



Universe for Windows and Mac

Universe for Windows and Mac – USER GUIDE

This User Guide should be read with the Frequently Asked Questions to get a complete overview

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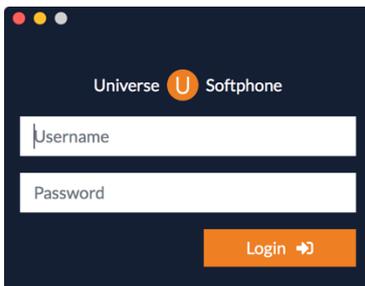
1. What is Universe for Windows and Mac?

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

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

2. Login

Logging in is easy.



Click on the Universe application icon, type in your Universe username and password and click the Login button. These are the same credentials as your Selfcare login which controls the overall user account. Just follow the instructions on the screen.



That's it.

No complicated setting up to do, the software will install itself. You will notice the Universe Icon on your computer screen.

3. Glossary of Icons



Contact and avatar (settings)



Dial pad



Voicemail



History



Contact list

When making calls



Put a call on hold



Mute



Hang up

Voicemail



Call back



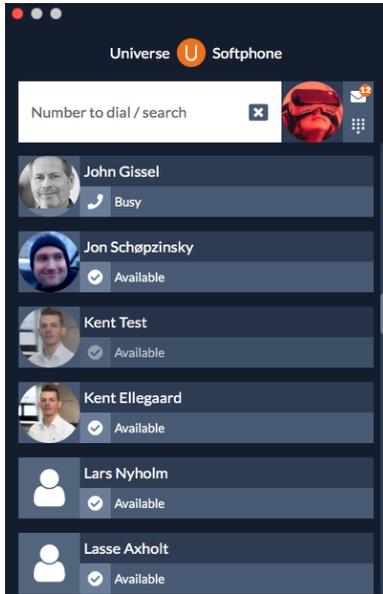
Play



Delete

4. Home screen

This is your default home screen you see when Universe for Windows and Mac is running. This is where you see your contacts and their presence (whether they are available to take your call or are busy). This is also where you make, receive and transfer calls. You can always get back here from other screens by clicking once or sometimes twice on the Contact Icon



Contacts

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

Presence

Before you call someone, you will know whether they are available or not to receive your call e.g. John is busy in the example given here.

Dialing someone

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

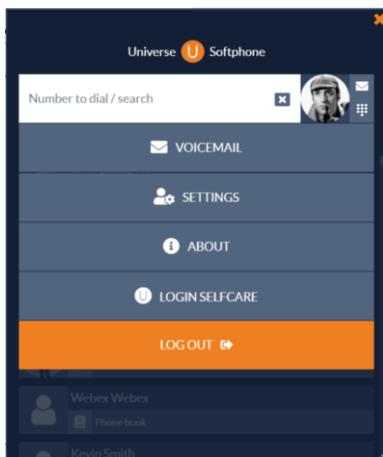
If you want to call someone who is not a contact, simply enter their number in the text box at the top and press enter.

Alternatively, you can use the Dial Pad, which is launched by clicking on the Dial Pad icon next to your picture or Contact Icon on the top bar. After selecting the numbers, click on the orange handset icon to start the call.

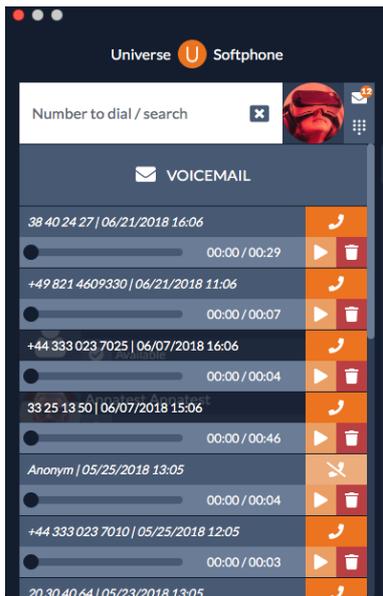
5. Administration

To enter your administration options, click on your picture (or the Contact 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 Contact 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 with 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.

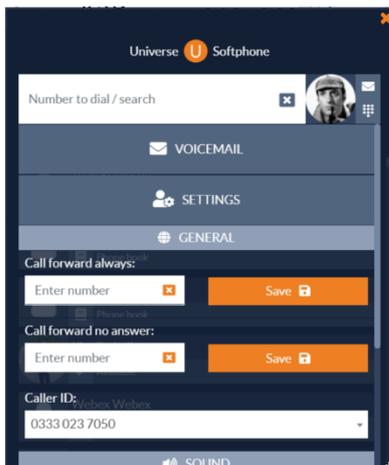
To listen to a voice mail: press the play icon. To delete: press rubbish bin icon. To call back: press the handset icon with orange background. You can move the slider back and forward to hear parts of the message again.

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.

General

Call forward always: Forwards all calls to the number you enter here. Then save

Call forward no answer: Forwards calls if you are busy or do not answer after a set number of seconds



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

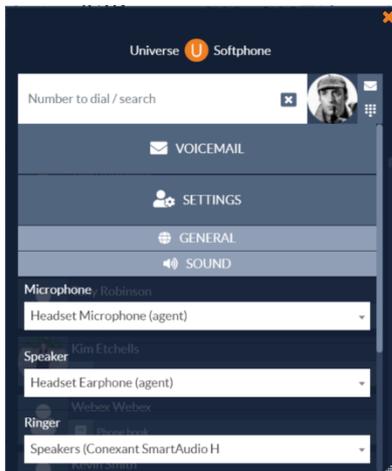
The Selfcare Portal has the same call forwarding options which apply to all devices and these take precedence over the Universe for Windows and Mac choices.

Caller ID

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

Sound

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 audio for the call coming through a headset and the ringer sounding through computer.



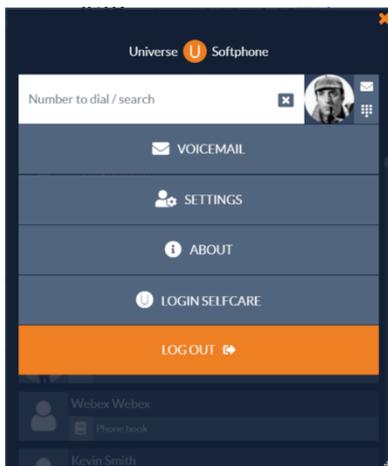
Microphone and speaker

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

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! If you select the ringing notification through your computer's speakers you can still use your headset to hear the call.

Login Selfcare

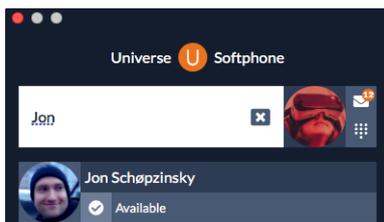


Quick access to your Universe Selfcare account where you can manage your default settings for all devices. Use the same credentials for your Selfcare (accessed via browser) as for the Universe for Windows and Mac.

Selfcare is where you can add new contacts and select many options for your overall Universe service including other devices

6. Call handling

Different ways to make a call

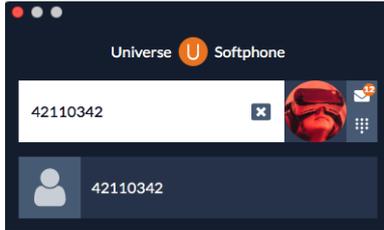


Search for the contact.

Click the Contact icon to make a call.

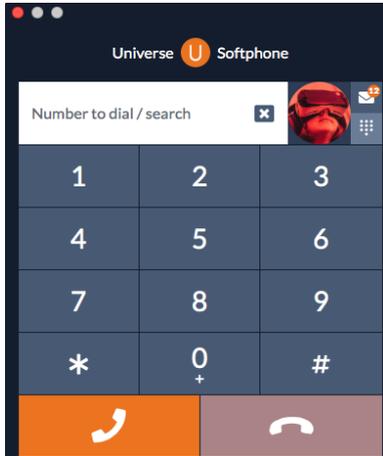
You can also scroll down to your contacts list and click to call from there.

New Numbers



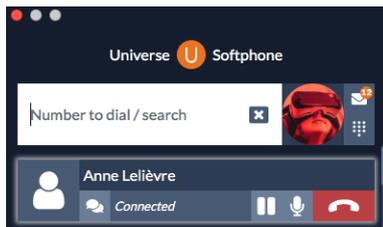
- i. You can also type in the phone number or copy it from your computer and paste it in the white field
- ii. Press enter on your keyboard to call.

Dial Pad



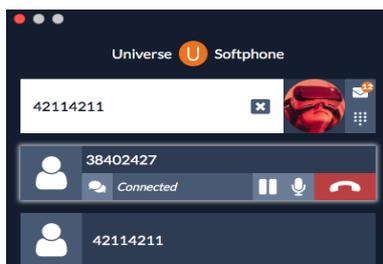
- i. Or, click the Dial Pad icon to open the dial pad.
- ii. Key in the number and click the orange handset icon
- iii. You may need to use the dial pad when requested to enter a code for access to an online service eg. conferencing

Once you are connected you can:



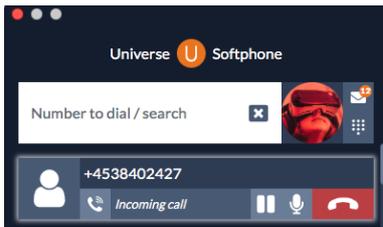
- i. Hang up by pressing the red phone button or shortcut (Shift + Alt + x) *
- or
- ii. Mute your microphone with the Mute button. or
- iii. Put a call on hold with the Pause button (they will hear music as standard) or
- iv. Reactivate a call from hold with the Pause button again

Receiving a call



- i. You can see what number (or person) is calling you before you answer.
- ii. Click the number on the screen or person to answer it (Shortcut: Shift + Alt + r)
- iii. Your call status shifts to "connected".
- iv. You are now in conversation.

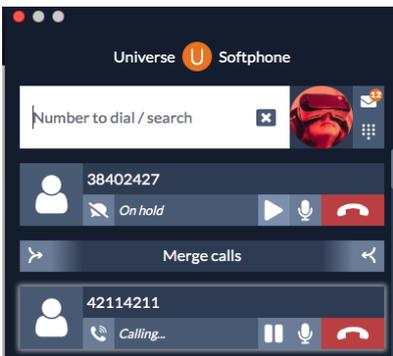
Transferring a call unattended ('Blind' transfer)



A call is answered inbound or outbound. During the call;

- i. Search for the person you want to transfer to or simply type the number in the "Number to Dial" box and it will appear in a blue rectangle below the original caller's details.
- ii. Drag (click and hold) the active call to overlay the user or external number you want to transfer to. You will be removed from the call but the connection will be made.

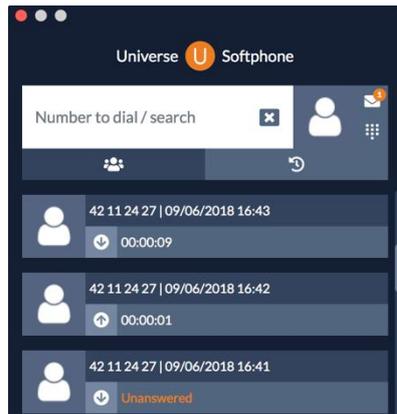
Transferring a call attended ('Supervised' transfer)



A call is answered inbound or outbound. During the call;

- i. Put your caller on hold by pressing the Pause button.
- ii. Search for the person you want to transfer to or dial their number in the "Number to Dial" box. You can also use their record in Call History
- iii. Dial the new user by clicking on the name or picture.
- iv. When the next person answers, announce the call and merge the two calls by pressing the Merge Calls button. You will then hear two chimes. This means the call has connected and you have been disconnected.

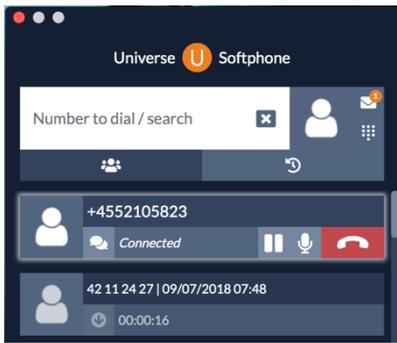
Call back



If you just missed a call or you want to call a previous caller back

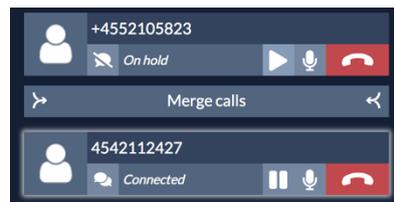
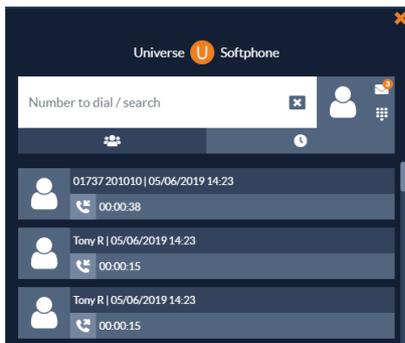
- i. Go to the Call History icon.
- ii. Click on a call record to call a number or the person back.

Call Transfer from history records



During a call (either inbound or outbound)

- i. Go to the History icon.
- ii. Click a previous call on the list to call it.
- iii. When the new caller answers, you can merge the two. You will then hear two chimes. This means the call has connected and you have been disconnected.



7. Security with encryption

All communication to and from Universe for Windows and Mac is 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 for Windows and Mac product.

8. Hardware and software, PC and MAC.

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

9. Bandwidth and Speech Quality

Here is some technical information to assist the engineers to 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.