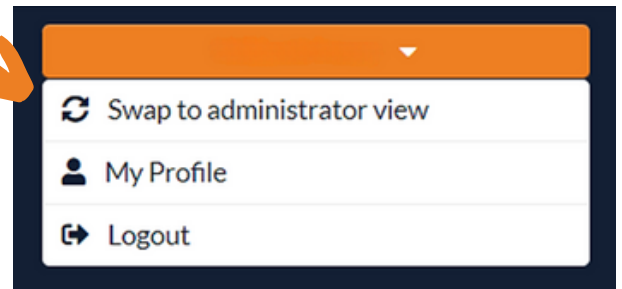


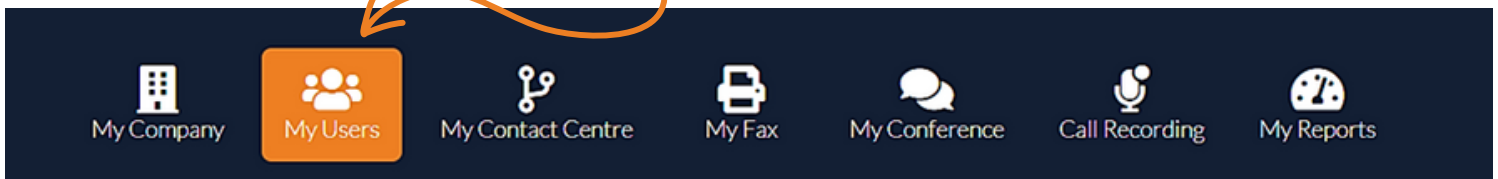
How to change your device settings on Universe

1.) Login to the universe portal (if you're unsure of your username or password you can use the forgot password button on the login screen to get this reset or just get in touch)

2.) Once logged in hover over the dropdown menu with your username on the top right and select **"Swap to administrator view"**



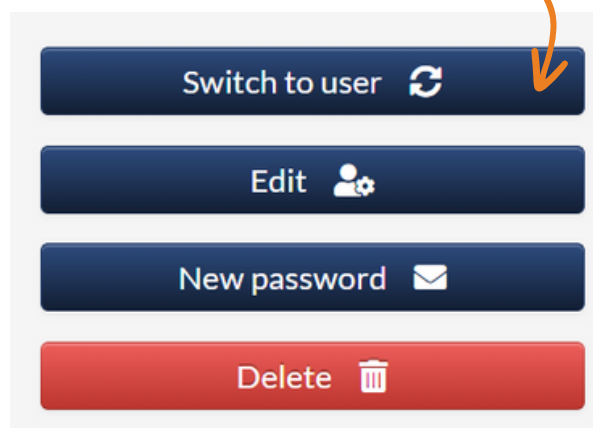
3.) Select **"My Users"** from the top menu bar



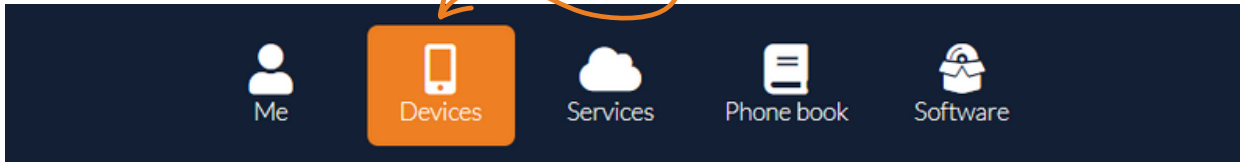
4.) Find the user you'd like to change the BLF keys for



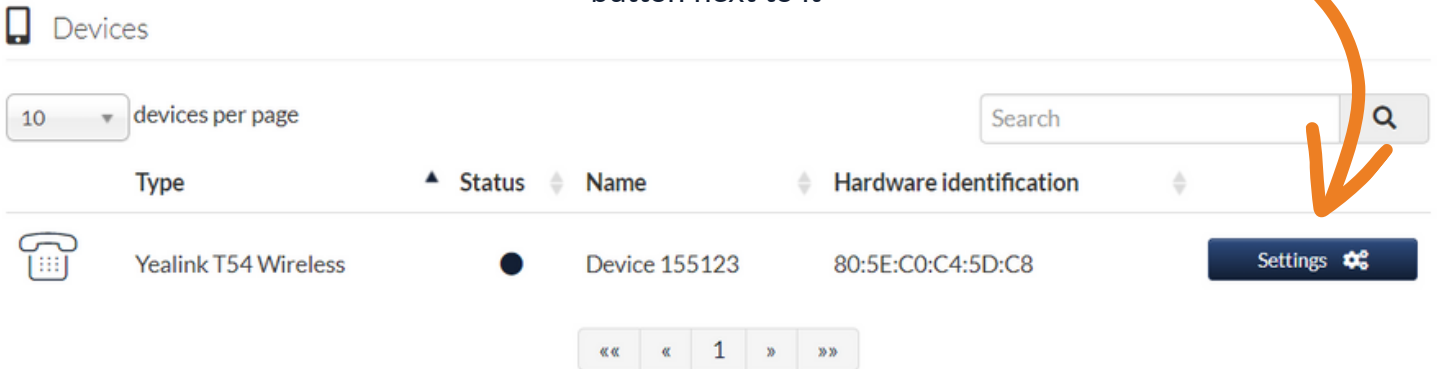
5.) Click **"Switch to user"**



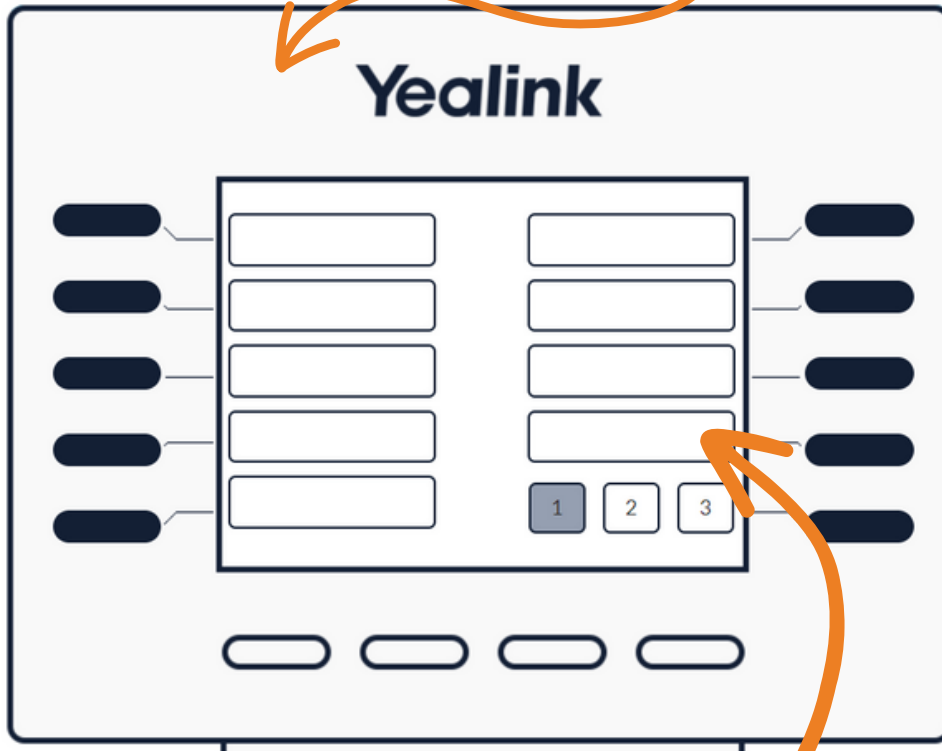
6.) Click "Devices"



7.) Find the device you wish to change the BLF keys for and select the "Settings" button next to it

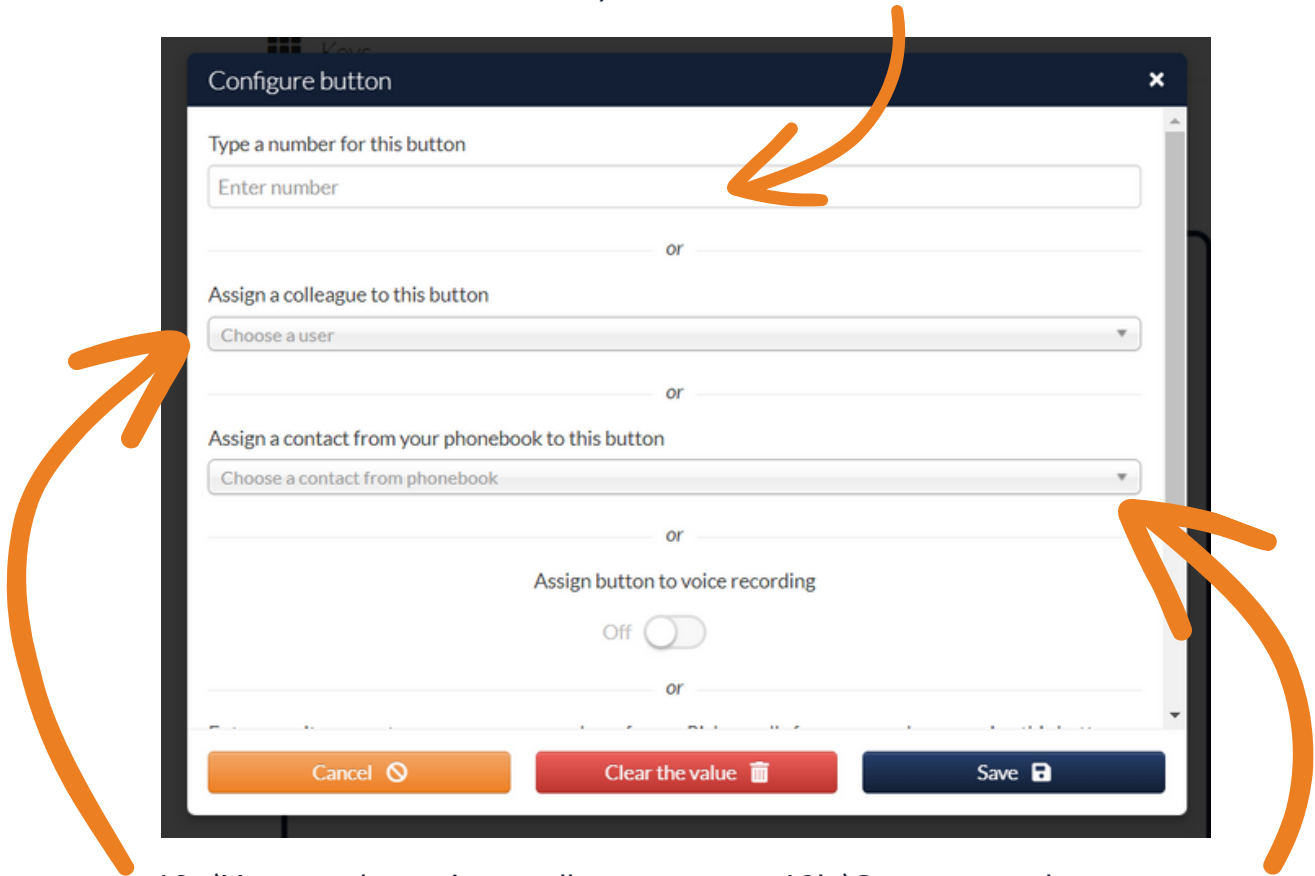


8.) Depending on your device you should see an image like the below which will mirror the device keys that can be programmed.



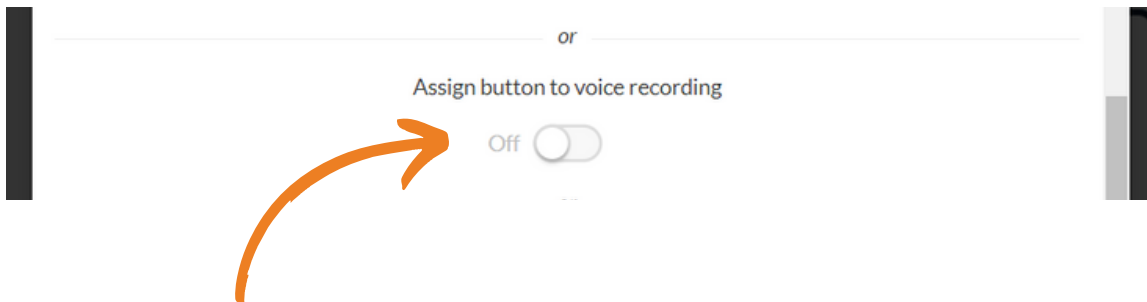
9.) To assign a key simply click one of the spaces

10.) This configuration box will appear, you can either add a number directly into the first box



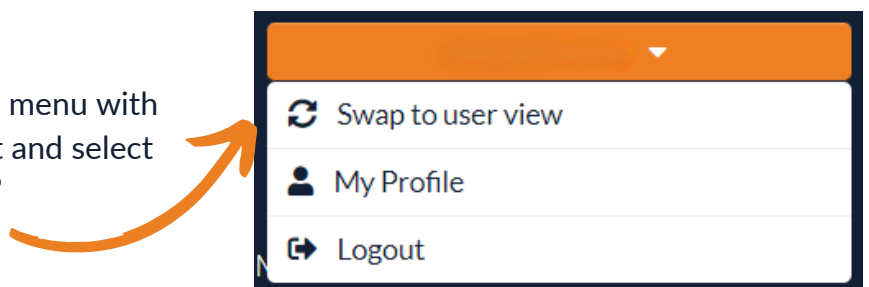
10a.) You can also assign a colleague from the universe system to a key using the second drop down

10b.) Or you can select a contact from the universe phone book using the third drop-down

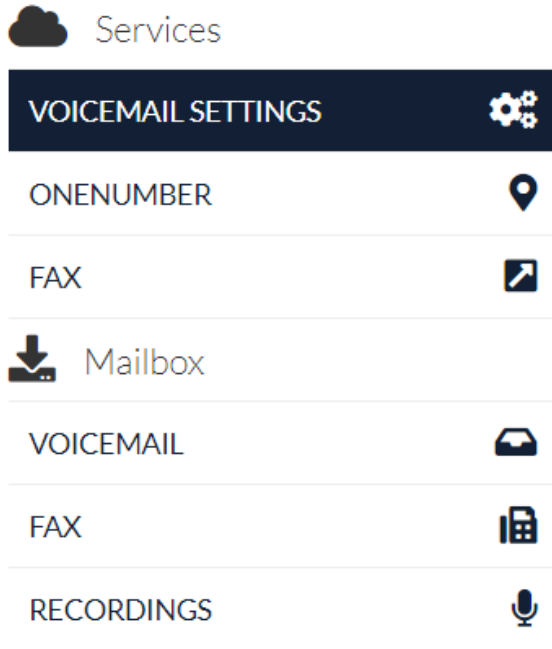
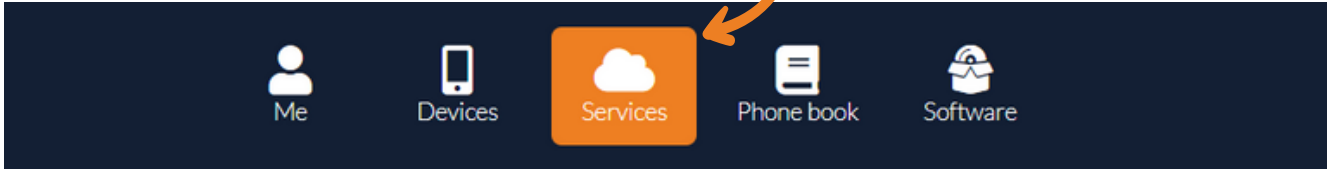


11.) You can use this feature to allow recording for specific calls. Any call you wish to record you would simply click this button on your BLF keys once assigned and you can access these recordings following the steps below:

12.) Hover over the drop-down menu with your username on the top right and select "Swap to user view"



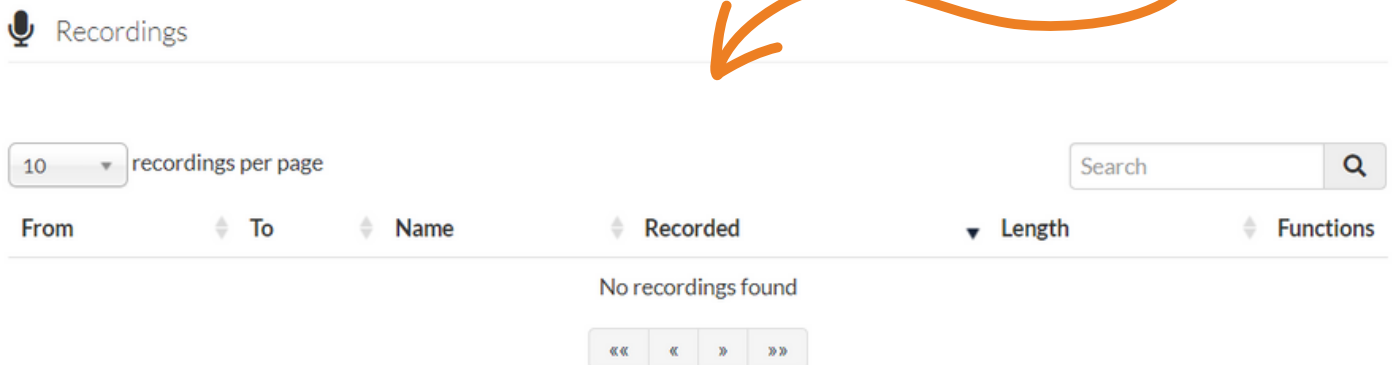
13.) Select "Services"



14.) Select "Recordings"



15.) Any recordings made will be displayed here for you to listen back to, download or delete



16.) This option allows you to log in and out of any agent groups your part of

17.) This allows you to pick up calls from any group within the business. This can be useful if all agents of this group are helping other customers but they are still receiving incoming calls

or

Enter or exit an agent group you are a member of when pressing this button

Pickup calls for a group when pressing this button

Choose a group

Choose a group

or

Assign Call Park to this button

Choose a parking lot

Cancel

Clear the value

Save

18.) The last option is a call park which allows you to essentially park the incoming call which you can then pick up from another device within the building

19.) Once you have chosen what you'd like to add to a key make sure you select the "Save" button at the bottom of the configuration box

Cancel

Clear the value

Save

20.) You can change the "Device name" here

21.) The "Call timeout" feature allows you to set in seconds how long it rings before it would then go to voicemail

Device 155123

Device name

Call Timeout ?

Hardware identification

Device 155123

25

80:5E:C0:C4:5D:C8

Part of OneNumber ?

On

Save

22.) The "Part of one number" toggle allows you to turn off a device so it would not ring when your user is rang. This can be particularly useful if you have multiple devices like the mobile app and a handset

Don't forget to click the "Save" button!