



Universe

for Windows and Mac

Universe for Windows and Mac - DATA SHEET

1. Overview

Universe for Windows and Mac allows you to receive and make phone calls over the Internet using a computer. It can be installed on a laptop computer or desktop that uses Windows or Mac and works seamlessly with the Universe cloud phone system. It's your choice, use the phone or computer to make, receive or transfer calls.

This application is fully integrated with the Universe product to provide the best experience for fully featured convenient communications. Your phone is integrated with your computer, providing mobility and eliminating the need to use a fixed phone. Your office goes with you wherever you need it.

2. Ease of Use

Universe for Windows and Mac is designed to allow the user to perform telephony actions with the minimum number of clicks using a simple intuitive application.

Your phone book is shared between your fixed phone and your computer. Numbers can be dialed quickly and easily with a click of a mouse and the call log allows you to simply call your most recent contacts. Call transfer is easy and intuitive, and all calls are encrypted automatically so that no one can listen in.

3. Improved efficiency

The application allows users to see the status of a colleague's line, (whether they are busy or available) through a message alongside the person's name. It also enables numbers to be copied from a website so that calls can be placed without needing to key in numbers. Using the Universe 'One Number' feature allows all your devices (phones, and computers) to ring at once. The first device answering the call takes control of the call.

4. Feature Rich

- Change Caller ID
- Predictive number or letter search for contacts when calling
- Presence of your colleagues
- Call log and ability to make calls easily
- Call Encryption
- Call Control (Put on hold, Transfer, Muting)
- Visual Voice mail
- Multi-Device ringing
- Single sign-on for all applications

5. Universe for Windows and Mac - Summary

Operating system support	Microsoft Windows 7, 8, 10 and Apple Mac OS 10.10 upwards.
Multiple device support	Universe for Windows and Mac works seamlessly with the Universe cloud phone system. It allows customers to make or receive calls on any of their devices, computer or phone.
Cloud phone services	All the key features of a fixed phone service are available without needing a dedicated fixed phone.
Ease of operation	Key features such as call answering, making a call, putting a call on hold, call transfer - either attended or unattended - are designed to be intuitive, including 'drag and drop'
Presence	Universe for Windows and Mac provides a visual indication of a colleague's status, so a person's time will be used more efficiently
Extra security	Conversations to/from the Universe for Windows and Mac and the Universe platform are encrypted so calls remain secure from hackers
Easy deployment	When a user subscription is taken for the Universe for Windows and Mac, the user will be provided with an easy to install download.
Flexibility and Choice	A user subscription allows up to three installations of the Universe for Windows and Mac. For example one on your desktop and one on your laptop and another on a Mac at home