

Universe softphone for
Windows and Mac

Product Sheet



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Transform your computer into a sophisticated phone system. Our all-inclusive softphone application delivers high quality VoIP calls, giving you seamless communications whether you're at home or the office from your laptop, tablet or desk PC. It shares the same number as your desk phone or mobile phone giving you choice is how to answer calls.

1. Easy to Use – Wherever you need to be in touch

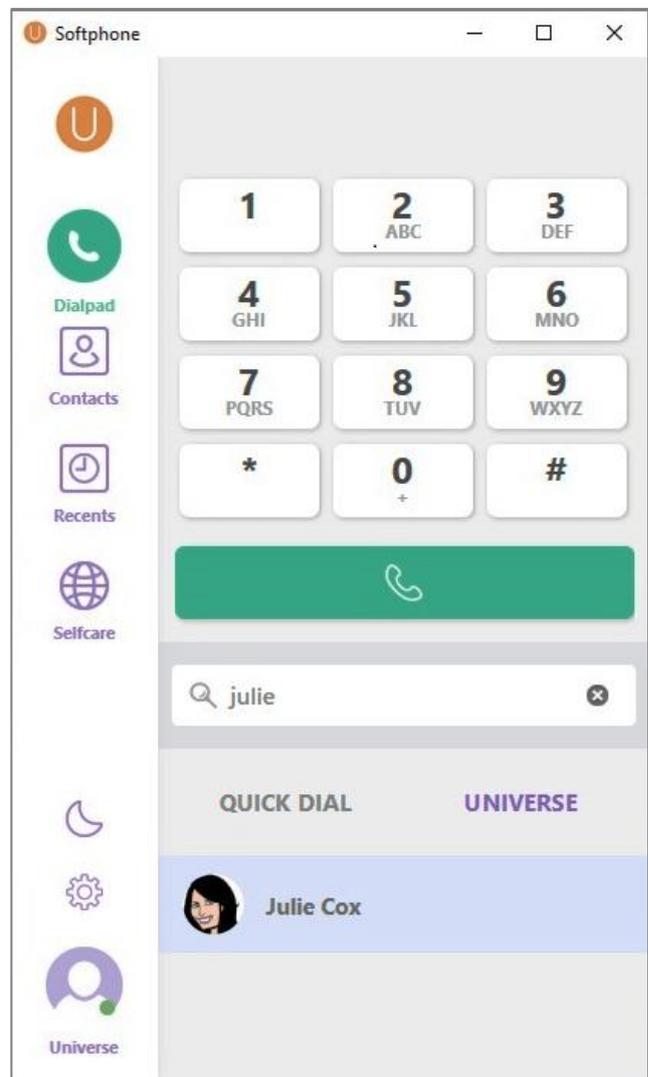
Plug in a headset or simply use your computer's speakers and microphone to turn it into an intelligent business phone system. Keep both hands free so that you can work productively whilst on the phone. Reduce clutter as you will no longer need a fixed handset. Universe Softphone for Windows and Mac can be used in contact centers, in offices or from wherever you are working.

The Softphone seamlessly integrates with Universe, our unified communications system, providing advanced telephony features which are intuitive to use and easy to install.

2. Modernize your Communications

Add your colleagues to your displayed contact list so you can see who is currently online and available to talk or to receive a transferred call. One number across all your devices (fixed desk phone, computer or mobile phone) means they ring simultaneously. It's up to you as to which one you decide to use, so that you never need miss a call. Access your company phone system from home or from wherever you need it to be with no need for extra equipment or wiring.

Upgrades are free and you will always have access to the latest version.



3. Great Call Features in an easy-to-use Interface

Outbound Conferencing	Whilst on a call you can quickly add another person on the fly, and join the three of you, or more, together
Click-to-Dial	When browsing online you will see phone numbers that you can select and a call will be made to that number from your softphone – no need to jot down numbers and then manually dial
One to One chat	You can chat with colleagues and use emojis to express yourself. Great for keeping a record of important information that you can refer to later, or for communicating without disturbing your colleagues
Simple to use call transfer	Simply click on the icons on the screen to transfer a call either announced (“attended transfer”) or by blind transfer (not announced), to another person
Voicemails to email or in app	Conveniently see your voicemail list in the softphone app and call straight back using Click-to-Dial. Your voicemails are also emailed to you, giving you complete flexibility on how you retrieve them
Presence of your colleagues	From your Quick Dial list, you can see which of your colleagues are already on the phone, letting you know who is free to talk or accept a transferred call
Multi-device ringing	Have all your selected devices ring when a call arrives, and choose which one is the most convenient for you to use at any time; mobile, computer or fixed handset
Advanced call features	Simple to use call control, including; Do not Disturb, Mute, On-Hold, access to your Selfcare portal, Recent calls and more, are available from the softphone application

4. Contact Us

We would be pleased to demonstrate our product to you. Simply make contact using the details below and ask for a demonstration. We would be proud to show you what Universe for Windows and Mac can do.

5. Firstcom Europe Ltd

Website: www.firstcomeurope.co.uk

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