



U-Phone

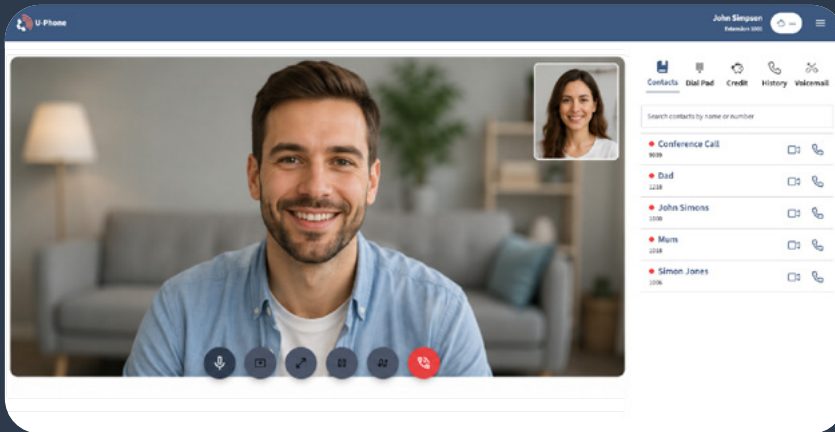
Unilink telephony for **secure** environments

www.unilink.com

One platform for resident and staff communications

U-Phone brings voice and video calling into a single browser and mobile platform designed around the needs of custodial settings. It supports calls between residents and approved contacts, while also providing the everyday telephony functions used by reception, operational teams and support services.

Built for **controlled** communication



- ✓ Approved contact lists and establishment-level controls
- ✓ Role-based access for residents, officers, managers and support teams
- ✓ Configurable voice, video, recording and transcription features
- ✓ Call history, recordings and transcripts where enabled

A **clearer** experience for every user

Features are available according to local configuration, permissions and policy.

Residents

Simple access to approved contacts, recent calls and available credit. Users can make voice or video calls according to their permissions.

Staff and managers

Live call oversight, searchable call records, voicemail and keyword alerts support appropriate operational monitoring.

Reception and support teams

Queues, agent availability, call transfer and shared voicemail help teams manage incoming calls from one interface.

Core capabilities



Voice and video

Browser and mobile access



VoIP ready

Desktop and in-cell handsets



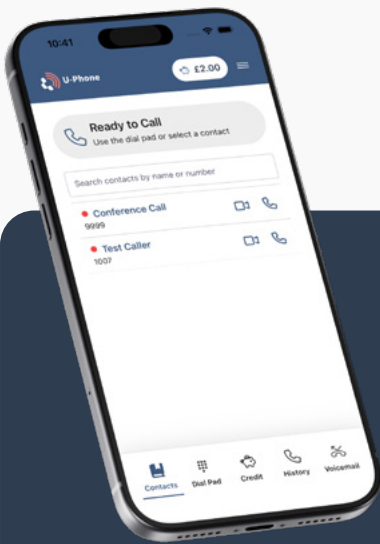
Call management

Queues, transfer and voicemail



Traceable activity

Audit and API logging



Designed for modern telephony

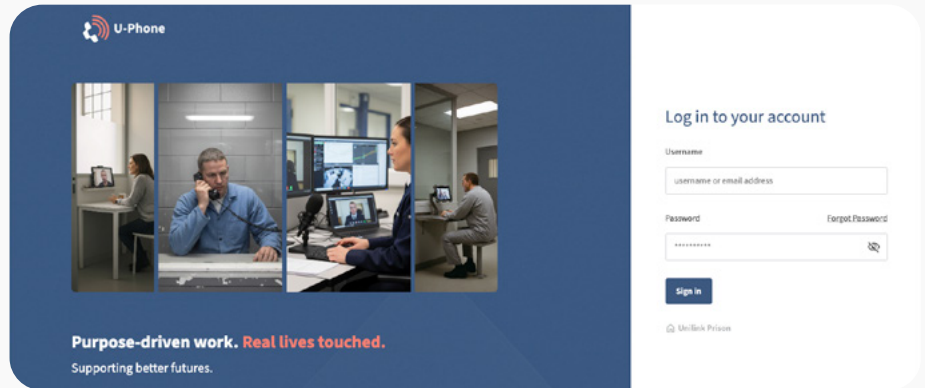
U-Phone works through web browsers and native iOS and Android apps, and can incorporate desktop or in-cell VoIP handsets.

Standard Ethernet connectivity supports handset deployment without specialist equipment for standard voice calls.

The platform also supports incoming, outgoing and internal staff calls, helping establishments move from traditional phone lines to IP-based telephony.



Operational control with flexible integration



U-Phone combines an accessible user experience with the controls needed to manage communications across an establishment. Its API-based architecture allows it to connect with Unilink CMS and self-service workflows, including approved contact and account information.

Configurable permissions

Control access by role, establishment or individual user, including call types and monitoring functions.

Monitoring & intelligence

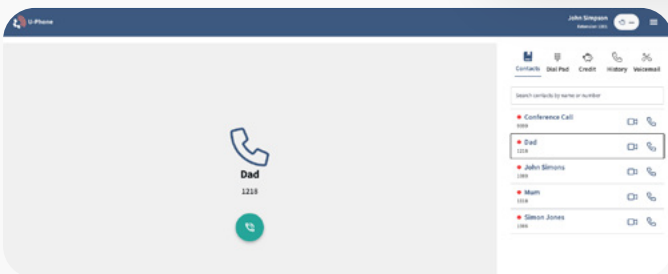
Authorised staff can review active and previous calls, use recordings and transcripts where enabled, and configure keywords for live transcript alerts.

Credit & charging

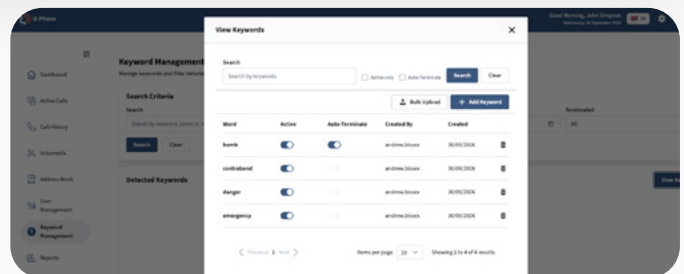
Where required, U-Phone supports configurable call rates, credit limits, balance warnings and real-time charging.

Audit & notifications

Audit and API logs record actions and connections. Email and push notifications support timely updates.



A straightforward calling interface for users



Keyword configuration and live transcript monitoring



Explore U-Phone with Unilink

Talk to our team about your communications requirements, integration needs and deployment options.

 enquiries@unilink.com

 www.unilink.com

[Speak to our team](#)