

User Guide for Universe
A Unified Communication Service
From Firstcom Europe

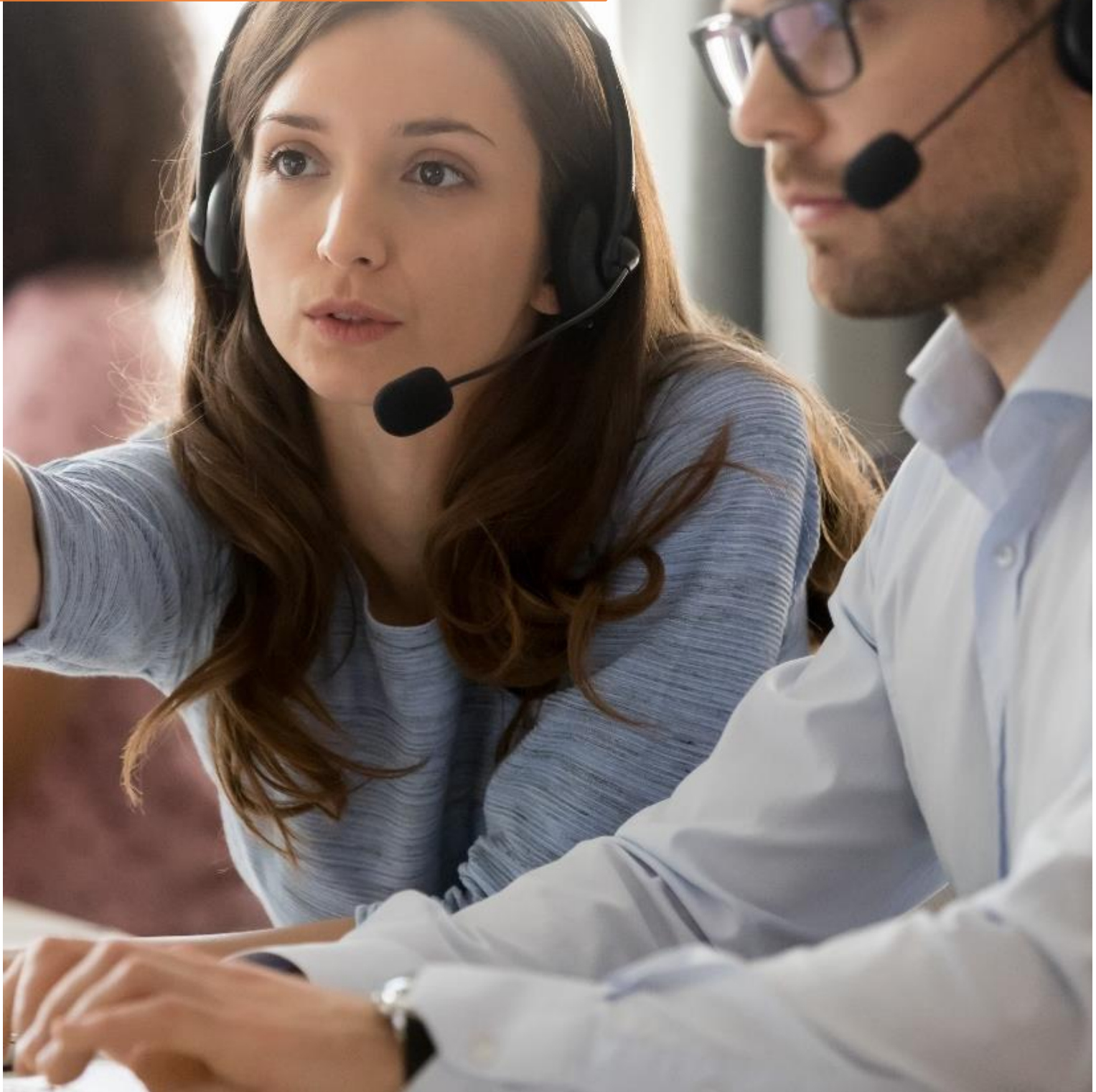


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1. Welcome

Thank you for choosing Universe from Firstcom Europe

This guide will provide you with a reference to the wide range of features available on our Unified Communications platform to you so that your telecommunications experience is both more convenient and productive.

Unified communications is developing rapidly and we are always upgrading our product so there may be some slight differences between the details here and your user experience.

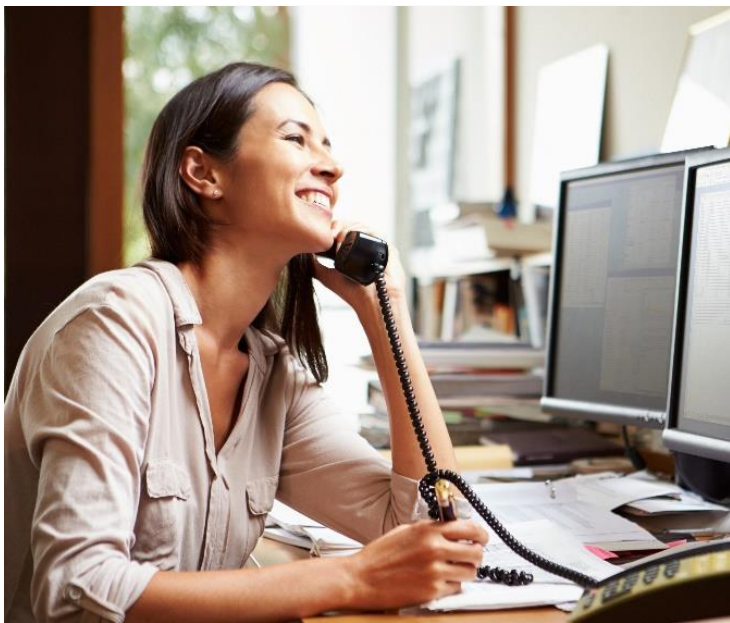
We would be delighted if you could give us feedback and make recommendations as to how we could work better with you.

If you need any further help, please give us a call on the numbers below.

Kind Regards,
The Firstcom Team

Email: info@firstcom.co.uk

Phone: +44 333 023 7000



Contact Details:

Phone: 0333 023 7000

Email: info@firstcomeurope.co.uk

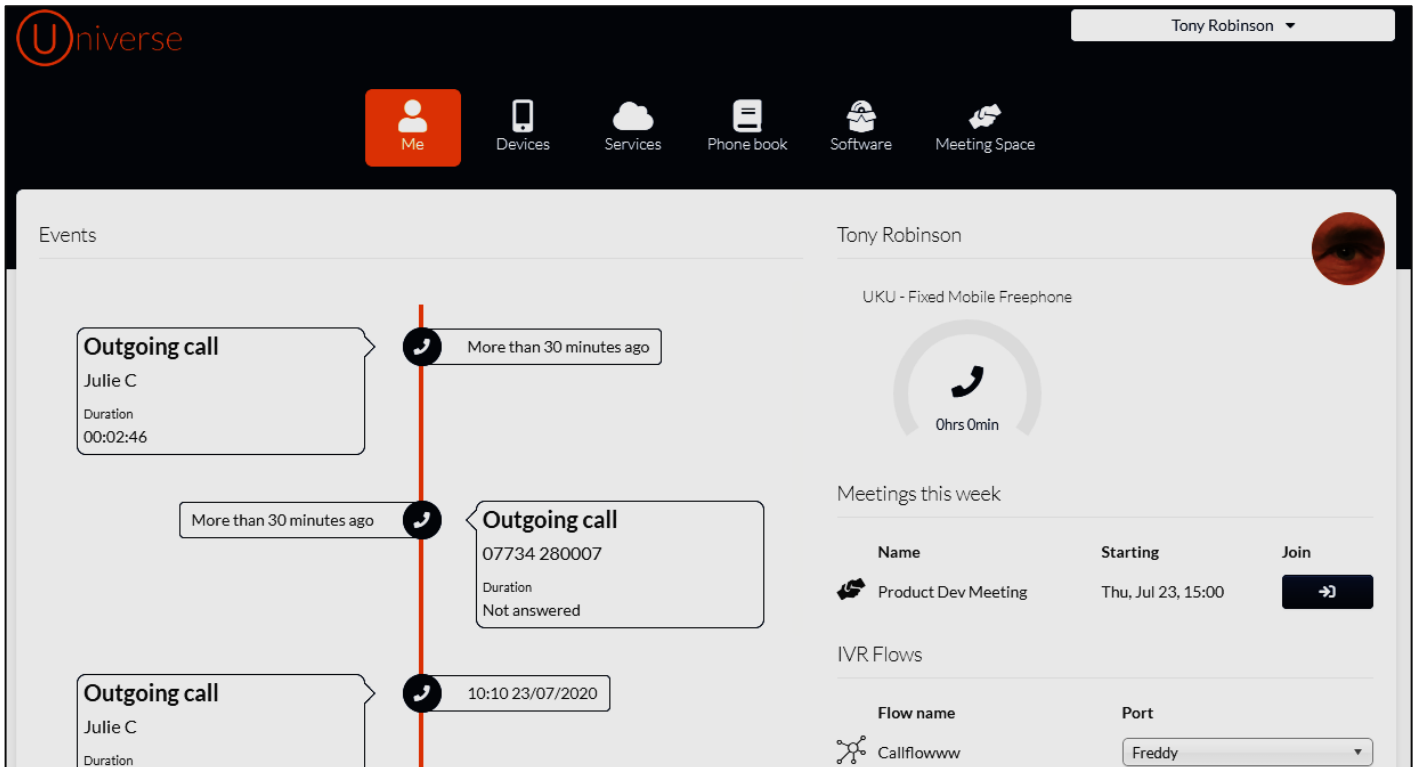
Website: www.firstcomeurope.co.uk

2. What is Universe?

Universe is a cloud-based telecommunications system that can be used by a range of devices- mobile, computer or desk phone. It provides access to advanced voice calls, PBX functions such as queuing and IVRs and well as online chatting, video conferencing and content sharing

3. Quick start Guide

- i. **Log into the self-service** portal at “selfcare.voip.co.uk /login” (do not add www.)
- ii. Enter the **username** (your email) and **password** provided in the ‘Welcome to Universe’ email. When you log in for the first time, you may see six main menu headings at the top of the portal.



- iii. **Bookmark** the selfcare portal address above in your browser such as Google or Yahoo on your Bookmarks or Favorites bar.
- iv. **Your Universe Number** - Click on the “Me” icon and go to the bottom of the page to see your One Number. Write this down to refer to until you have remembered it, because this is your new phone number. You may have more than one telephone number. In this case you have to set one of them as your One Number.
- v. **Your Universe Computer Phone** - Go to the “Software” icon and choose the latest download for your computer (Windows or Mac). This will show it is downloaded in the bottom left part of the screen. Click on this to run this or go to your downloads folder and double click on the Universe Setup file. Choose the “Only for me” option (if using Windows) on the next screen and the service will be ready to use.
- vi. **Your Universe Mobile Phone** - Again in the Software page you can download Universe to your mobile from the Google Play or App Stores. Remember, you may need your Google and will need your Apple sign-in credentials to download the software
- vii. **Your Universe Video service** - “Meeting Space” could be your last icon, if it is included in your package. If not, ask someone in your company to approve the use of this feature that allows you to see the people

you are talking to, send them messages, or share screens. No need to download anything.

4. Some top tips

A couple of top tips before you get started...

i. Check your profile

On the selfcare front screen, you will see your name in the top right-hand corner. Click on this and you will see “My Profile”. Check that you have the correct time zone in the appropriate field and that the other details on the page are correct. You can also change the password you have been given, to something more memorable and upload a photo of yourself.

ii. Add to your Phone book

Under the Phone book icon, you can add extra names to those that have already been included with your service, by your Universe administrator. Phone book is accessed by all your devices, why not add a couple more names and then give each of your devices a test. Remember to put the country code first +44 for UK. For Example: +443330237000. Leave no spaces between the digits.

iii. Multiple Device Ringing

Note that for incoming calls, each of your devices can be made to ring simultaneously, however, the first one to answer takes the call. The other devices are not able to be on the call as well.

Now you are ready to go. The rest of this User Guide will provide you with more information as to how to make the most of your telecommunications service. You can now experience all the advanced and useful features that are possible with Universe from Firstcom Europe.

5. Selfcare Portal

Your selfcare portal is located at selfcare.voip.co.uk (do not use www.)



Me	Shows the calls that you have made and received, the package of calls and data you are using and the usage of these. It indicates the meetings you have this week, the Devices connected to Universe and the Caller ID that will be displayed when you make outbound calls and your One Number (your phone number for all devices)
Devices	This shows the devices that are connected to Universe and allows choice of settings
Services	This refers to the Service associated with Universe such as Voicemail, Fax and Recordings
Phone Book	Here is where your contacts are stored from the company, or ones that you add. These contacts are used by your fixed phone, computer phone, mobile phone and video conferencing service
Software	Your software icon allows you to download the relevant software for your computer phone for Windows and Mac and also your IP based mobile phone service for Android and Apple
Meeting Space	Meeting space is your teleconferencing system. By clicking on this you can create meetings immediately or schedule them for later. You can also view the meetings that you have organized for the future.

i. Me



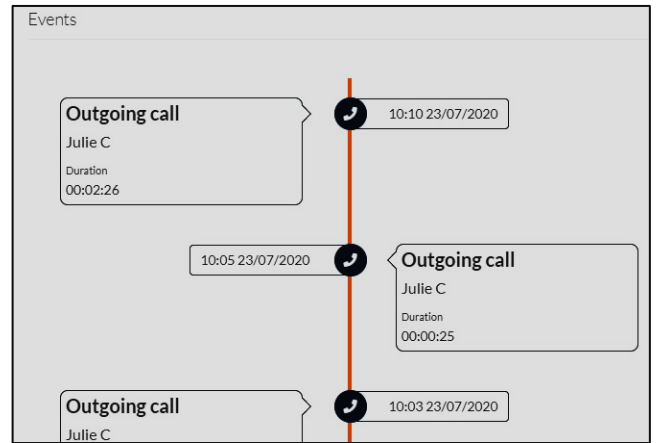
a. Events

Along the left-hand side of the 'Me' page you will see the Events timeline.

In the Timeline you are able to see and view the last 25 events that have happened on your Universe account.

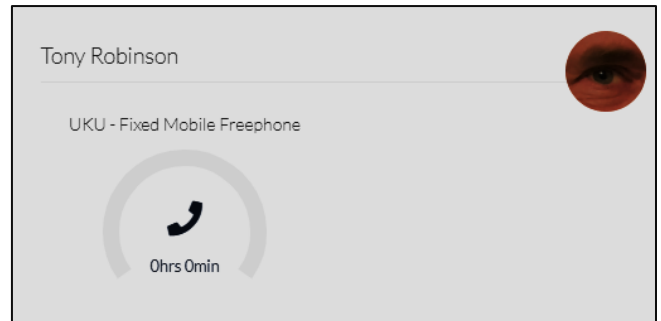
Whether that is inbound or outbound you can keep track of it here.

Your company system administrator will not be able to see your events.



b. Usage

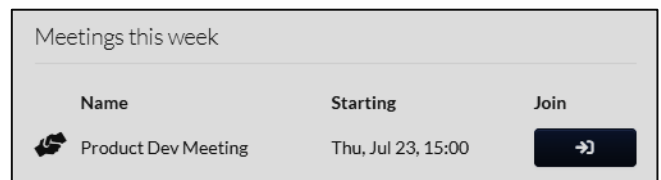
The right-hand side of the screen has the Usage per calendar month of minutes to Fixed, Mobile and Freephone numbers. Your screen may look different to the one displayed depending on the package your purchased.



c. Meetings this Week

This is the list of meetings that either you have initiated to or have been invited to for the rest of the week **from someone within the same Universe company subscription. Meetings from other platforms such as Teams or Zoom, will not appear here. Meetings from other company Universe subscriptions will also not appear here. However, all should appear In your Outlook, or similar, Calendar.**

You can join meetings from here. If the user hasn't got any meetings the menu will not appear.



d. Queue Membership

By being included in a group a user becomes part of a queue and answers calls either in rotation or randomly. He can also sign off from the group and exclude himself from the queue. The Administrator can see if you are no longer part of a queue. As a member of one or several queue, you answer calls for different queues like Sales, support, finance etc.



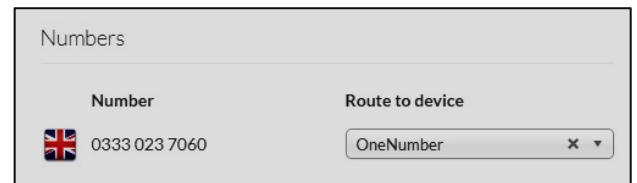
e. Devices

One number is the single number that can apply to all your devices. The list of devices connected to Universe one number is given here. It can also, to be seen under Services. It shows that there are three devices that are not connected to One Number and hence when the Universe number is called, they will not ring. You can also set the Caller ID of outgoing calls made from the device.

Device name	Caller ID	OneNumber
Device 1483 Work OFFLINE	0333 023 7060	<input checked="" type="checkbox"/>
Device 3048 OFFLINE	0333 023 7060	<input type="checkbox"/>
Device 5179 OFFLINE	Anonymous	<input checked="" type="checkbox"/>
Device 5427 ONLINE	0333 023 7060	<input type="checkbox"/>
Tony's Android	0333 023 7060	<input type="checkbox"/>
Tony's iOS	0333 023 7060	<input checked="" type="checkbox"/>
Tony's WebRTC	0333 023 7060	<input checked="" type="checkbox"/>

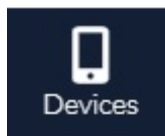
f. One Number

The Number listed is your One Number. i.e. The number that applies to all your devices. If you get an additional telephone number, it will be added as a One Number by default meaning that multiple devices will ring.



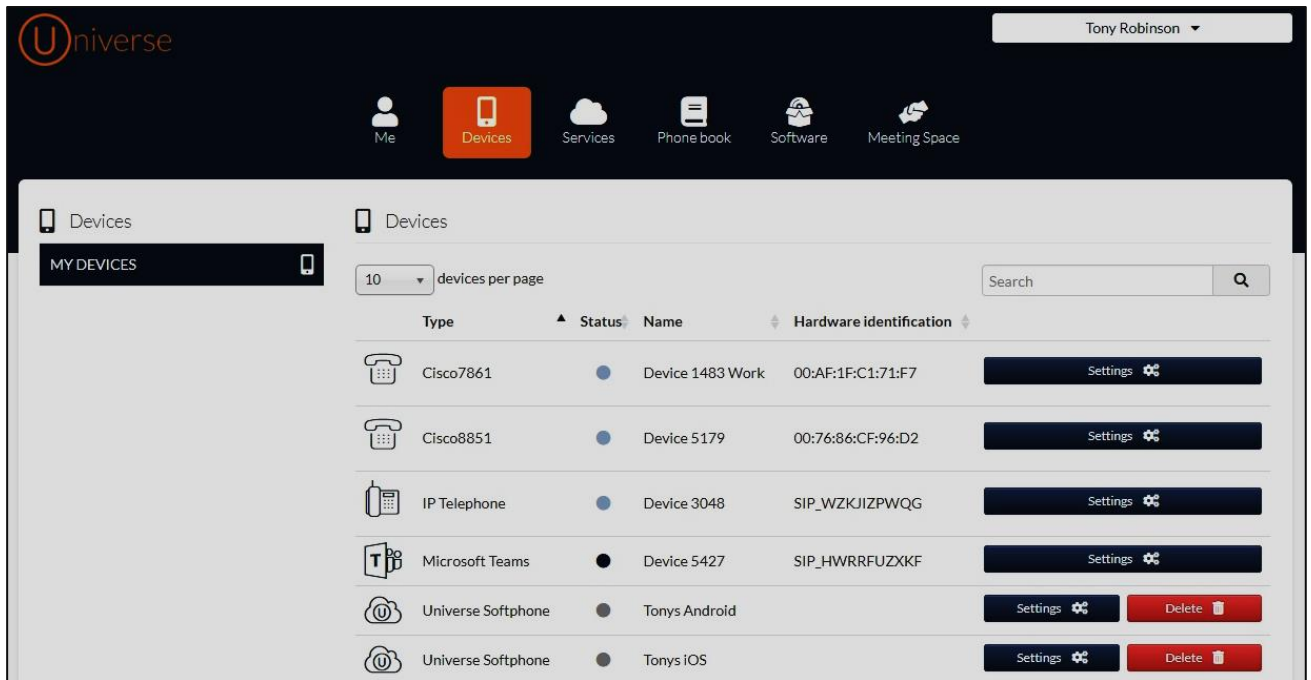
If you allocate your second telephone number to a device, instead of allocating it as a One Number you can have a private number and a One Number at the same time.

ii. Devices



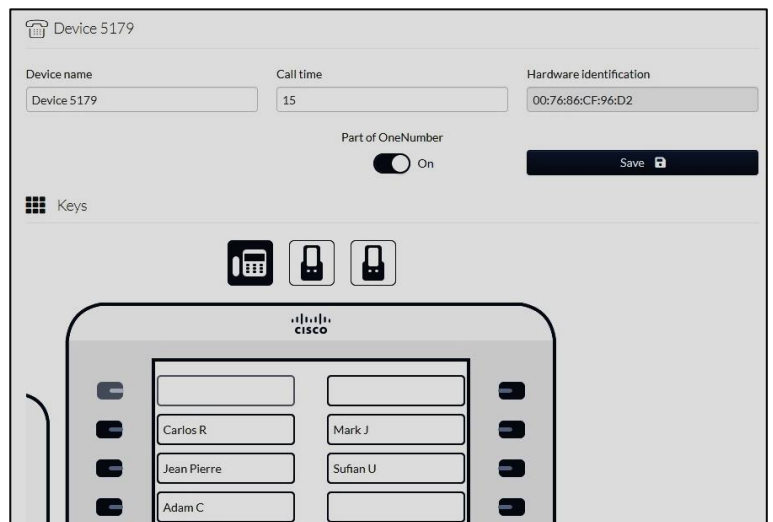
The list of Devices connected to your Universe is displayed under the Devices icon. It gives information about the type of Device, its status, the name of the device and the Hardware Identification (MAC number).

Note that only hardware devices provided by Firstcom can interface with Universe. It is possible to add generic SIP-devices. Note also that Microsoft Teams integrations appear as a device as do Softphone applications.



The Call time field gives the time that will elapse before an incoming call goes to voicemail. Note that for longer Call time settings (e.g. 120 secs) the dialer's phone may hang up before the call goes to voicemail.

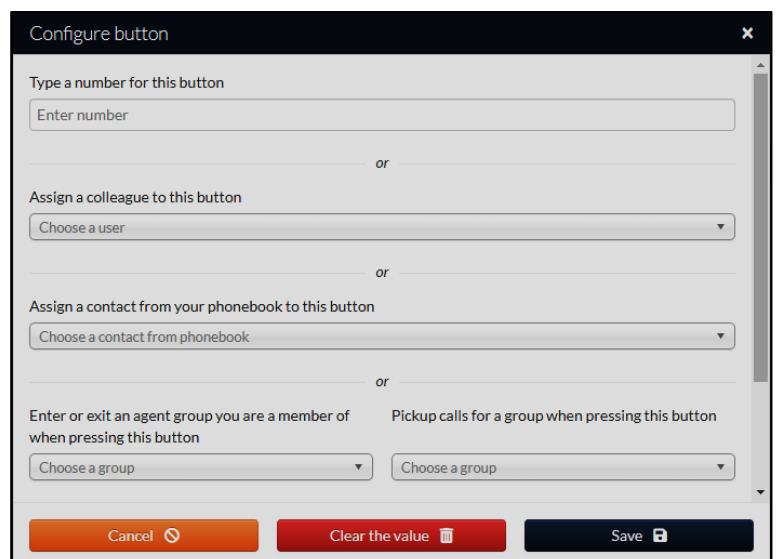
For the fixed phones there is a setting that allows one button (speed) dialing to be set for the phone. Select the button on the side and input the number of the person to be called and assign their name. It is possible to join or leave a group with one button and to pick up a call with one button. On some devices you can also set voice recording and Call pickup groups.



The following form appears when the button on the right is clicked. Complete the fields and press save.

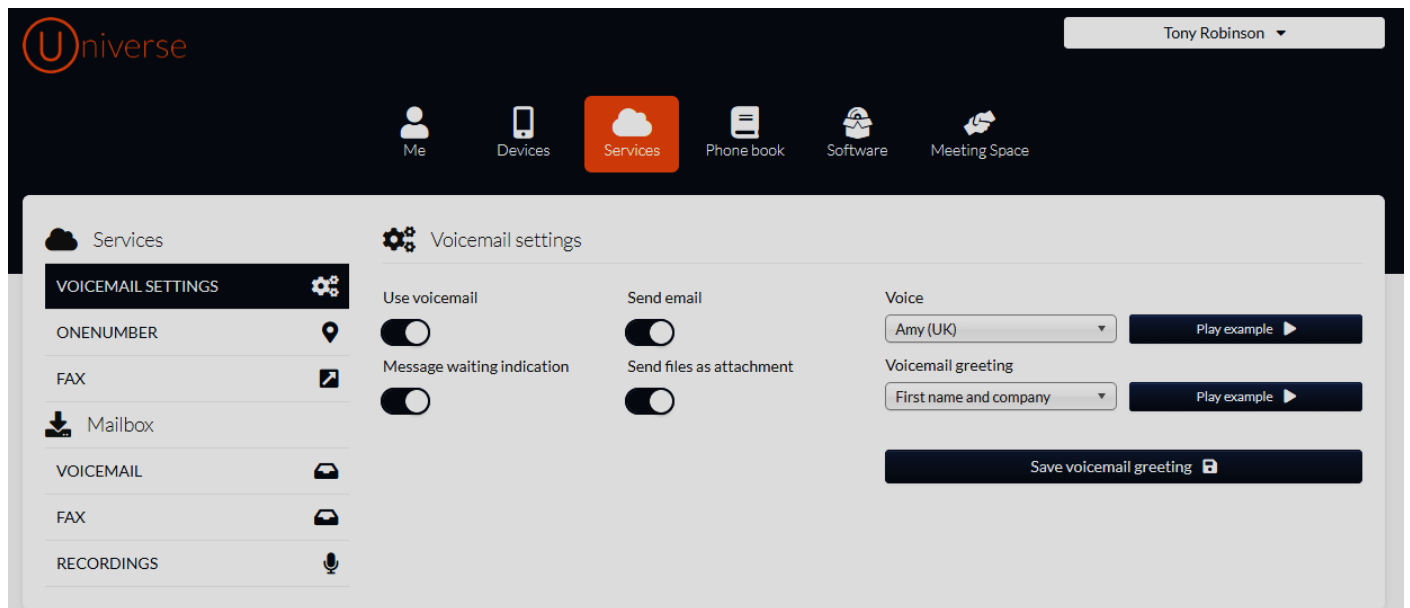
Don't forget to Save any changes (again).

To go back to the Devices page, press the Devices icon at the top of the page.



iii. Services

Services provides access to Voicemail, One Number, Fax and Recording settings



a. Voicemail

By clicking on the Voicemail Settings button voicemail settings options appear. The four buttons do the following:

Use Voicemail - Choose whether or not to use Voicemail

Send Email - Send a notification email to the User to confirm that a caller has left a voicemail

Message Waiting Indication - On a fixed line phone, let the User know that a message has been left

Send files as attachment - Sends the .wav files of the message to the User in the notification email

Voice - On the right-hand side you have the ability to update your voicemail greeting settings. At the top is Voice section. Here you can select from a variety of pre-recorded text to voice recordings with different accents to play your automated voicemail greeting. It offers a range of accents and languages

Voicemail Greeting - Here you can choose from a selection of greetings pre-recorded for the automated voice to read out.

Both options allow you to play an example to understand how your voicemail greeting would sound.

Once you are happy with your selected greetings, press the 'Save Voicemail Greeting' button.

It is possible to record your own greeting. Select the Recorded Message option in the Voicemail Greeting drop down list. Once selected, on your handset dial voicemail by pressing the voicemail button or by dialing 0333 023 7999 and selecting Option 3. Then follow the menu prompts to record, review and save your own message.

Top Tip

Note that if you have the Call Forwarding Always, or Call Forwarding on No Answer selected, this will override Voicemail. See the One Number section below.

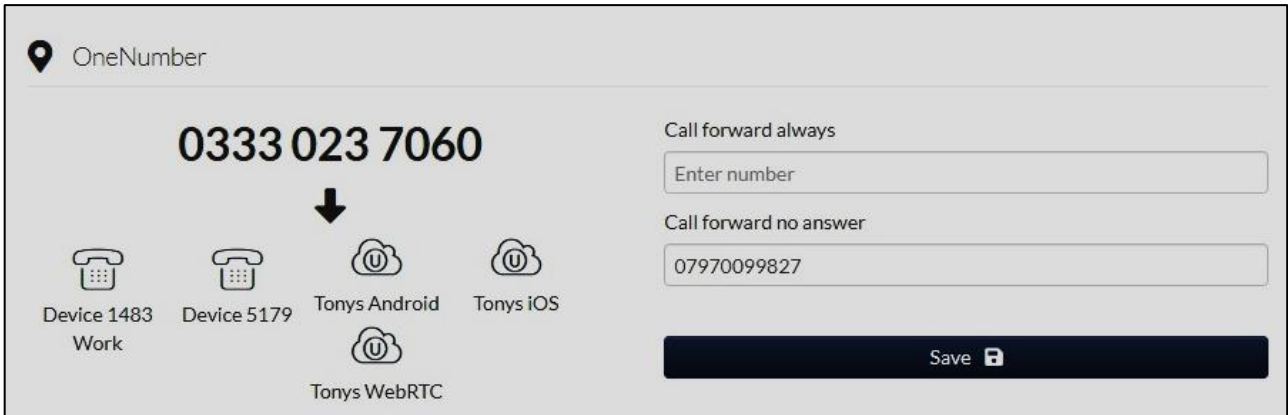
b. One Number

Select 'One Number' in the menu on the left-hand side. The graphic shows all the devices connected to the One Number.

On the right-hand side you will be presented with two options. These fields allow you to divert your calls to different numbers.

Call Forward Always - will divert every call to a One Number to a specified number, and

Call Forward No Answer - will divert calls that are not picked up by your devices set to One Number to another number after the Call Time has expired. This is set in the Devices section.



Top Tip

If you are concerned that your Universe mobile service may not always have sufficient broadband, why not put your native mobile number in the Call Forward No Answer section and the call will be sent to your GSM mobile if there is poor internet coverage.

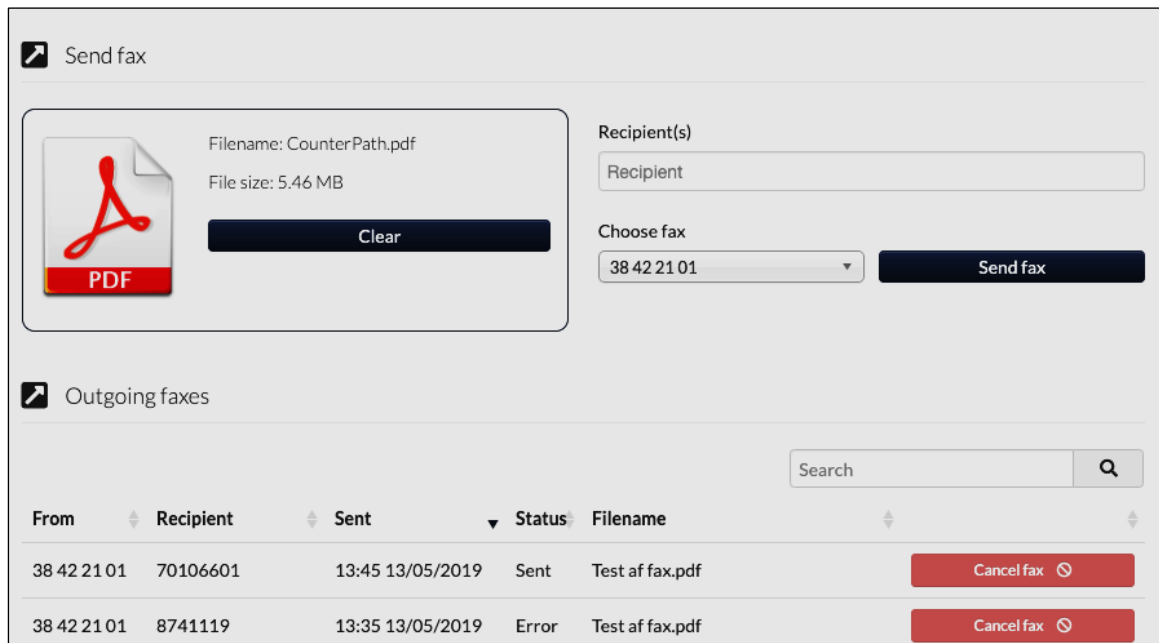
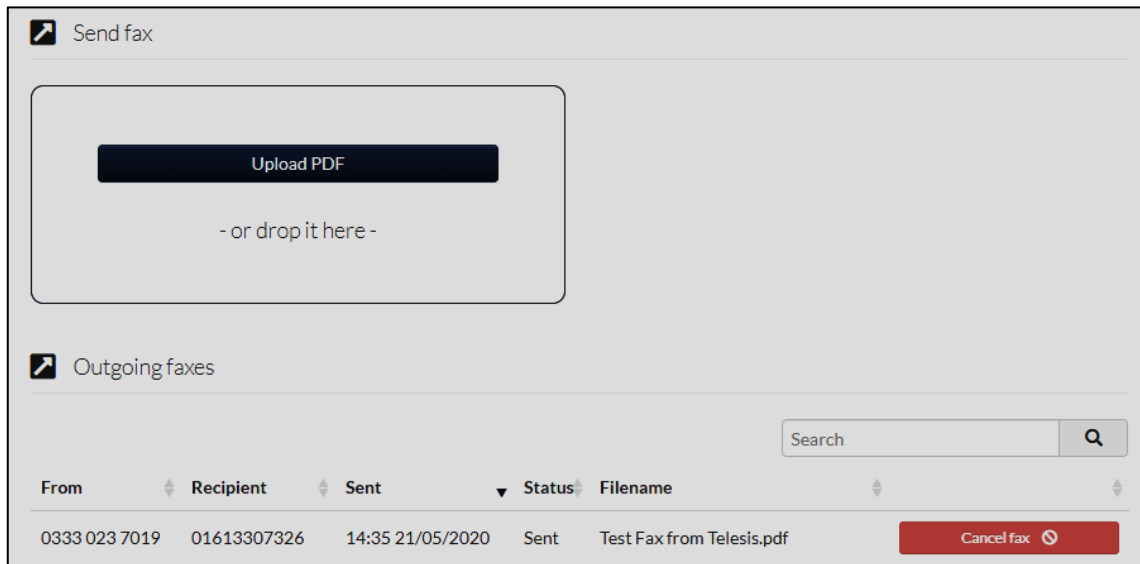
c. Fax

To send faxes simply select the fax button on the left-hand side.

Once selected, upload or drag a document in PDF format into the web browser and then add in a recipient target number. Press send and your fax will be sent.

Underneath the send section a record of all of the sent faxes on Universe will be logged.

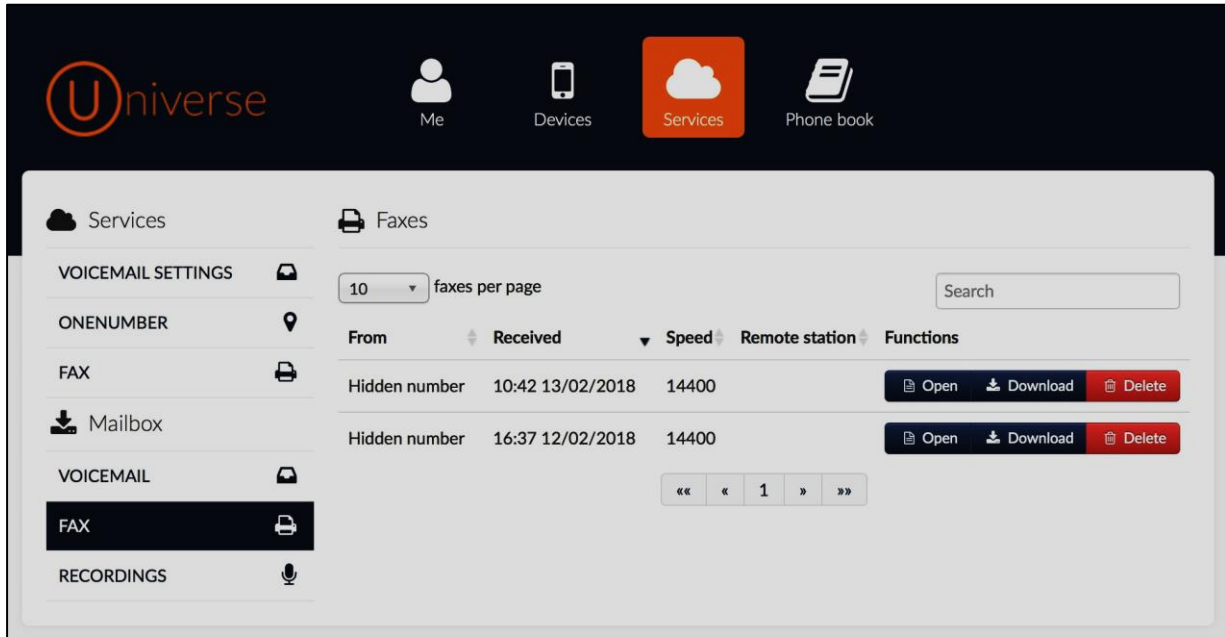
When you upload a PDF, new fields will appear so that you can fill in recipients (with memory), Number to send from and a send button.



d. Mailbox

On the left-hand side of the services page, you will see a mini menu called Mailbox. In the headings beneath here you will be able to access the voicemails, faxes and recordings that you have received and made.

For example, to access and view the list of received faxes, simply click the Fax button.



Once clicked you will be presented with a list of all of the faxes that have been received on Universe. On the left you will have all of the details about that Fax and on the right, you will have some function buttons. To open, download or delete a fax click on the appropriate button. Voicemails work in a similar way. Note that on the applications and on fixed handsets, voicemails can be retrieved as well.

To access and view a list of recordings you have made using the 'call record' option on your Firstcom provided device, click Recordings. All personal voicemails, fax's and recordings are not visible to your system administrator

e. Call Recording (On Demand)

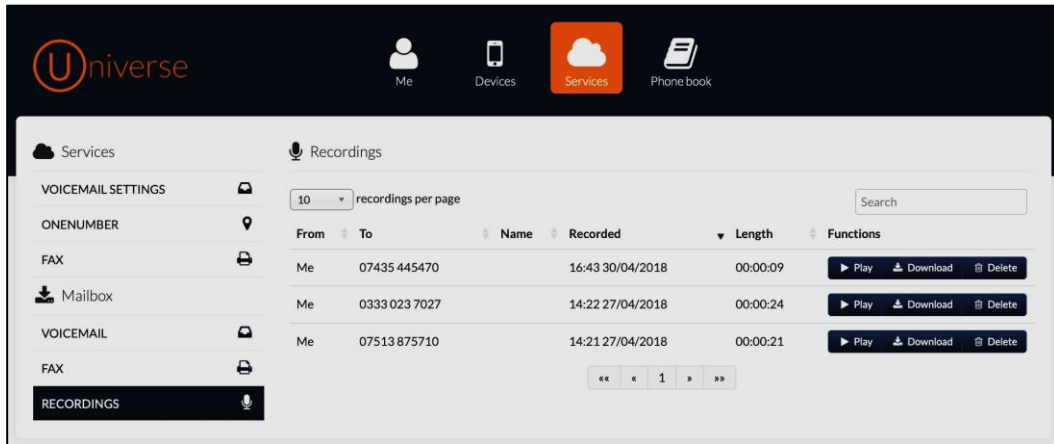
Firstcom's Cisco and Yealink devices support on demand call recording.

On the Cisco phones, to use this feature, whilst on a call, press the button below the three dots on the bottom right-hand side of the Cisco screen. Then press the Record button. Once pressed a notification will pop up saying: "Recording has started". This call is now being recorded.

To stop recording, simply hit the same three dots, followed by the same Record button or hang up the call.

To access these recordings, login to your Universe account via: www.selfcare.voip.co.uk

Once logged in click 'Services' in the top menu, followed by recordings on the bottom left-hand side. You will then be presented with the following screen:



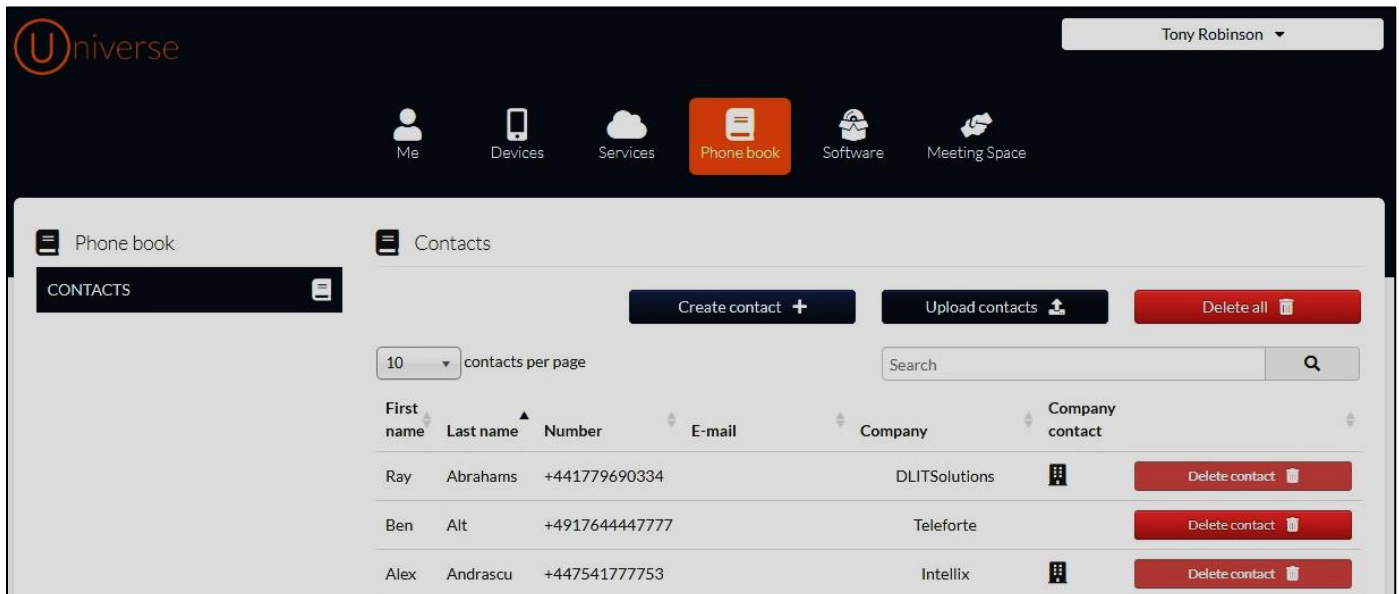
You will now see your saved on demand call recordings. On the right you will see a series of function buttons. To listen to a recording press play, to download a recording press download and to delete a recording, press delete.

f. Call Recording (IVR).

IVR call recording needs to be set up by your Admin using the Firstcom drag and drop IVR system. To learn how to set up IVR call recording, please refer to the Administration guide. Firstcom also has Call Recording Pro which can be bought as an add-on and records each call.

iv. Phonebook.

To get into Phonebook select the Phonebook option in the top menu of the Selfcare page.



There are three types of entry in the Universe phonebook;

- a. the end User entries
- b. subscriber (users in the system) entries automatically added for each subscribing company
- c. Administrator added Universe and non-Universe entries.

- This User Guide is for End Users. In the Administrators User guide are the details for how Administrator entries are added.
- To add a new Contact, press the Create contact button. Once clicked this will pop up with some fields to be completed and then press “Create contact”. This will add the contact to the user's view of the phonebook only. Note that you must add the country code for each entry. In the UK this is +44 before each phone number. Do not put spaces between digits.
- To delete a Contact, press the red delete contact button on the right-hand side. To edit a contact, click the name of the contact.

Top Tip

You must add the email address of a contact if you wish to contact them with the video conference service “Meeting Space”

- You can also upload an Excel spreadsheet to your personal contacts. You can do this by clicking “Upload Contacts” in the top line. You can download a sample spreadsheet to complete. Once completed you can upload the spreadsheet in Excel format to the system. This will import all of the contacts on the sheet. In this function, the Excel sheet will help/guide the user getting the right information into the right columns by validating the input. Do not forget to add +44 and make sure there are not spaces between digits in the phone numbers.

Upload contacts ✕

- File formats supported: xlsx, xls (Excel)
- First row is always ignored (your header row)
- First name, last name, and a minimum of 1 phonenumber is required
- Columns must be in the order as shown below

	A	B	C	D	E	F	G	H
1	First name *	Middle name	Last name *	Company	Email	Phonenumber *	Phonenumber	Phonen
2	Rosy		Hagan	Signet Inc	rosy.hagan@signet.co.uk	01632960080	498214609330	
3	Kenneth	T.	Huber	Steelworks Mix		01632960082	01632960083	016329
4	Madalene		Roland		mr@mail.co.uk	+4570204059		
5	Stuart		Hutchens	Tidal Wave Systems		01632960085	01632960085	

[Download sample file](#)

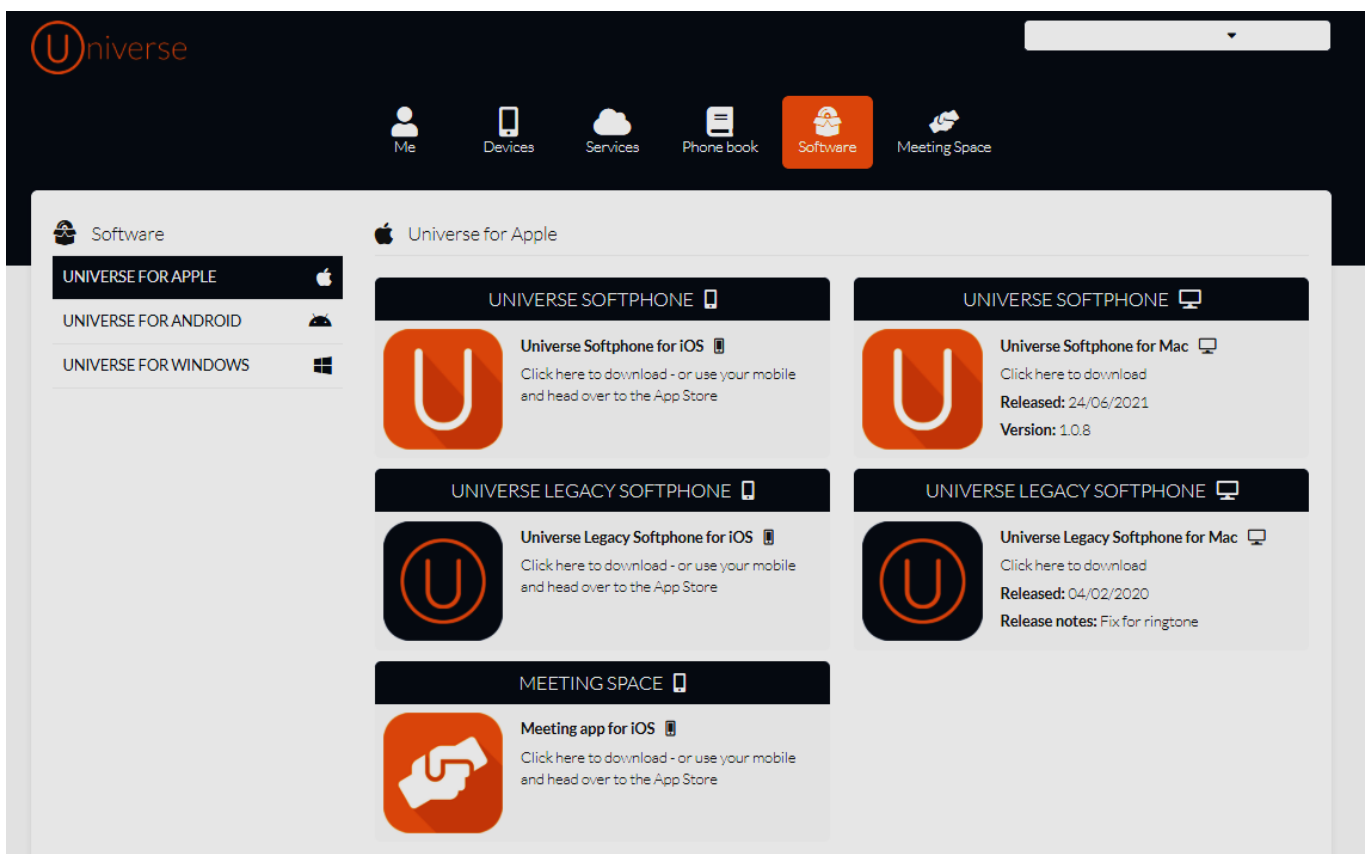
[Choose file \(Excel\)](#)

< Previous
Next >

6. Universe for Windows and Mac

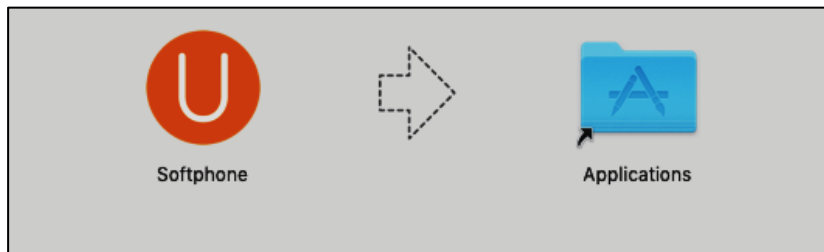
i. Before you get started

- a. Make sure you have a Universe account and that you know your Firstcom Universe Email and Password
- b. Make sure you are connected to Wi-Fi
- c. You will need to make sure your computer has a microphone that is active and has speakers, or you are using a headset
- d. Delete any old versions of the Universe for Windows and Mac App
- e. Make sure in your Selfcare Portal => Devices, you do not have more than 3 Softphone connections (including mobiles). Do not count fixed Business Phones.
- f. Log in to your Universe Self Care portal (<https://selfcare.thisisuniverse.io/>) and go to the Software icon.
- g. Select Universe Softphone for Apple or Universe for Windows

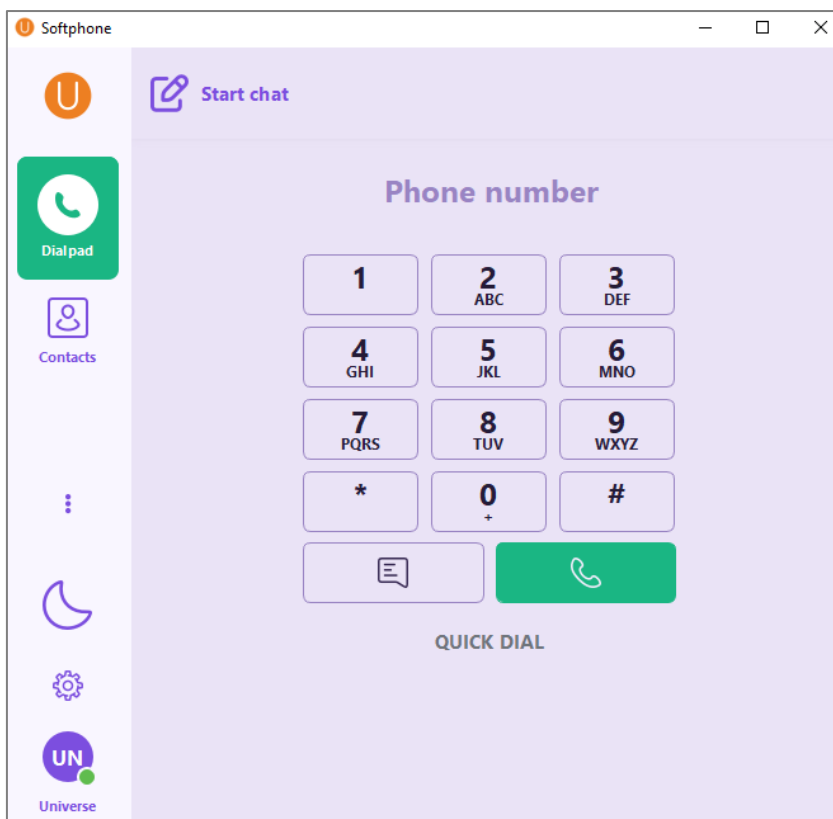


ii. Starting the Download

- a. Select either Download for Windows or Download for macOS (Apple) depending on your computer
- b. With a Windows device the downloaded file will appear in the bottom left-hand side of your screen. Double click on the file once it has downloaded
- c. If the file does not begin to install in Windows, go to your Download folder in Windows Explorer and double click on the downloaded file.
- d. Once the download has started, you may notice a new icon looking like a shield in your taskbar at the bottom of your screen. Click on this and you will see the question “Do you want to allow the program to make changes to your computer”. Select “Yes”
- e. Select the two check boxes that appear: (i) Run Softphone and if you wish (ii) Select Desktop shortcut
- f. You will notice an Orange Icon at the bottom of your screen with a “U” in it.
- g. Click on the U and enter your Universe email address and password.
- h. With an **Apple** device, you will get a bouncing Universe icon on your task bar. When this has downloaded a pop up will appear. Double click the softphone icon and the installation will begin. Accept that you wish to open the App when asked and sign-in. The Dial Pad should then appear.



- i. The Dialpad below should automatically appear on your screen.



- j. To see all the full menu, select the three vertical dots and you will see Recents and Selfcare. (Alternatively click on the full screen icon at the top right-hand side of your screen at the top).
- k. It is a good idea to go into the “Settings Icon” (i.e. the Cog) and select Sound and then scroll to the bottom of the menu and activate Echo Cancellation
- l. If you would like your Universe Softphone to start automatically when you start your computer, go to Settings (Cog) => Controls => Launch at Login

iii. Creating a Quick Dial list

- a. The ability to see if a colleague is busy on their Universe phone (i.e. their “Presence”) is only possible if they are in the Quick Dial list. You cannot see the Presence of non-colleagues
- b. To create a Quick Dial list of numbers you call the most frequently, go to the **Universe list** and select the person you wish to put on Quick Dial, by typing in their name in the top search filed.

- c. Select the  icon in the top right-hand corner.

- d. The following pop up will appear. Slide the “Enable BLF” (Busy Lamp Field) to the right and “Save”

- e. The name now appears in the Quick Dial list
- f. To delete a name, go to Quick Dial and right click the name => Delete

iv. Making Calls

There are three ways you can make a call. Keypad Dialing, Click to Dial, Internet Number Copying, Contacts Dialing or Recents

a. Keypad Dialing

- Select the green Dialpad button on the screen and select numbers either by using your mouse or your computer’s keypad. To key in the numbers using your computer, first click on the blank area above the numbers on the screen keypad where it says “Phone Number” and then commence typing the numbers. (There must be no one listed in the search bar). Once the numbers have been completed press the green phone button to place the call.

b. Click to Dial

- To dial a number you see on the internet, click on it and then select Softphone in the index of choices. This will become your standard click to dial number on the softphone from now on. The number clicked will then be called. (Note that the number in the internet has to enable click to dial for this function to work)

c. Internet Number copying

- If you see a phone number online and wish to dial it, highlight the number on the internet, copy and paste it into the area above the Dialpad numbers on the screen. Then select the green phone button.

d. Contacts Dialing

- To select a number from Contacts you will note that upon pressing this key, two headings appear below the Dial Pad. These are Quick Dial and Universe, both are address books.
- If you select Contacts from the Universe option, you will see contact details stored in your Phone Book in the Selfcare Portal, including the ones that you have added here yourself, and display these in alphabetical order. Note, you cannot add extra Contacts in the Softphone, they must be added in the Selfcare portal (<https://selfcare.thisisuniverse.io/>)
- Next, select the relevant person and their details will appear on the right-hand side of the keypad. From here just click on the little green phone on the right-hand side of the softphone and the call will be made

e. Recents Dialing

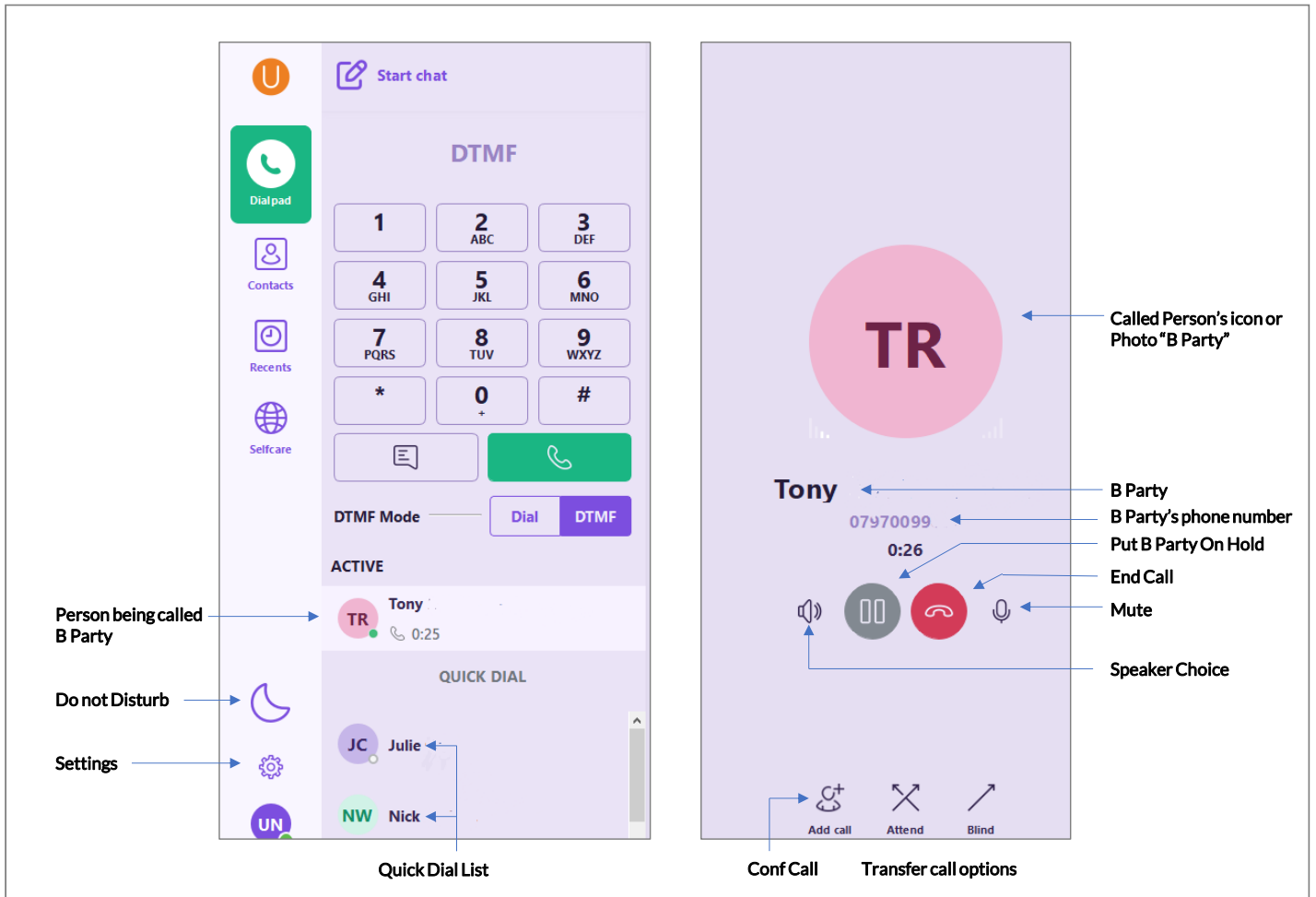
- By selecting “Recents”, and choosing a Contact, a list of numbers that you have called, or that have called you, is displayed and the time of the call. The order is from oldest to most recent as you move down the page.
- By selecting the black phone at the top of the screen alongside the person’s name, a call is originated

Top Tip regarding previous calls

For more information go to your Self Care Portal and select the “Me” icon. This will also include calls from your other devices, whereas this Universe for Softphone App only includes calls from this device.

v. When you are on a call

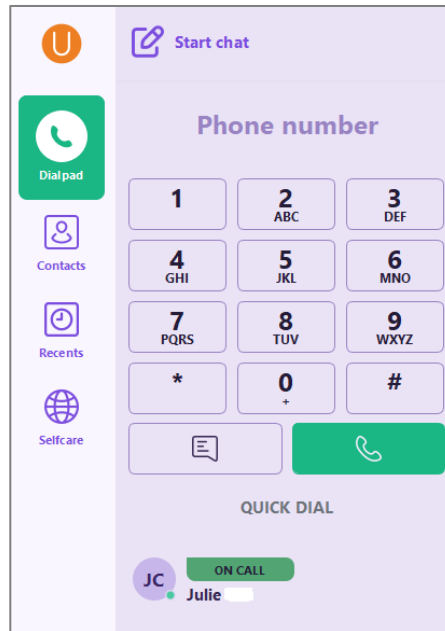
Universe enables you to access a range of features whilst on a call.




- a. **B Party** is the person being called and their phone number
- b. **Put on Hold** is when a caller is provided with music instead of being able to talk with the other party
- c. **End Call** is to stop the call once you have finished
- d. **Mute** is to silence your microphone
- e. **App Size Min / Max** – adjusts the size of the app and details on the screen
- f. **Attend** (transfer) is when you pass an incoming call to another person or group, and announce the call to the person receiving the call. The incoming caller will hear music on hold
- g. **Blind** (transfer) is where you transfer a call without notifying the receiving party of the transfer
- h. **Add Call** allow callers to be added once on the call to create a conference. You will need to add the additional phone number in the keypad or search for their name in the filed alongside the Do Not Disturb icon
- i. **Do Not Disturb** means that your phone will not ring, though it does not appear in Presence

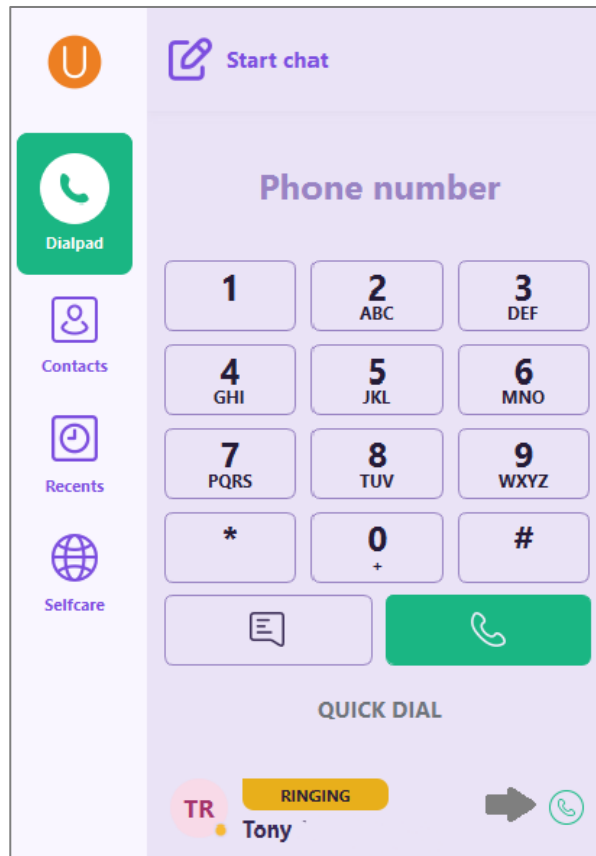
vi. Presence

- “Presence” allows you to see which colleagues are busy or not on their Universe phones
- You will know if they are busy because you will notice that there is a green banner above their name with “On Call” written on it. In this case they are using their Universe service already. In the diagram below, Julie is on a call. To see this, the person must be in your Quick Dial list.



vii. Call Pick Up

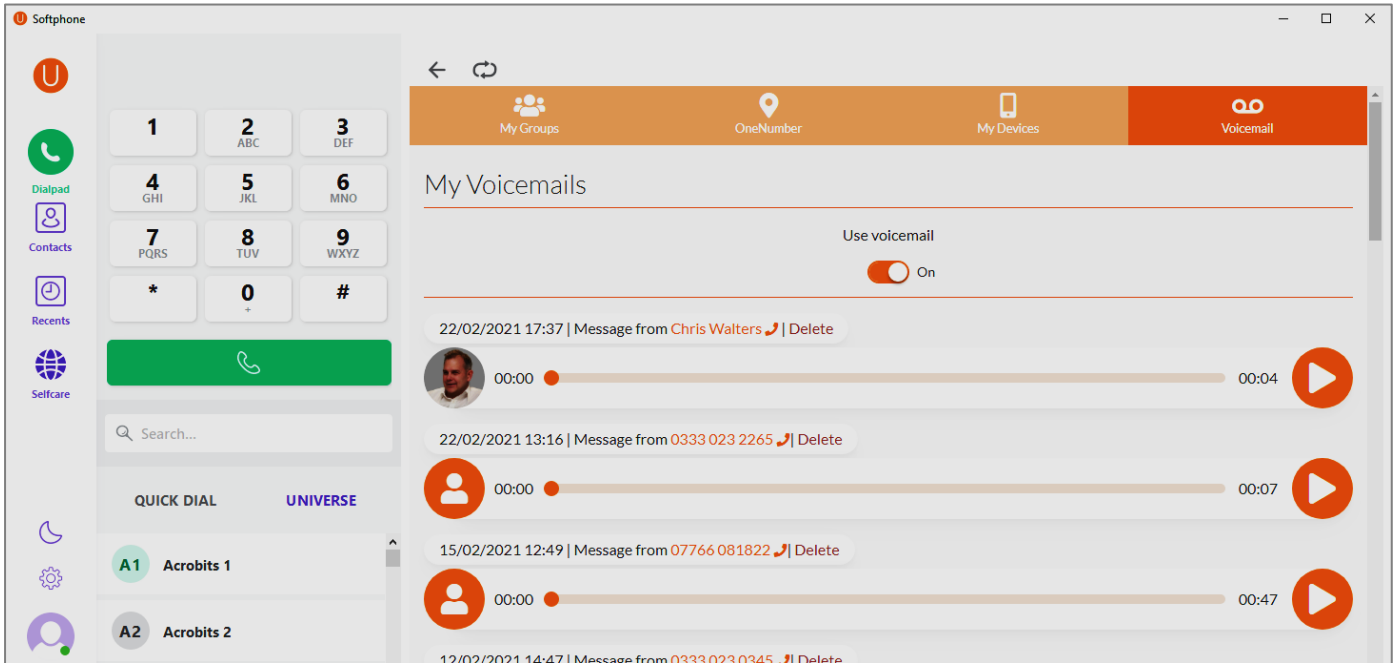
- You can pick up calls that are ringing on the phones of your colleagues with Call Pick Up.
- To use this feature, make sure your colleagues are on your Quick Dial list as described above.
- Next go to Administrator view (or have your Administrator do this) and select: My Company => Call Pick Up Group => Name (select a name for your group) => Add Members => Save
- When your colleagues phone rings it will say “Ringing” as shown in the diagram below.
- Select the  green icon alongside their name or number and you will have Picked Up their call.



viii. Selfcare in the Softphone App

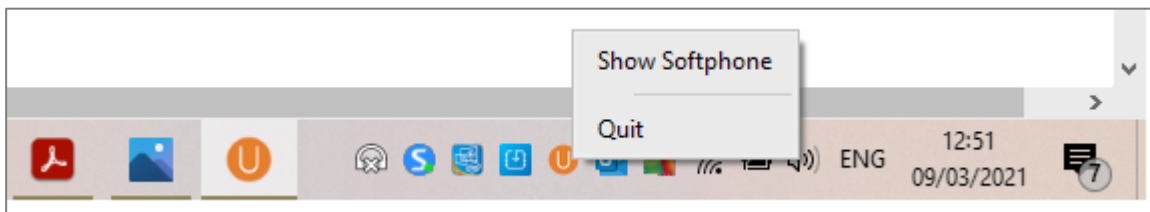
- By clicking onto the Selfcare icon you are taken to range on choices and information categorized into MyGroups, OneNumber, MyDevices, Voicemail. It is in the same format as the Universe for Mobile Selfcare. Any changes you make from one device in the Selfcare pages of the Softphone App will be reflected in the Universe Softphone for Windows and Mac, and the Self Care Portal. You must SAVE each change
- **“My Groups”** which allows you to;
 - Sign Out or Sign-In to groups that your administrator has allowed you to join
 - Change the IVR flows if you are an Administrator
- **“One Number”** (the number shared for each device), allows you to;
 - Choose which phone number Call Forward Always for your One Number should be directed toward
 - Choose which phone number Call Forward No Answer for your One Number should be directed toward
 - If you leave this blank, calls will ring and will then route to your Universe Voicemail if enabled

- Do not forget to select “Save”
- **“My Devices”** which allows you for each device to;
 - Choose how long before a called number goes to voicemail for each device
 - Select which Caller ID is to be displayed (if available) for outbound calls or One Number is used for each device
 - 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
 - Voicemail is either on for all devices or off for all



ix. To Exit Universe Softphone for Windows and Mac

- Go to the bottom of your screen to see the taskbar
- Right click on the smaller “U” symbol.
- Select Quit

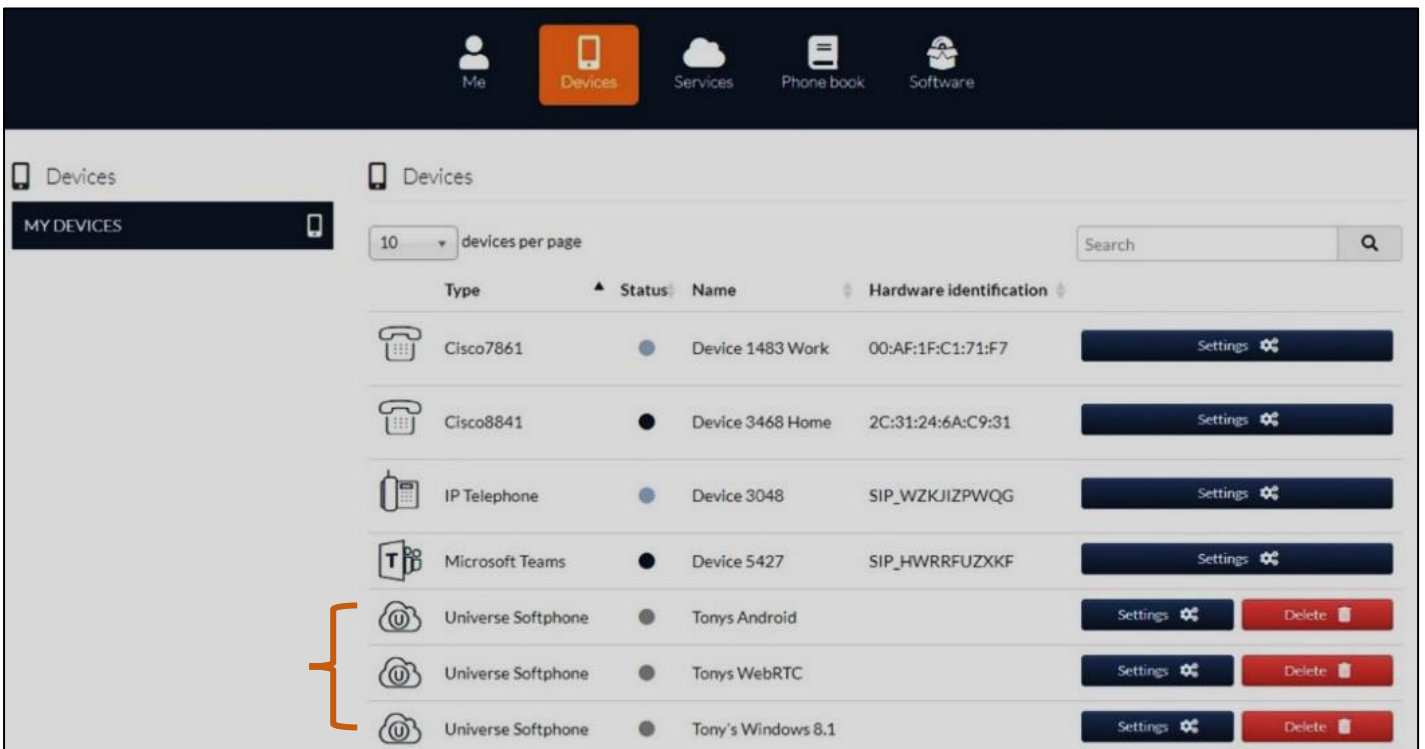


a. To Restart

- If you want to restart the softphone immediately, go to the Microsoft Start Menu on the bottom left corner of your screen and select the application

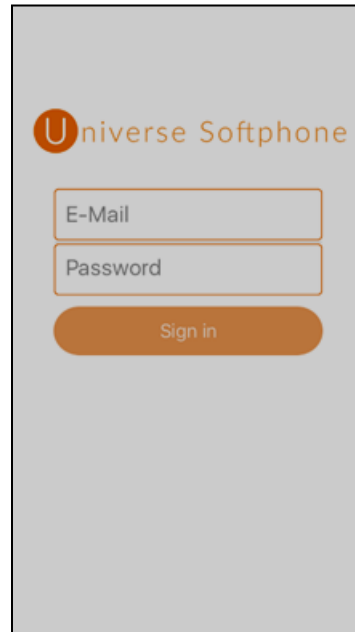
7. Universe for Mobile - Android and Apple iOS

- 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.thisisuniverse.io) => Devices with your computer. Delete the Universe Softphone devices that you do not need (see below), 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 or 5G

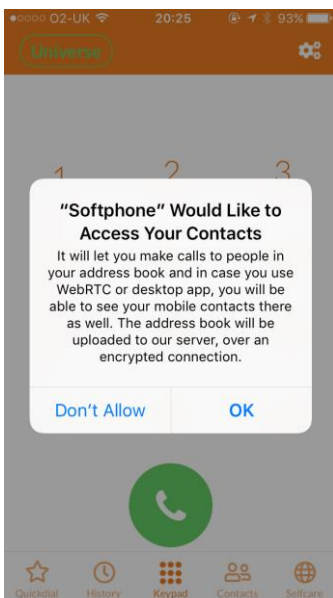


ii. Downloading the Universe Softphone for Android

- 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

- Make sure you have a Universe account and that you know your Firstcom Universe Email and Password
- You will also need an Apple phone and know your Apple ID Username and Password to download the app from the app store
- Log in to your Universe Self Care portal (selfcare.thisisuniverse.io) => 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.
- You must have a data connection, either Wi-Fi or 4G or 5G

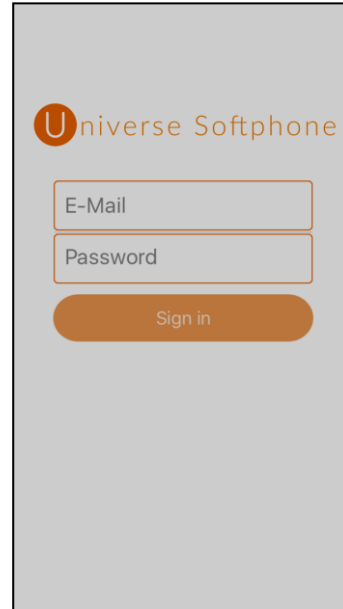
The screenshot shows the 'Devices' management interface. At the top, there are navigation icons for 'Me', 'Devices' (highlighted in orange), 'Services', 'Phone book', and 'Software'. Below the navigation, the 'Devices' section is active, showing a list of devices. The list has a search bar and a '10 devices per page' dropdown. The table below contains the following data:

Type	Status	Name	Hardware identification	Actions
Cisco7861	●	Device 1483 Work	00:AF:1F:C1:71:F7	Settings
Cisco8841	●	Device 3468 Home	2C:31:24:6A:C9:31	Settings
IP Telephone	●	Device 3048	SIP_WZKJIZPWQG	Settings
Microsoft Teams	●	Device 5427	SIP_HWRRFUZXKF	Settings
Universe Softphone	●	Tonys Android		Settings, Delete
Universe Softphone	●	Tonys WebRTC		Settings, Delete
Universe Softphone	●	Tony's Windows 8.1		Settings, Delete

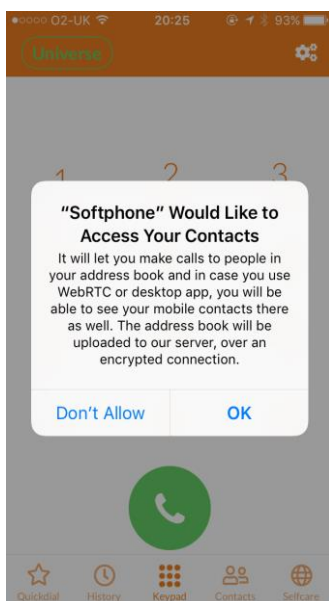
An orange bracket on the left side of the table highlights the three 'Universe Softphone' entries.

v. Starting the Apple 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

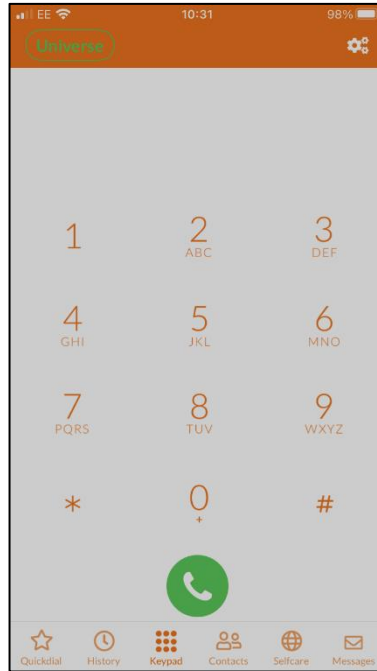


- d. Answer Allow or OK to a series of questions that arise on the asking you for access to your Notifications and Contacts.



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


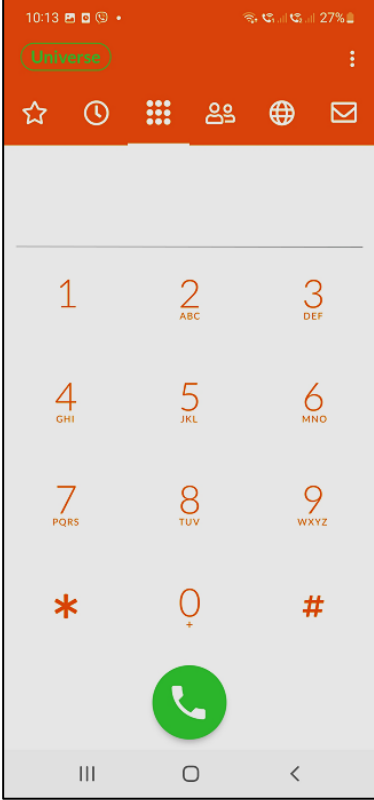










The icon with the square orange box with the “U” and Softphone beneath it is your new Universe Softphone app on one of your mobile phone’s home screens.



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.

Quickdial			
History			
Keypad			
Contacts			
Selfcare			
Settings	 		
Status			
		Android (icons above)	Apple (icons below)

a. 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.

b.

c. Contacts

Select the Contacts icon and you will notice the words “Universe” or “AddressBook” 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 Addressbook 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 +".
- AddressBook Contacts in the App, sync with your phone's personal (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 personal list which in turn will sync with your Universe applications AddressBook (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

d. Quickdial - Android



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

- To add ONE contact from one of your lists, first choose the correct list.



Select the Quickdial Button



- Select the Add button



- Select the Add Person button

- Choose a person from the Contact list



- Press the tick. This is now completed

Or for your colleagues, The Busy Lamp Field allows you to see when other Universe colleagues are on the phone.

Follow the instructions above. Before selecting the tick, slide the Busy Lamp slider to the right. Then, select the tick

Turning on the Busy Lamp Field allows you to see when other Universe customers are on the phone. (See screenshot)

- To add ALL your personal list favorites;



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



e. Quickdial - Apple



This function allows you to store your frequently called numbers in one place.

To add ONE contact from one of your lists select the Quickdial Button => Select EDIT at the top of the screen



- Select the Add button



- Select the Add Person button. Select the correct list. Search the contact to you wish to add and select them. Press Save.

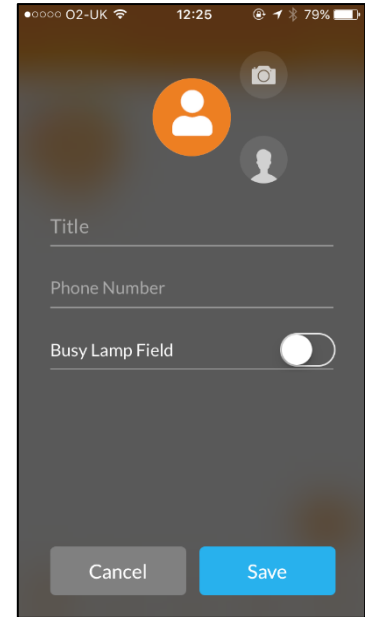
OR for your colleagues

- Select the person from the Universe contact list
- Press Save

The Busy LampField allows you to see when other Universe colleagues are on the phone.

Follow the instructions above. Before selecting the tick, slide the Busy Lampslider to the right. Then select the tick

Turning on the Busy LampField (See screen shot) allows you to see when other Universe customers are on the phone.



f.

g. History



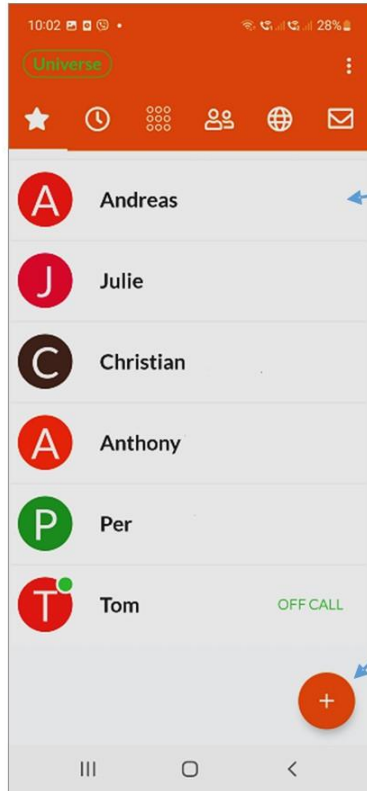
- Select the History Button and you will see all the numbers that you have called, the numbers that have called you and the time of call. (See screen shot below)
- Outgoing calls are represented by an arrow going up and right. Incoming calls are represented by arrows going down and left
- You can call 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

h. Status

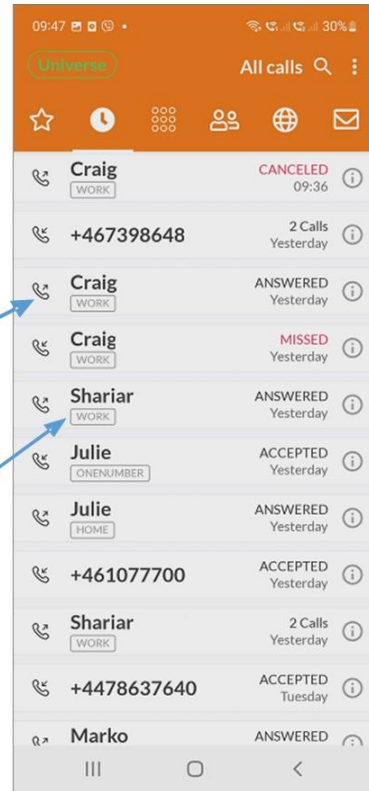


- If there is a greendot at the top of the screen and Universe is in green writing, you are able to make a call using the Universe platform. If the color is not green you can make a call using GSM.

Quickdial



History



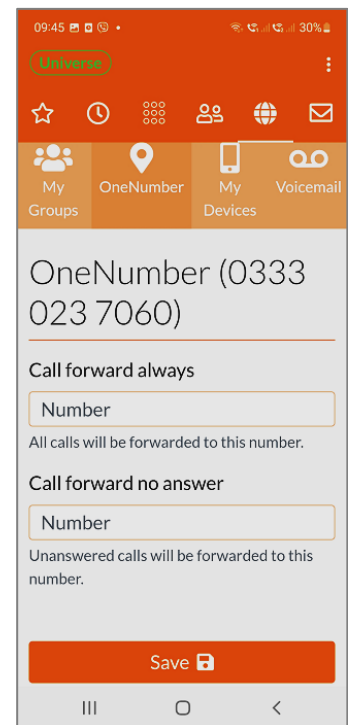
- Grid display
- Outgoing or incoming
- Type of phone called
- Add Button
- Information Button
- Call not answered



i. Selfcare

Within this Adminscreen 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;
 - Sign Out or Sign Into groups that your administrator has allowed you to join
- “One Number” (the number shared for each device), allows you to;
 - Choose which phone number your phone will be directed to for “Call Forward Always” for your One Number
 - Choose which phone number your phone will be directed to for “Call Forward No Answer” for your One Number
 - If you leave this blank, calls can go to your Universe Voicemail
- “My Devices” which allows you for each device to;
 - Choose the number of seconds before a called number goes to voicemail for each device
 - Select which Caller ID is to be displayed (if available) or One Number for each device.
 - 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



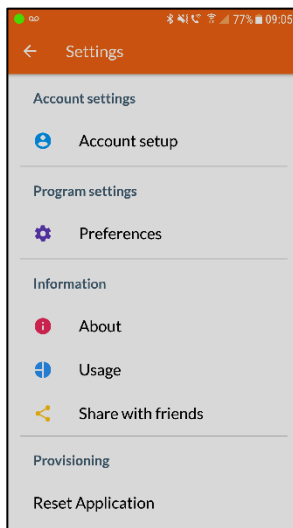
- o Voicemail is either on for all devices, or off for all

j. Settings For Android  For  Apple

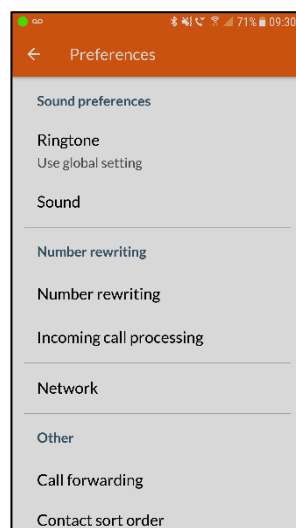
By selecting the Settings icon you will be presented the choice of Refreshing your screen or alternatively selecting Settings where you will be taken to the Settings screen (See below – Android is features, but Apple has similar functionality).

- **Account setup** – allows you to Edit your SIP account
- **Preferences** – gives you a range of choices for setting up your service

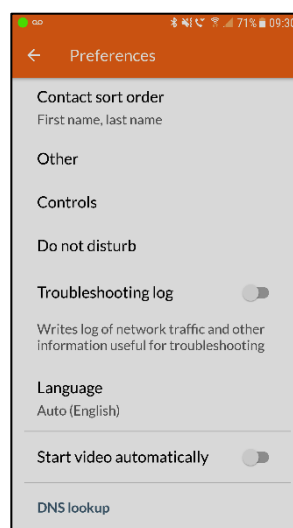
Settings



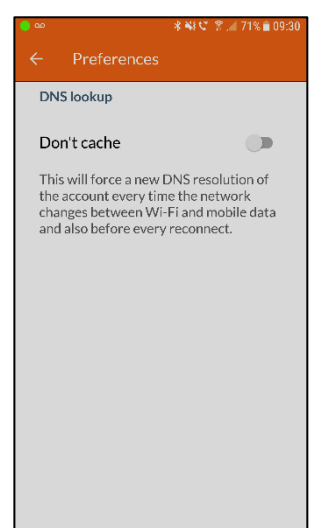
Preferences 1



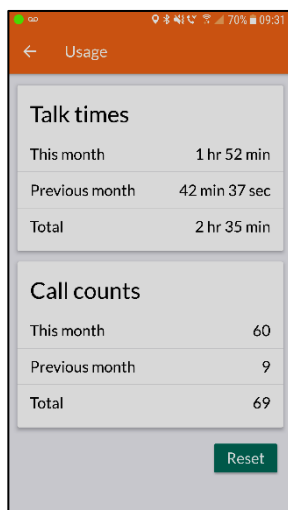
Preferences 2



Preferences 3



Usage



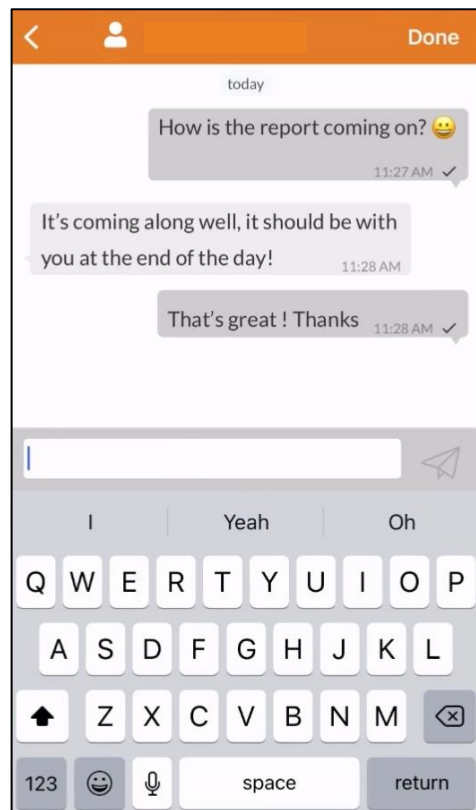
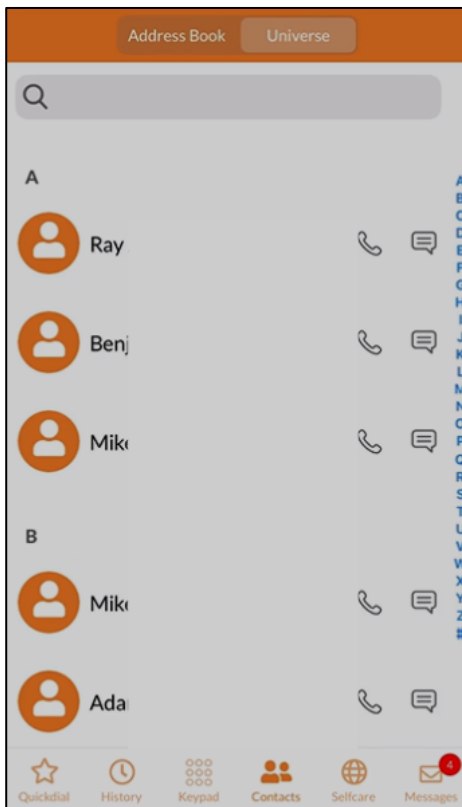
- o **About** - shows you the download version on your phone
- o **Usage** – Gives talk times and call counts for the month so far
- o **Share** - with friends takes you to existing media platforms such as Email and WhatsApp etc. in your phone
- o **Reset Application** – clears all data, provisioning, themes and history

k. Chat



l.

m. 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

a. 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

b.

c. 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

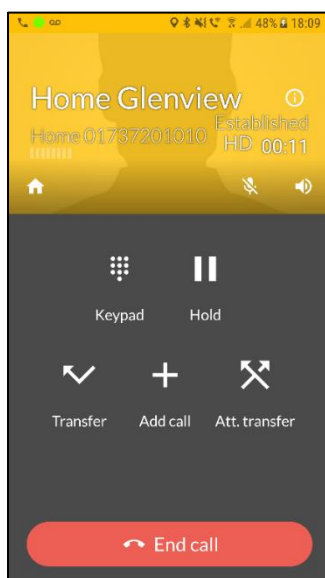
Call received => Answer Call => Select Att. Transfer (First caller “A” hears music on hold) => Dial Pad appears => Key in the number to which the call will be transferred “B”, or use Contacts => Press phone icon => A & B will be automatically connected, and you will drop off the call

- **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.

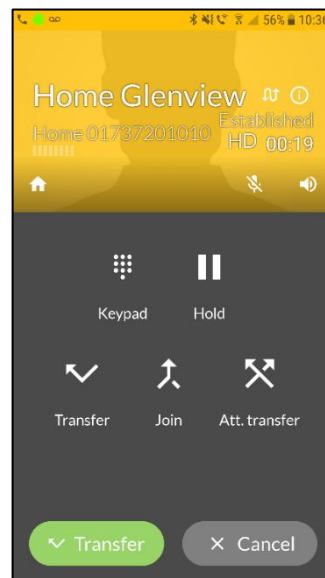
Attended Transfer

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

Call Answered

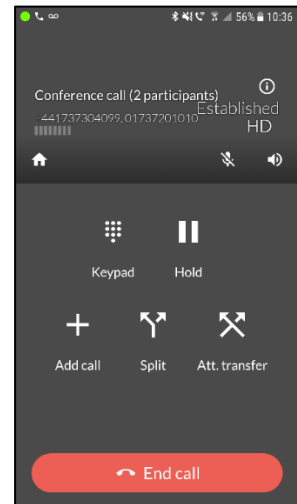


Att. Transfer has been selected



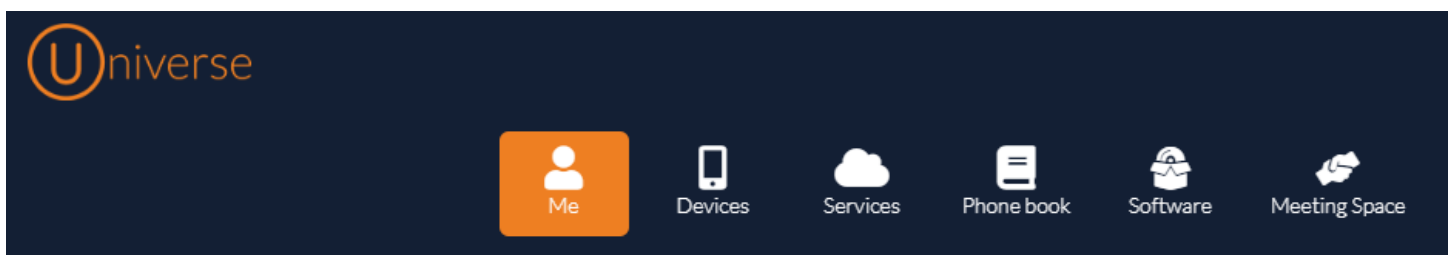
Call Conference (Join)

- 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.



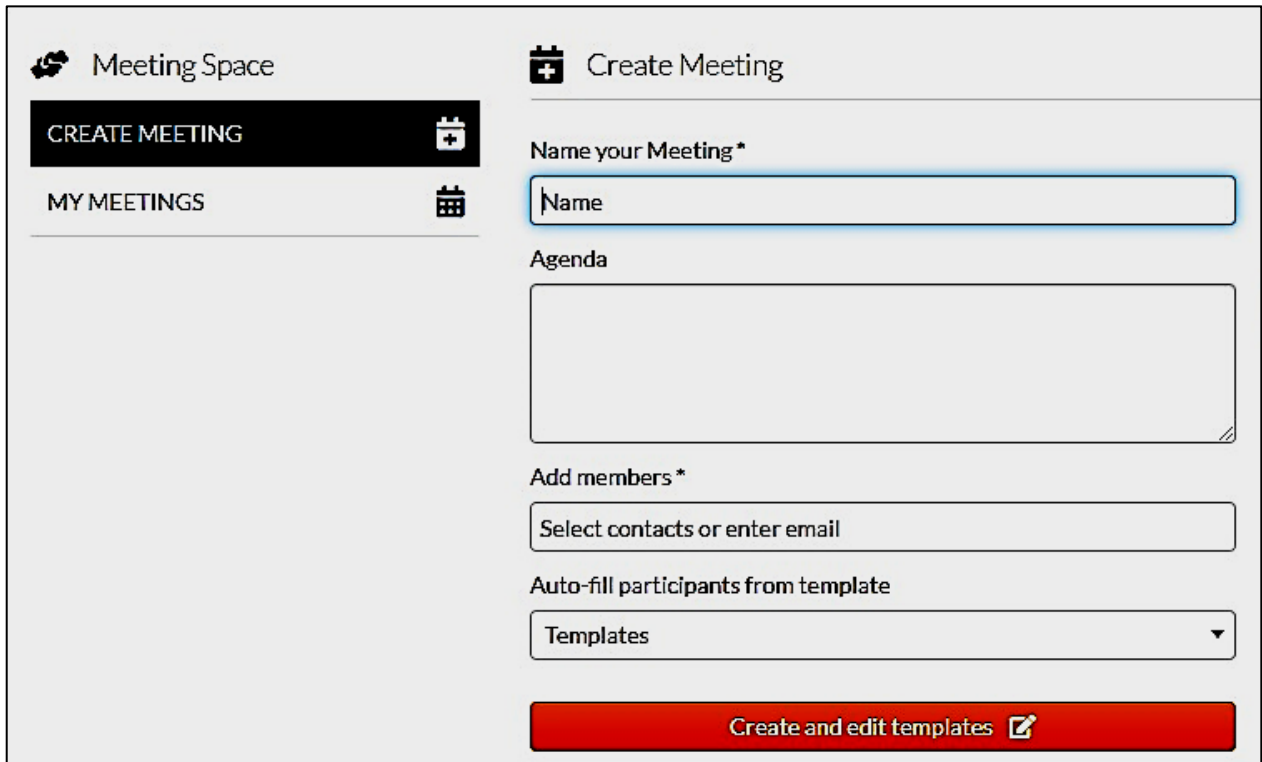
8. MeetingSpace

- i. Before you begin
 - a. Make sure you have a Universe account and that you know your Firstcom Universe Email and Password
 - b. Make sure you are connected to Wi-Fi.
 - c. On your computer, log into your Universe Self Care portal (Selfcare.voip.co.uk in the UK).
 - d. Check that you have the “Meeting Space” icon (see below on the right-hand side). If you do not, contact your administrator. If you do, you are ready to go.
 - e. If you are the organiser of a meeting you are the “Host”, otherwise you are a “Guest”. Guests do not need to be Universe customers, but Hosts do.



ii. Organizing an Instant Meeting

For organizing meetings on the spot



a. Select Create Meeting from the left side of your screen

b. Name your meeting

Free text field. Let Guests know to what this meeting is about. This field is shown on the mail invitation

c. Agenda (optional)

Create an agenda, this also will appear on the invitation

d. Add members

Guests will be available for selection once you start typing only if they have an email address included in their details in your Phonebook. For guests not in your Phonebook, type out their email addresses. Press enter after each new address

e. Auto-fill participants from template (optional)

If you have meetings with the same people several times, then create a template. With a template you add users and write email addresses only once and then select the template each time you need to meet with them. These templates are editable

f. Select Create Meeting from the right side of your screen this



time

This will send out an invitation to your Guests via email and upon clicking the link, see the screen below. However, Hosts will go directly to the same screen, without the email.

g. To enter the meeting

Click on your name. If you are the guest, you will have to wait for the host to open the meeting.

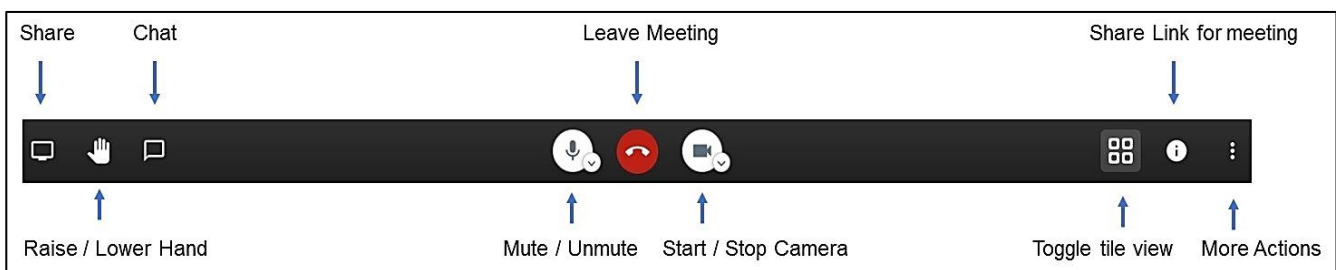


h. Your meeting will begin



iii. Control Icons


Move your mouse to the bottom of the screen and the main control icons will appear. If you hover over the icons the name of the icon will appear



iv. Organizing a Scheduled Meeting

If you wish to organize a meeting at some point in the future (Scheduled Meeting), follow instructions (i) to (v) above.

- a. move the slider for “Schedule Meeting” to the right
- b. Enter the date, time and duration and select “Create Meeting” and follow steps (vii) to (ix) above. Note that with Scheduled Meetings you can make regular recurring meetings by moving the slider
- c. In the example above, there will be a regular recurring meeting each Monday at 10:00am for one hour
- d. When you create a recurring meeting, it will run forever. If you at some point need to stop the series of meetings you can cancel the recurrence
- e. For Weekly meetings you can have as many recurrences as you want to. There can be one for each day in the week
- f. If you are running a status meeting twice a day, you must create two separate recurring meeting events. One for the morning meetings and one for the afternoon meetings

 Create Meeting

Name your Meeting *


Agenda

Add members *

x Tony Home (tony.robinson8@totalise.co.uk)


Auto-fill participants from template

Templates


Create and edit templates 

Schedule meeting


Starting date *

2020-07-06


Start time *

10:00


Expected duration *

1 hour


Recurring meeting

Weekly

Monthly

Mon

Tue


Wed

Thu

Fri

Sat

Sun


Create Meeting 

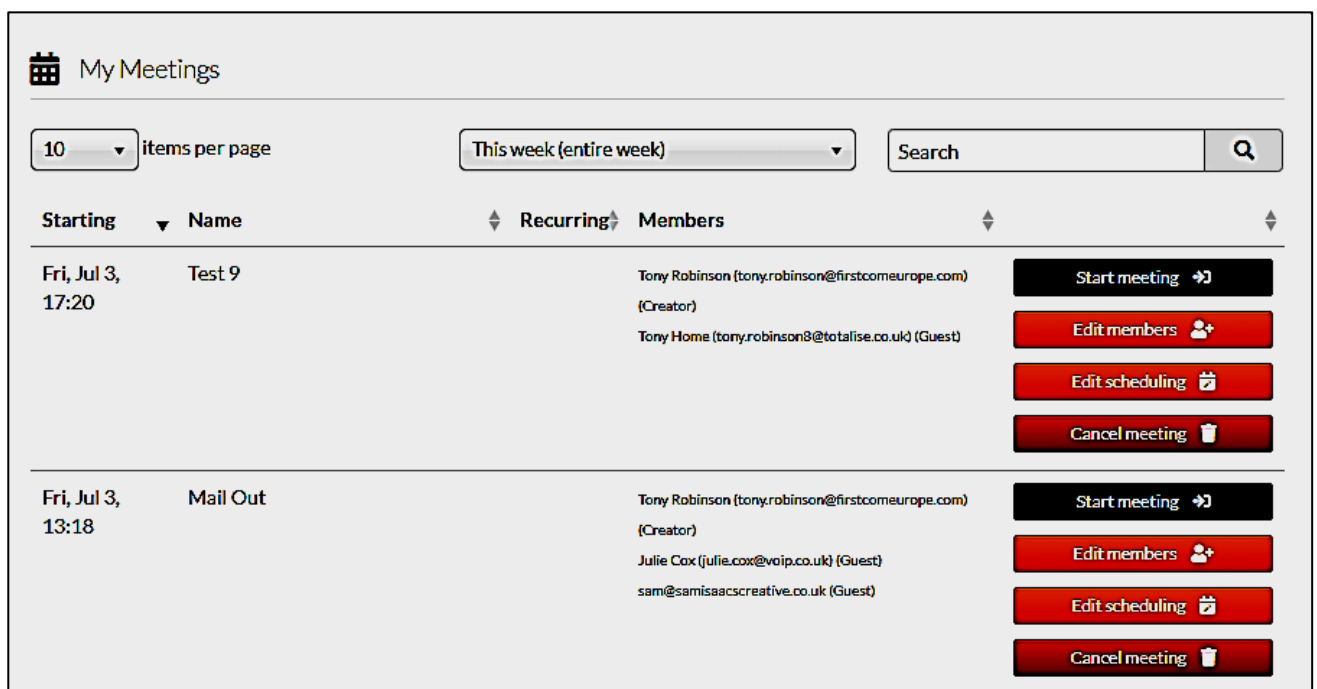
- g. Trying to keep Monthly recurring meetings as simple as possible, monthly meetings are limited to a day of the week in the first and last week of the month
- h. Both Guests and Hosts must accept their invitations for the invitation to appear in their Calendars. Universe supports Google, Outlook and Apple mail calendars. Notifications in the email includes; Name of Meeting, Agenda, Time and Host. The host will be automatically notified.
- i. If you use Outlook, you will have to select the icon on the left side of the email and select; Arrow down => Open => Yes => Accept.

v. Creating a template

- a. Select the “Creating and editing Templates” button (see diagram in section 4 in red)
- b. If it is a new template give the template a name
- c. Add template members by either the drop-down list by typing part of their name and selecting. Alternatively type in their email address but do not forget to press enter after each typed email address
- d. Select “Save as new template”
- e. If a template needs to be modified, select it from the drop-down box in the “Templates” field
- f. Add template members by either the drop-down list by typing part of their name and selecting. Alternatively type in their email address but do not forget to press enter after each typed email address
- g. Save “Update selected template”

vi. My Meetings

- a. By selecting the My Meetings  icon, you are able to view
- b. the upcoming meetings you host
- c. By selecting “Starting”, the order of the meetings changes from latest to earliest and vice versa by selecting again. Note that filters can be applied to searching for the This Week or for meetings in either the next or past 30 or 90 days. You can also search for the name of a meeting
- d. On this page you can see who will attend and when. You can start your meetings from here
- e. If you add or subtract members, only they will be notified. On the contrary, if you change a schedule, or cancel a meeting, all Guests will be notified
- f. Acceptances or rejections by Guests are not recorded here. This appears in email responses.
- g. To see if you are connected, toggle between My Meetings and Create Meetings. The platform will log you off after a period of inactivity



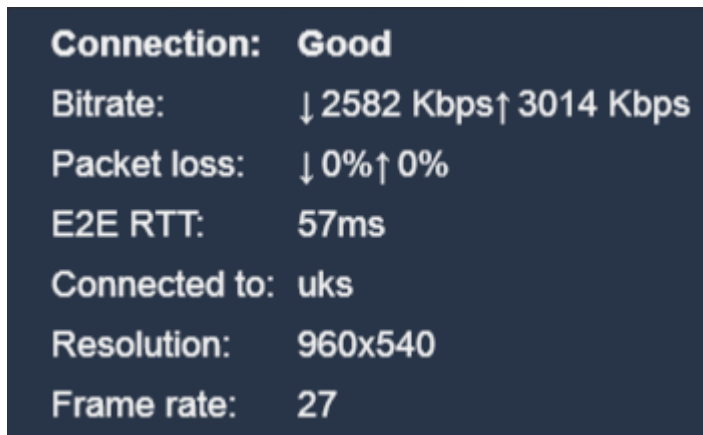
My Meetings

10 items per page This week (entire week) Search

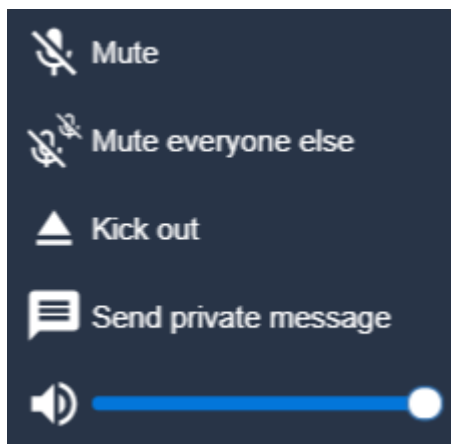
Starting	Name	Recurring	Members	
Fri, Jul 3, 17:20	Test 9		Tony Robinson (tony.robinson@firstcomeurope.com) (Creator) Tony Home (tony.robinson3@totalise.co.uk) (Guest)	Start meeting → Edit members + Edit scheduling 📅 Cancel meeting 🗑️
Fri, Jul 3, 13:18	Mail Out		Tony Robinson (tony.robinson@firstcomeurope.com) (Creator) Julie Cox (julie.cox@voip.co.uk) (Guest) sam@samisaacscreative.co.uk (Guest)	Start meeting → Edit members + Edit scheduling 📅 Cancel meeting 🗑️

vii. Moderator's Controls

- a. The speed of connection and other information about their connection can be shown for each person on the call by going into the left-hand corner of their screen and selecting the green icon



- b. By showing Gallery View and selecting the three vertical dots in a Guest's picture, the following controls are available to the Moderator



- the Moderator can Mute the Guest selected or
- Mute everyone except this Guest
- Kick the Guest out of the call
- Send them a private message
- Increase the volume of the Guest's voice

viii. Features of Meeting Space

Once a video call has started there are many things that you can do to enhance your call.



a. Toggle the View

There are two options available; Follow Me which shows on the screen, in large format, the person who is speaking. The second option is Gallery view which shows all participants on equal sized screens



b. Share a Link

Click on the button and select Copy. Then go to your email client and in the body select Ctrl C. Address the email and the Guest will be able to join your call



c. Share your screen

Selecting the Share button creates three options;

- **Your Entire Screen** – means that whatever document you are looking at, will appear on the shared screen
- **Application Window** – Means that you select the document you wish to share
- **Chrome Tab** – allows you to share websites on the video including audio
- To stop sharing, click on the Sharing button again
- Some browsers, like Safari, do not support all of these.



d. Raise or Lower your Hand

If you click on this button a little hand appears on the video screen with your face. It tells the Host that you wish to speak



e. Chat

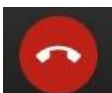
By clicking on this button, you can type a message for everyone on the call to read and respond to.

If you wish to send a private message. Go to Gallery View and click on the three dots on the right-hand top corner of the person's video screen you wish to speak to. Click on "send private view"



f. Mute/Unmute

Apart from muting or unmuting your microphone, you can click on the down arrow and select your devices. It allows you to check that both your microphone and speakers are working



g. Leave Meeting

Click on the red button to leave the meeting. Note that even if you are the host, you will not be able to close the meeting when you leave




h. Start/Stop Camera

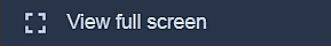
Allows you to listen to a call without being seen, or alternatively to join as a video participant.





i. More Actions


As you select this icon, the following pop ups will appear

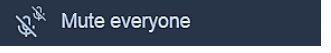
- 

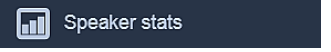
Choose a bandwidth setting to suit your current download speed availability
- 

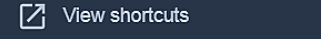
Show video and screen shares in full screen mode
- 

Find the address of a view tube video and paste it in the field provided. Sound is also heard by the Guest
- 

The background behind the members on the call is blurred
- 

Devices: Selection of camera, microphone and speakers.
 More: Select whether callers enter the call with the following settings: muted, hidden and on follow me
 Language: Select language
- 

All those on the call are muted by the moderator. Note, they have to unmute themselves
- 

This totals the amount of time that each speaker has spoken for during the call
- 

The “View shortcuts” feature allows on letter selections to perform the actions on lists on the Shortcuts menu

ix. Mobile Access for Meeting Space

You can be a Guest on a Meeting Space call on your mobile phone, but you cannot be a Host.

Your invitations to meetings will be sent to your email address on your mobile phone.

To download the Meeting Space App, on your mobile phone;

a. For Android Phones:

Select Playstore => Search for Universe Meeting Space => Install => Open

b. For Apple Phones

Select App Store => Apps => Search Icon => “Universe Meeting Space” => Get > Install => Open

9. Screen Popper

Screen Popper finds customer records in CRMs automatically when they call in. It is an add-on for the Universe unified communications product.

i. Before you begin

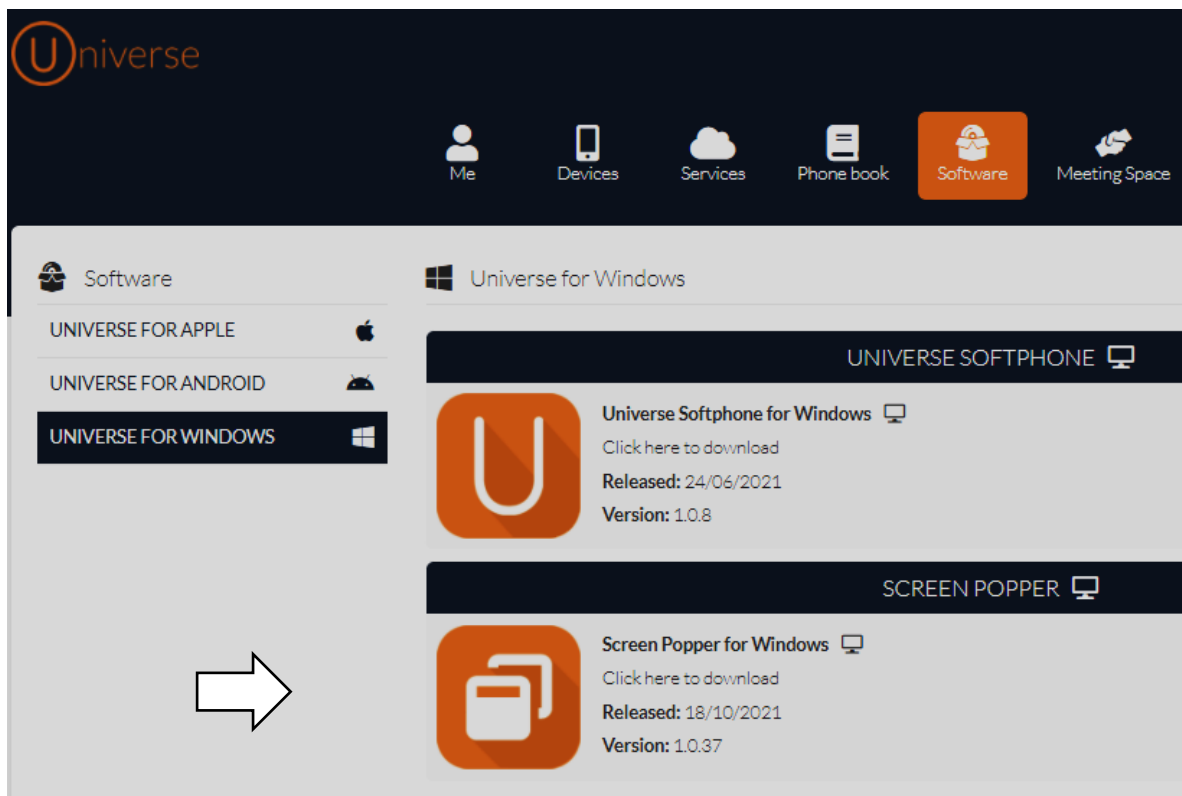
You will need the following;

- A Universe subscription
- Screen Popper licence
- A Windows computer (Windows 8.0 and above)
- A suitable CRM database of customer information. These include; Salesforce, Zoho, Zendesk, HubSpot, SuiteCRM, SugarCRM, Bitrix24

ii. Downloading the Software

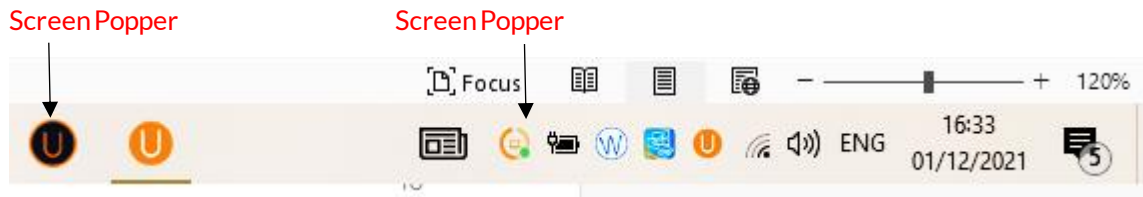
On the main menu go to the Software icon and select Universe for Windows

- Select Screen Popper and download the software.
- Follow the downloading instructions and then Finish

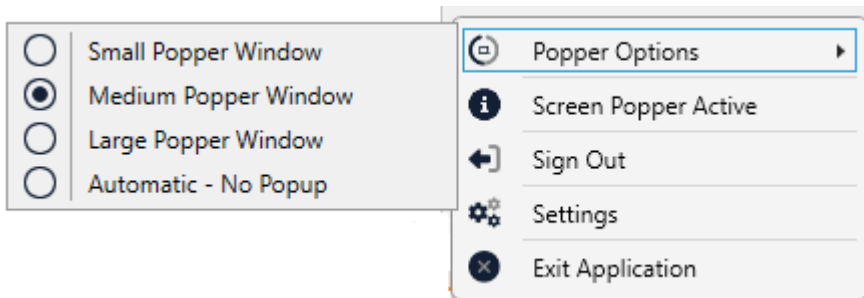


iii. Settings

At the taskbar at the bottom of your screen you should see two icons

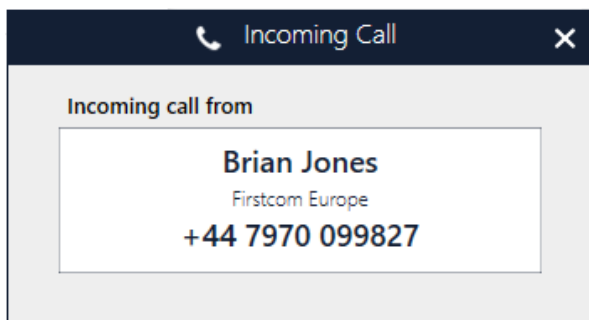


If you right click on the right-hand side icon and select Popper Options, the following menu will appear.

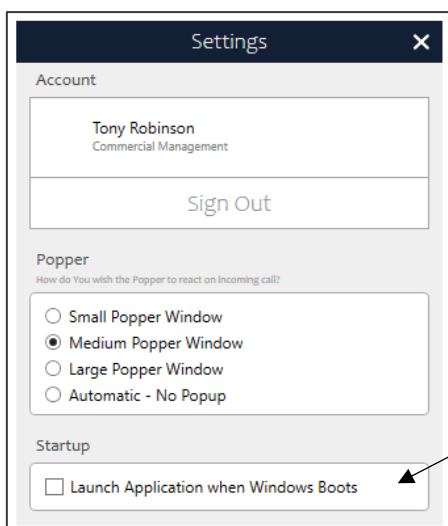


Here you can choose the size of the Popper Card that will appear on your screen. Once the Popper Card appears you can either click on it or use your keyboard by “Ctrl-Enter” to begin the search.

There is an option to have the Screen Popper automatically search for customer records as soon as a call arrives, even before you have answered it “Automatic- No Popup” .



Displayed is a medium sized “Popper Card” that will appear on the bottom right hand side of your computer screen



By selecting “Settings” you have the ability to choose to “Launch the Application when Windows Boots”

That’s it, you are ready to go. Remember to log into your CRM to all the system to work