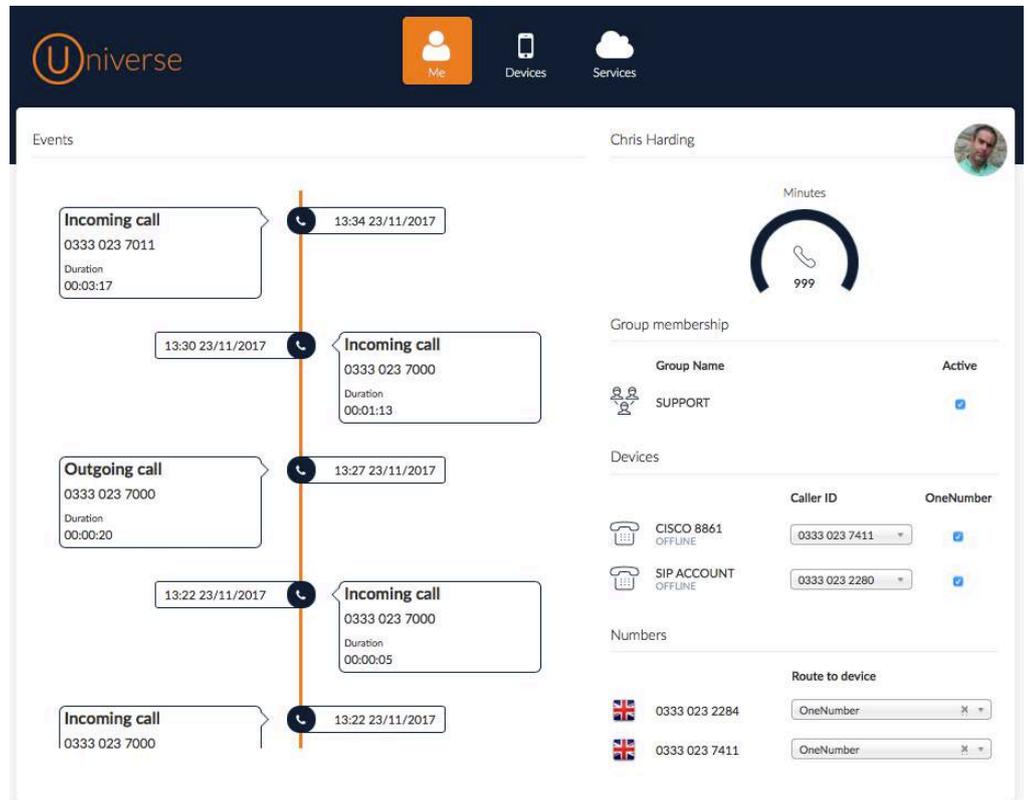


Logging into Universe

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:



The screenshot shows the Universe portal interface. At the top, there is a navigation bar with the 'Universe' logo, a 'Me' icon, and 'Devices' and 'Services' icons. The main content area is divided into two sections: 'Events' on the left and user profile information on the right.

Events: A vertical timeline shows five call events:

- Incoming call:** 0333 023 7011, Duration: 00:03:17, Time: 13:34 23/11/2017
- Incoming call:** 0333 023 7000, Duration: 00:01:13, Time: 13:30 23/11/2017
- Outgoing call:** 0333 023 7000, Duration: 00:00:20, Time: 13:27 23/11/2017
- Incoming call:** 0333 023 7000, Duration: 00:00:05, Time: 13:22 23/11/2017
- Incoming call:** 0333 023 7000, Time: 13:22 23/11/2017

User Profile (Chris Harding):

- Minutes:** A gauge showing 999 minutes.
- Group membership:**
 - Group Name:** SUPPORT (Active)
- Devices:**
 - Caller ID:** CISCO 8861 OFFLINE (0333 023 7411) and SIP ACCOUNT OFFLINE (0333 023 2280).
- Numbers:**
 - Route to device:** 0333 023 2284 and 0333 023 7411, both set to 'OneNumber'.

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.



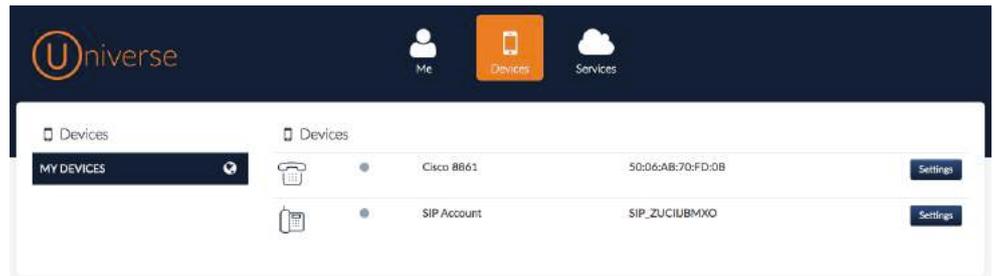
This close-up shows the 'Group membership' section. It displays the 'Group Name' as 'SUPPORT' and the status as 'Active'. There is a blue checkmark icon next to the 'Active' status.

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.

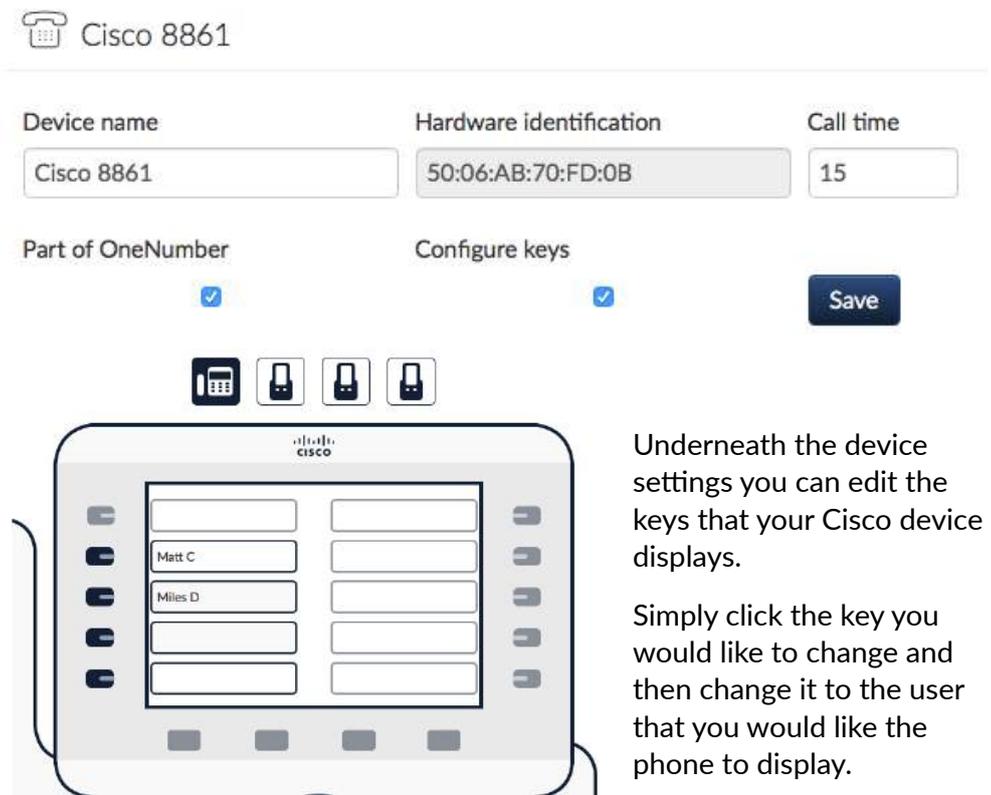
Ticking the active box, adds your user into the group, un-ticking this box allows your user to eat lunch at their desk in peace. Admins, do not panic! You can add users back into their relevant groups if they have not added themselves back in.

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.



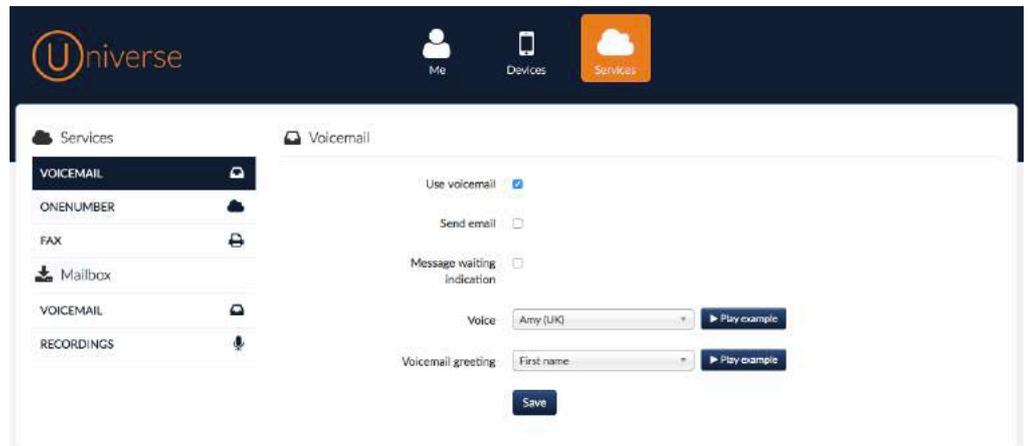
Underneath the device settings you can edit the keys that your Cisco device displays.

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.

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 left 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 button 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 inputted if your device is unavailable.