# firstcom europe

Universe Mobile
Android and iOS

User Guide

1. Universe for Mobile - Android and Apple iOS

i. Before you get started with Android

a. Make sure you have a Universe account and that you know your Firstcom Universe Email and Password

b. Follow these steps if you have an Android mobile phone. (Instructions for Apple phones are below this)

c. Log in to your Universe Self Care portal (Selfcare.voip.co.uk) => Devices with your computer. Delete the Universe Softphone devices that you do not need, until you have two (or less). The downloaded App for your Android device will bring this up to three which is the maximum.

d. You may need to know your Play Store Username and Password to download the application

e. Make sure you are connected to Wi-Fi or 4G
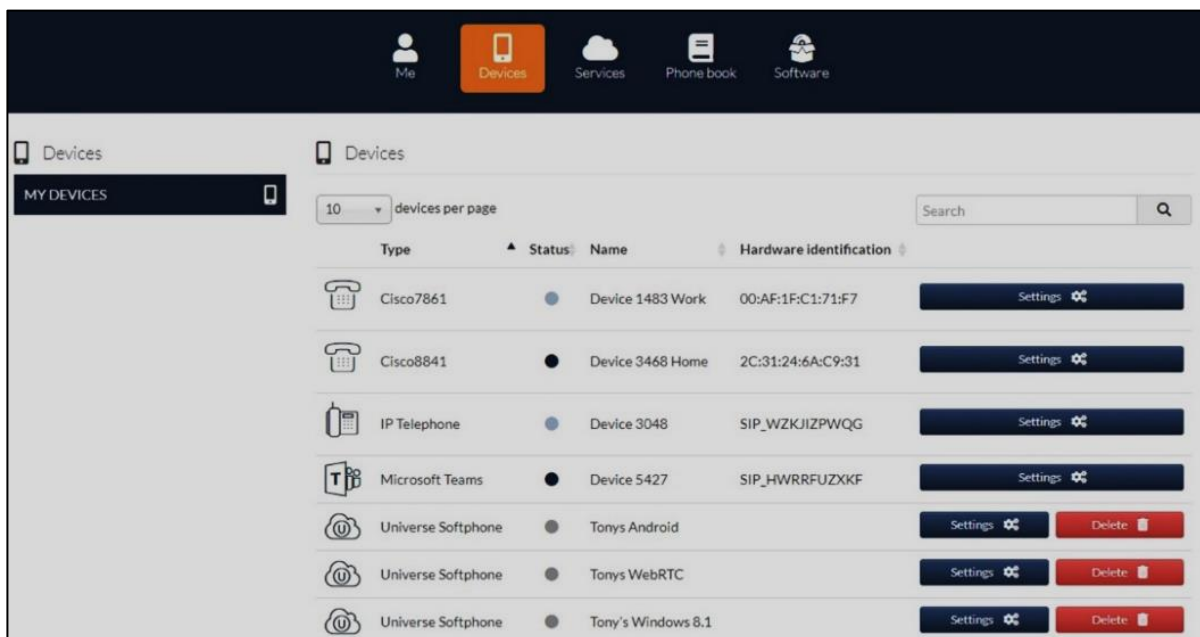
ii. Downloading the Universe Softphone for Android

a. Go to the Play Store on your Android mobile phone. Type in "Universe Softphone" in the search bar and select.

b. Download the softphone by selecting Install

c. When complete select Open, add your Firstcom Universe email address and Password in the boxes provided.
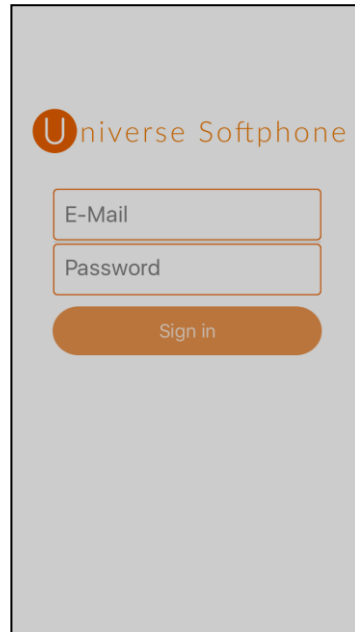
d. Answer Allow, OK or Next to a series of
    questions that arise on the screen
    about; using your microphone, record
    audio, telephony features, manage
   phone calls, read contacts
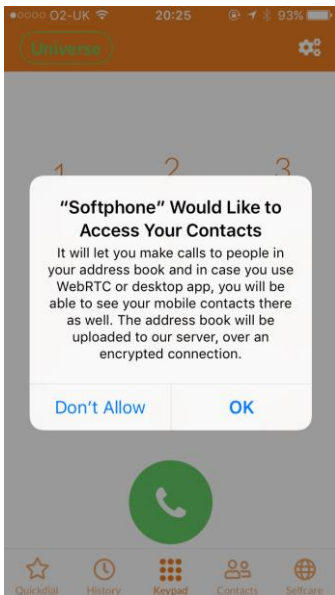
iii. Beginning to Call with Android

a. A Dialpad will appear when you open the application, and you will be able to start making calls if the word "Universe" is in the top left-hand corner in green letters

b. There are two sets of Contacts, "Universe" – for company contacts and

c. "Address Book" – for the contacts on your phone.

d. The icon with the square orange box with the "U" and Softphone beneath it is your Universe for Android application.
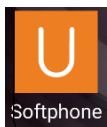
iv. Downloading Universe Softphone for Apple

a. Make sure you have a Universe account and that you know your Firstcom Universe Email and Password

b. You will also need an Apple phone and know your Apple ID Username and Password to download the app from the app store

c. Log in to your Universe Self Care portal => Devices with your computer. Delete the Universe Softphone devices that you do not need until you have two (or less). The new download on your phone will bring this up to a maximum of three.

d. You must have a data connection, either Wi-Fi or 4G
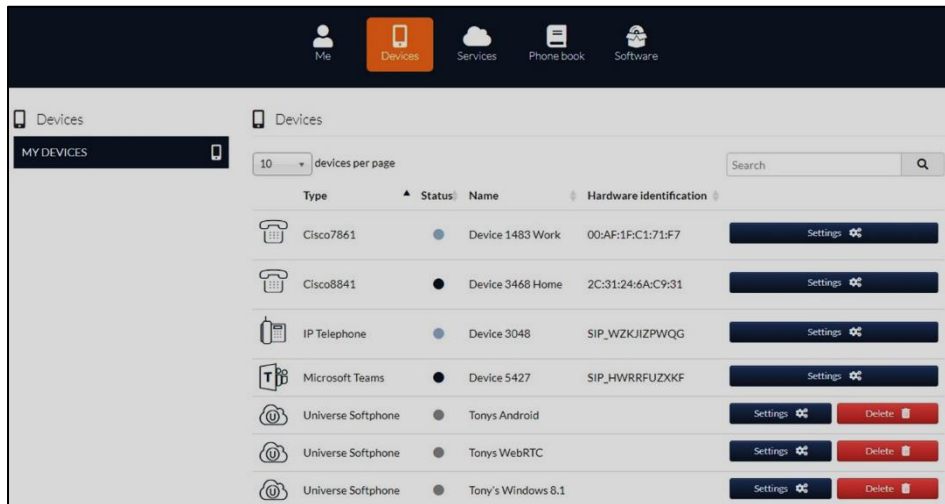
v. Starting the Download

a. Go to the App Store on your Apple mobile phone. Type in "Universe Softphone" and select.

b. Download the product by pressing the down arrow (pressing GET), and wait for the perimeter of the circle to complete.

c. Click on the app and type in your Firstcom email address and Password to sign in. Wait for the app to download
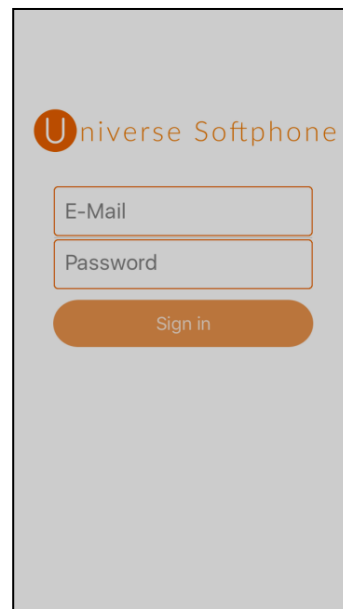
d. Answer Allow or OK to a series of questions that arise on the asking you for access to your Notifications and Contacts.
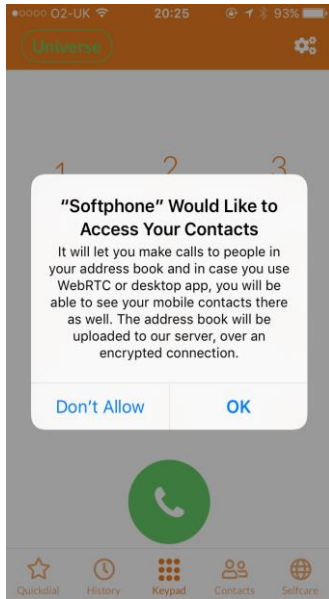
vi. Beginning to Call with Apple

a. A Dialpad will appear and you will be able to start making calls. It will ask to access your microphone.

b. If the word "Universe" in the top left of the screen has green letters, you can start making calls

c. There are two Contact lists, "Universe" – for company contacts "Address Book" – for the contacts on your phone
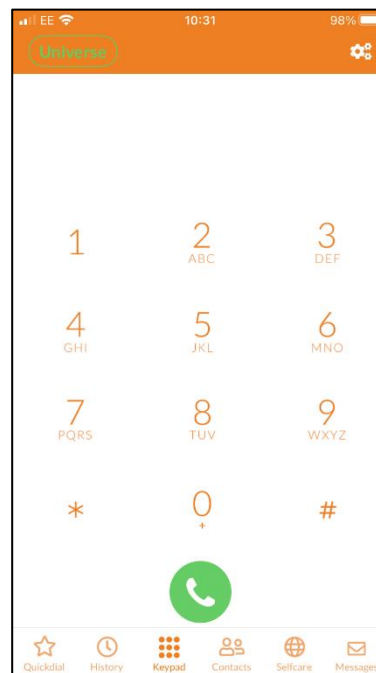

The icon with the square orange box with the "U" and Softphone beneath it is your new Universe Softphone app on one of your mobile phone's home screens.

vii. Home Screen Icons

The function of the icons presented on the screen are indicated in the diagram below. In most cases the Apple and Android softphones work similarly, but on occasions there are differences, as specified below.

Quick Dial

History

Keypad

Contacts

Selfcare

Settings

Status

Android

Apple
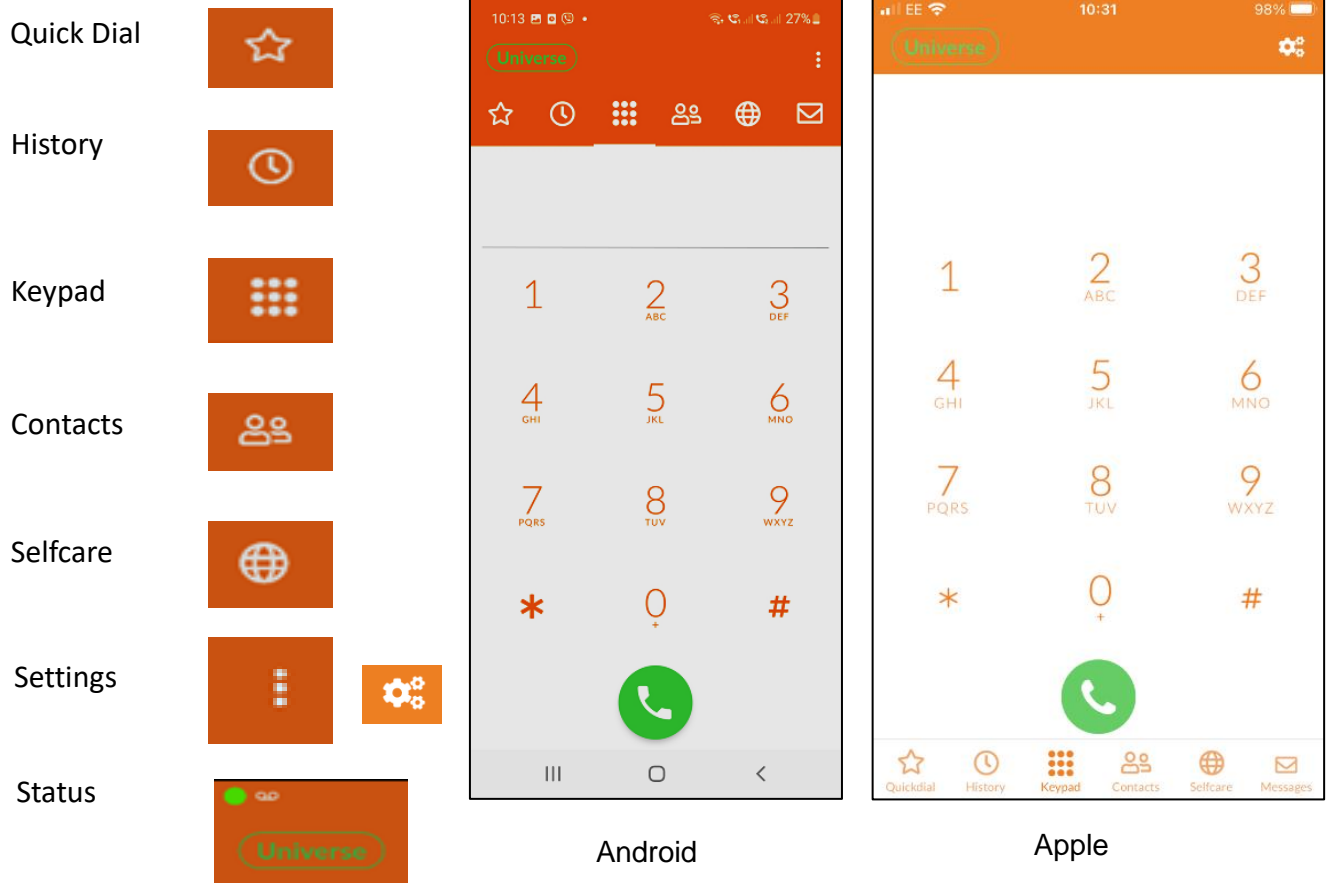
The Keypad

Calls are made from this screen by selecting digits from the dial pad and then by pressing the green circle at the bottom. If you are calling a phone number that already exists in either your native phone contacts or your Universe contacts, the name of the person will be displayed as well as the number you have dialed.

Contents

- Select the Contacts icon and you will notice the words Universe or Address Book at the top of the screen. Depending on which you click, you are able to choose between these two contact lists, both of which are available from your mobile phone.

- To Search for a person, choose whether they are a Universe Contact or a contact from your address book in your phone, select the Magnifying Glass search symbol, enter their name.

- Select the person's name and then you will have a choice of their numbers. Select the phone symbol beside them to make a call. If the person has more than one telephone number no icon will be shown instead you have to click the contact and select what number you want to dial.

- To enter a new contact on your Universe contacts list, go to selfcare.voip.co.uk => Phonebook => "Create contact +".

- Address Book Contacts in the App, sync with your phone's native (original) contact list. However, they will only be used on the device you update, not the other devices connected with your service, e.g. Universe for Windows or the selfcare portal.

- If you use Google Contacts, it will sync with your native contact list which in turn will sync with your Universe applications Address Book (not the Universe Contacts) both for uploading and downloading. To upload a new address - go to the Contacts icon => press the Add button and enter the name and contact details of the new contact. It may take a couple of minutes to synchronize with your other devices that are using Google Contacts

Favourites - Android

This allows you to store your frequently called numbers in one place. (See screen shot below)

- To add ONE contact from one of your lists:

Select the Favorites Button => Select the three dots at the top of the screen

- Edit Mode

- Select the Add button

- Select the Add Person button

- Choose Contact list

- Search for name => Select => Then

The Busy Lamp Field allows you to see when other Universe customers are on the phone.

- To add ALL your native dialer favorites;

Select the Favorites Button => Select the three dots at the top of the screen => Select "Import favorites" => OK

Favourites - Apple

This function allows you to store your frequently called numbers in one place. (See screen shot below)
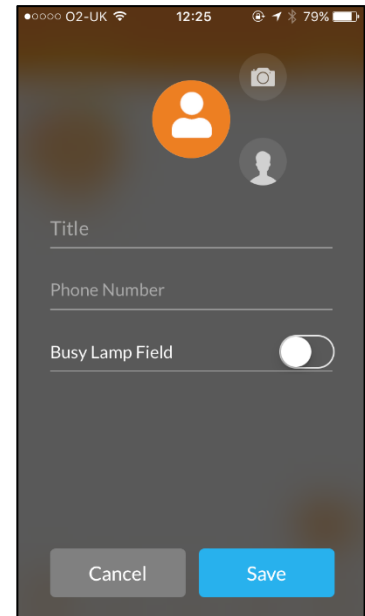
To add ONE contact from one of your lists:
Select the Favorites Button => Select EDIT at the top of the screen

- ▪ Select the Add button
- ▪ Select the Contact to Add from Contacts Button

  OR

  - ▪ Fill in the person's details
  - ▪ Save

Turning on the Busy Lamp Field allows you to see when other Universe customers are on the phone.
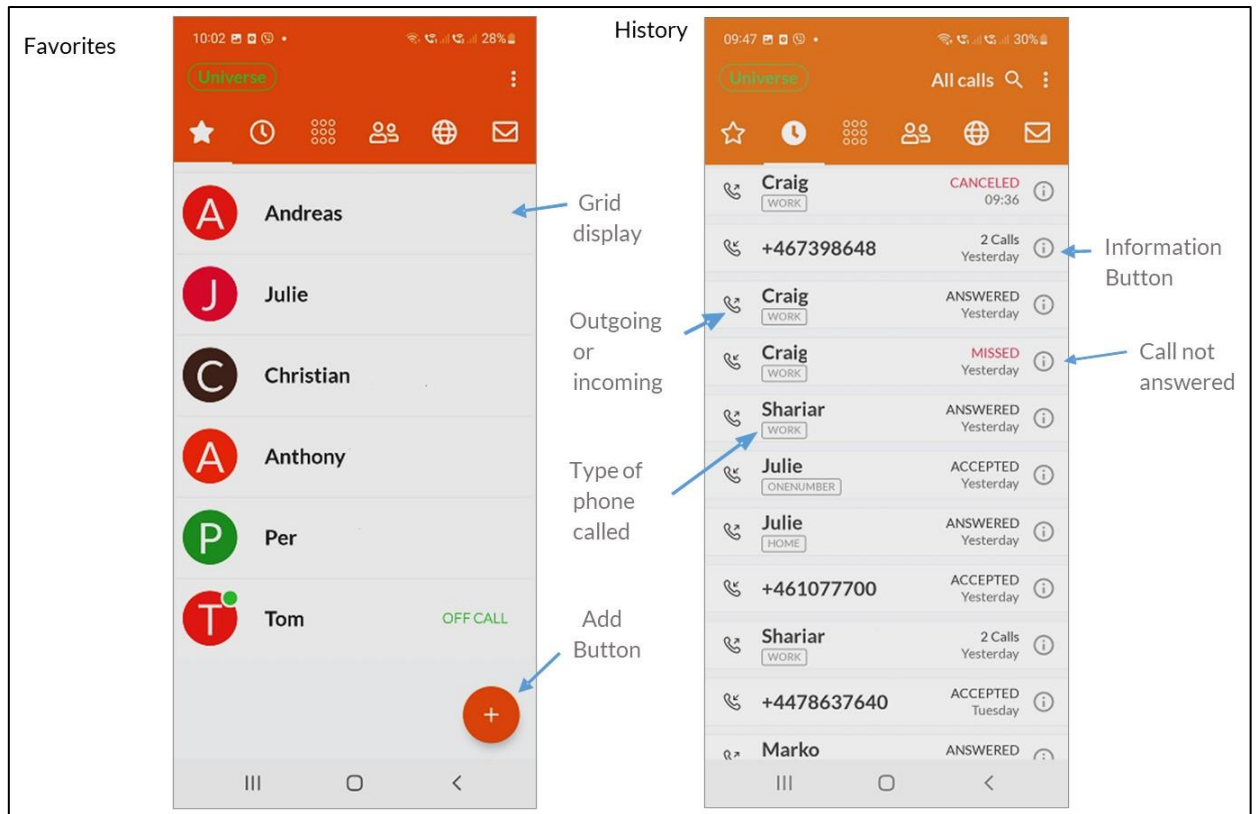
History

- ▪ Select the History Button and you will see all the numbers that you have called, the numbers that have called you and the time of call. (See screen shot below)

- ▪ Outgoing calls are represented by an arrow going up and right. Incoming calls are represented by arrows going down and left

- ▪ You can call the people on the list simply by selecting their name

- ▪ To obtain information about the caller, such as his phone number, press the Information button on the right-hand side of the screen. (On Apple phones this may be blank space). The duration of the call is also presented

- ▪ By holding your finger on the name, three options are presented: Call, Call via GSM, Copy Number

Status

- ▪ If there is a green dot at the top of the screen and Universe is in green writing, you are able to make a call using the Universe platform. If the color is not green you can make a call using GSM.

Favorites · Grid display · Outgoing or incoming · Type of phone called · Add Button · History · Information Button · Call not answered

Selfcare ⊕ (Remarks: see Desktop)

Within this Admin screen is the ability to change the following functions: My Groups, OneNumber, My Devices, Voicemail . Any changes you make from one device in the Admin pages of the mobile App will be reflected in the computer App and the Self Care Portal. You must SAVE each change as you do along

- "My Groups" which allows you to;
  o Sign Out or Sign In to groups that your administrator has allowed you to join

- "One Number" (the number shared for each device), allows you to;
  o Choose which phone number your phone will be directed to for "Call Forward Always" for your One Number
  o Choose which phone number your phone will be directed to for "Call Forward No Answer" for your One Number
  o If you leave this blank, calls can go to your Universe Voicemail

- "My Devices" which allows you for each device to;
  o Choose the number of seconds before a called number goes to voicemail for each device
  o Select which Caller ID is to be displayed (if available) or One Number for each device.
  o Choose which phone number Call Forward No Answer for your One Number should be directed toward by device

- "Voicemail" allows you to listen to and delete Voicemails and switch the Voicemail service off
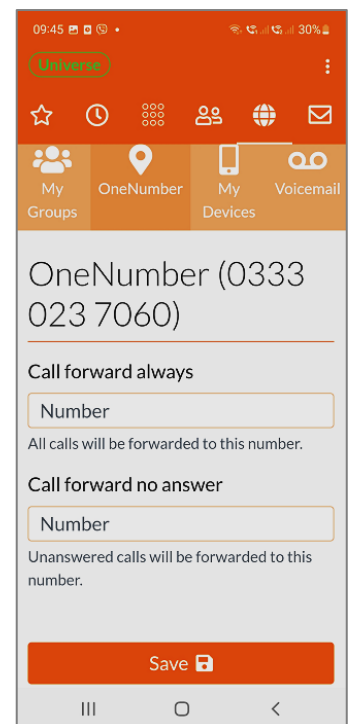
o   Voicemail is either on for all devices, or off for all

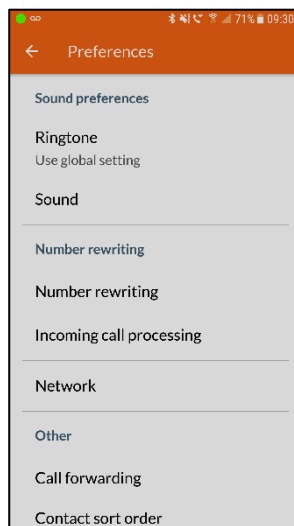Settings   For Android ⋮   For   ⚙ Apple

By selecting the Settings icon you will be presented the choice of Refreshing your screen or alternatively selecting Settings where you will be taken to the Settings screen (See below – Android is features, but Apple has similar functionality).

- **Account setup** – allows you to Edit your SIP account

- **Preferences –** gives you a range of choices for setting up your service
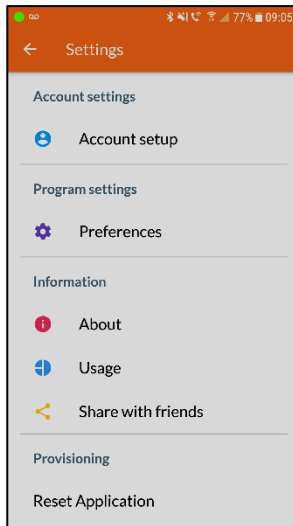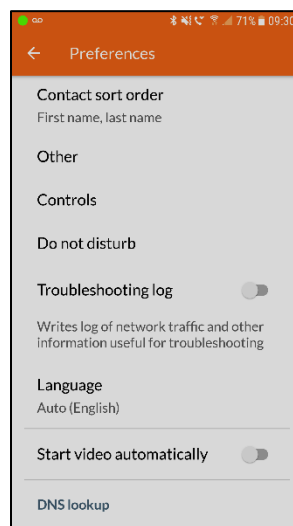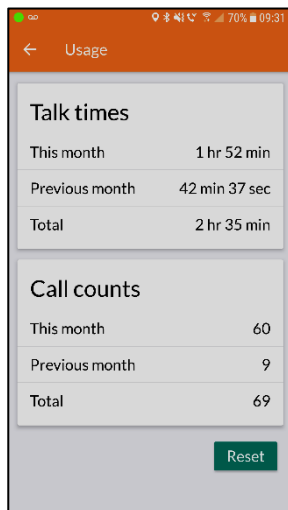
Settings   Preferences 1   Preferences 2   Preferences 3

Usage

o   **About** - shows you the download version on your phone

o   **Usage** – Gives talk times and call counts for the month so far

o   **Share -** with friends takes you to existing media platforms such as Email and WhatsApp etc. in your phone

o   **Reset Application –** clears all data, provisioning, themes and history

i. Chat

Messages

Chat one-to-one with you colleagues within the app. Find the contact you wish to message and press the chat bubble to start to type. You can also select the chat icon to see your messages and reply from here."
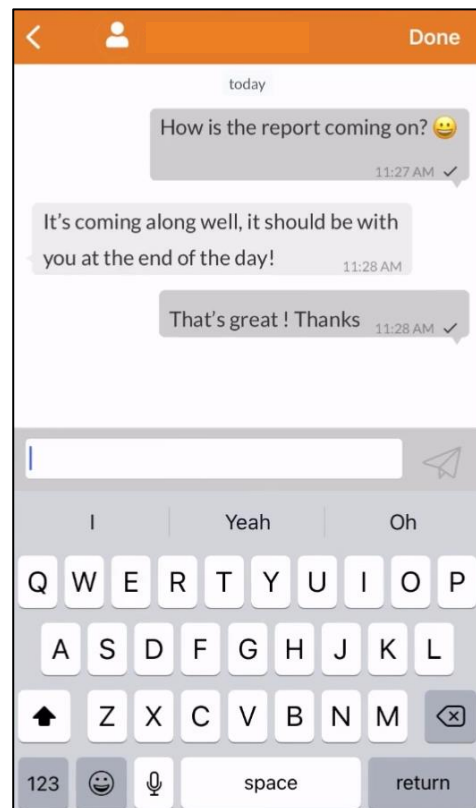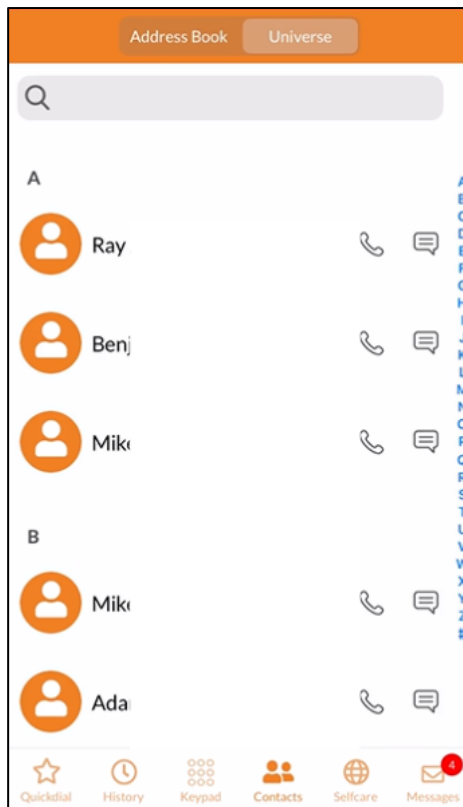
viii. Types of Calls

Making a Call

Go the Dial Pad or Contacts => Dial the number or select the person or organization => Press the phone symbol => your call will begin to ring. (You will note that there is one ring tone that is followed by another different ring tone) => the call is then connected => you can begin to speak

Call Transfer

Once a call has been connected you will see the Call Accepted screen below. There are two types of call Transfer, "Transfer" and "Att. Transfer"

- **Transfer** allows you to send the call to another phone number, but does not allow you to give an introduction to the new called "B" party
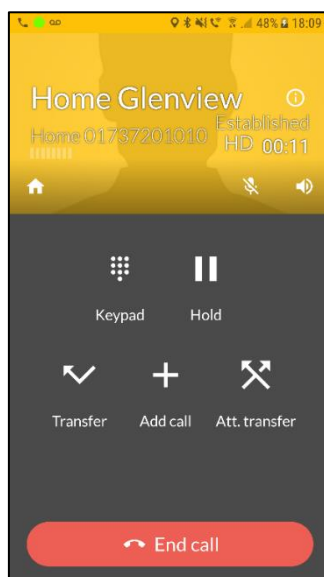
Transfer

Call received => Answer Call => Select Att. Transfer (First caller "A" hears music on hold) => Dial Pad appears => Key in the number to which the call will be transferred "B", or use Contacts => Press phone icon => A & B will be automatically connected, and you will drop off the call

- **Att. Transfer (Attended Transfer)** allows you to send the call to another phone number but DOES allow you to give an introduction to the new B party.
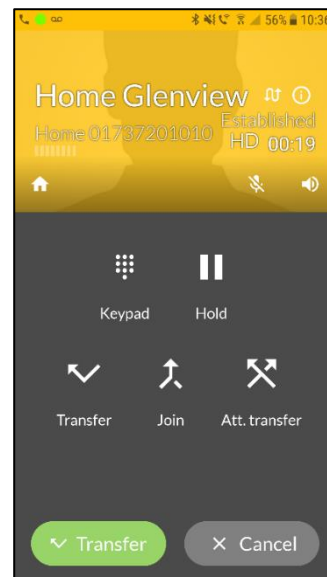
Attended Transfer

Call received => Answer Call => Select Att. Transfer (First caller "A" hears music on hold) => Key in the number to which the call will be transferred => Press phone icon => Speak to the new "B" caller => Press the Green Transfer button and A & B will be connected, and you will drop off the call

<div align="center">

Call Answered   **Att. Transfer has been selected**

</div>

Call Conference (Join)

- Dial a number from the Dial Pad or Contacts (you are party A) => the call is answered (B Party) => press the Add Call icon => The B Party is put on hold => dial the second number (C Party) => Press the Green Phone button => call is answered => press the Join button and all three (A, B and C) are connected.

- If you select the "Split" function, then caller B will be put on hold and you can converse privately with caller C

- It is possible to repeat the above process and add more telephone numbers to the call.