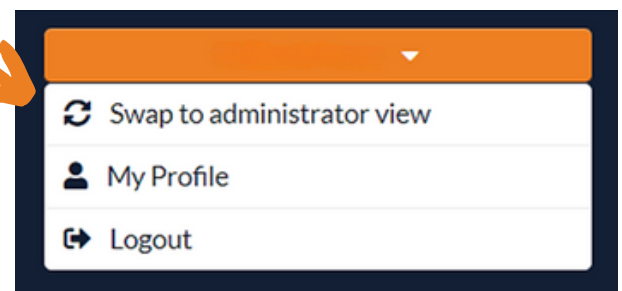


How to change short numbers

Short numbers or Extension numbers are a useful addition to the universe system which allows you to set a specific short number for your staff members

- 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)

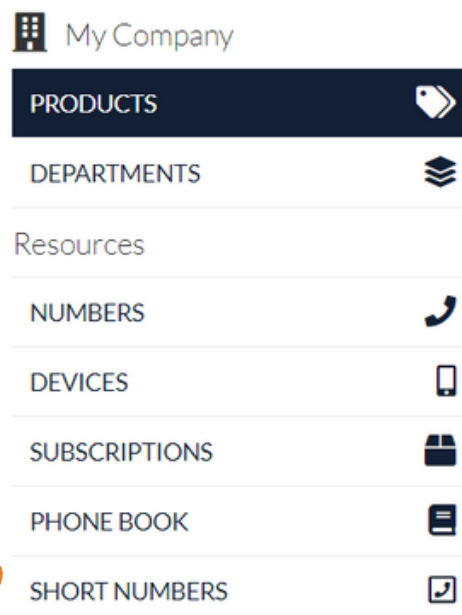
- 2.) Once logged in hover over the dropdown menu with your username on the top right and select **"Swap to administrator view"**



- 3.) Select **"My Company"**



- 4.) Select **"Short Numbers"** from the left






5.) Here you can view all short numbers already made and who they are assigned to

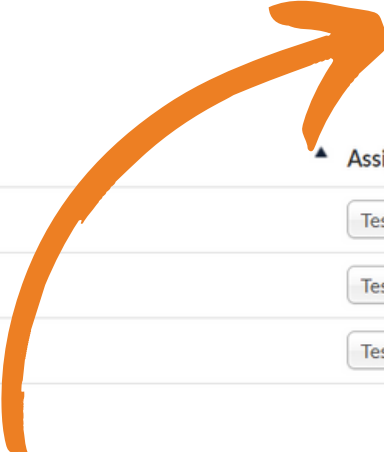
Short numbers

10 short numbers per page

Add shortnumber +

Search

| Number | Assigned to |
|--------|--|
| 201 | Test1_  |
| 202 | Test2_  |
| 203 | Test3_  |






6.) To add new ones, simply type what you'd like in this box and hit the + button


Short numbers

10 short numbers per page

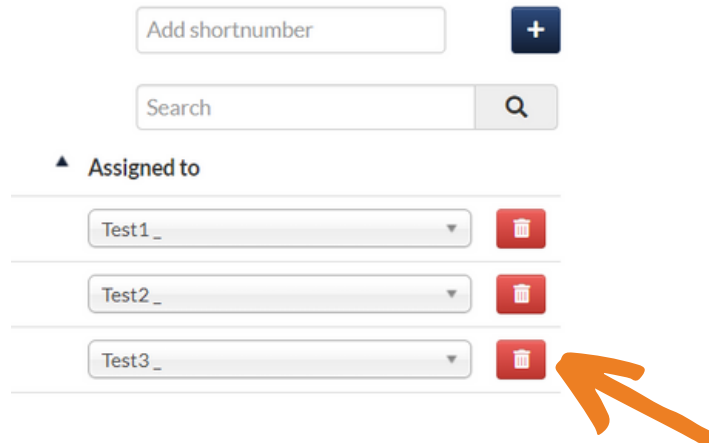
Add shortnumber +

Search

| Number | Assigned to |
|--------|--|
| 201 | Test1_  |
| 202 | Test2_  |
| 203 | Test3_  |



7.) To change who a short number is assigned to click the drop down box next to the number and select a different user from the list



8.) If you'd like to delete any, simply click the Bin icon

9.) Once you have added a short number you can simply type this into your phone or softphone app and it will directly call the user assigned. Most of our customers choose 3 or 4 digits depending on the company size.

Please note: If you have no available user licenses or subscriptions, please get in touch with you're account manager

0333 023 7000