



# Universe Softphone

For Mac and Windows

## Softphone User Guide

Universe Softphone for Mac and Windows is a software application enables you to make and take phone calls over the Internet with a computer.

The softphone is fully integrated with the Universe cloud phone solution. It works on both PC and MAC.

## Login

Logging in is easy.

The screenshot shows a dark-themed login window for 'Universe U Softphone'. It features two white input fields: 'Username' and 'Password'. Below these fields is an orange button labeled 'Login' with a right-pointing arrow icon.

You just type in your Universe username and password and click the Login button.

These are the same credentials as your Selfcare login.

That's it.

No complicated setting up to do, the software will install itself.

## Glossary of Icons



Contact and settings



Voicemail



Contact list



Dial pad



History

## When making calls



Put a call on hold



Mute



Hang up



Conference call



Merge calls

## Voicemail



Call back



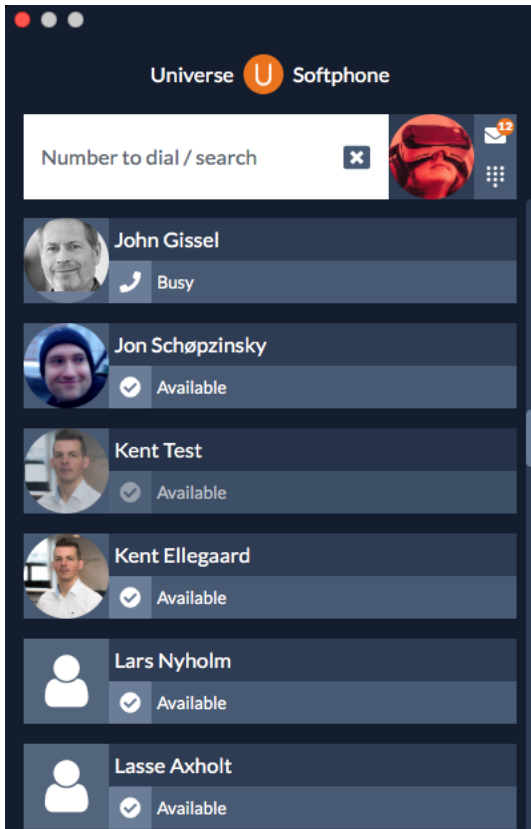
Play



Delete

## Home screen

This is your default home screen you see when Universe Softphone is running. This is where you see your contacts and their presence. This is also where you make, receive and transfer calls.



### Contacts

All your company contacts are here. To add more contacts, go to your Selfcare account.

### Presence

Before you call someone, it is nice to know if they are available or not to receive your call. That is what presence tells you.

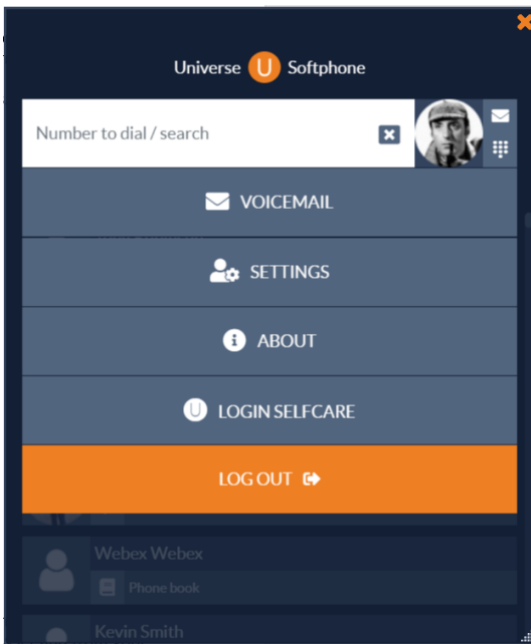
### Dialling someone

Click on the contact's image or their name to call them.

If you want to call someone who is not a contact, simply enter their number in the text box at the top and press enter.

Alternatively, you can use the Dial Pad, which is launched by clicking on its icon next to your picture or Contact Icon on the top bar.

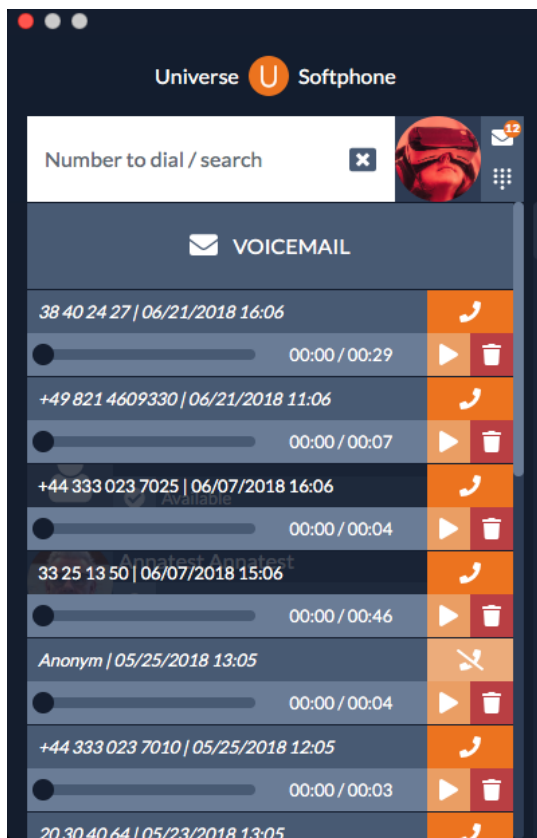
## Settings



To enter your administration options, click on your picture (or the Avatar icon if you haven't added a picture). Now choose the setting that you are looking for; Voicemail, Settings, About the App, Login Selfcare.

Click your picture or Avatar icon again to go back to your contacts.

## Voicemail



Your voicemails are stored in the cloud.

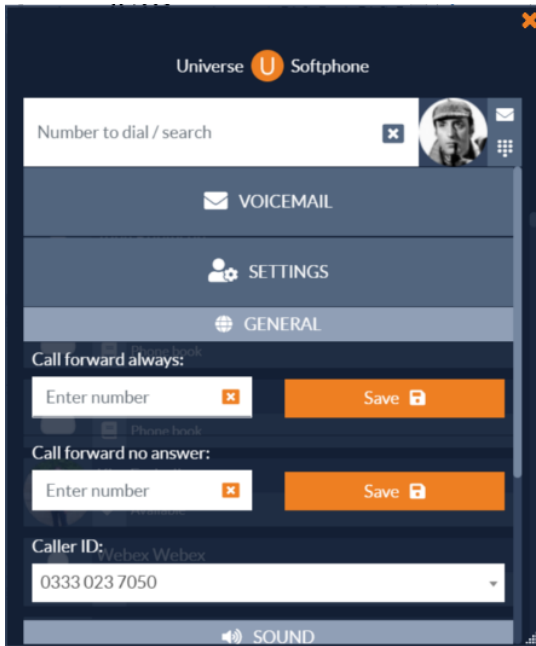
That means that you can access them from everywhere. From the computer App, or via the Selfcare portal from a Browser.

Being cloud based makes updating easy for you. If you listen to a message on one device, all the other devices are updated for you.

To listen to a voice mail: press the play icon. To delete: press rubbish bin icon. To call back: press the handset icon with orange background. You can move the slider back and forward to hear parts of the message again.

New voicemails have the calling number and time details coloured dark blue. The ones that you have already listened to are shown in lighter blue.

## Call forward



### Call forward always

Forwards all calls to the number you enter here.

### Call forward no answer

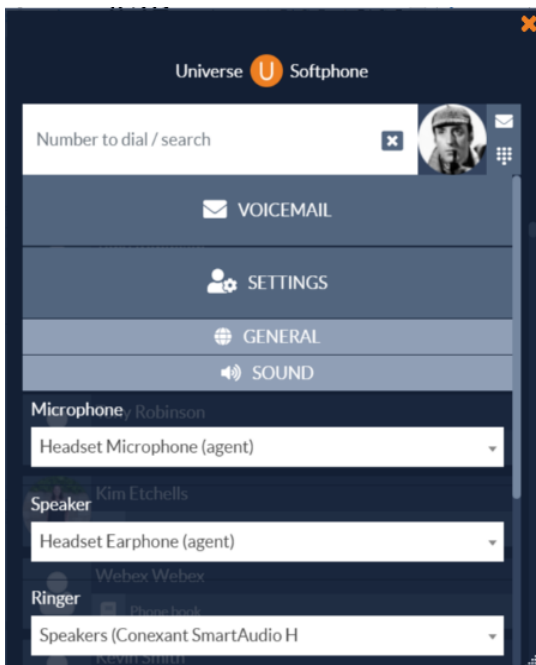
Forwards calls if you are busy or do not answer after a set time.

Forward by entering the number you want to forward to and click on Save. To remove click the orange cross. For the Universe Voicemail to operate these must be blank

### Caller ID

Click the Caller ID number box and from the drop-down list choose the telephone number to show when calling someone.

## Sound



### Microphone and speaker

Use the respective drop-down lists to select which device you will speak into and listen from.

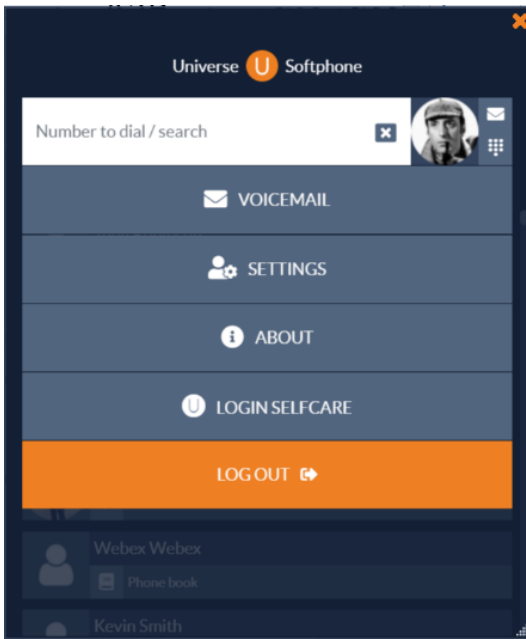
You can select whether to use your computer's built in microphone and speaker or external headphones.

The individual selections allow you to have the call audio coming through a headset and the ringer sounding through computer.

### Ringer

Use the drop-down lists to select which device you will hear ringing notification coming from. Beware that if you select a headset you may not hear the ringing if you take it off!

## Login Selfcare

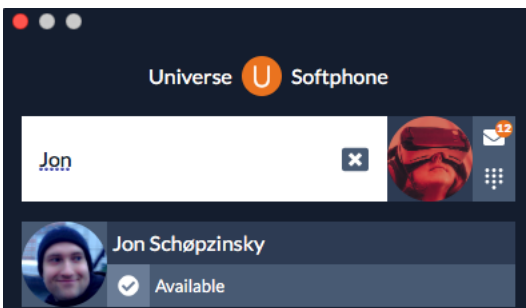


**Quick access** to your Universe Selfcare account where you can manage your default settings.

Use the same credentials for your selfcare (accessed via browser) or the Universe Softphone.

## Call handling

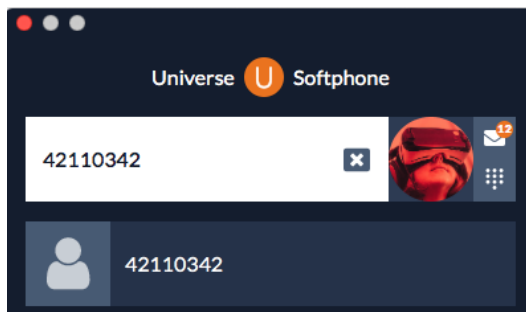
Different ways to make a call.



Search for the contact - **Click the Contact**.

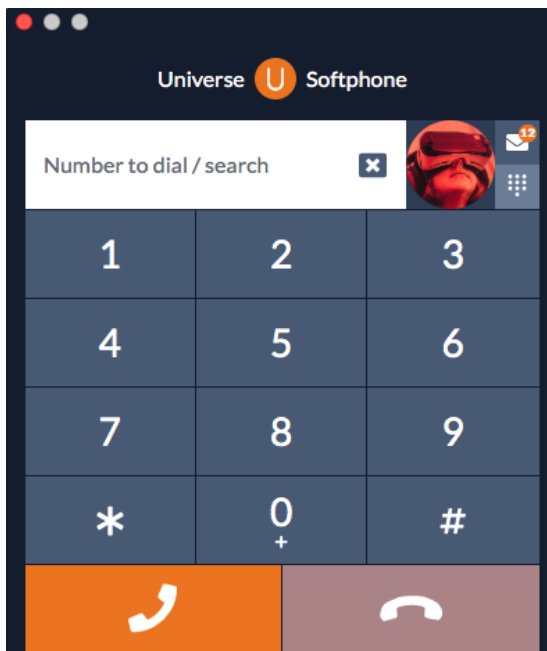
Now you establish a call.

You can also scroll down to your contacts list and click to call from there.



Type in the telephone number - **Press enter** on your keyboard.

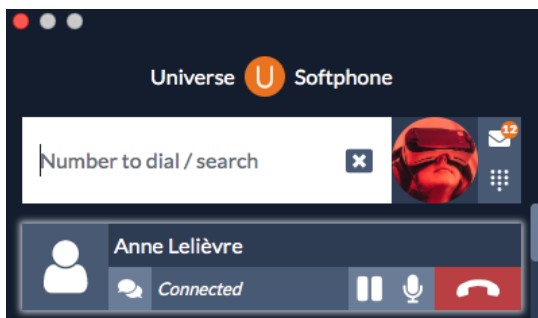
Now you establish a call.



click the **Dial Pad icon** to open the dial pad.

Key in the number and click the orange handset icon.

## Once you are connected



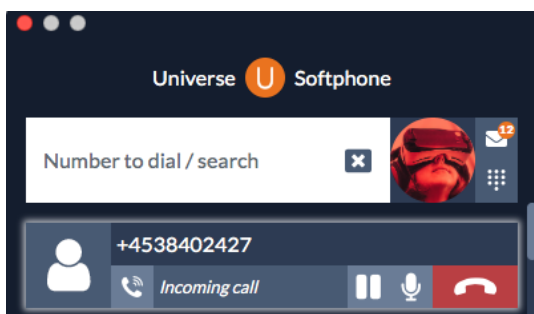
**Hang up** by pressing the red phone button or shortcut (Shift + Alt + x) \*

**Mute** your microphone with the Mute button.

Put a call **on hold** with the Pause button. Reactivate a call from hold with the Pause button again

\*If there are 2 active calls (one on hold and one connected), the connected call will hang up. If both calls are on hold, neither of them will be hung up.

## Receiving a call

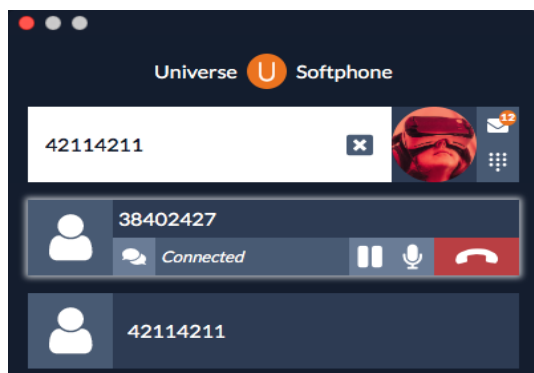


You can see what telephone number (or person) is calling you before you answer.

**Click the telephone number** on the screen or person to answer it (Shortcut: Shift + Alt + r)

Your call status shifts to “connected”. You are now in conversatio

## Transferring a call unattended ('Blind' transfer)



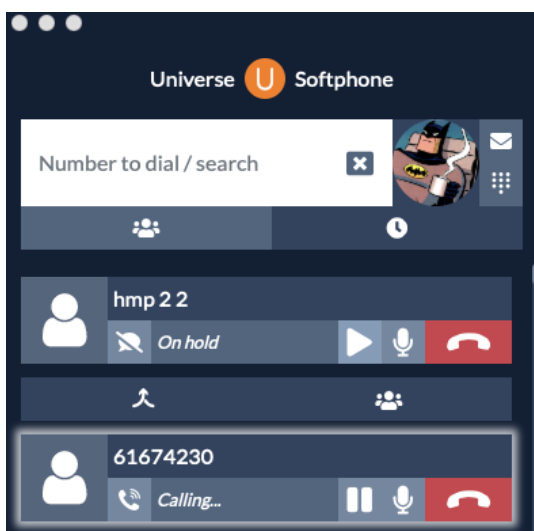
During a call (either inbound or outbound)

**Search** the person you want to transfer to or simply **type** the telephone number.

**Drag** (click and hold) the **active call** to overlay the user or external number you want to transfer to.

That is, it.

## Transferring a call attended ('Supervised' transfer)



During a call (either inbound or outbound)

Put your caller on hold by pressing the Pause button.

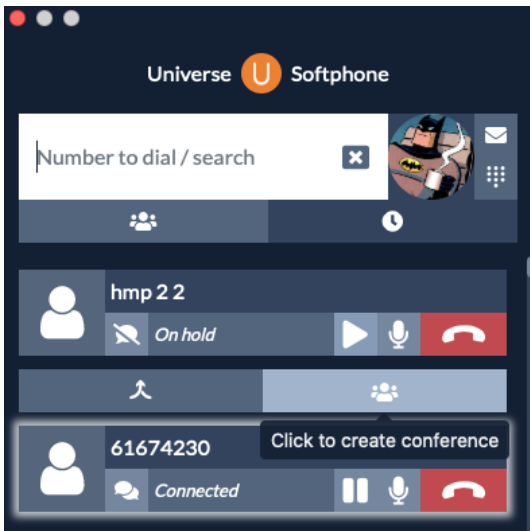
Search the person or dial the telephone number you want to transfer to.

**Dial** the new number by **clicking** on the name or picture.

When the next person answers, you announce the call and merge the two calls by pressing the **Merge Calls** button.



### 3-way conference

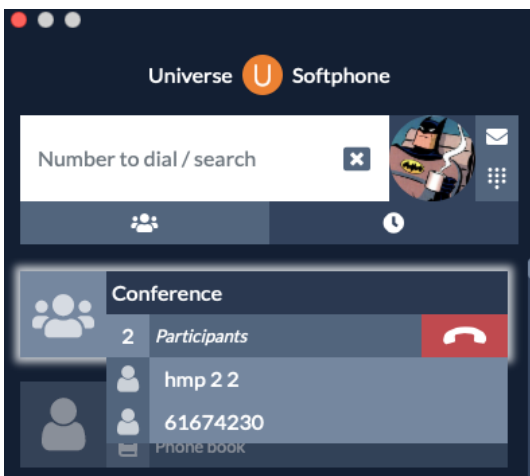


During a call (either inbound or outbound)  
Put your caller on hold by pressing the Pause button.

Search the person or telephone number you want to call into the conference.

Dial the new number by clicking on the name or picture.

When the next person answers, you announce the call and **merge** the **two calls** by pressing the **Conference Call** button.

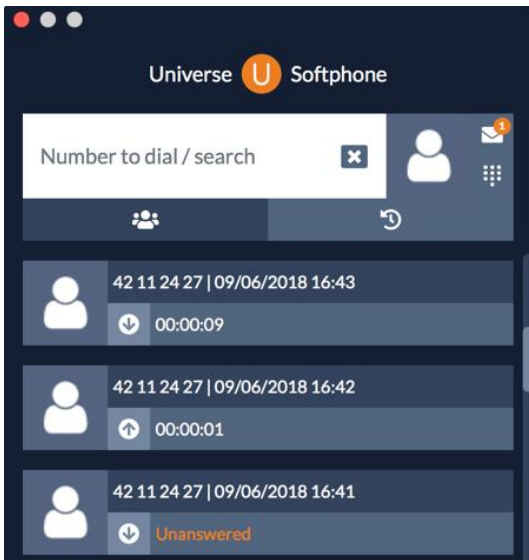


The conference will show you the participants.

One of the participants can leave the meeting without the meeting ending. If that happens you can call in a new participant.

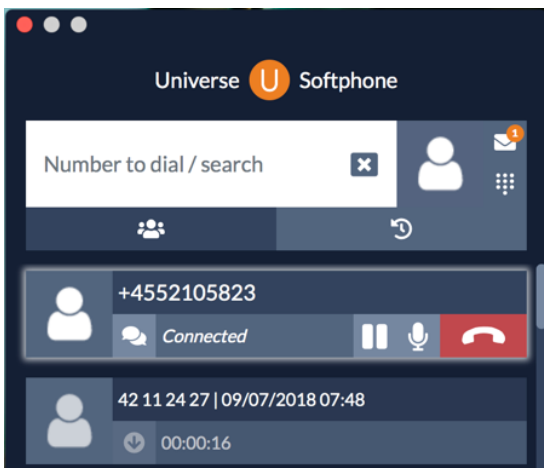
If you, the creator, leaves the conference ends.

## Call history



### Call back from history

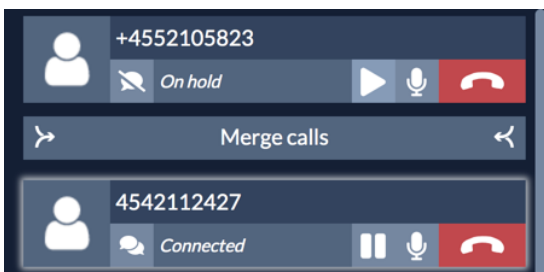
Go to the History icon - **click** to call a number or the person back.



### Transfer from history records

During a call (either inbound or outbound) go to the History icon.

Click an event on the list to call it. When the new call answers, you can **merge** the two.



## **Bandwidth and Speech Quality**

Here is some technical information to assist the Engineers understand why Universe calls sound so good. You will note that speech quality will improve the better the connectivity your device has, right up to CD standard. We use the OPUS codec to digitise your speech, which was devised by the Internet Engineering Task Force (IETF). OPUS is designed to efficiently code speech and general audio in a single simple (but clever) format to work over Internet based data circuits.

Opus supports constant and variable bitrate encoding from 6 kbits/s to 510 kbits/s, frame sizes from 2.5ms to 120ms, and five sampling rates from 8 kHz (with 4 kHz bandwidth) to 48 kHz (with 20 kHz bandwidth, which is the high end of the human hearing range).

This means that with good connectivity between 2 Universe users, you will have crystal clear speech that includes all the high frequencies that get trimmed out on traditional telephone calls. Of course, if one party only has traditional telephony the call will adapt to work at that quality level.

If a far-end device does not support the OPUS codec the system will fall back to use the mandatory codec known as G.711 (specified by the European Telecoms Standards Institute ETSI, on behalf of the International Telecoms Union ITU), which is the default coding and decoding scheme used through all ISDN calls.

## **Security with encryption**

All communication to and from Universe Softphone from the Universe cloud platform is encrypted using the industry standards Secure Real Time Protocol (SRTP) and Transport Layer Security (TLS). This encryption is supplied as standard with the Softphone product.

## **Hardware and software, PC and MAC**

The Computer variant of the Softphone is designed to work on Windows 7, 8 or 10 or MAC OS 10.10 and up. The application size of the Softphone for computer software is about 109 Mb.