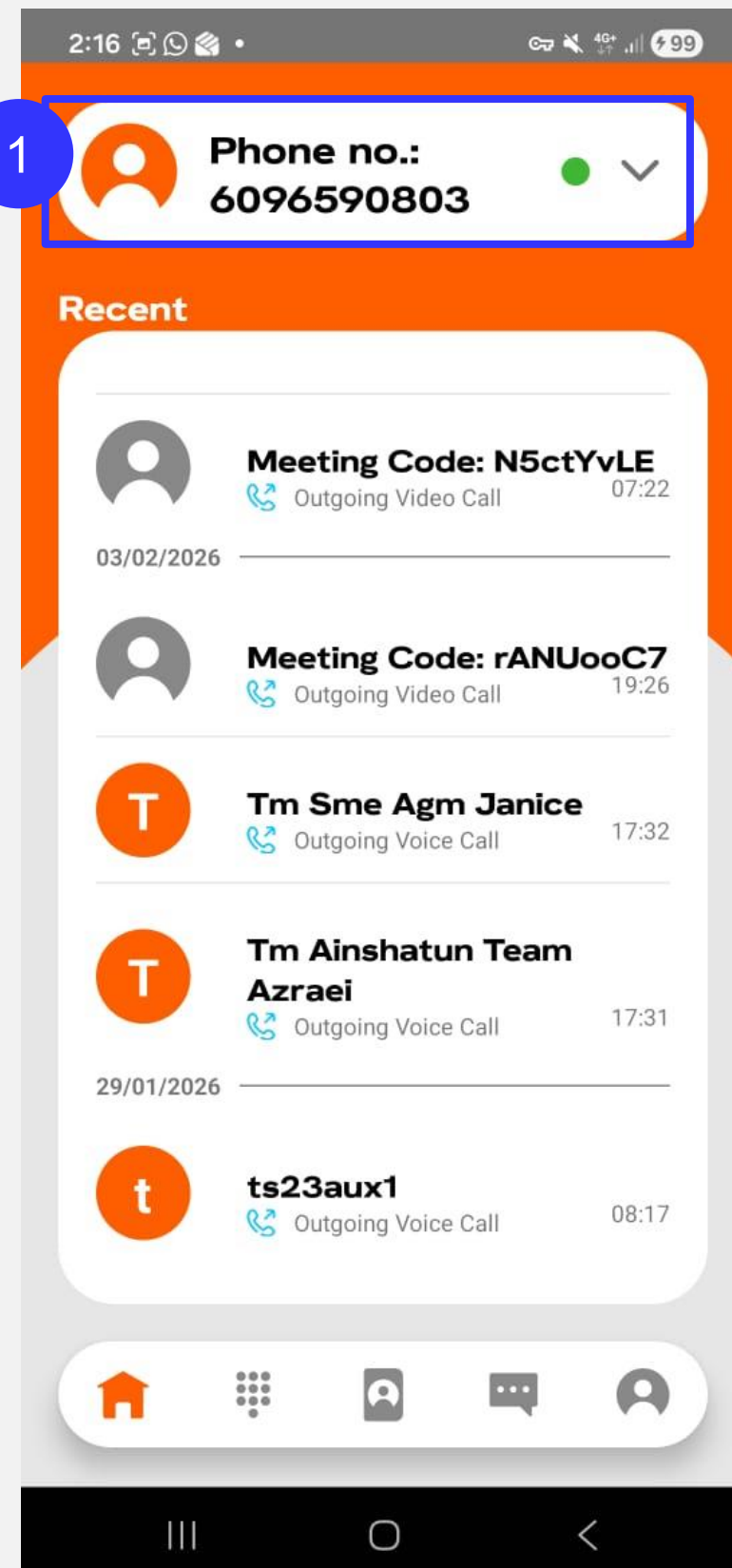
10 For first time login, if you are prompted with the 4 requests above, tap 'While using the app' and 'Allow' accordingly as per above. For logins other than first time, this step is not required.

Content 2

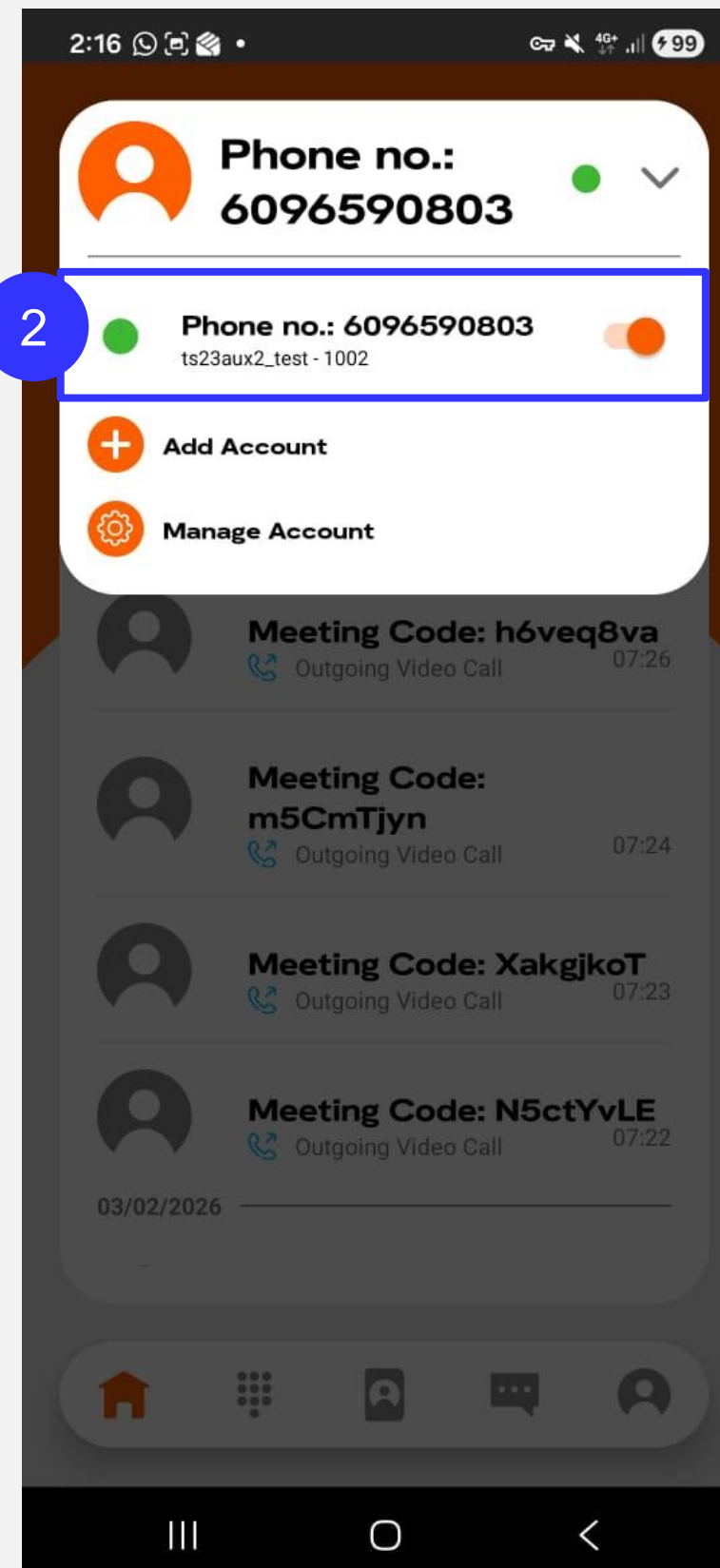
Unifi UC Mobile App

2.2 Profile

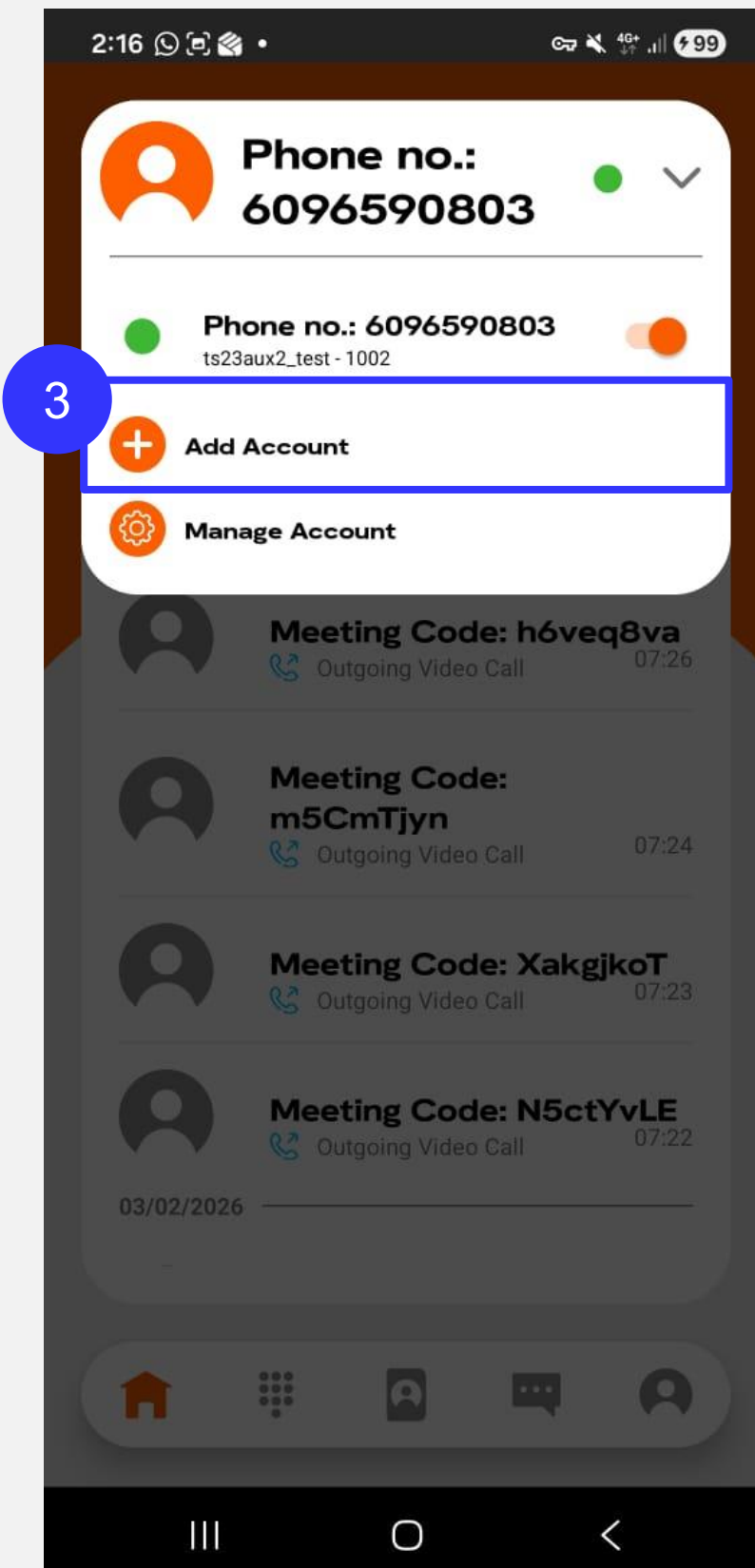
2.2 Profile



1 Tap on 'Phone no.'



2 View profile name and landline number details. Tap to know more.



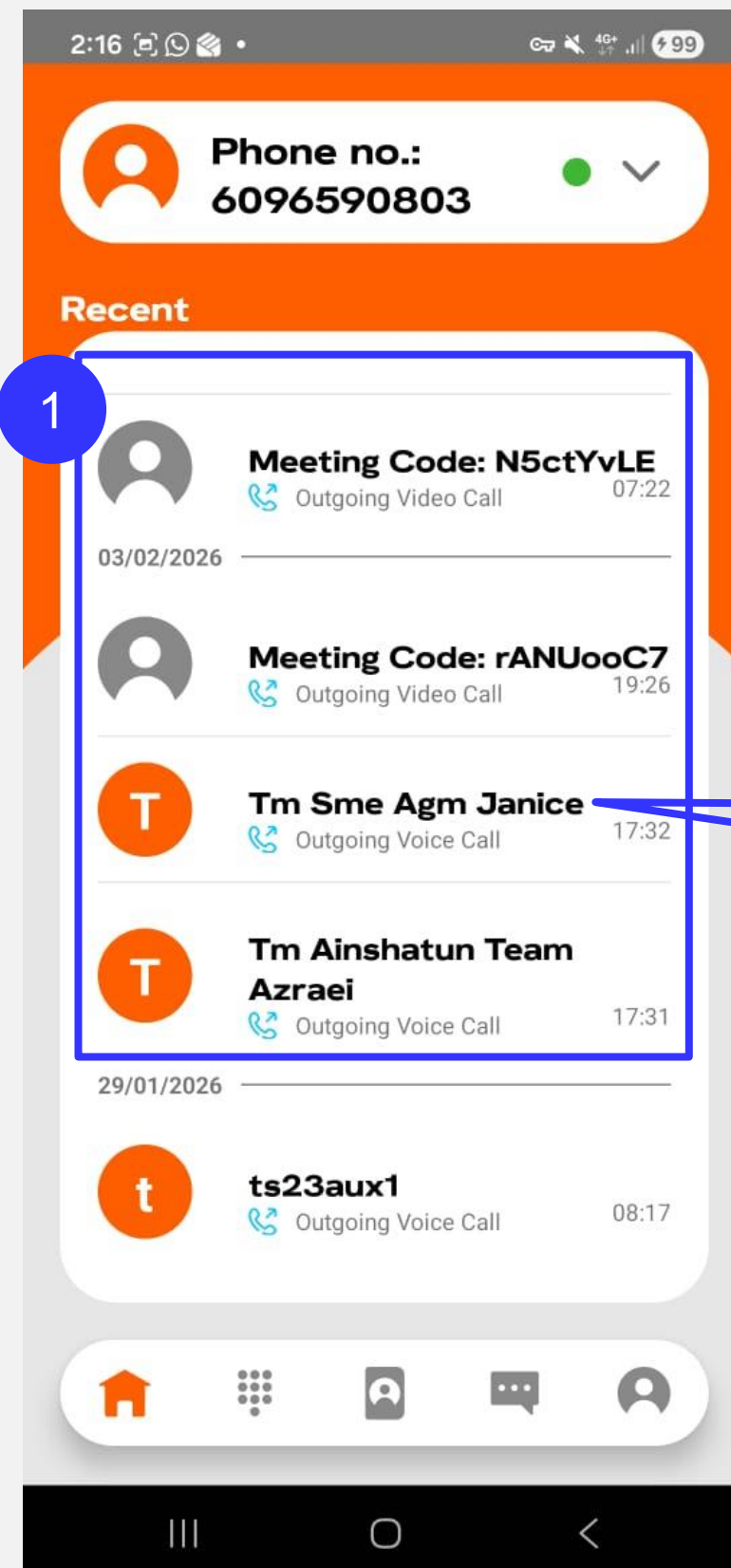
3 Tap 'Add Account' to login to other profile concurrently.

Content 2

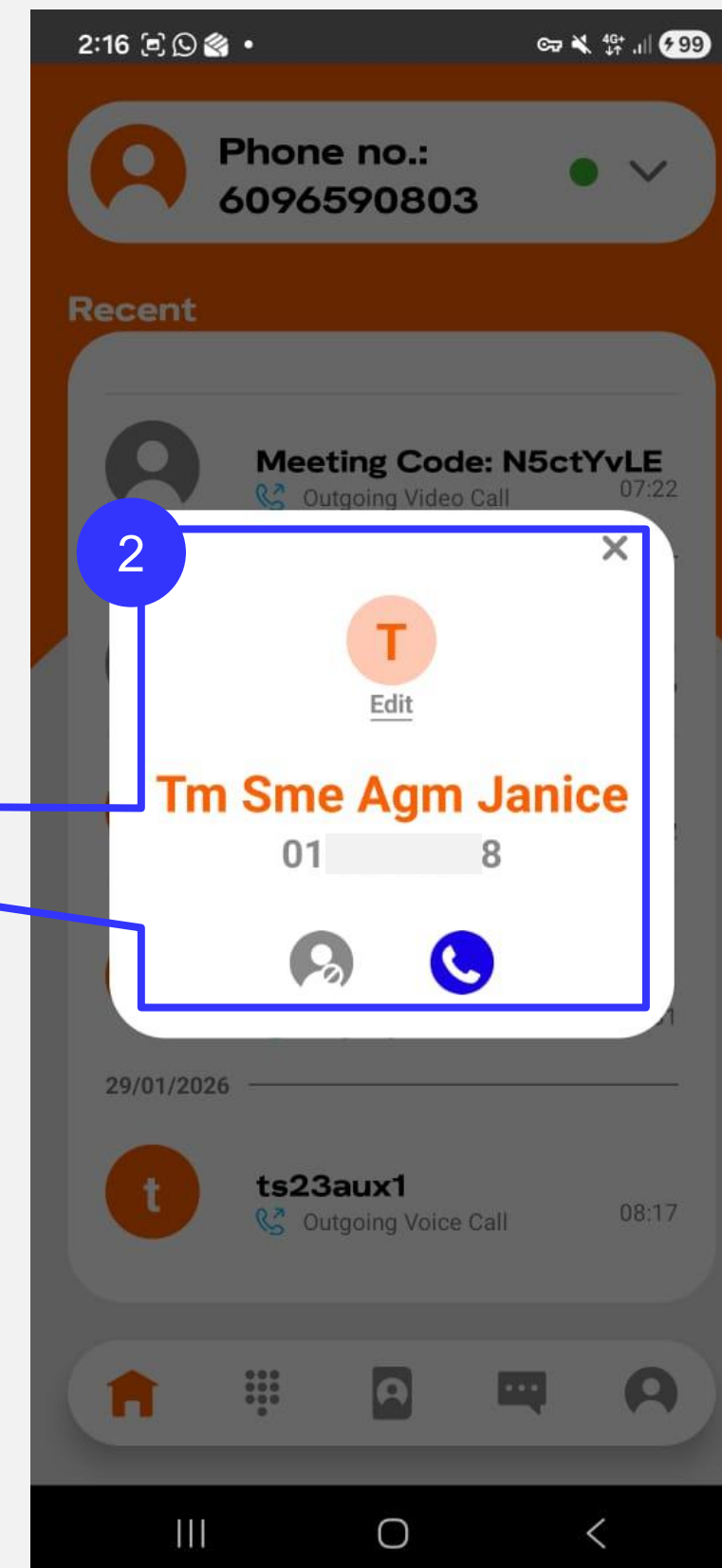
Unifi UC Mobile App

2.3 Call Log

2.3 Call Log



1 View full call log.



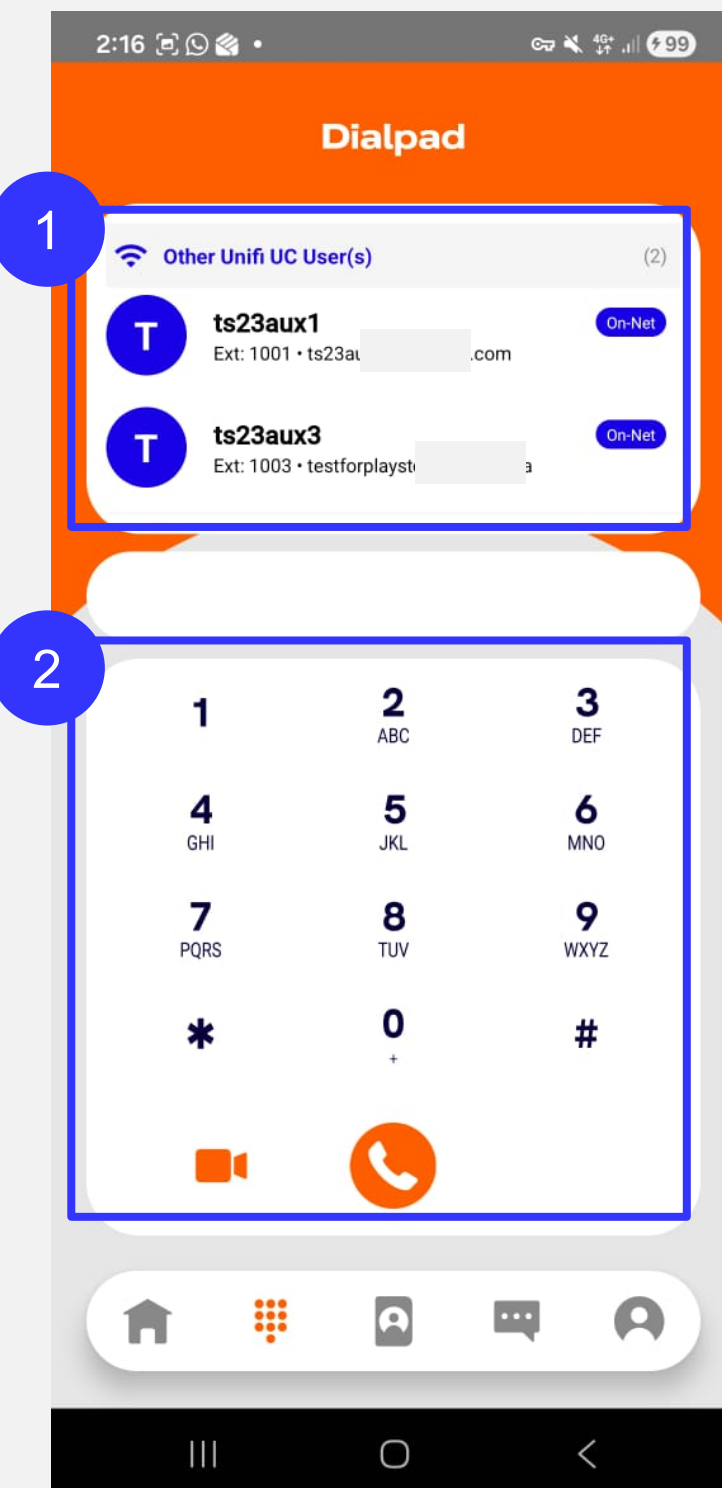
2 Tap on specific name/number to call or block.

Content 2

Unifi UC Mobile App

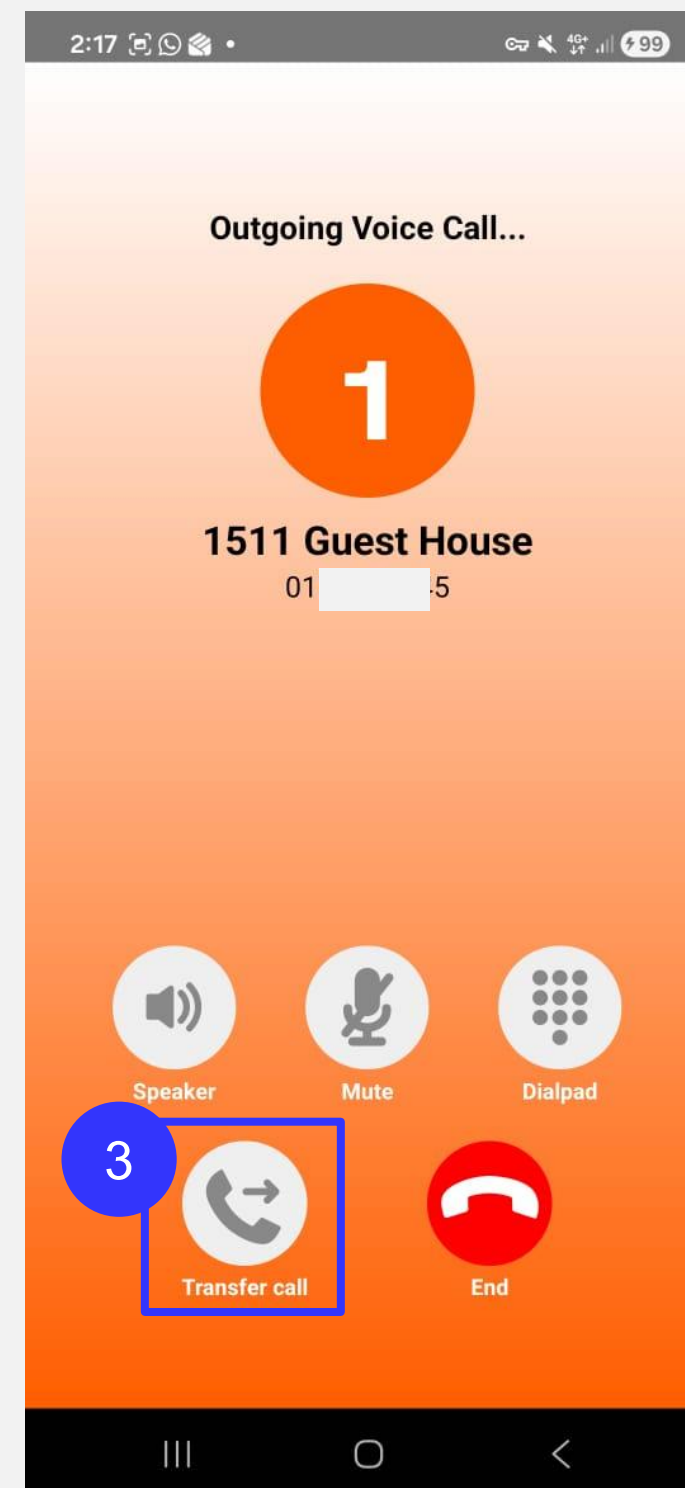
2.4 Dialpad

2.4 Dialpad

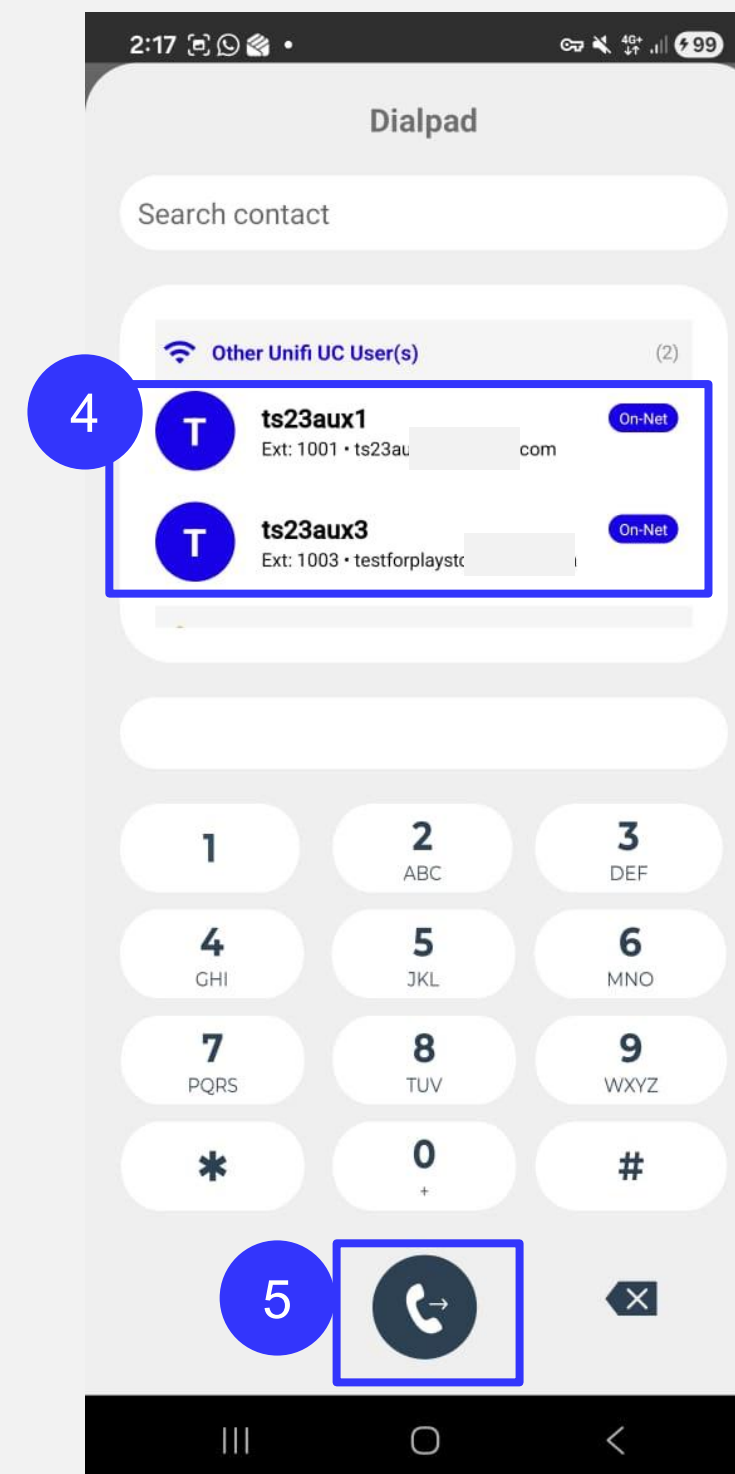


1 Scroll from the list to choose who to call.

2 Or, type the number and tap 'Call'.



3 Tap 'Transfer call' to transfer the call to other employee.



4 Choose from the list to transfer call. Transfer to contacts in 'Other Unifi UC User(s)' is FREE. Transfer to contacts in 'Device Contacts' is chargeable.

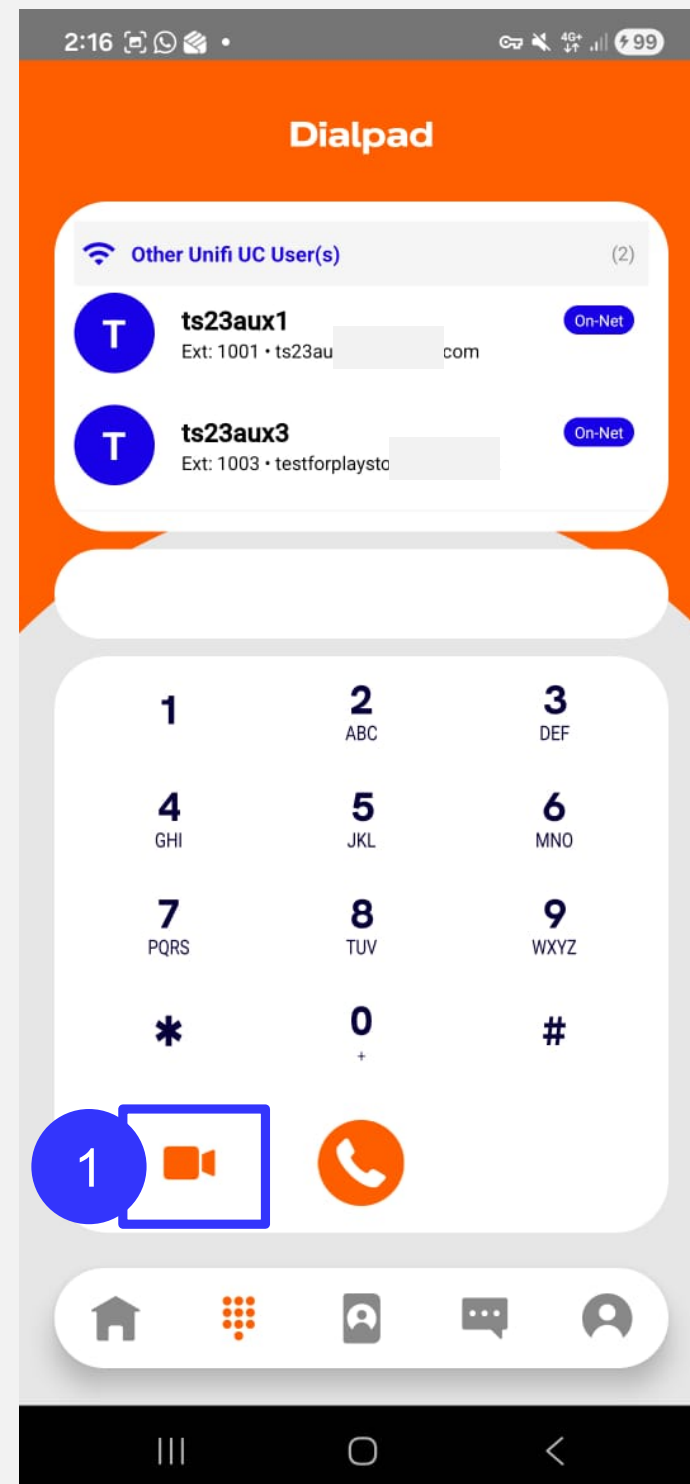
5 Tap  to complete the call transfer

Content 2

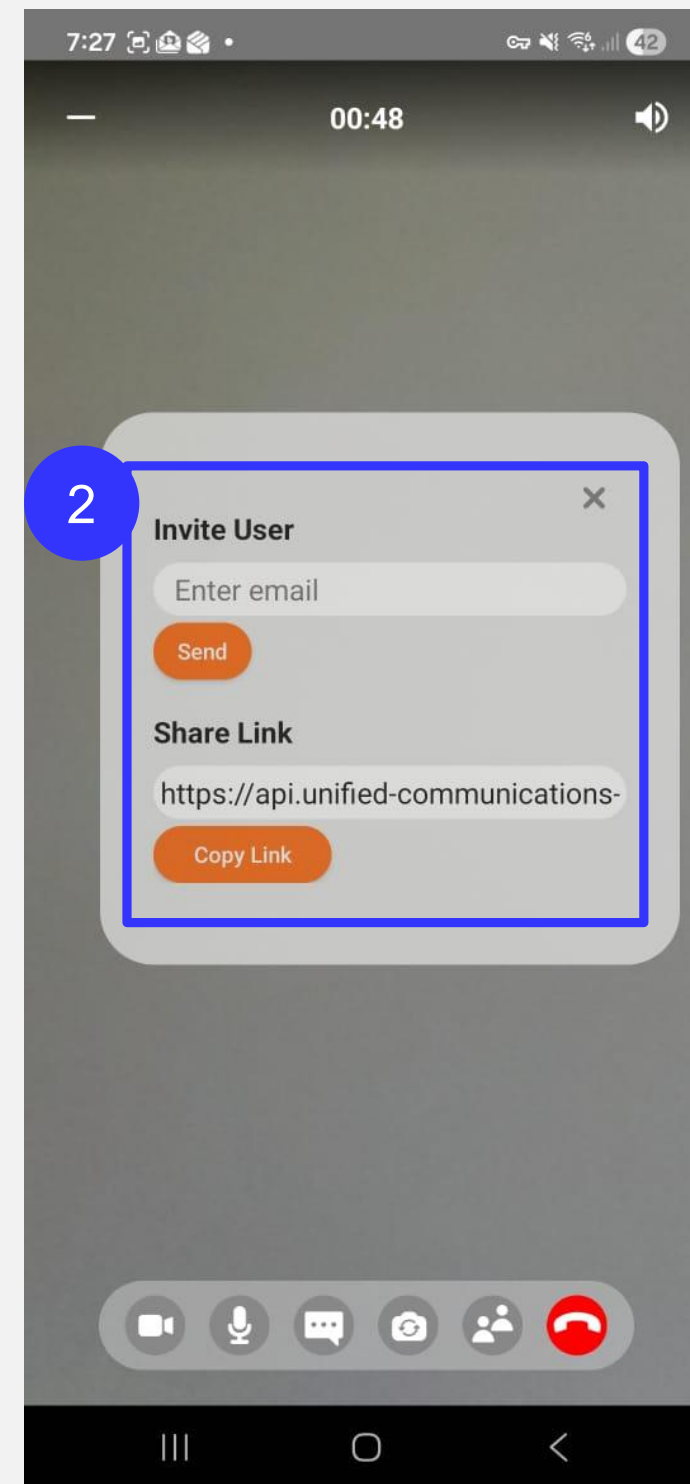
Unifi UC Mobile App

2.5 Video Conference

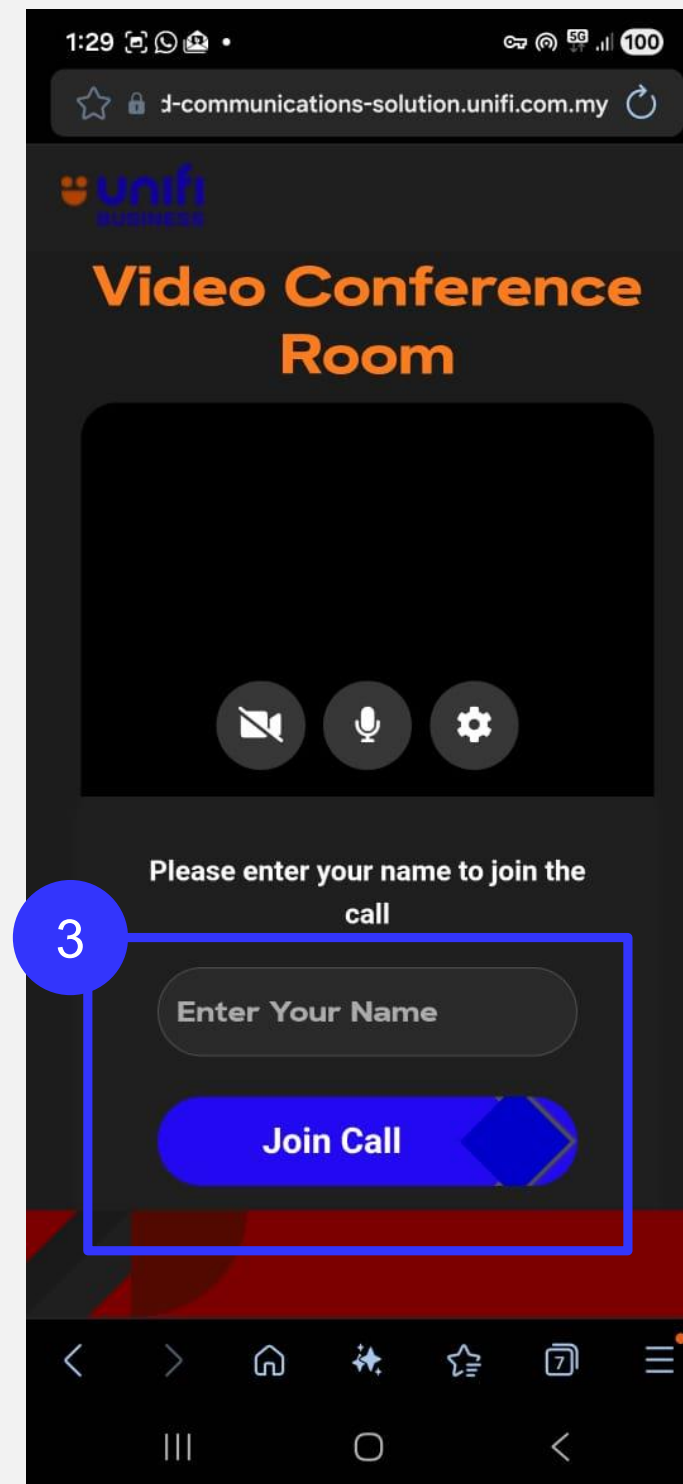
2.5 Video Conference



1 Tap on 



2 Enter email address of the people you want to invite and send the link via email.



3 Email recipient shall enter their name and join call.



4 Once in call, you can use functions like enabling video, microphone, chatting, reversing camera view, inviting more people and ending call.

2.5 Video Conference



5

Minimise screen

6

Speaker

7

Video conference

8

Microphone

9

Chat within video call

10

Camera view switch (front or back)

11

Invite people to join video call

12

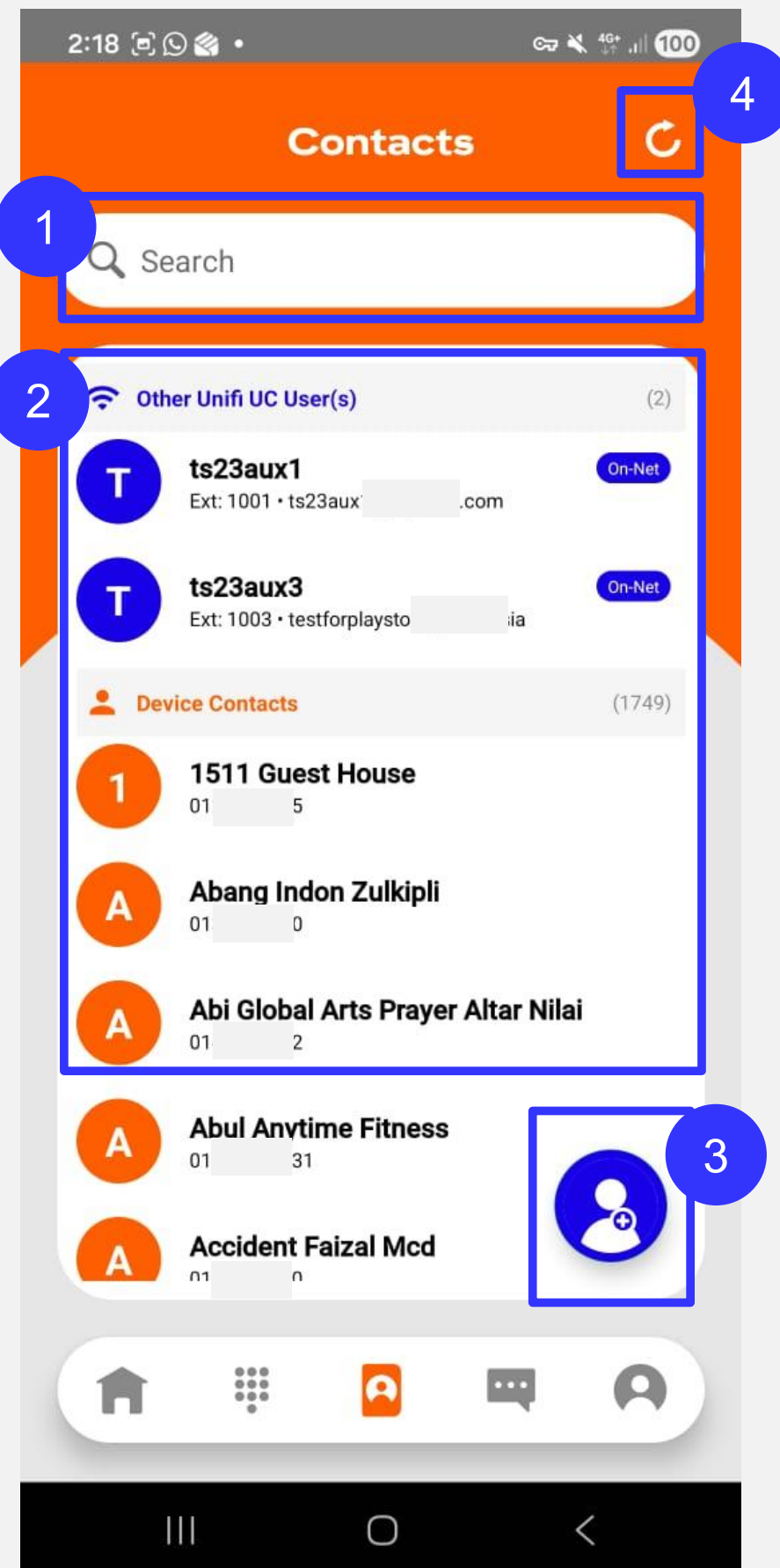
End call

Content 2

Unifi UC Mobile App

2.6 Contacts

2.6 Contacts



1 Search for name or phone number.

2 Or, scroll from the list of contacts. Tap on the name to make call.

3 Save new contacts in phone. This new contact will be synced to Unifi UC app.

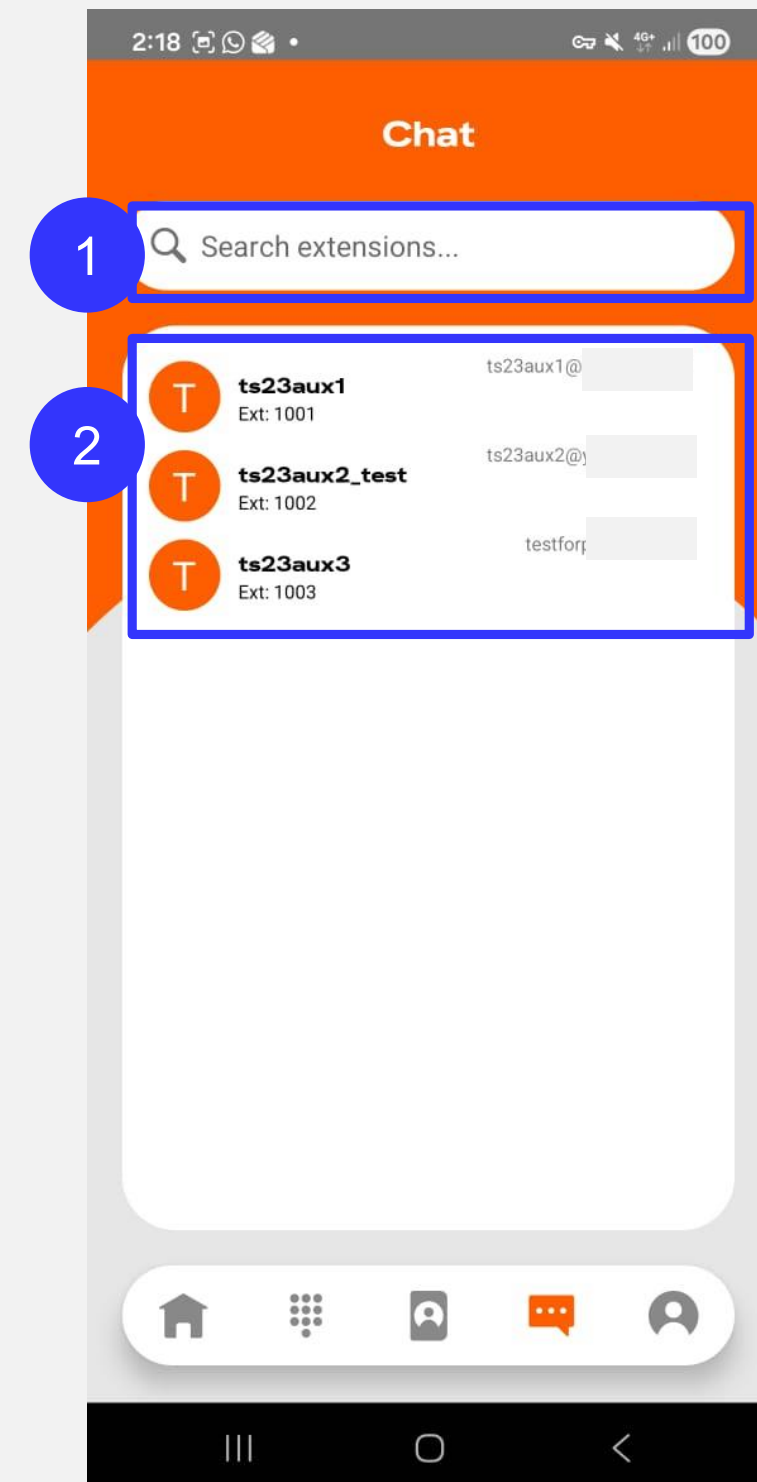
4 Refresh to sync with phone if any contacts is missing from Unifi UC app.

Content 2

Unifi UC Mobile App

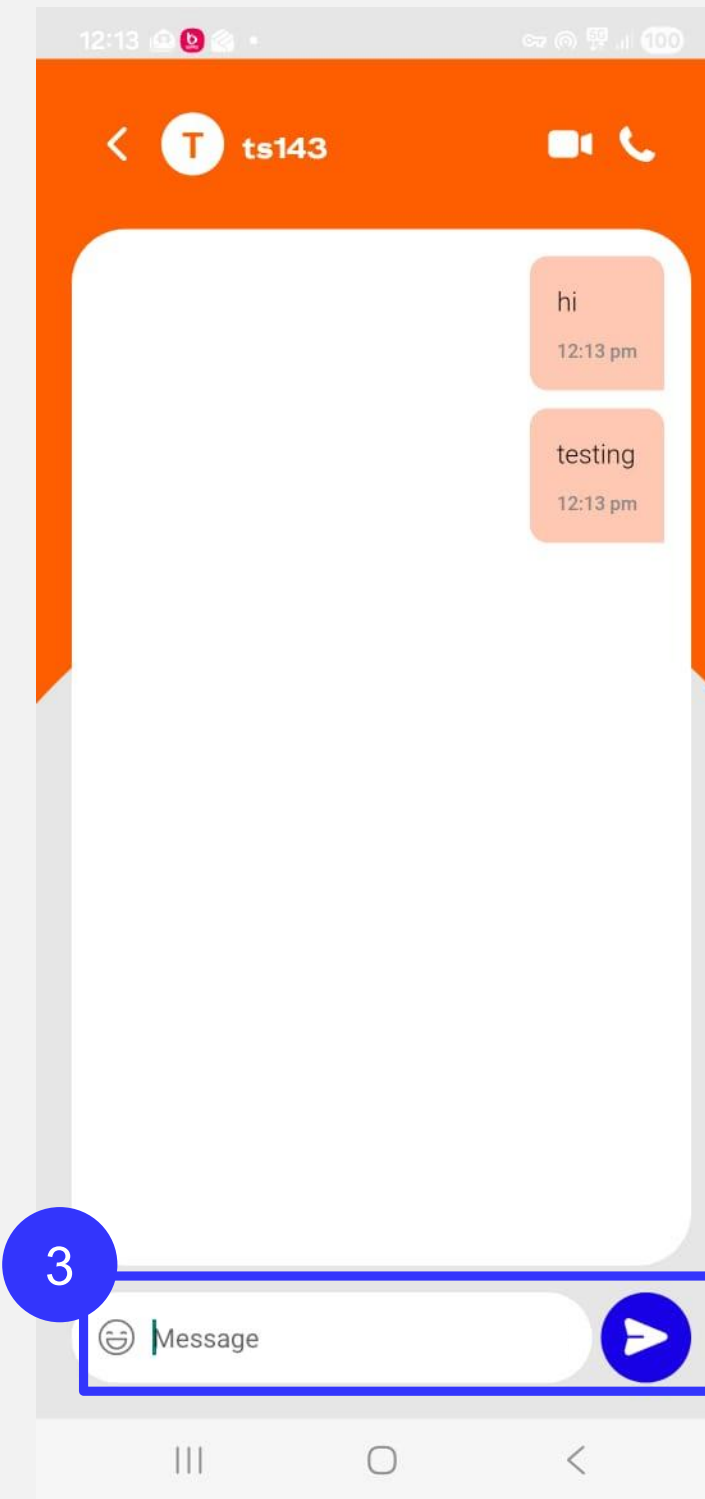
2.7 Chat

2.7 Chat



1 Search for name or phone number.

2 Or, scroll from the list of contacts.
Tap on the name to chat.



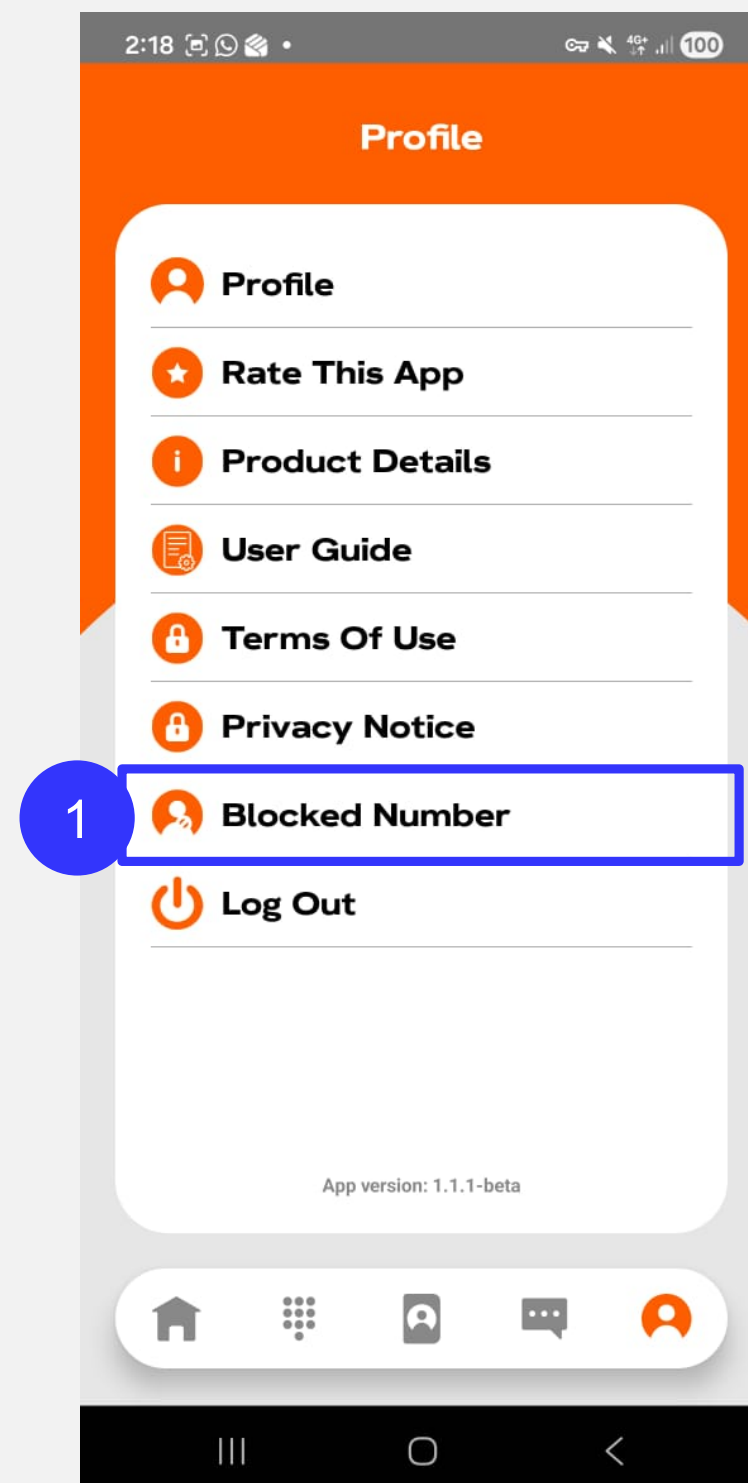
3 Type and tap ➤

Content 2

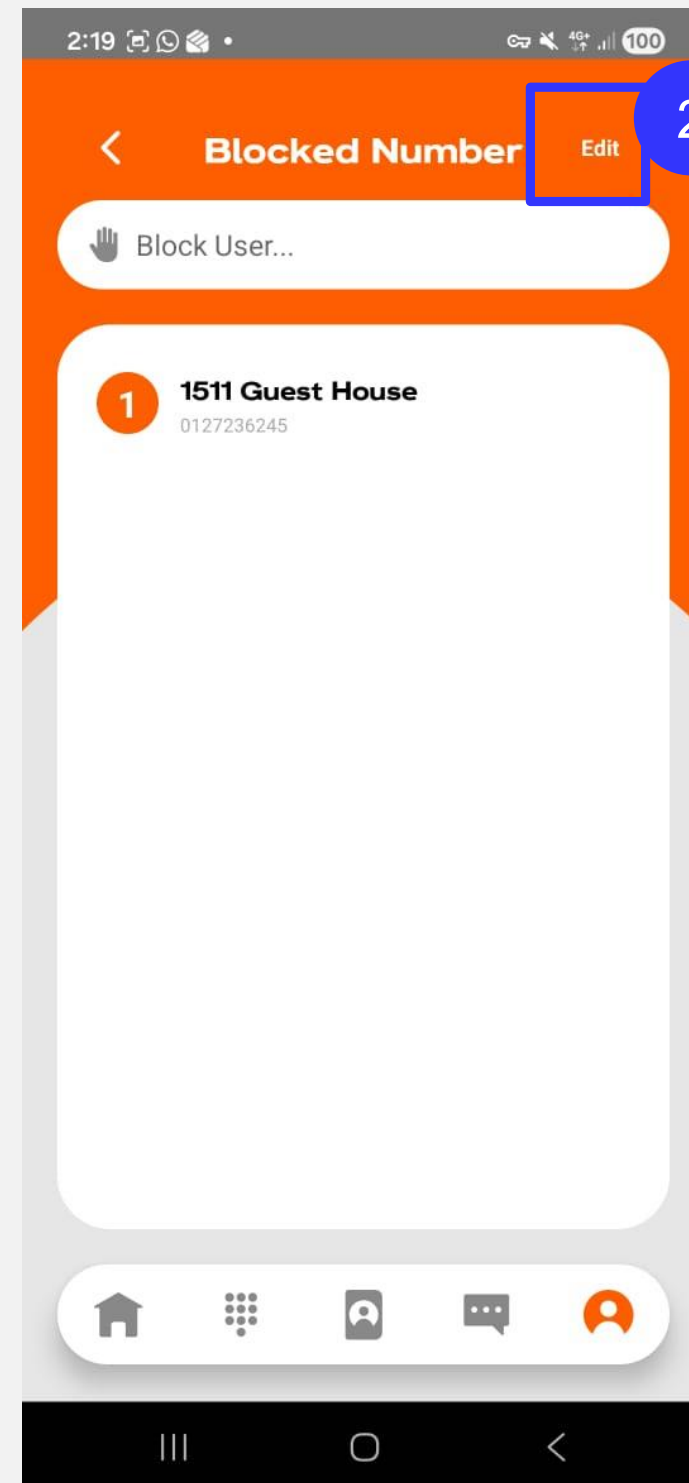
Unifi UC Mobile App

2.8 Unblock Blocked Number

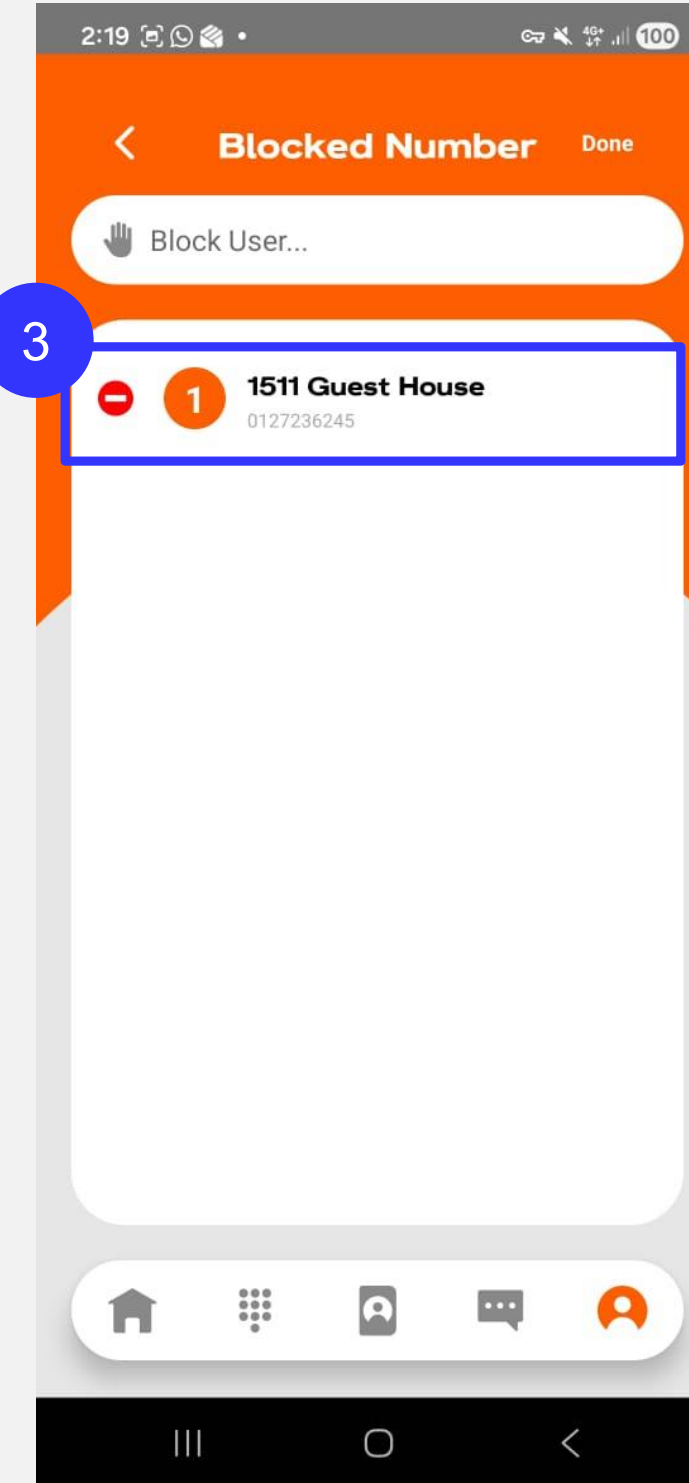
2.8 Unblock Blocked Number



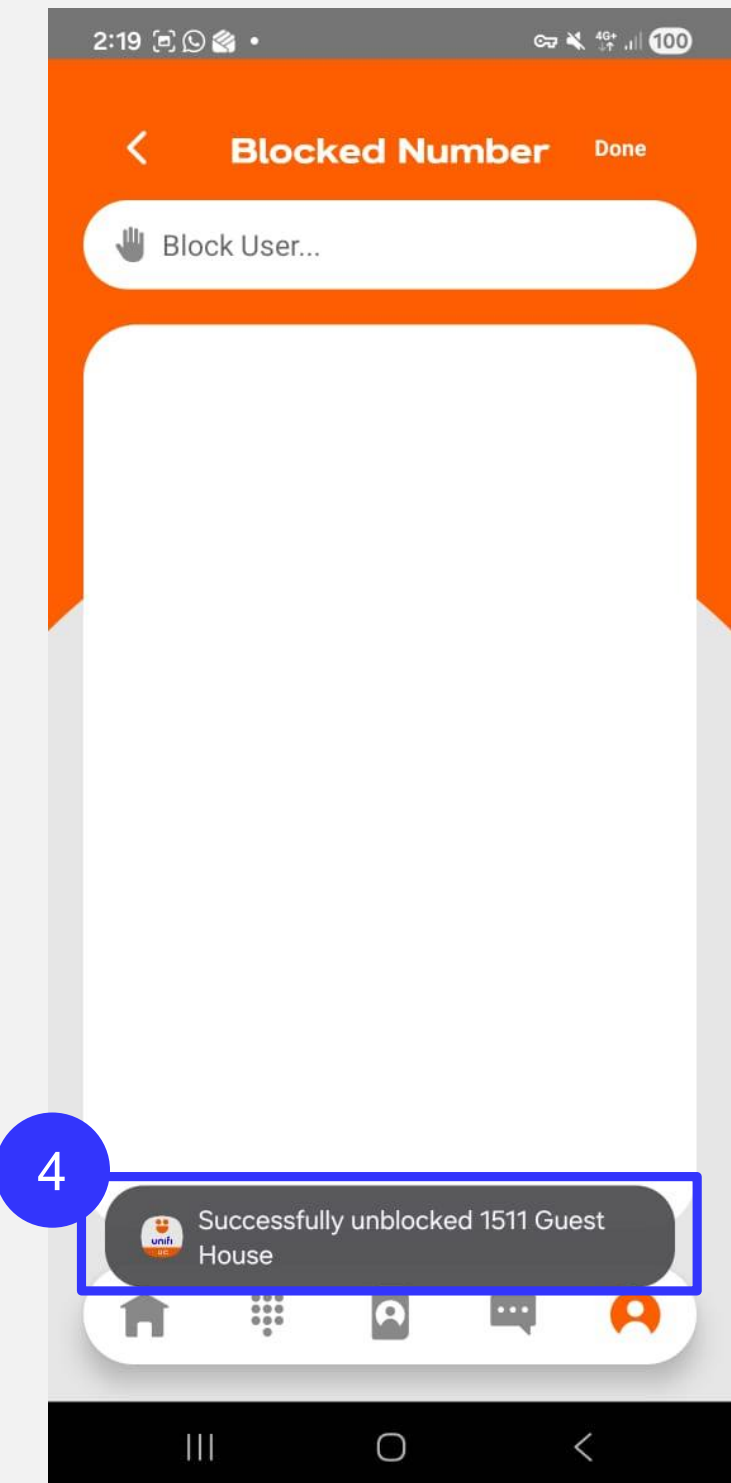
1 Tap on 'Blocked Number'.



2 Tap 'Edit'.



3 Tap on the number that you want to unblock



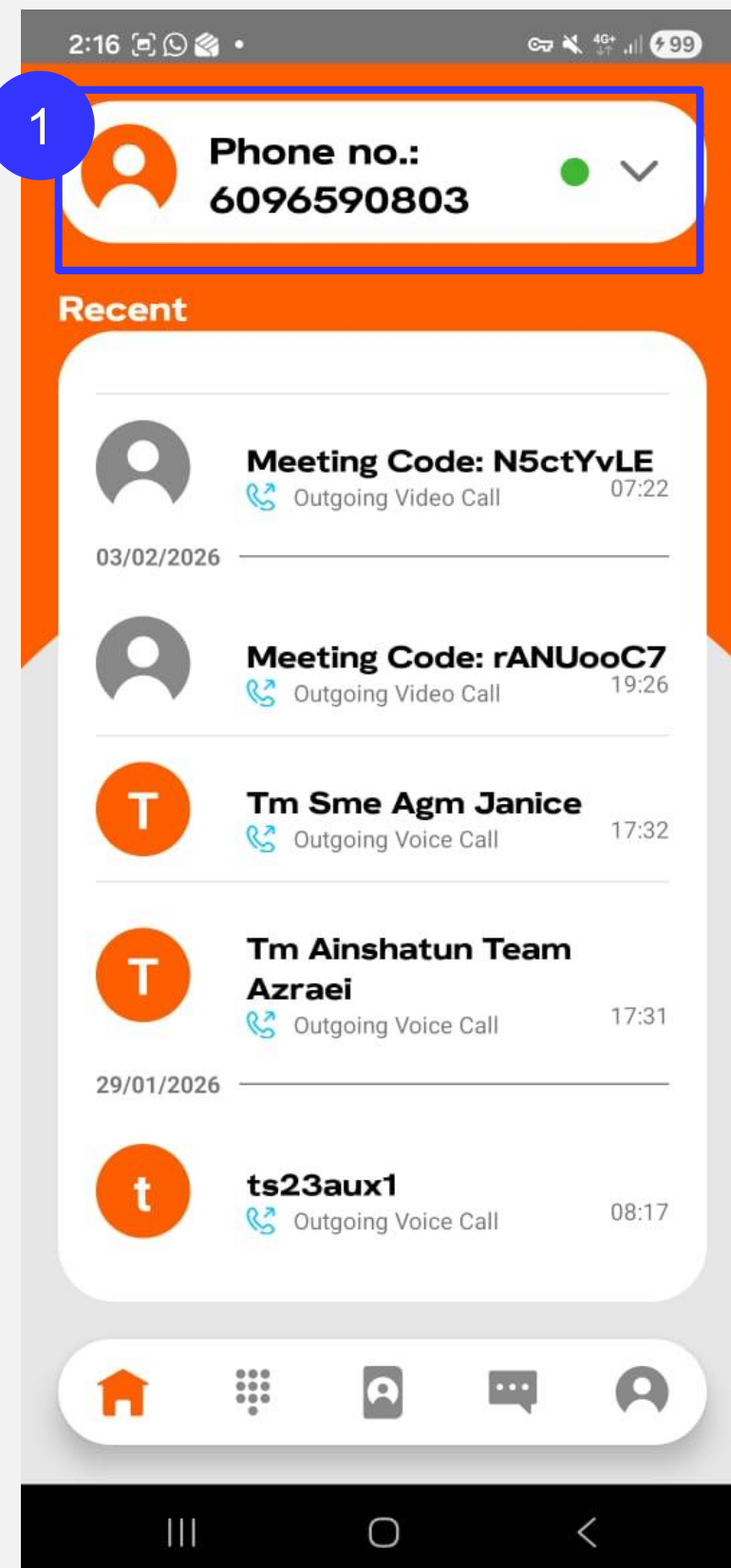
4 Unblock successful.

Content 2

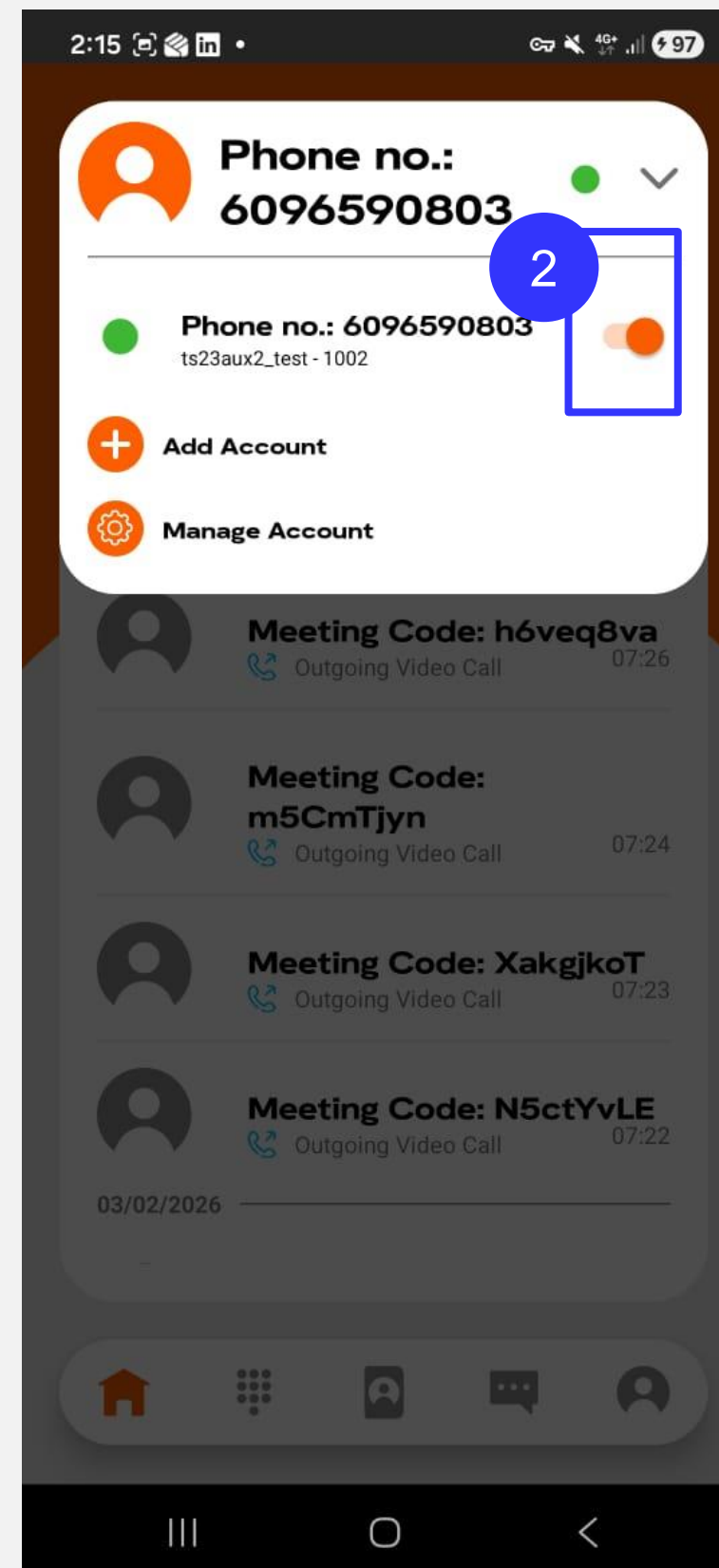
Unifi UC Mobile App

2.9 Set App To 'Do Not Disturb'

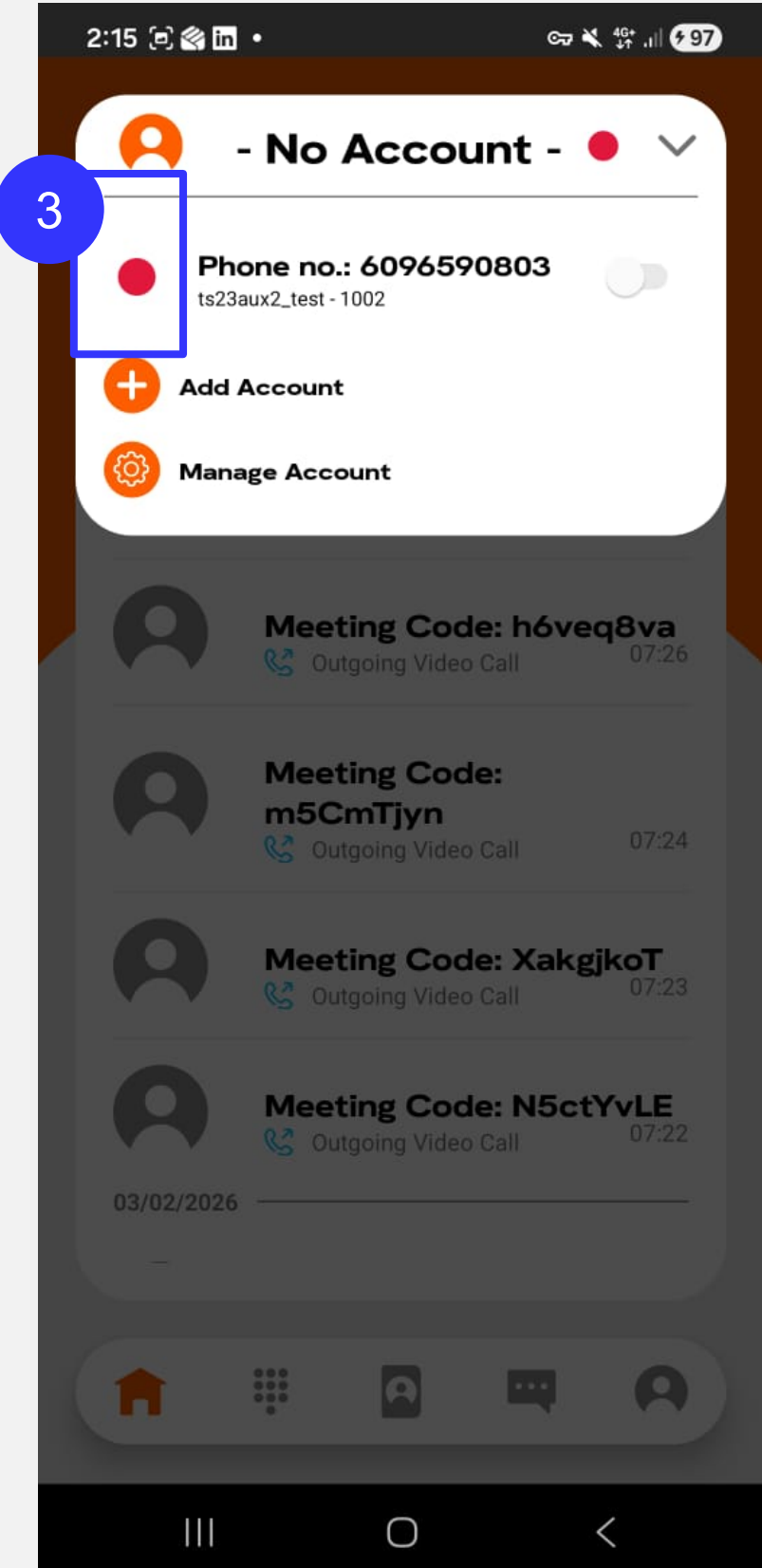
2.9 Set App To 'Do Not Disturb'



Tap on 'Phone no.'



Toggle the button.



Once the status turns from green to red, the app is set to 'Do Not Disturb'.

THANK YOU

For any UCS-related enquiries or assistance, you may reach out to us via:

- *Unifi UniVerse app*
- *Unifi Self-care portal*
- *Your nearest Unifi SME consultant*