



# Universe for Windows and Mac

## Frequently Asked Questions

*This document should be read in conjunction with the User Guide for Universe for Windows and Mac*

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## 1. What can I do on the Selfcare Portal?

On the Selfcare Portal you can manage all your telephony settings for all devices. You were given the link to this when you first purchase Universe. In the UK it is <https://selfcare.voip.co.uk/login>

For example

- You can choose the Caller ID for each device or have all devices on the same number so that they will ring simultaneously
- Selections can be made for Fax, for Recording or for Voicemail
- Contacts can be added or subtracted
- Here is where the administrator develops the IVRs...and much more.

## 2. What can I do on the Universe for Windows and Mac application?

Universe for Windows and Mac is a softphone application. You download this in the Selfcare Portal under the Software heading. With the application you can make and receive phone calls and manage call related settings as well.

Here are some of the things you can do here.

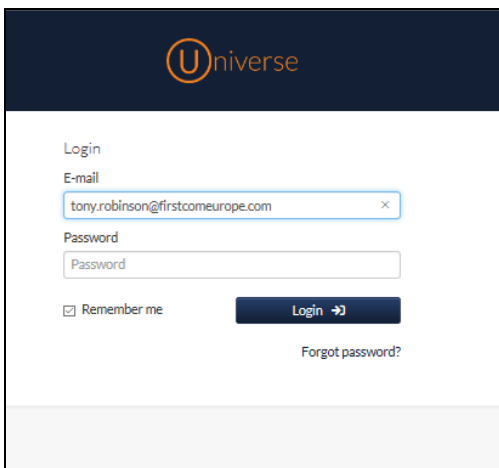
- Dial the contacts you have saved in the Selfcare Portal
- Listen to and delete your voicemails
- Forward calls on “always” or “no answer”. (Note that these settings apply to your fixed phone also)
- Use the on-screen dial pad to make selections for IVRs that you have called and require options to be selected

## 3. Can I change my password for Universe for Windows and Mac?

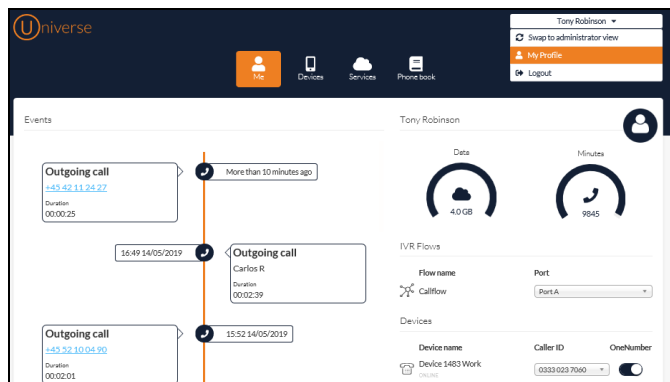
To sign in for the first time you need to use the password sent to you on the welcome email. It applies to all Universe applications and Selfcare. You can change your password to one that is more memorable to you by doing the following;

Go to your Selfcare Portal and log in;

- Select you name at the top right-hand side of the screen
- My profile
- Password
- Password Again
- Update Password (Password needs to be longer than 8 digits or letters)



The screenshot shows the login page of the Universe Selfcare Portal. At the top, there is the Universe logo. Below it, the word "Login" is displayed. There are two input fields: "E-mail" with the value "tony.robinson@firstcomeurope.com" and "Password" with the placeholder "Password". A "Remember me" checkbox is checked. A "Login" button with a right-pointing arrow is visible. Below the button is a link for "Forgot password?".



The screenshot shows the dashboard of the Universe Selfcare Portal for user Tony Robinson. The top navigation bar includes "Me", "Devices", "Services", and "Phonebook". The main content area is divided into "Events" and "Data". The "Events" section shows a timeline of outgoing calls: one to "+45 42 11 24 22" (00:00:25) "More than 10 minutes ago", one to "Carlos R" (00:02:39) on "16:49 14/05/2019", and one to "+45 32 10 04 90" (00:02:01) on "15:52 14/05/2019". The "Data" section shows "4.0 GB" of data usage and "9845" minutes. The "IVR Flows" section shows "Flow name" and "Callflow" (set to "Part A"). The "Devices" section shows "Device name" (Device 1463 Work) and "Caller ID" (0033 023 7060).

**4. What does “One Number” mean?**

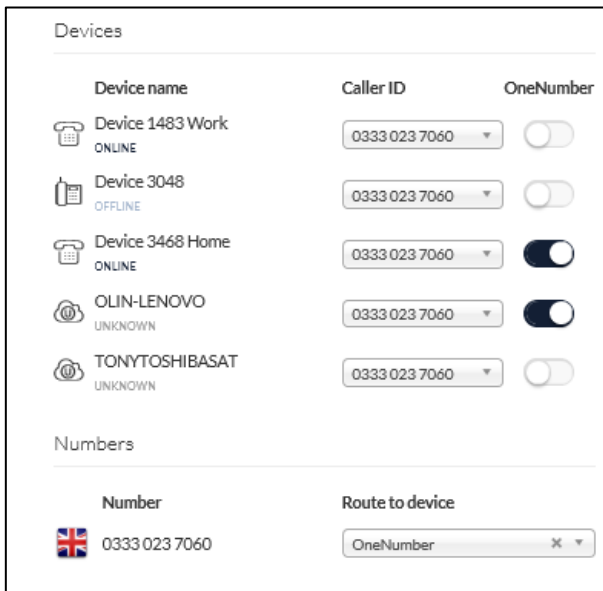
It means that you can use the same number on multiple devices though one user. So for example you can have your fixed phone and your computer ring simultaneously and also send the same number to the people you call.

**5. Can I have Universe ringing on multiple devices at the same time?**

Yes you just apply this through the Selfcare Portal to all devices.

- Go to Selfcare Portal
- Me
- Scroll down to Devices
- Check the devices you want to ring when the number is called.

In the example below there are two devices that will ring.



**6. If both Universe services are ringing, my fixed phone and my computer, and two people pick up the call separately, are they both able to participate in the call?**

The first person to pick up the phone will be the one that takes the call. The other person will not be able to participate in the call.

**7. Can I transfer a call from my fixed phone to my computer and vice versa if both have Universe installed?**

Yes if they have different phone numbers. If they are both on the same One number this cannot be done.

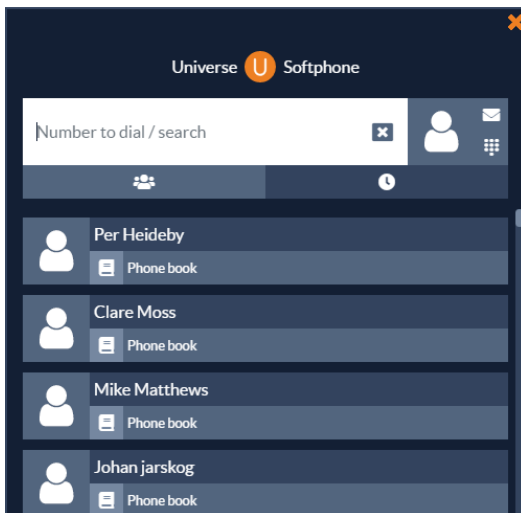
## 8. Can I save new contacts in Universe for Windows and Mac?

Yes, go to your Selfcare Portal

- Select "Phonebook"
- Create contact
- Complete the relevant details. You can have more than one phone number per contact
- Create Contact
- The new contact has now been added and is available for both you fixed phone device and your computer

## 9. Do I need to change the sound settings if I am using an earphone or headset?

Once Universe for Windows and Mac is installed, the microphone and speakers will be the ones in your computer by default. Once you have installed the Universe for Windows and Mac application and you want to use another device, connect it to your computer and follow these instructions.



- For Mac the hardware is detected automatically. For Windows follow the procedure below.
- From the Contacts screen, click on the Contact Icon (it may have a picture instead)
- Click on Settings => Sound => select which device you wish to use (Realtek maybe the one installed in your computer)
- Select the appropriate options for Speaker and the Ringer
- To make sure you do not miss a call, it may be best to select your Ringer to "All Devices". That way your computer will ring when there is an incoming call as well as the Headset or Earphone
- Click the Contact Icon again and you will go back to your contacts.

## 10. When using my earphones or headset, I want my computer to ring as I do not wear them all the time. How do I do that?

See question 8 section (e)

## 11. Can I use my Universe for Windows and Mac at different locations, with different internet connections, including most countries overseas?

Yes you can. Provided you have your computer connected to a reasonable internet connection Universe for Windows and Mac will operate, wherever you are

## 12. Can I use Universe for Windows and Mac on any computer?

Yes if the computer has a version of Microsoft Windows after 7, 8, 10 and Apple Mac OS 10.10 upwards.

**13. Can I make my Universe service operate automatically from start up?**

This is not included in this release of the software. You can manually paste the program into the Startup function of your computer if you wish. (Search on the internet how to do this)

**14. Can I transfer calls to an external number**

Yes you can transfer calls both to an external number or to another number in your company's numbering group. The User Guide explains how.

**15. Is it possible to copy numbers that are on my screen and paste them into Universe for Windows and Mac to make a call?**

Yes, if you find a number on a web page, or in a computer program, that you would like to call, you can copy this number (Ctrl C) into your Universe for Windows and Mac "Number to Dial" box the Contact screen and paste it (Ctrl V). If the number has spaces there is no problem, but remove brackets or other special characters

**16. Can I undertake Call Pick Up on my Universe for Windows and Mac**

Not currently with Universe for Windows and Mac but it is available in Universe for desk Phone.