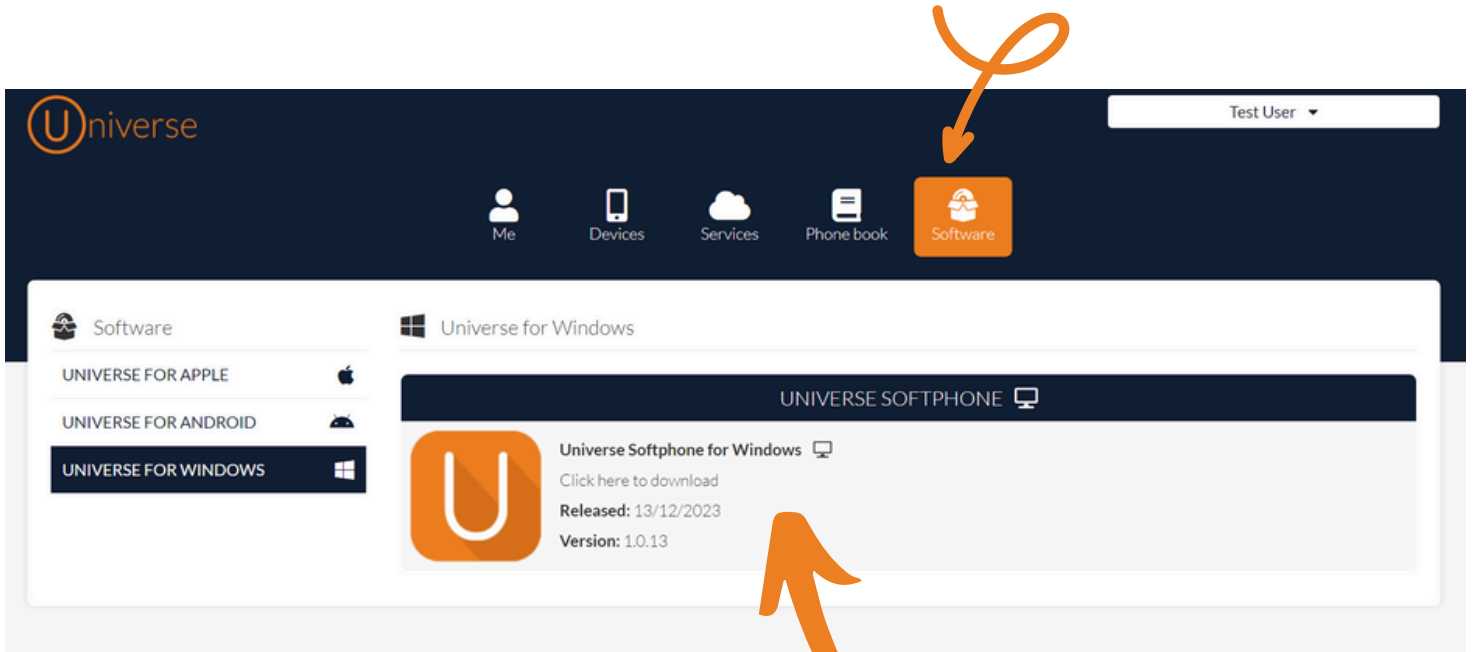


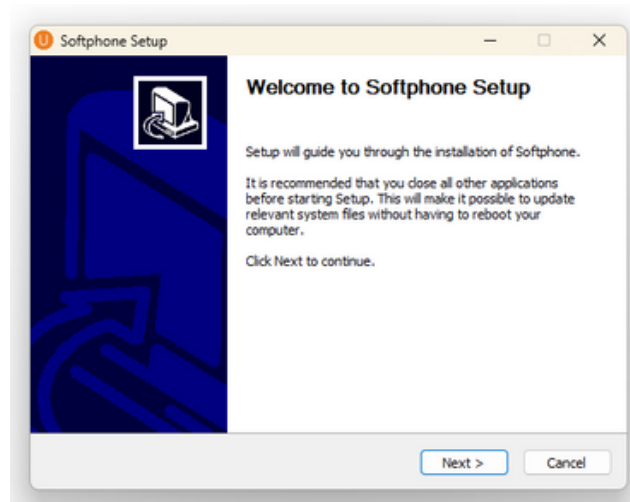
Universe softphone for windows

- 1.) Login to the universe portal using this web address: <https://selfcare.thisisuniverse.io>
(if you're unsure of your username or password you can use the forgot password button on the login screen to get this reset or just get in touch)
- 2.) Once logged in click on the **"Software"** section

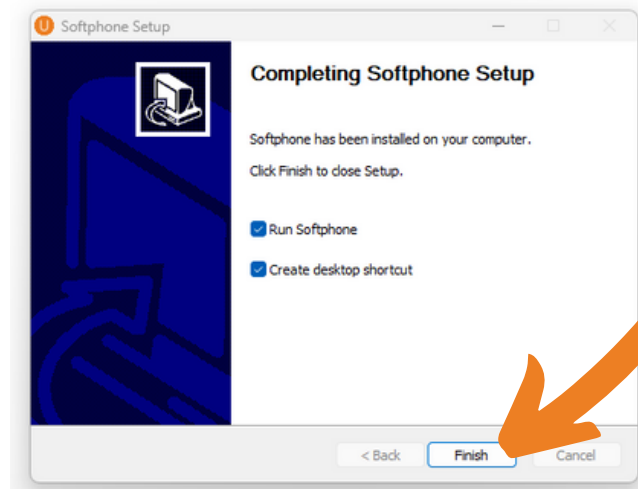


- 3.) Select **"Universe for windows"** and click **here** to begin the download

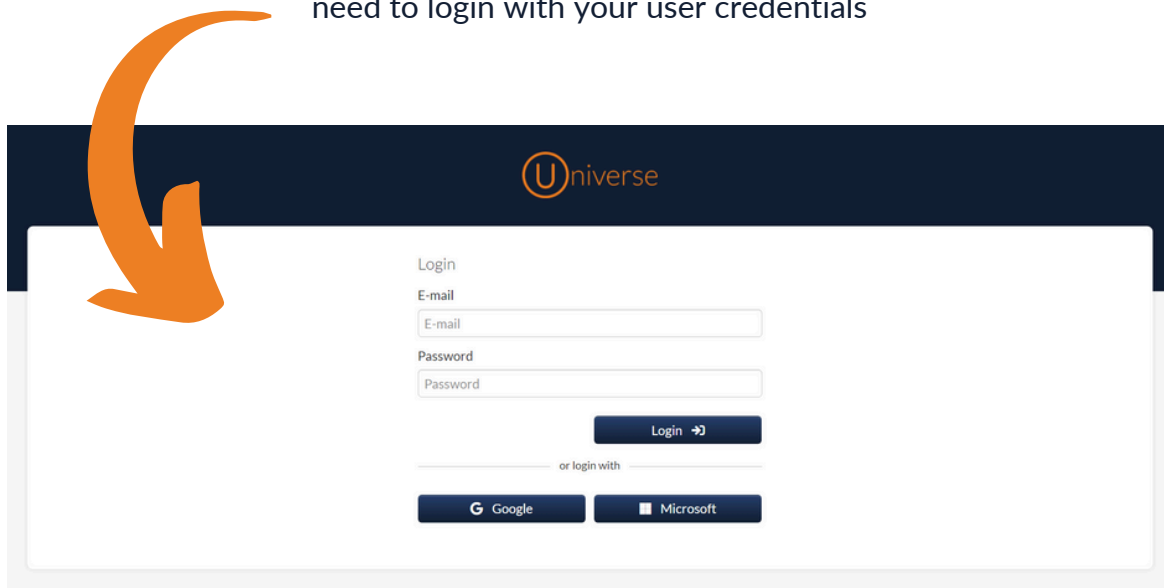
- 4.) Once it has downloaded, open your **"downloads folder"** on your PC and open the **"setup wizard"** which will look like the below pop-up:



5.) If your unsure how the setup wizard works, simply click “**Next**”, then click “**Install**”, wait for the installation to complete and then click the “**Finish**” button to close the setup

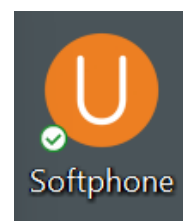


6.) Once installed, the universe softphone application will launch and you'll need to login with your user credentials



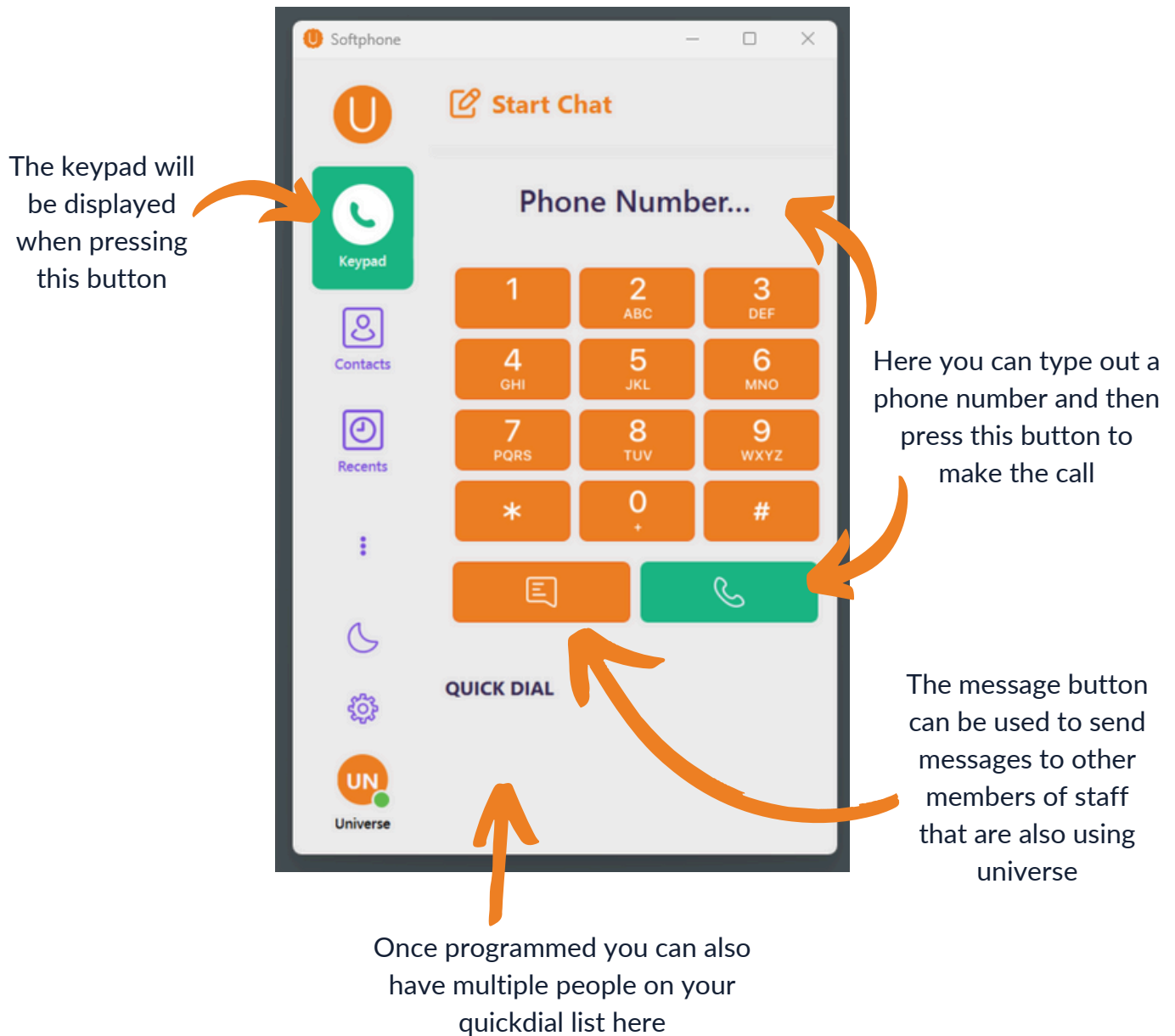
7.) If it does not launch, you can either look at your PC's applications or there should be a shortcut on your desktop which will look like this.

Simply **double click** this shortcut to launch the application

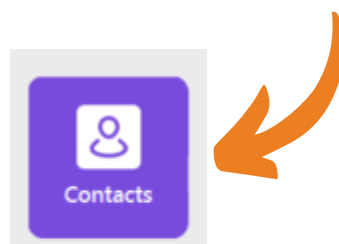


8.) The **welcome wizard** will launch when first opened, simply click the settings button if you'd like to change any of the default app settings on your device or press next if you do not wish to change any of these settings.

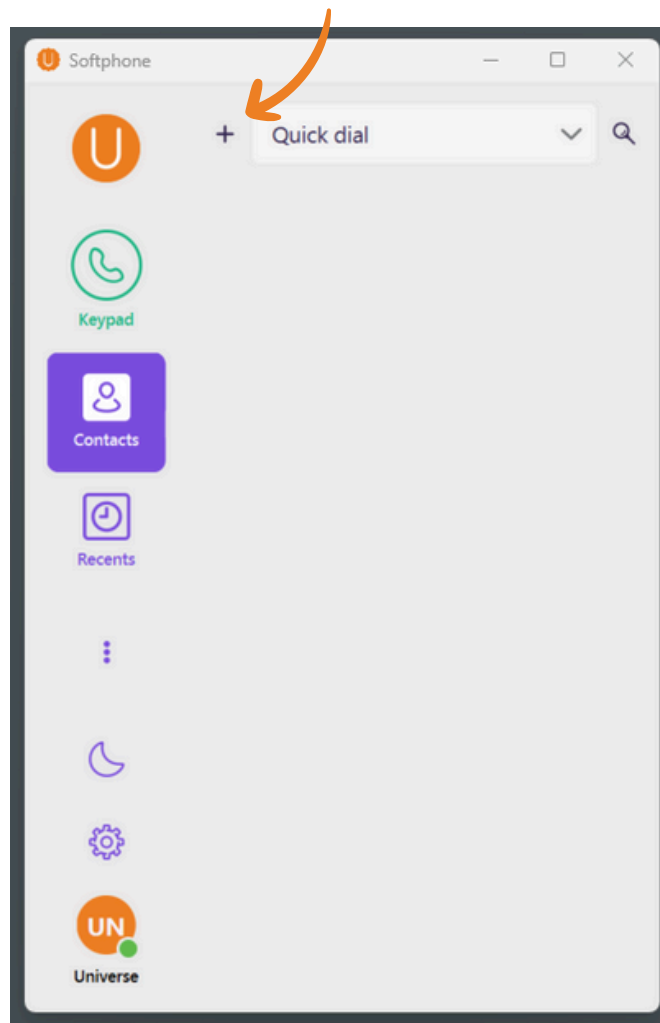
9.) Now the application is installed this is what you will see on your screen:



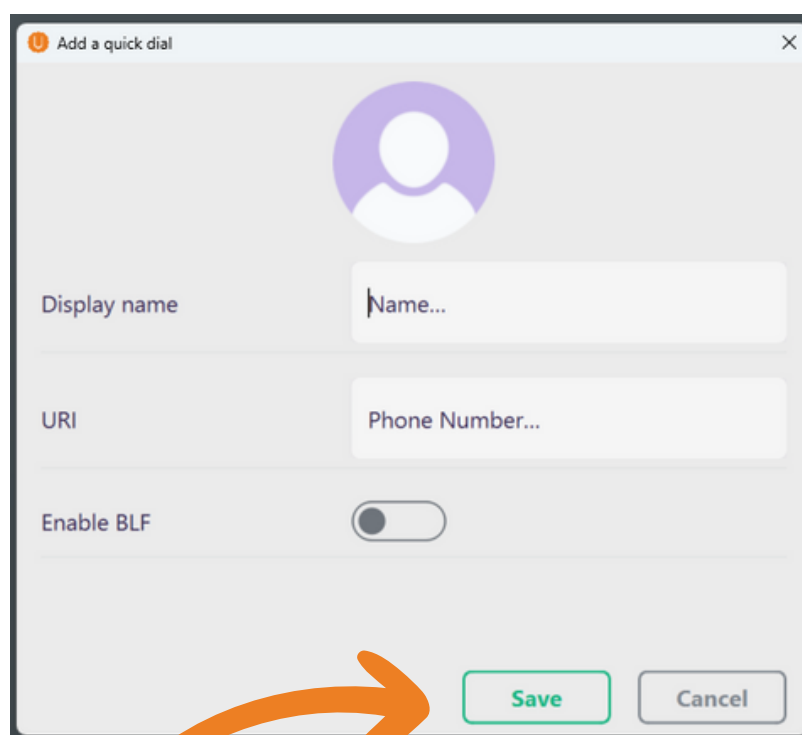
10.) To add quickdials, click the **"Contacts"** button on the left of the softphone



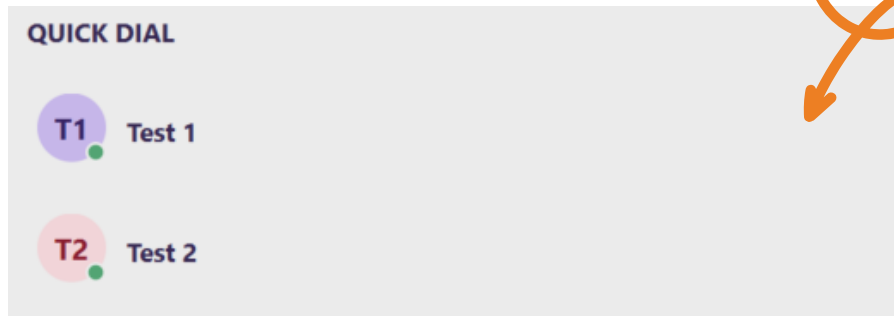
11.) Click the drop-down, select **Quick dial** and press the + button



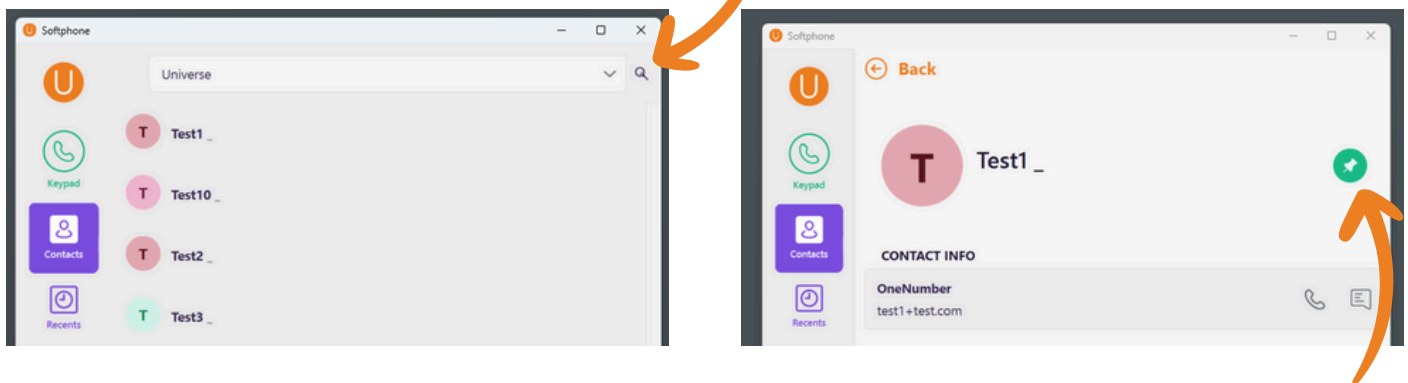
12.) This will bring up the below window, simply add a **name**, **phone number** and choose if you'd like to **enable BLF** which will show you if they are available or not and click **save**



13.) Once added you will see them in your **quickdial section** like so:

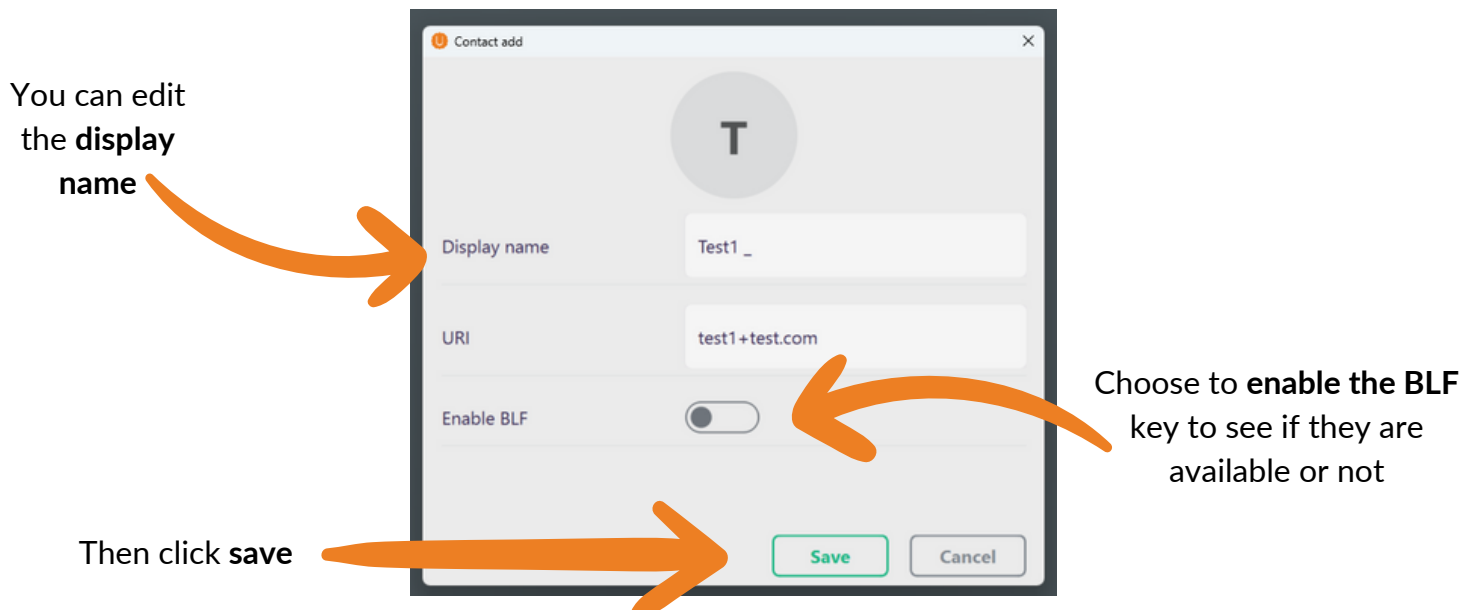


14.) If you already have someone in your contacts folder that you'd like adding to your quickdials, click the **drop-down**, select **Universe** and find the one you'd like to add by scrolling through the contacts list or by using the **magnifying glass** on the top right to search.



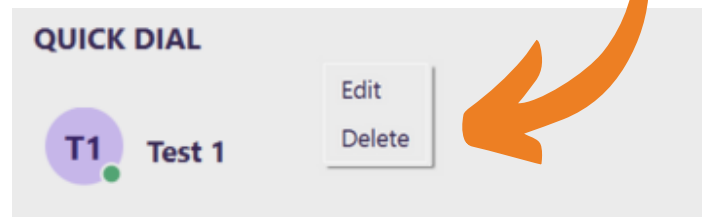
15.) Once you have found someone you'd like to add, click their contact and click on the **green pin**

16.) Once clicked the information will be added automatically in the contact card like the below example:

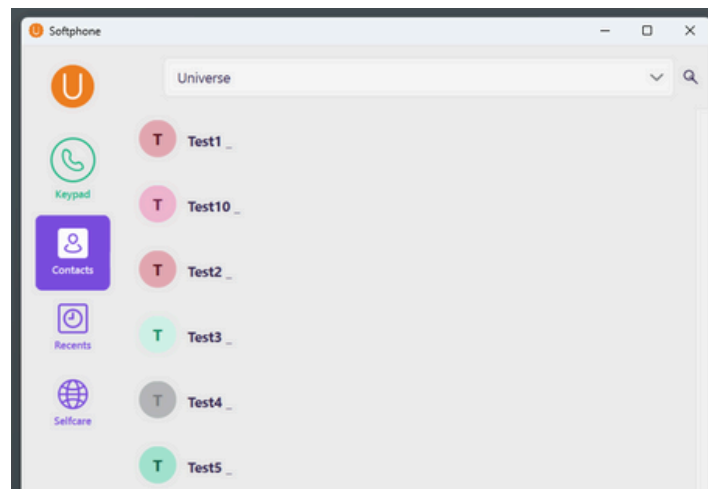


Please note the BLF will only work if the contact added is also on the universe system and this will show when they are on a call or not

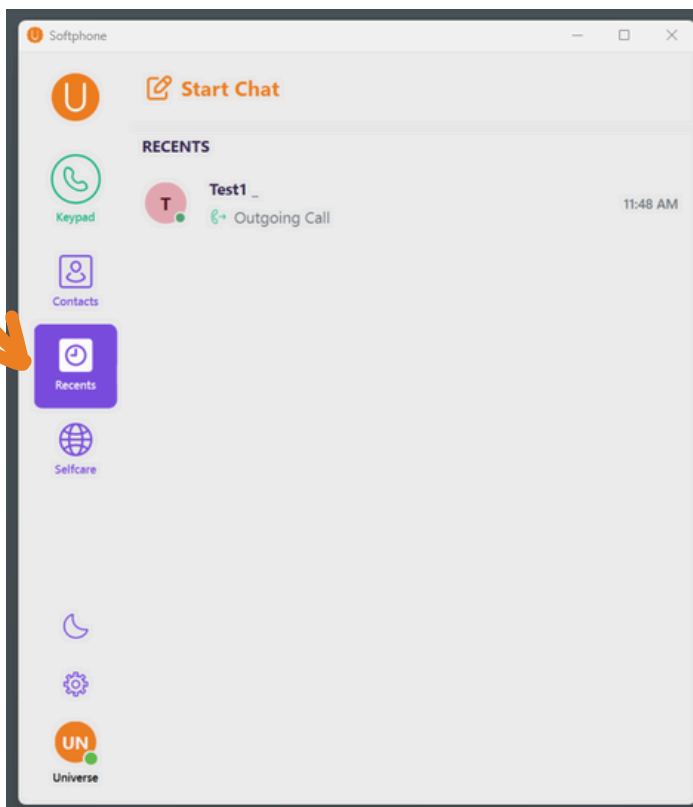
17.) To **edit** or **delete** any quickdials once added, simply **right click** and you will see this box appear



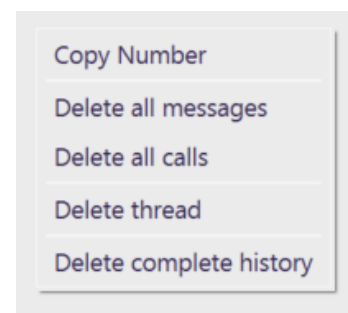
18.) If you wish to add new contacts then this has to be done using the **universe web portal** to ensure all contacts will be synced for all universe users



19.) The **recents** tab will allow you to check all of your **recent call history**

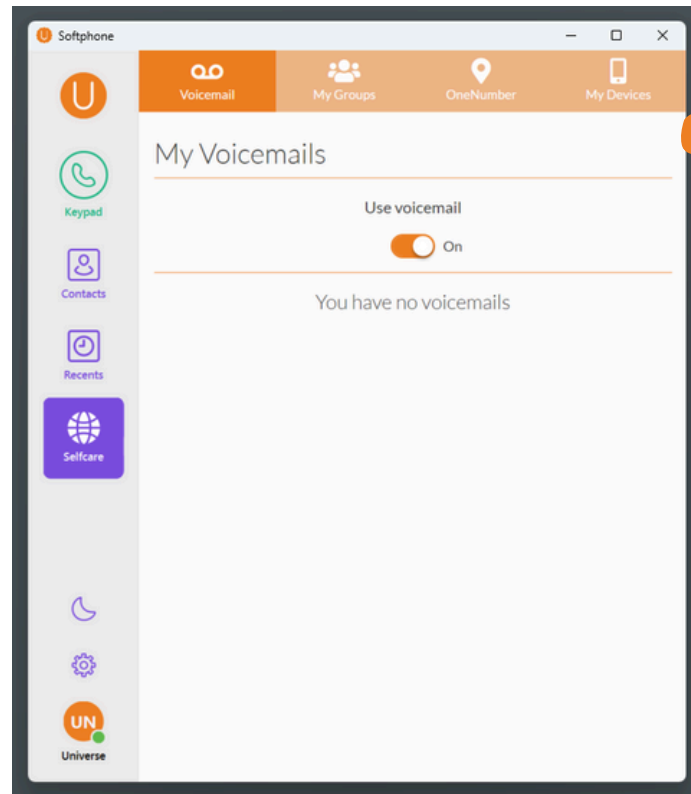


20.) You can also **right click** on a recent call to bring up these further options

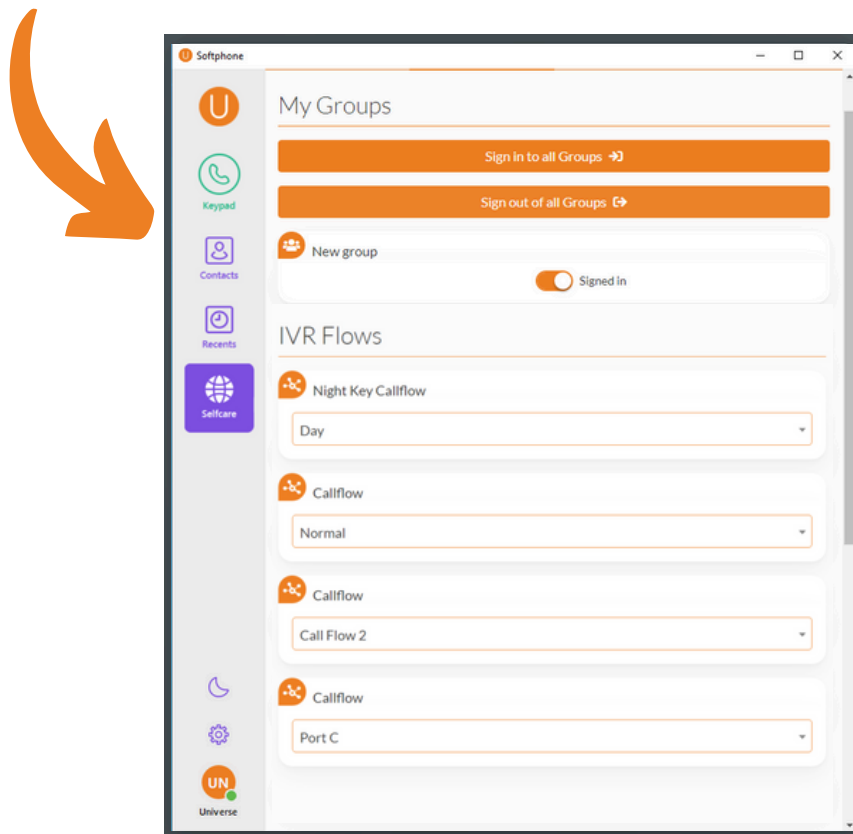


The “**Selfcare**” **Globe** button on the toolbar gives you a few different options which we will go through below:

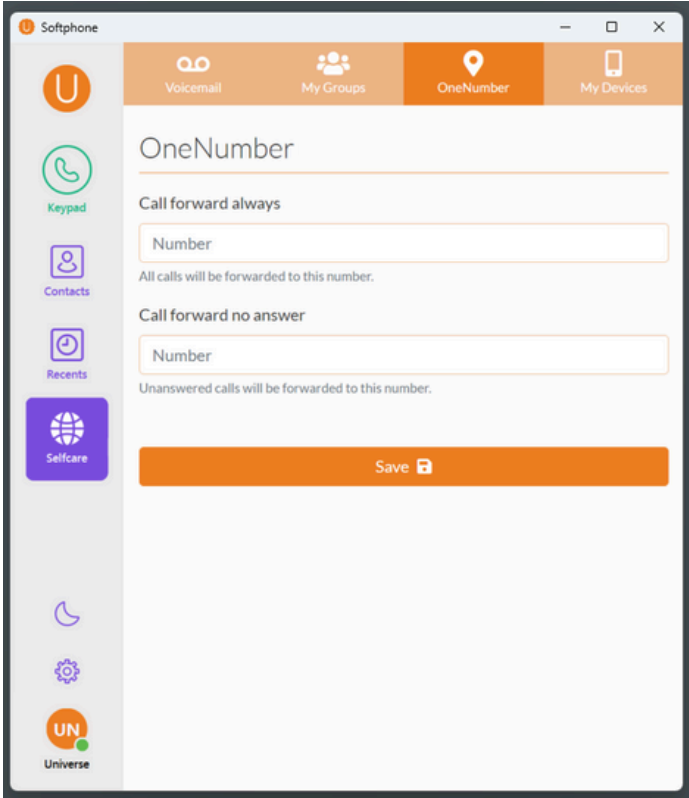
21.) The first section of selfcare is the “**Voice**mail” option where you listen to any Voicemails that have been left for your user



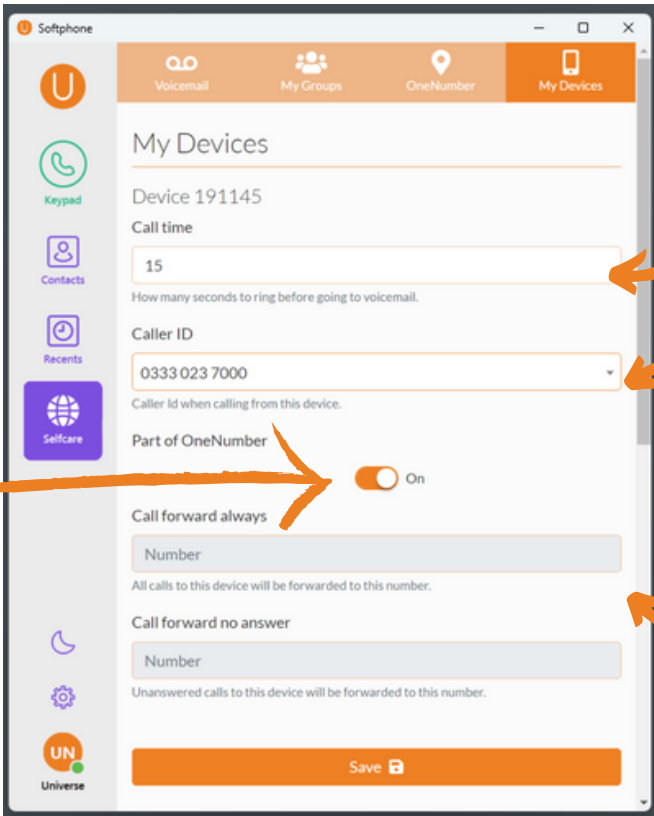
22.) The next section in selfcare is the “**My Groups**” Option, in here you can log in and out of specific groups and you can change the callflow if this has been added to your phone system IVR.



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



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



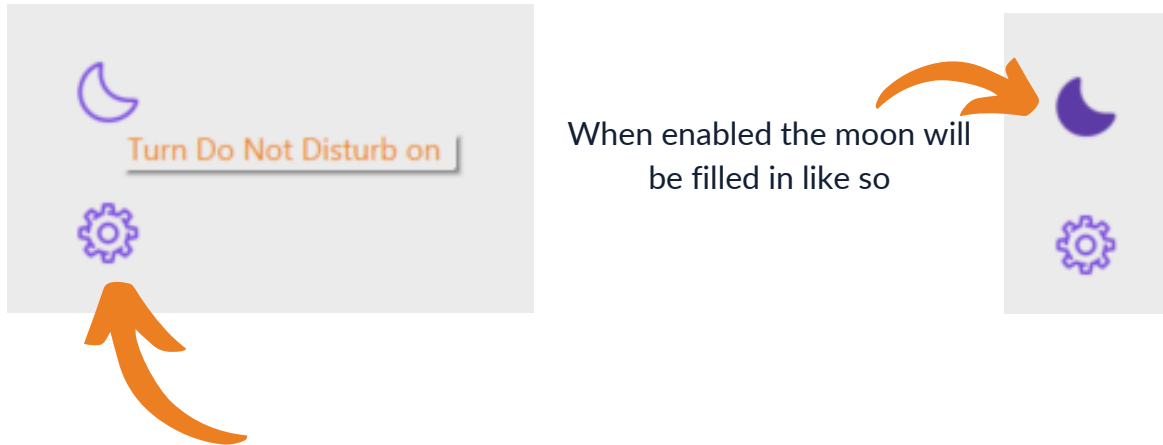
You can also use the **Part of one number** toggle to log in and out of a device. This can be useful if you are working from home and don't want your handset in the office to ring, just your softphone app on your mobile device

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

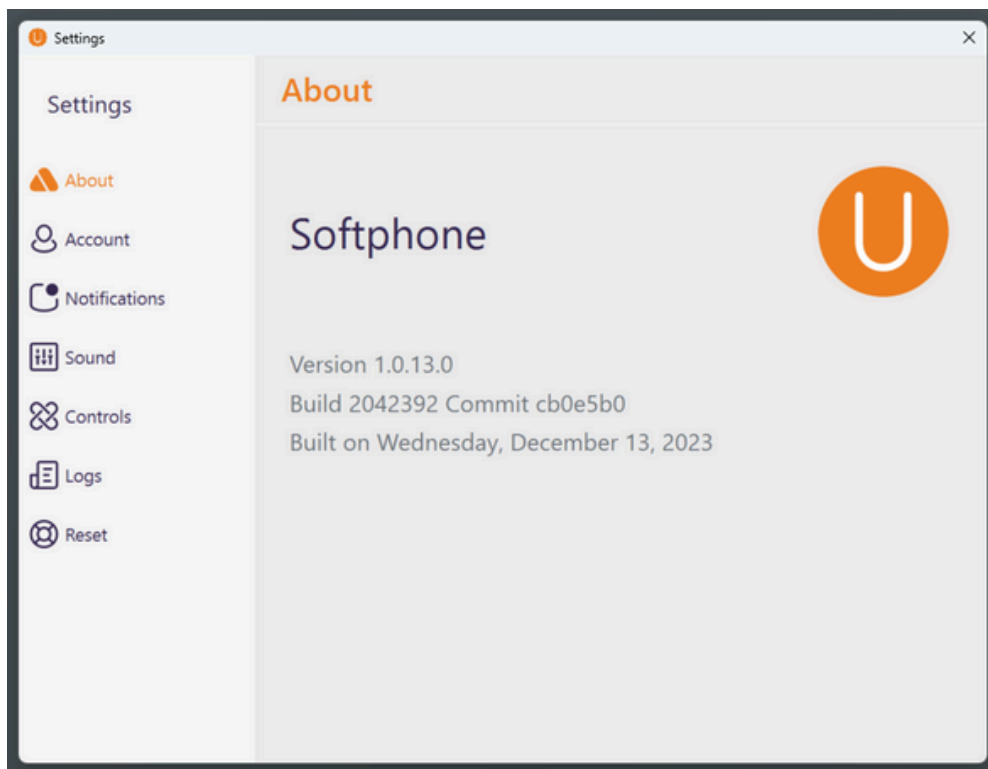
You can change the **Caller ID** here

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

25.) You can also use the **moon icon** to put yourself into **DND**



26.) Selecting the **settings cog** on the bottom left will allow you to explore all the settings available for the softphone application



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

0333 023 7000
faults@firstcomeurope.co.uk