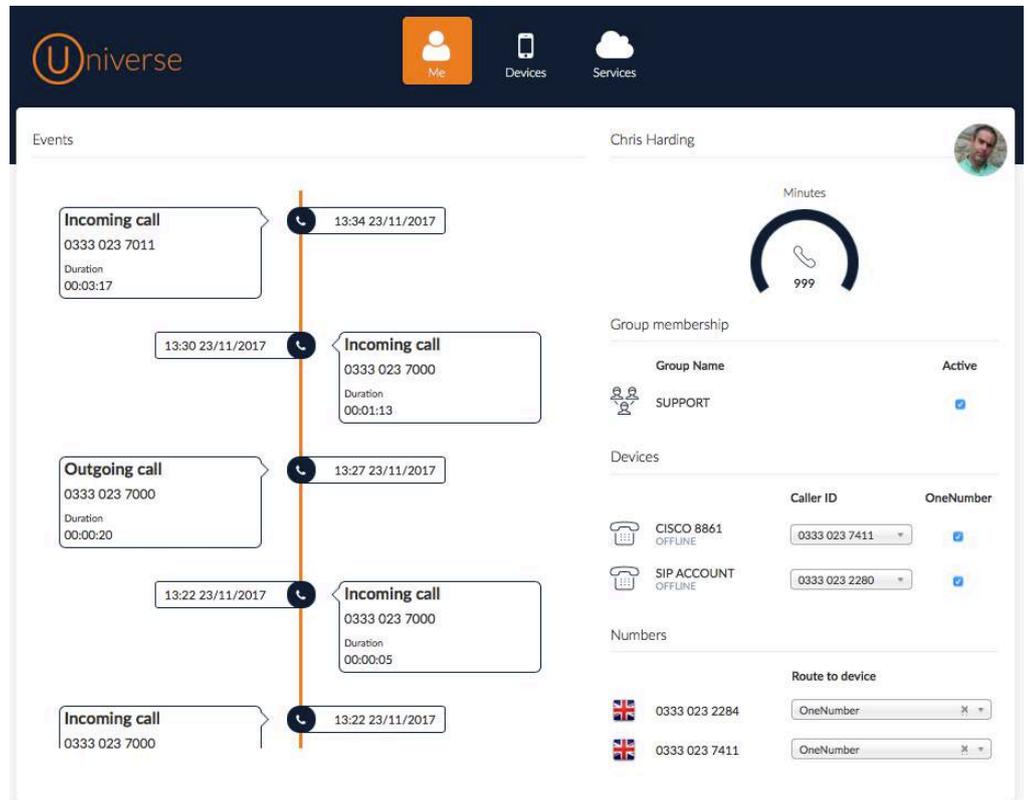# Universe

End User Guide

Logging into Universe

Log into the portal via www.thisisuniverse.co.uk - Enter the username (email) and password provided in the 'Welcome to Universe' email.

When you log in for the first me, you will see three main headings at the top of the portal. To begin with you will automatically be on the 'Me' page, here you will find the following information on:

Along the left hand side you will see the events window, populated with your recent call and SMS history. To the right you will see your user name, picture and basic usage meters.

Also on the right hand side of the portal underneath the user info, is your users current device info.

You can quickly manage your own devices using this panel in the portal.

The drop down boxes display the telephone number allocated to that device. You can change the number quickly and easily by selecting it in the dropdown.

Also on the right hand side of the portal is the 'Group membership' section. Here you can quickly manage / update which hunt groups you are a member of. These are directly from the IVR.

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Ticking the active box, adds your user into the group, un-ticking this box allows your user to eat lunch at their desk in peace. Admins, do not panic! You can add users back into their relevant groups if they have not added themselves back in.

Devices in Universe

Now on to self managed device management. First of all, select the devices tab at the top of the portal. In this section of the portal, you are able to manage your devices.
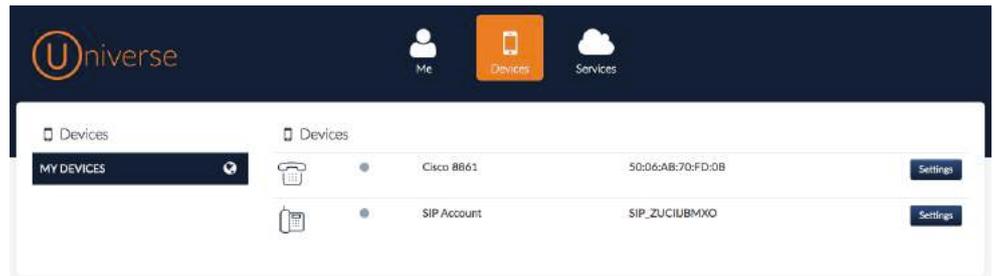
To change a devices settings, you will need to hit the settings button on the right hand side of the device. Once in here you can change the device name, call time and 'OneNumber' function.
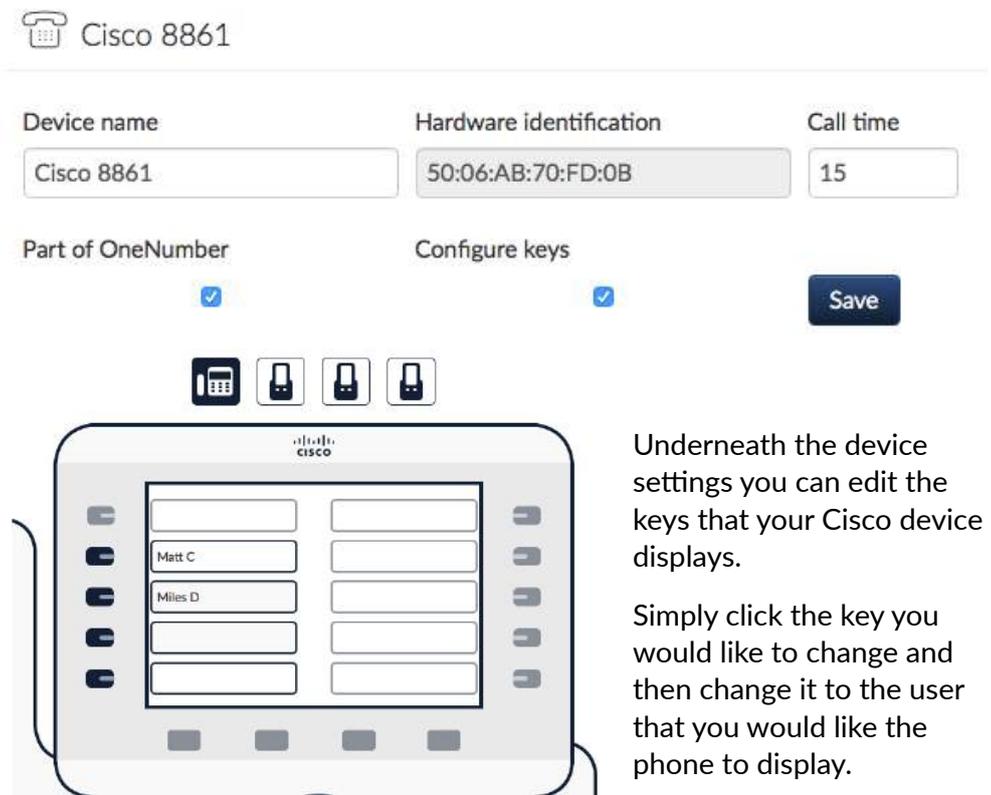

Underneath the device settings you can edit the keys that your Cisco device displays.

Simply click the key you would like to change and then change it to the user that you would like the phone to display.

Once configured, your phone will update immediately, and the changes will be live in seconds.

End User Guide

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Services in Universe

Now on to services. This is where you as a user can manage your services, like call divert, voicemail, fax 'OneNumber' and Call Recording.
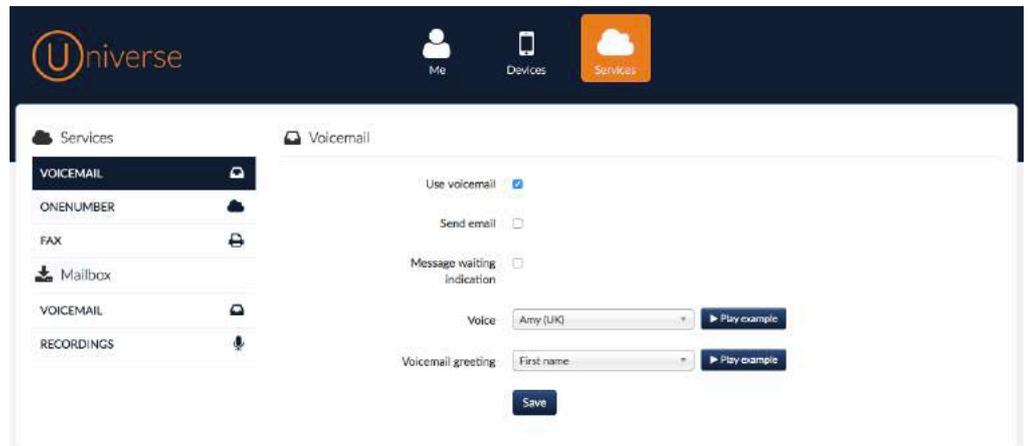
Voicemail settings - Select Voicemail in the menu on the le hand side, once in there on the right hand side you can change the following settings; You can tick the box to Use Voicemail, you can tick the box to get Universe to notify you if you have a new voicemail and you can change the voice and voicemail greeting.

You can also listen back to your voicemail and call recordings in the Mailbox section of this page, if your company still uses Fax, then if you are a fax administrator you can also view and send Faxes in this window. To access this you need to hit the Fax but on on the left hand side.

Call Divert

In this setting window, you can select the 'onenumber' tab to open up the following settings:

On the right hand side you can enter a number into the direct and forwarding fields. Direct will forward to that number whenever your device rings and forwarding will forward to the number inputed if your device is unavailable.