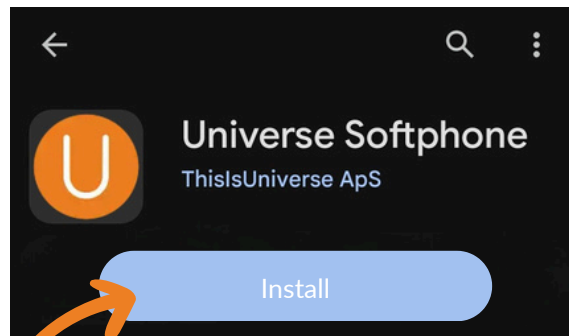


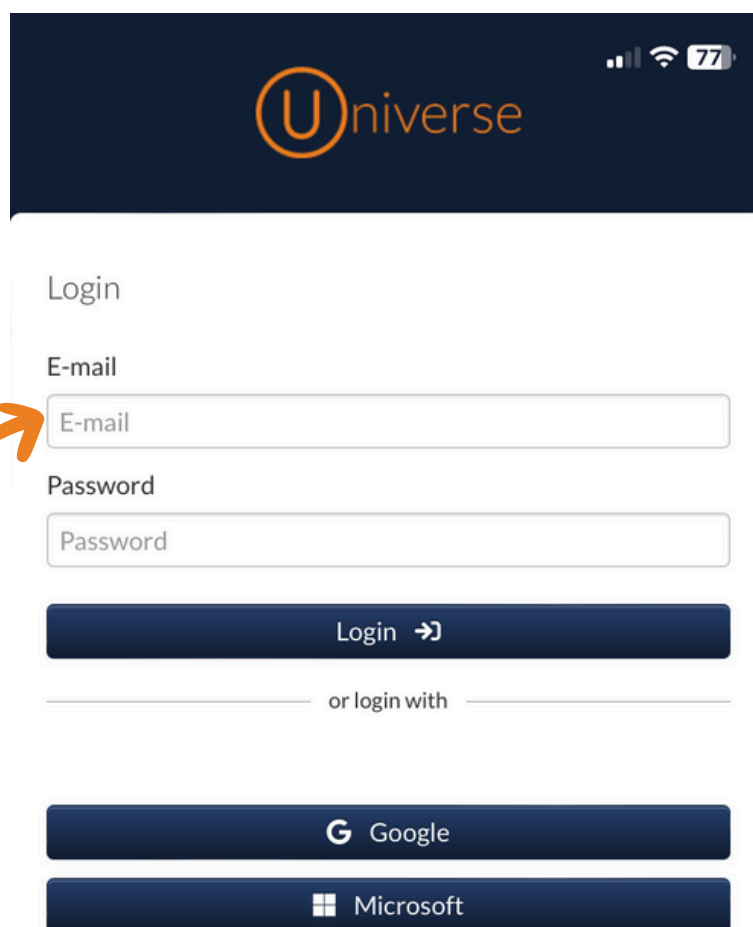
Universe Softphone (Android)

1.) Go to the **Google Play Store** on your Android device and search for “**Universe Softphone**”



2.) Click the “**Install**” button and wait for the application to install to your device

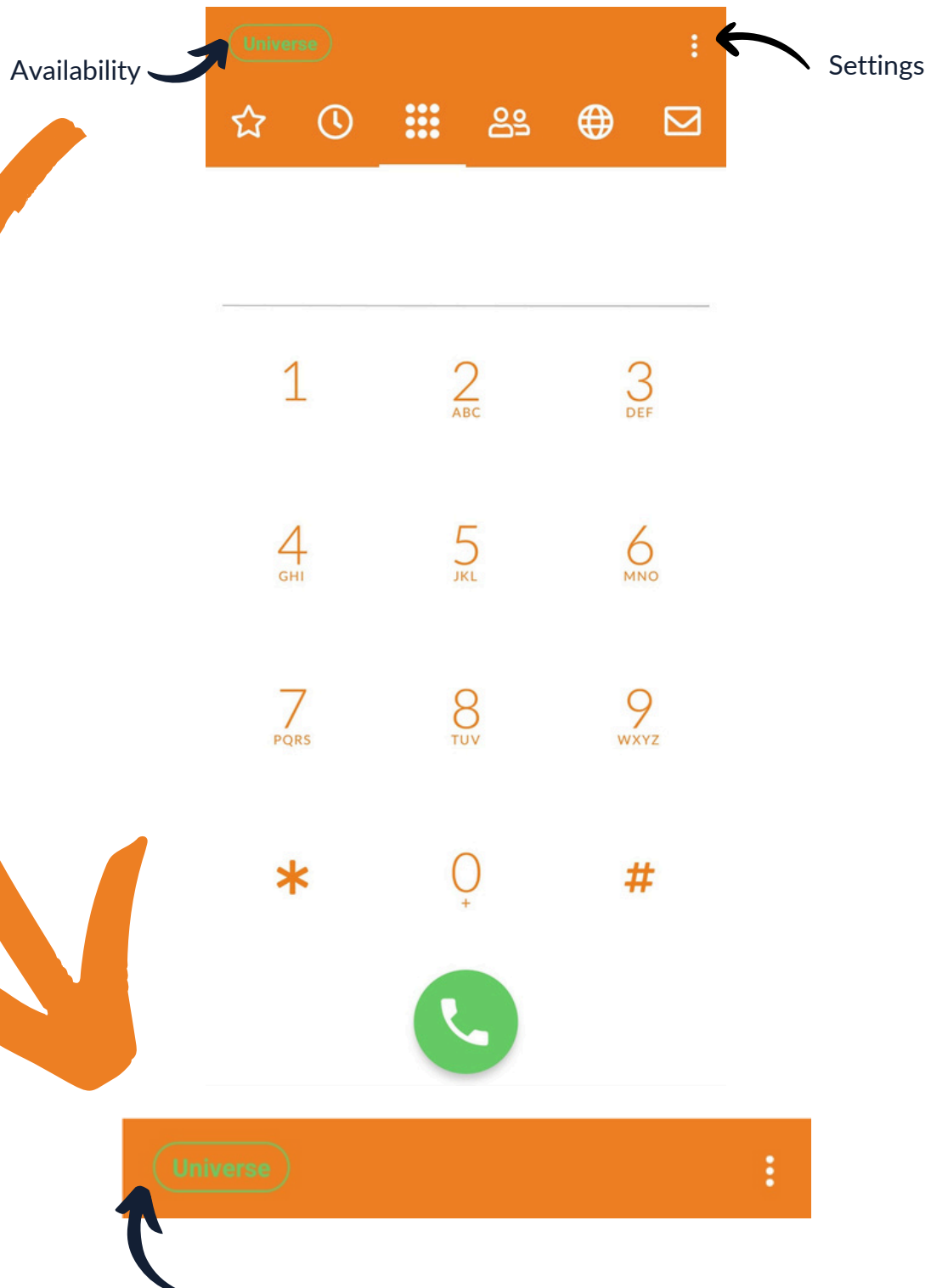
3.) Once installed, launch the Universe Softphone app and the **Login** page will look like the below:



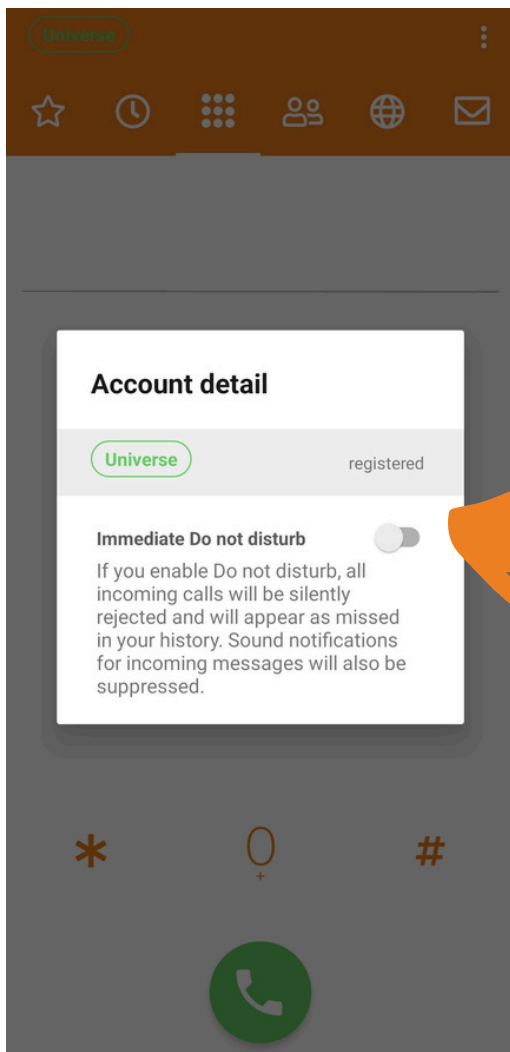
4.) Enter your Universe user **Email** and **Password** and press “**Login**”

Please note If you have **Single sign on** enabled on the Universe web portal then you can select either “**Google**” or “**Microsoft**”

5.) Once logged into the app, you should see this screen showing the **keypad**:



6.) This button on the top left of your screen is used to change your **availability**, if you click this green button then you will see the next screen which lets you change your availability using the **DND** toggle



7.) Use the toggle to turn on **DND**

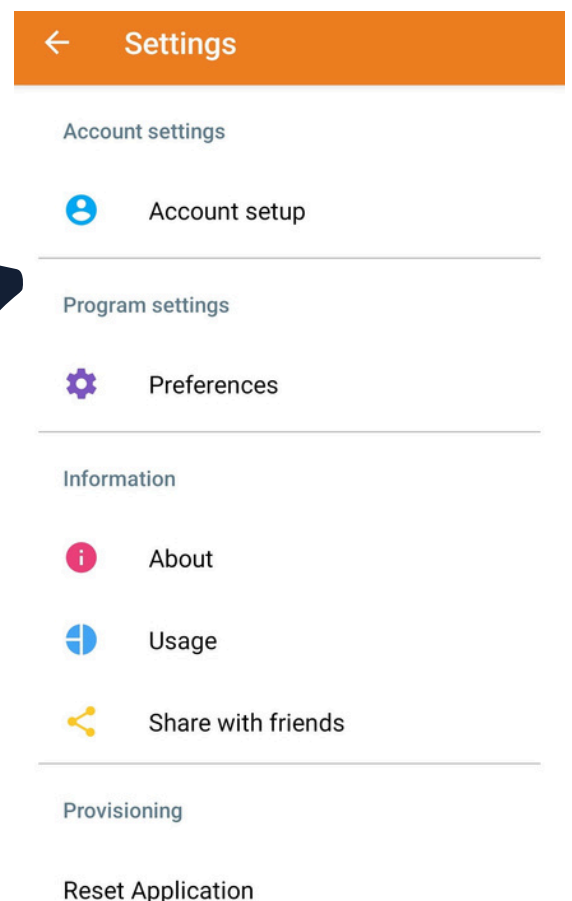
8.) Once **DND** is enabled your icon will look like this on the top left



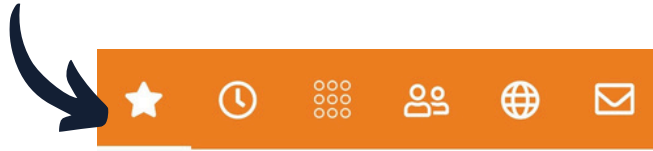
9.) The **Settings** can also be selected here, if you click these **Three dots** you will see the next screen:



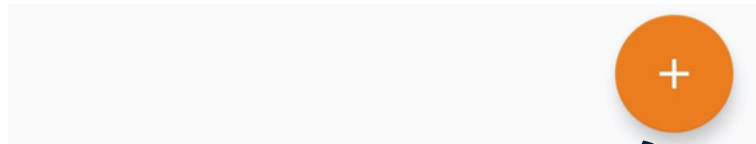
10.) This screen gives you the following options: **Account setup, Preferences, About and Usage**, There is also a **Reset Application** button which will reset and sign you out of the app



11.) You also have a **Toolbar** at the top which gives you access to other features:



12.) The **Star** Icon is for your “**Quickdials**”, this allows you to add your own speed-dial buttons which can be useful for other staff members on your team. To add a quickdial simply click the **Quickdial star icon** on the toolbar



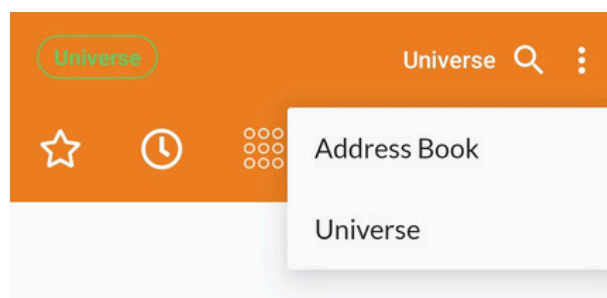
13.) Select the + button

14.) You can either manually enter the person’s Title and Phone number and select if you’d like to see the Busy lamp field so you can see if they are available to take a call or not and then press **Save** at the bottom right

A form with a pink header bar containing a close icon (X), a camera icon, a '+ Person' icon, and a checkmark icon. Below the header are three input fields: 'Title', 'Phone number', and 'Busy Lamp Field' with a toggle switch. A blue curved arrow points from the right towards the '+ Person' icon.

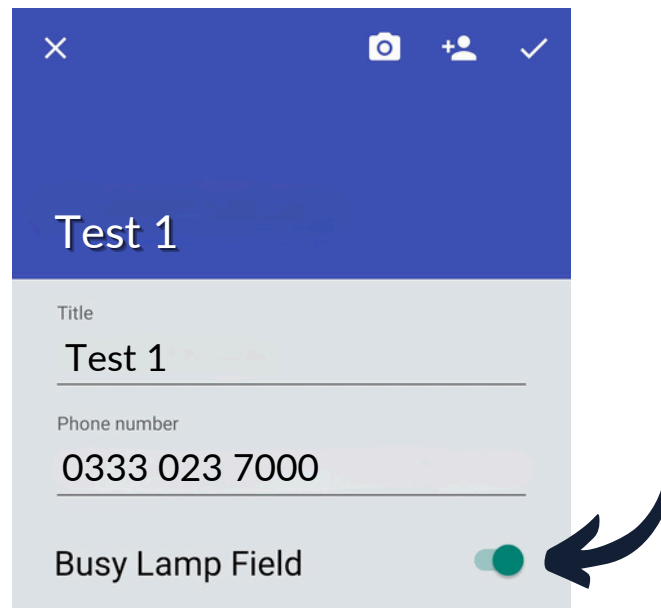
15.) Or you can select the + **Person** icon

16.) This will allow you to add someone from your **device address book** or the **Universe address book** as a Quickdial

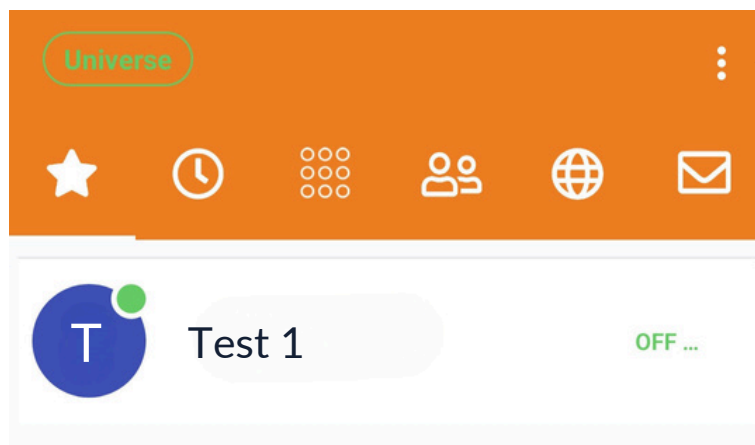


17.) Simply choose the **address book** that has the correct contact in and click the contact you would like to add

18.) This will then input like the below example and all you need to do is choose if you'd like the **Busy Lamp Field** key enabled or not and click **Save**

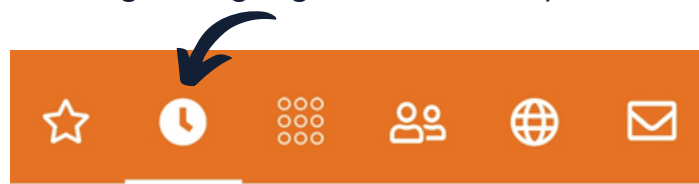


19.) Once added your screen will show similarly to the below with all your **Quickdials** and if you have enabled the Busy Lamp field then it will show if they are available or not

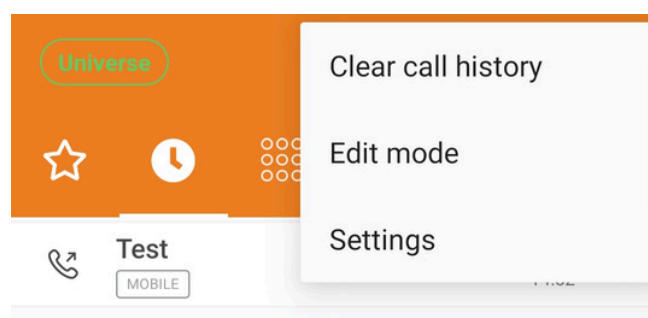


20.) To remove or add any new Quickdials simply click the **Three dots** on the top right and select **Edit mode**. You can then **X** off any you no longer want

21.) The "**History**" button on the toolbar will allow you to see previous incoming or outgoing calls and also any missed calls

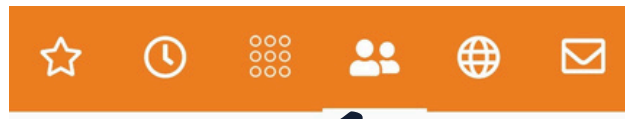


22.) Any calls in your **History** will show in the below screen, you can also select the **Three dots** on the top right if you'd like to **clear your call history** :

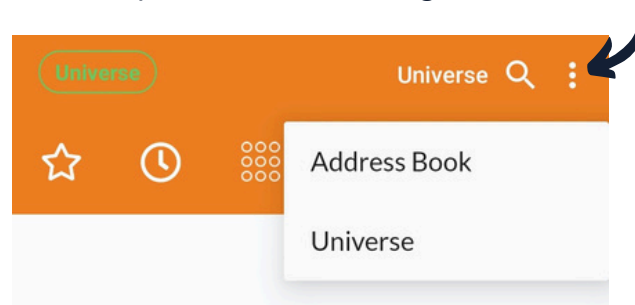




23.) The “**Keypad**” button is the same as what will show when you first open the app

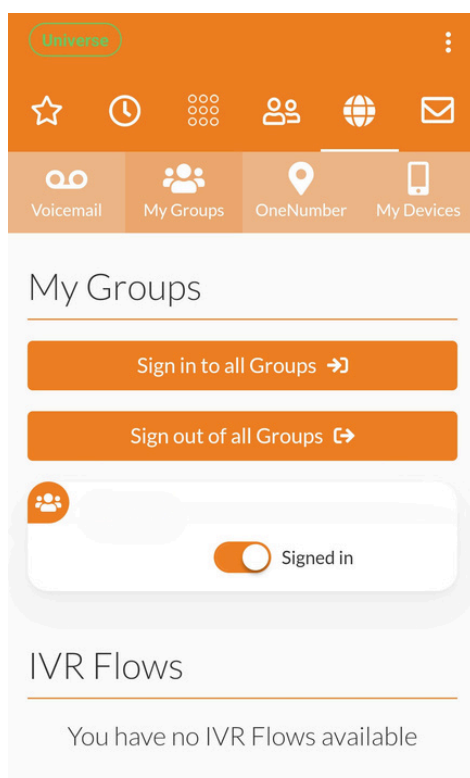
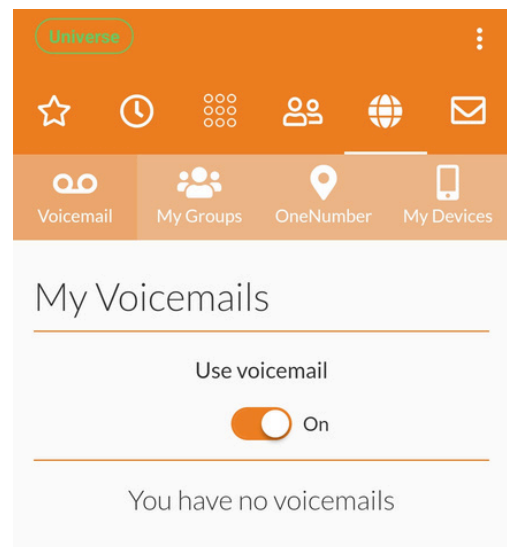


24.) The “**Contacts**” button will allow you to see both your **Device Address book** and your **Universe Address book**, which you can choose using the **Three dots** on the top right



25.) The “**Selfcare**” **Globe** button on the toolbar gives you a few different options which we will go through below:

26.) The first section of selfcare is the “**Voicemail**” option where you listen to any Voicemails that have been left for your user



27.) The next section in selfcare is the “**My Groups**” Option, in here you can log in and out of specific groups and you can change the callflow if this has been added to your phone system IVR.

28.) The “**Onenumber**” option allows you to forward your calls to an alternative number either **always** or if there is **no answer**

Universe

Voicemail My Groups OneNumber My Devices

OneNumber

Call forward always

Number

All calls will be forwarded to this number.

Call forward no answer

Number

Unanswered calls will be forwarded to this number.

Save

29.) The last option in selfcare is the “**My Devices**” section, in here you can see all devices associated with your user:

Universe

My Devices

Device 188203

Call time

25

How many seconds to ring before going to voicemail.

Caller ID

0330 164 2029

Caller Id when calling from this device.

Part of OneNumber

On

Call forward always

Number

All calls to this device will be forwarded to this number.

Call forward no answer

Number

Unanswered calls to this device will be forwarded to this number.

Save

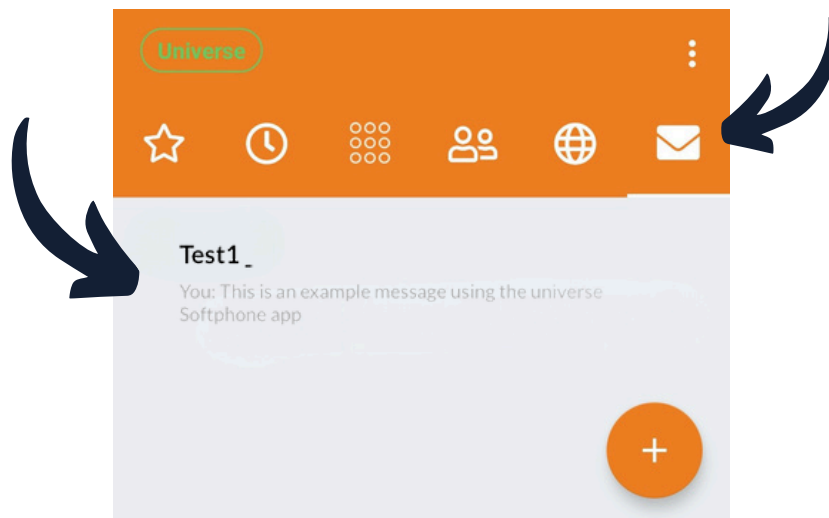
Here you can change the **call time** before going to voicemail

And you can use the **call forward** feature here too

You can change the **Caller ID** here

You can also use the **Part of one number** toggle to log in and out of a device. This can be useful if you are working from home and don't want your handset in the office to ring, just your softphone app on your mobile device

30.) The last button on the toolbar is the “**Messages**” tool. You can use this to send internal messages to other staff members who also use the softphone app on their mobile device. Any messages will appear here like the example below:



If you have any questions or problems regarding voicemails please get in touch and a member of our faults team will be able to assist you

0333 023 7000
faults@firstcomeurope.co.uk