

Universe Mobile for
Android and iOS

Product Sheet

- 1. Stay in touch easily and conveniently wherever you are**

Universe is an advanced unified communications softphone that has been developed by Firstcom Europe, allowing access from fixed desk phones, computers and tablets or mobile phones. Universe for Mobile enables staff to always be within reach, no matter where they are. Mobile devices become a company phone maximizing mobility and keeping costs down, while at the same time, accessing the Universe services that are available on staff computers including Contacts, IVR (Intelligent Voice Routing), attended call transfer, presence and chat. It is convenient to use by simply downloading an app.
- 2. Chat one-to-one with your colleagues from anywhere.**

Easily chat within the app with other Universe users. No need to go to other apps, Chat is conveniently in the within the Universe Application
- 3. Using one number for all devices, you can answer a voice call from the device you choose; fixed line, computer, or mobile phone.**

Your minutes bundle is spread across all devices and there is no restriction on the proportion of minutes you use on each.

So, if you want the convenience of single push button technology, then the business phone may be the right choice for you. If you want to be hands free so that you can use your computer and share screens while on the call, using Universe for Windows and Mac, may be the best option. Alternatively, if you are on the go and want to stay in touch, Universe for Mobile gives you freedom to move around.
- 4. Cost effective - great call rates and no extra charges**

Universe for Mobile is included in the standard Universe subscription, so there are no extra charges. The minutes you use are from those included in your bundle, so you get great call rates within the UK and overseas.
- 5. Great connectivity - Wi-Fi or 4G**

Provided you have an internet connection, whether from Wi-Fi or from 4G mobile, you can use Universe for Mobile. Outside or inside, stay connected. For those that absolutely want to make sure they never miss a call, Universe for Mobile can be set to forward to your native GSM number, on the same phone, for the rare cases where you do not have internet connectivity.
- 6. Presence - see if your colleagues are already on the phone**

If your Quick Dial colleagues are on the phone, you can see this on your mobile handset and delay contacting them. It saves time for you and lets you get on with what you need to do. Alternatively, choose someone else that is free for the call.
- 7. Personal and Universe Contact Lists**

You choose as to whether you want to use the contact list in Universe or alternatively the one that is in your phone for personal use. Both can be used with the touch of a button.

8. No need to carry two handsets

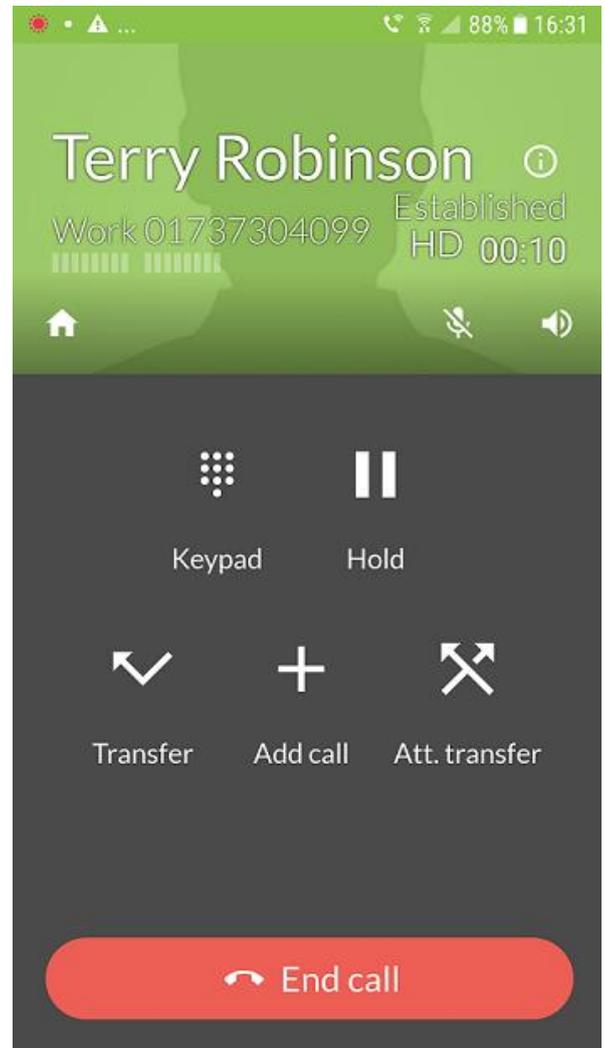
Carrying two handsets around is a nuisance for many people. Why bother when you can get two different phone numbers (your personal and your work numbers) on the one phone? They will be charged separately without you needing to lift a finger. Simply select the app and begin calling for business calls or use the native dialer for personal calls.

9. Easy to use functions when you are on a call - conference and transfer

Arranging a multiple person outbound conference call is easy with Universe for Mobile. Just select the Add Call button and dial in whoever you need. Transferring a call where you notify the new recipient of the call “Attended Transfer” or send the call unannounced, “Transfer”, is easy with the uncluttered menu.

10. Wide range of in-app functions - from changing your IVR to listening to voicemails

In Universe for Mobile, within the app, you have your favorites list, your calling history, a dial pad, your contacts and many of the administrative functions you have on your computer. Your voice mails for all devices are stored on your mobile where they can be listened to and then deleted. You can switch on or off your different devices and change the settings for all including call forwarding and ringing time before going to voicemail. You can sign in and out of calling groups and change your IVR (Intelligent Voice Response) from one preset flow to another, no matter where you are.



11. Features and Benefits of Universe for Mobile with Firstcom

FEATURE	BENEFIT
Work from wherever you want	You use the same number as your fixed business phone and have most of the same functions. Universe for Mobile allows employees to work seamlessly where it is best for them and the company
Cost Effective	Universe for Mobile is included with the standard Universe subscription. Bundled minutes are included and you will enjoy great rates
Connect from Wi-Fi or 4G	Access 4G or 5G when you are outside buildings and Wi-Fi when you are inside. Universe for Mobile selects the internet source automatically, giving you great coverage.

FEATURE	BENEFIT
One handset is all you need	No need to juggle two handsets. With Universe for Mobile on your handset, you can have two phone numbers (personal and business), and two sets of contacts all on the one device
One-to-one Chat	Chat conveniently within the app to your colleagues without needing to leave the Universe Application
Outbound Conferencing	If you are on a call and need to add another caller, simply select them from your contacts or dial them in. Great for when you need someone else's input to a call
Transfer by direct transfer or attended transfer	Universe for Mobile allows you to transfer calls to another person with or without an announcement. It's all done easily and quickly saving time for you and the customer
Wide range of in-app functions	Rather than wait until you get back to the office to change your Universe IVR settings, access your voicemails or forward your calls, the in-app features allows you to make these changes on the move
Presence – see who is on the phone	Don't waste time calling people that are already on the phone. With the "Presence" function you can see on your mobile phone who in your company is available to be called, join a call, or accept a transfer, just as if you were in the office.
Use the Universe contacts list or the personal one from your phone	By selecting which list of contacts you wish to choose you can contact whomever you wish, easily and quickly. No need to check on another phone or look up lists

12. Contact Us

We would be pleased to demonstrate our product to you at no charge. Simply make contact and ask for a demonstration, we will set it all up and we would be proud to show you what Universe for Mobile can do.

Firstcom Europe

Website: www.firstcomeurope.co.uk

Phone: 0333 023 7000 option 3

Email: info@firstcomeurope.co.uk