Universe Softphone

For Windows and Mac

Universe softphone for Windows and Windows

The Universe Softphone is a software application that enables you to make and take phone calls over the Internet, WIFI or even a mobile data network. The Softphone can be installed on a desktop computer, laptop or a mobile smart phone.

The Softphone is fully integrated with the Universe cloud phone system to provide you with the best experience for fully featured communications. It works on PC and MAC, on iOS and Android. This Data Sheet captures details of the Softphone for MAC and Windows variant.

Great usability
The Universe Softphone gives office-based users an alternative to, or complementary service alongside, a traditional telephone handset. The Softphone for computer is designed to allow the user to perform telephony actions with the minimum number of clicks. For example, a call transfer can be achieved by dragging and dropping the existing caller's icon to another user's icon with no need to put the call on hold and separately look up or type a specific number.

Improved efficiency
The Universe Softphone allows users to see the status of a colleague's line through simple colour coding, and this includes seeing an incoming call that could be picked up. Using the Universe 'One Number' feature means that once a user is busy any other associated devices they have will not ring as the system knows that they are busy on a call.

Deployment options
The Universe softphone App is included in a number of the subscriptions offered, so users can take advantage of choosing how to establish and modify their call handling.
Plus, a single user licence gives 3 instances of the softphone App so there is flexibility in getting things set up.

With variants of the software available for both Windows and MAC, there is a real choice of making deployments to suit the working environment.

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Softphone for Desktop key features

Features	Notes
Operating system support	Microsoft Windows 7, 8, 10 and Apple Mac OS 10.10 upwards.
Multiple device support	Calls are made or taken on the Softphone for Desktop alongside any traditional phones (if selected). Make or take calls on any of the devices or the App.
Cloud phone services	All the key features of a Cloud based phone service, without a dedicated phone device.
Slick operation	Key features such as call transfer - either attended or unattended - are designed to be intuitive, including 'drag and drop'
Presence	The App provides a visual indication of a colleague's status, so time will be used more efficiently
Extra security	The conversation to/from the Softphone for Desktop and the Universe platform is encrypted so calls remain secure from hackers
Easy deployment	When a user subscription is taken for the Universe softphone, the user will be provided with an easy to install download.
Flexibility and choice	A user subscription allows up to 3 installations of the Universe softphone, which may be any combination of Softphone for Desktop or Softphone for Mobile.

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