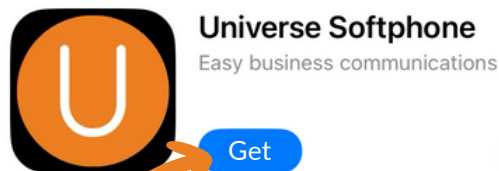


Universe Softphone (iPhone)

1.) Go to the **APP store** on your iPhone and search for “**Universe Softphone**”



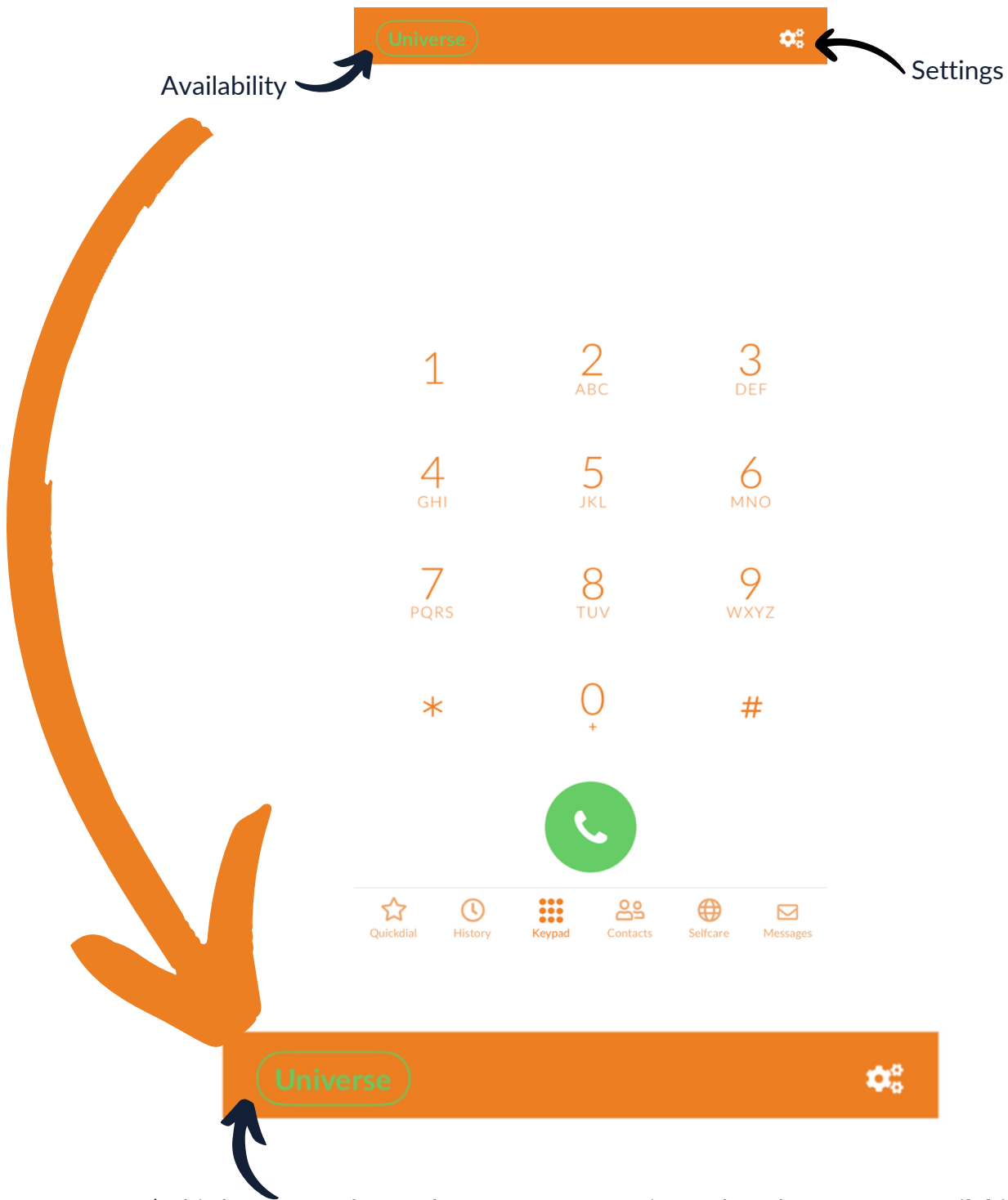
2.) Click the “**Get**” button and wait for the application to install to your device

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

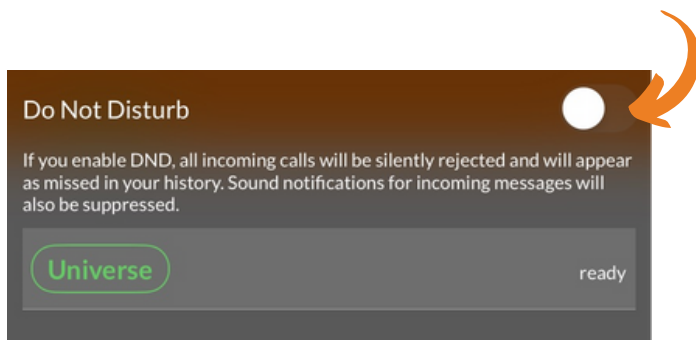
4.) Enter your Universe user **Email** and **Password** and press “**Login**”

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**:



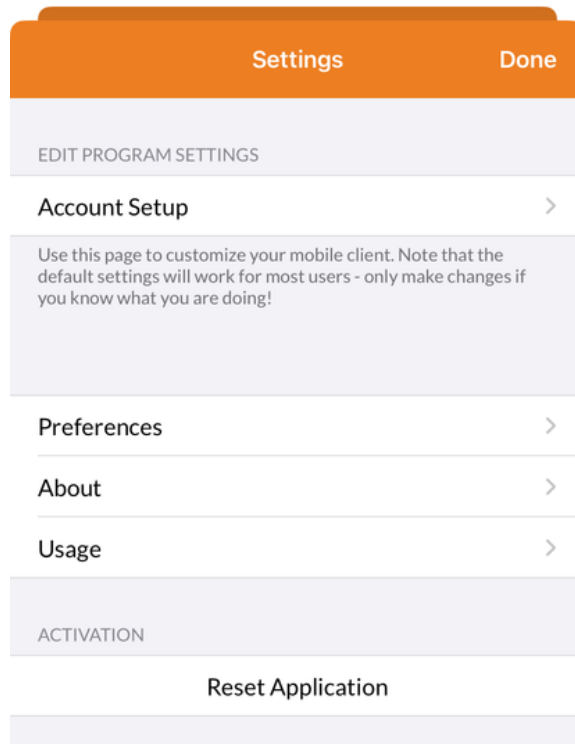
6.) This button on the top left of your screen is used to change your **Availability**, if you click this green button then you will see the next screen which lets you change your availability using the **DND** toggle



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



8.) The “Settings” cog can also be selected, if you click this button you will see the next screen:

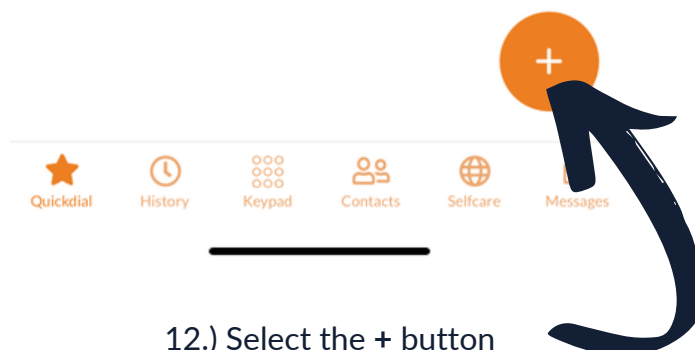


9.) This screen gives you the following options: **Account setup, Preferences, About and Usage**, There is also a **Reset Application** button which will reset and sign you out of the app

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

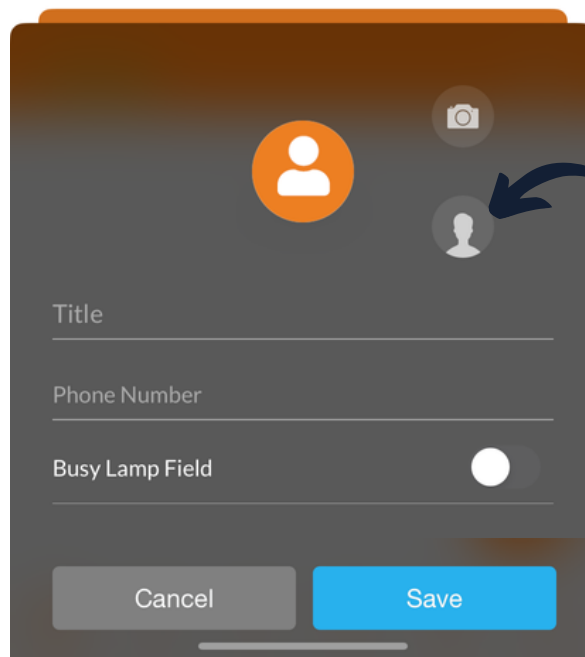


11.) “Quickdial” allows you to add your own speed-dial buttons which can be useful for other staff members on your team. To add a quickdial simply click the **Quickdial button** on the bottom of the toolbar



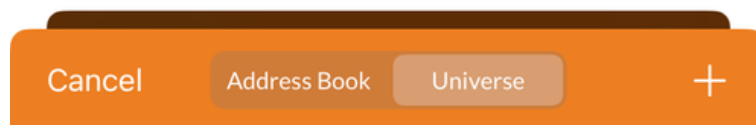
12.) Select the + button

13.) 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

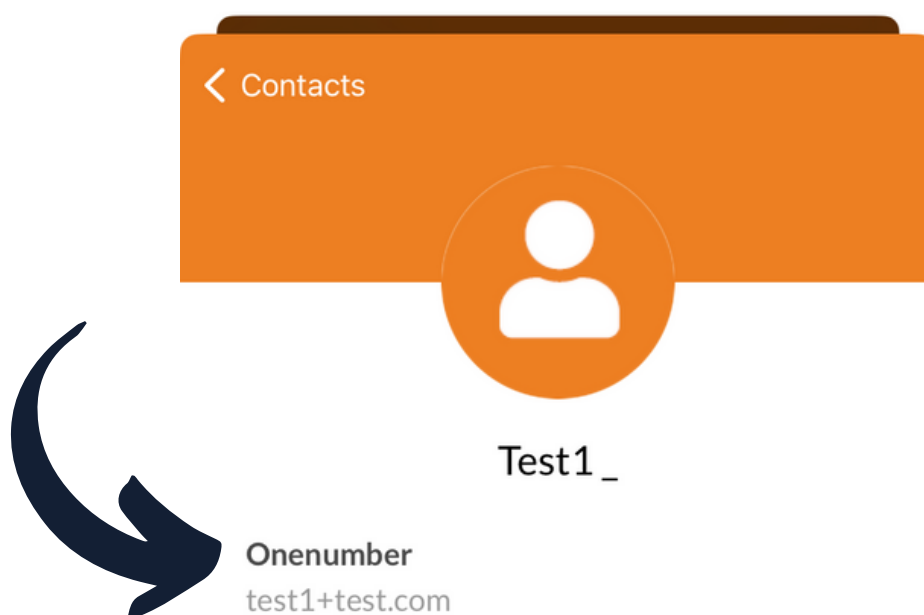


14.) Or you can select the **Person** icon

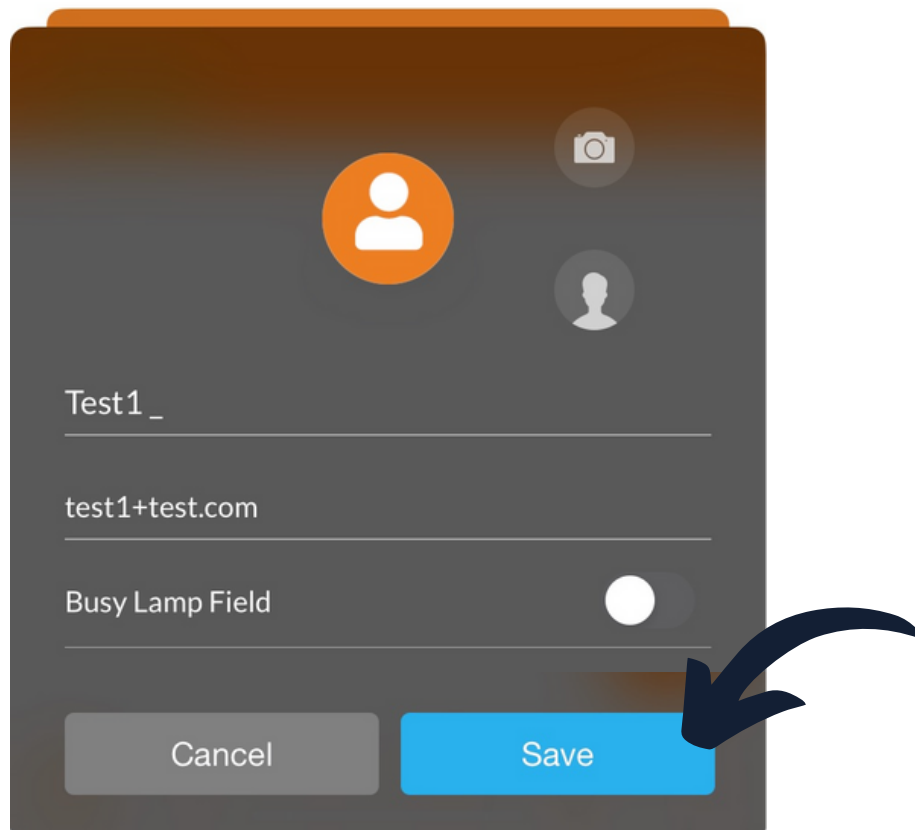
15.) This will allow you to add someone from your device address book or the Universe address book as a Quickdial too



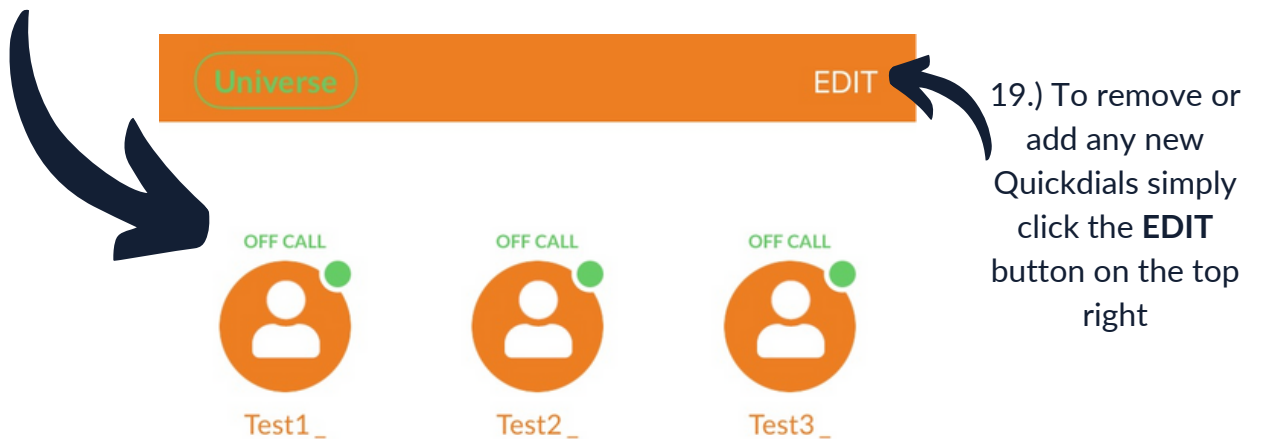
16.) Simply choose the **Address book** that has the correct contact in, click the contact you would like to add, then click the **Onenumber** button



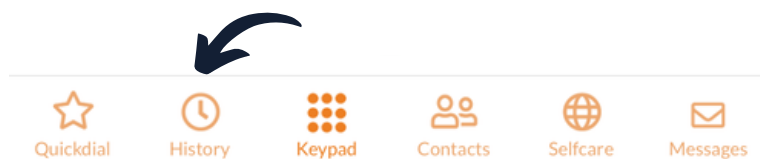
17.) This will then input like the below example and all you need to do is choose if you'd like the **Busy Lamp Field** key enabled or not and click **Save**



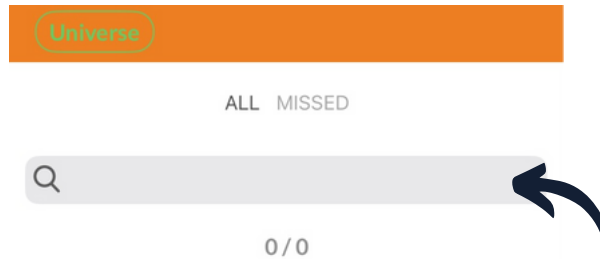
18.) Once added your screen will show similarly to the below with any **Quickdials** and if you have enabled the Busy Lamp field then it will show if they are on a call or not



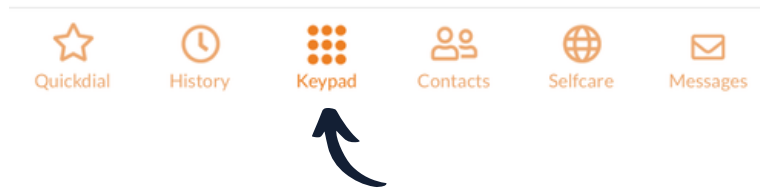
20.) The **"History"** button on the toolbar will allow you to see previous incoming or outgoing calls and also any missed calls



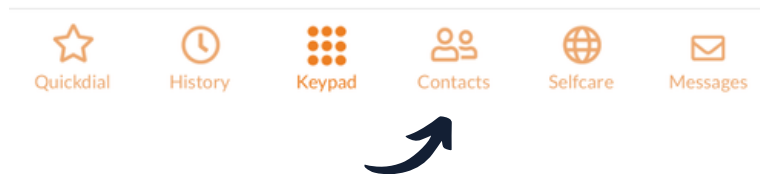
21.) Any calls in your **“History”** will show in the below screen:



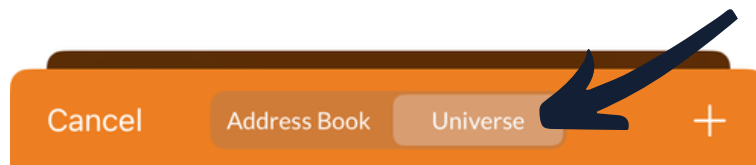
22.) There is also a **Search** bar function if you're looking for a particular number



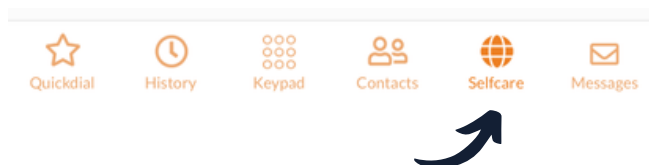
23.) The **“Keypad”** button is the same as what will show when you first open the app



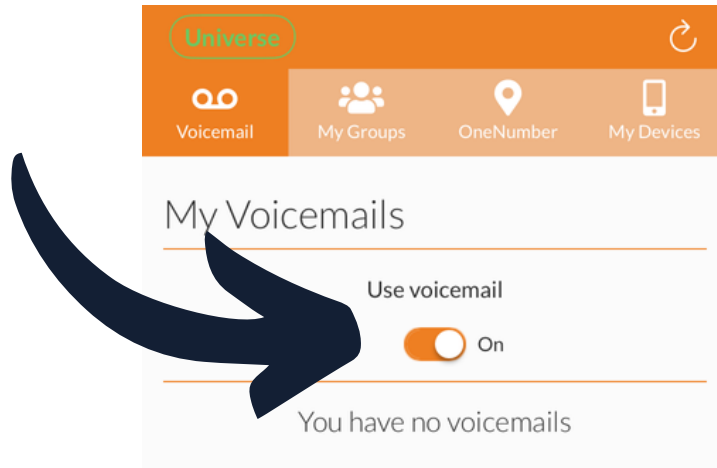
24.) The **“Contacts”** button will allow you to see both your **Device Address book** and your **Universe Address book**, which you can switch from at the top of the screen



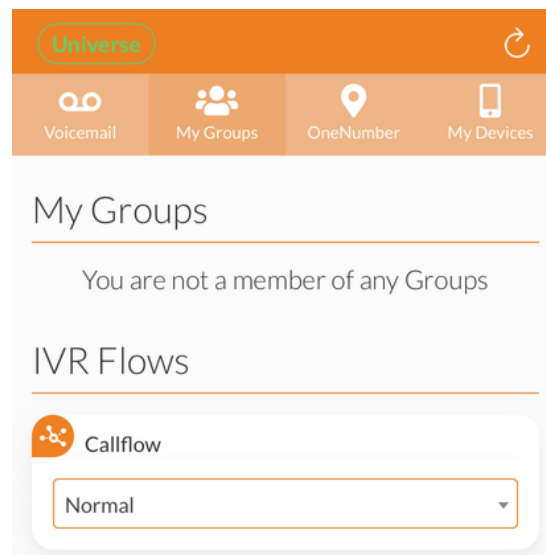
25.) The **“Selfcare”** button on the toolbar gives you a few different option which we will go through below:



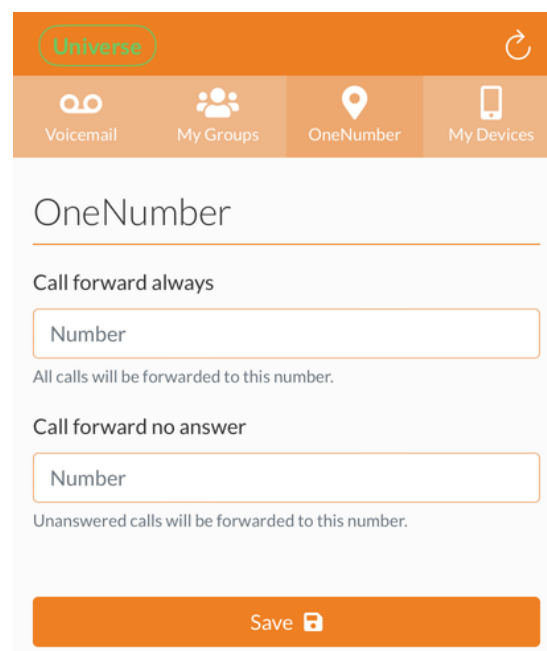
26.) The first section of **Selfcare** is the **“Voicemail”** option which you can turn on and off here and if you have any voicemails that have been left for your user then they will be displayed here



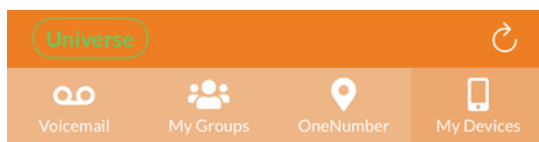
27.) The next section in selfcare is the **“My Groups”** Option, in here you can log in and out of specific groups and you can change the callflow if this has been added to your phone system IVR.



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



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



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



Rachael's iOS
Call time
15
How many seconds to ring before going to voicemail.

Caller ID
01204 201320
Caller Id when calling from this device.

You can change the **Caller ID** here



Part of OneNumber
 On

Call forward always
Number
All calls to this device will be forwarded to this number.

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

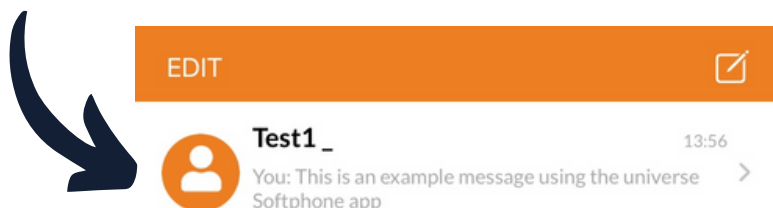


Call forward no answer
Number
Unanswered calls to this device will be forwarded to this number.

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:



Please note: If you have no available user licenses or subscriptions, please get in touch with your account manager

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