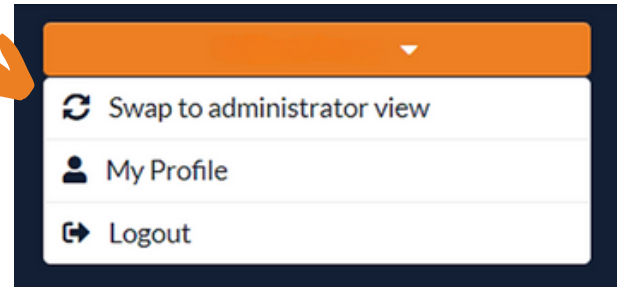


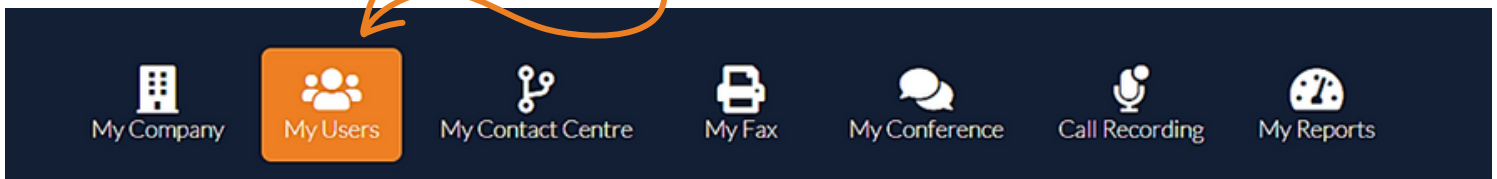
## How to change your device settings on Universe

1.) Login to the universe portal using this web address: <https://selfcare.thisisuniverse.io>  
(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"**



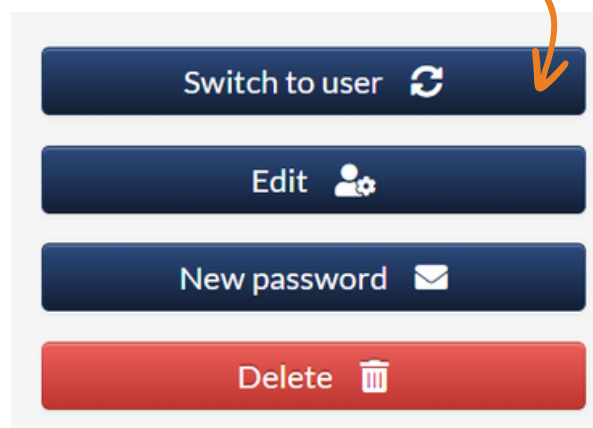
3.) Select **"My Users"** from the top menu bar



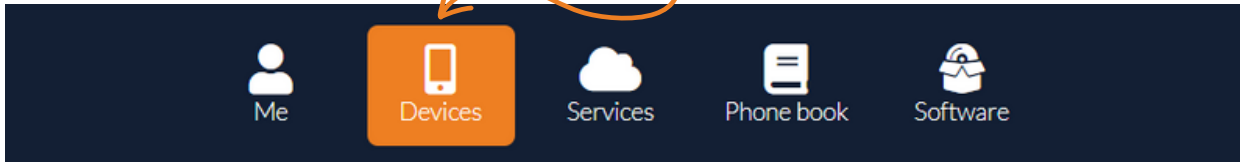
4.) Find the user you'd like to change the BLF keys for



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



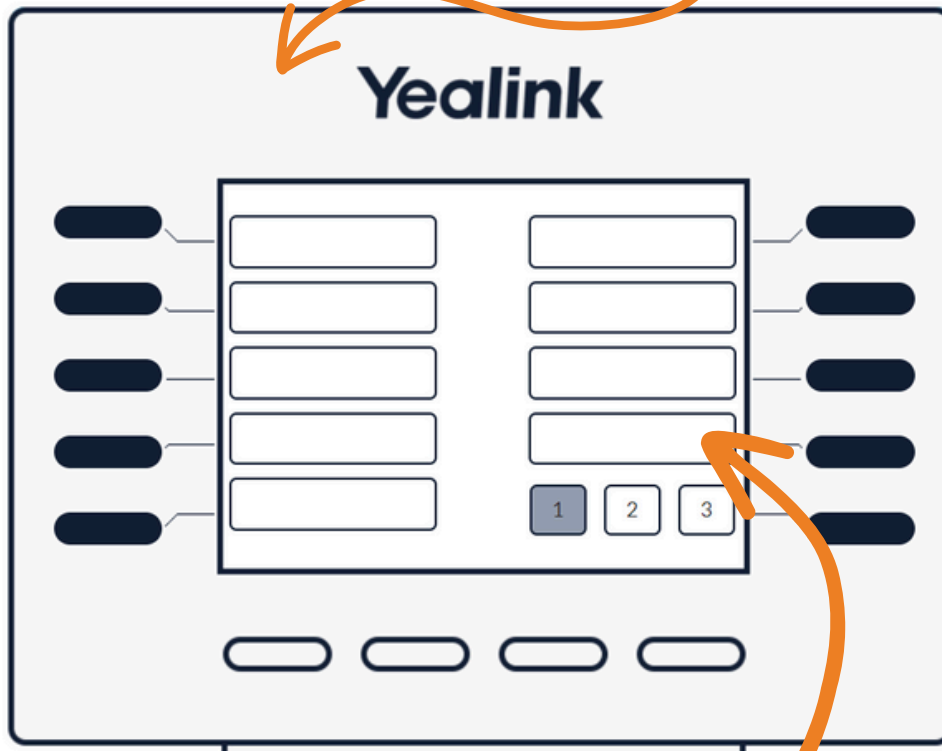
6.) Click "Devices"



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

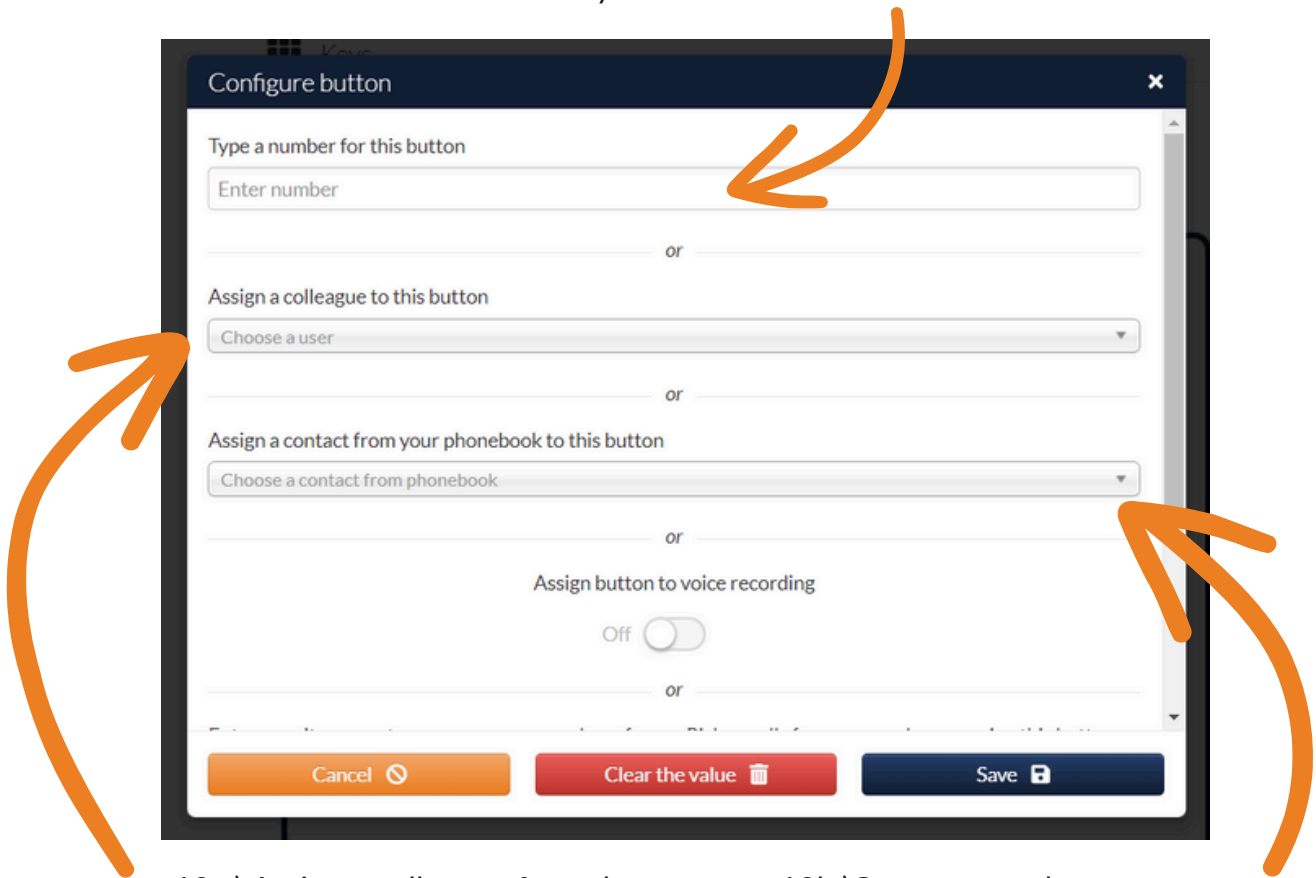


8.) Depending on your device you should see an image like the below which will mirror the device keys that can be programmed.



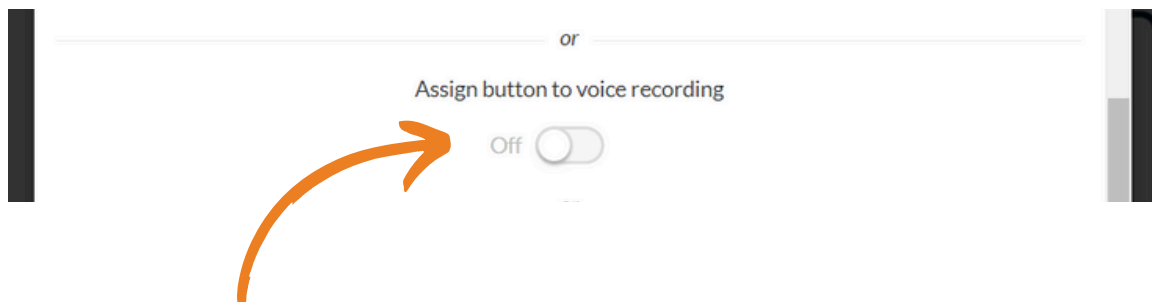
9.) To assign a key simply click one of the spaces

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



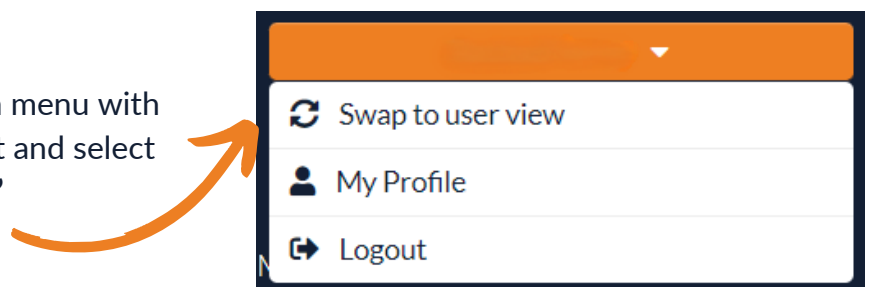
10a.) Assign a colleague from the universe system to a key using the second drop-down

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

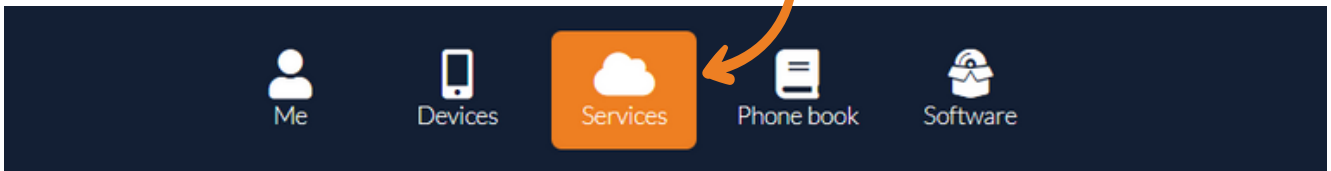


11.) You can use this feature to allow recording for specific calls. Any call you wish to record you would simply click this button on your BLF keys once assigned and you can access these recordings following the steps below:

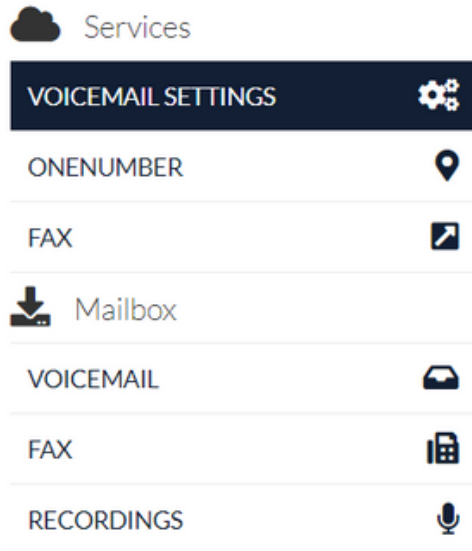
12.) Hover over the drop-down menu with your username on the top right and select "Swap to user view"



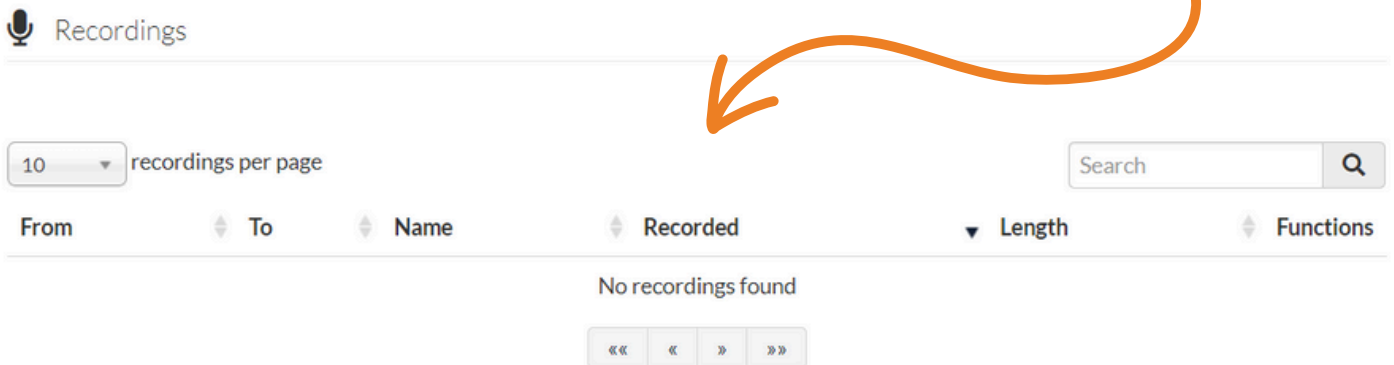
13.) Select "Services"



14.) Select "Recordings"

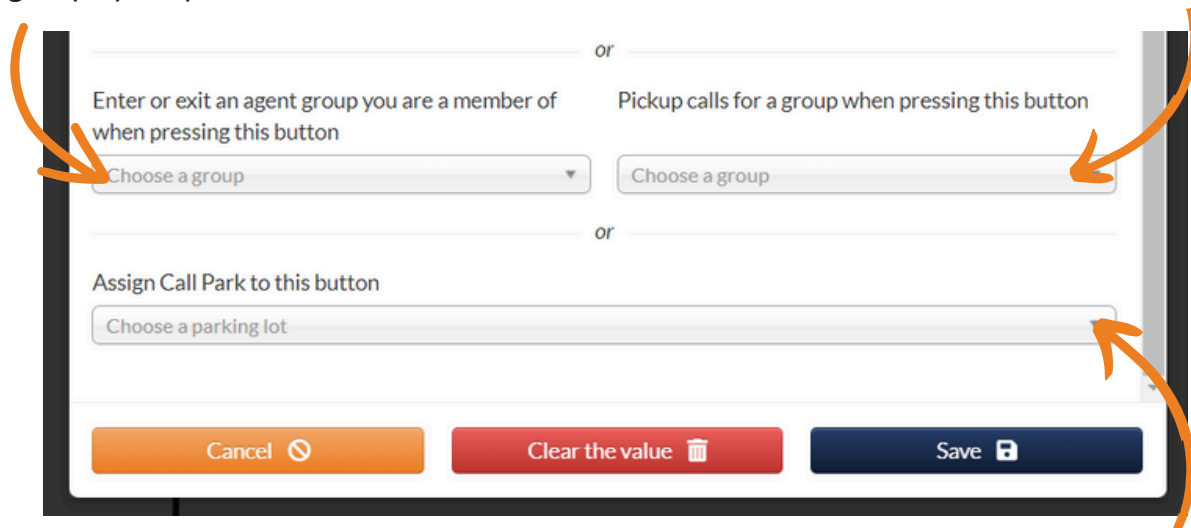


15.) Any recordings made will be displayed here for you to listen back to, download or delete



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



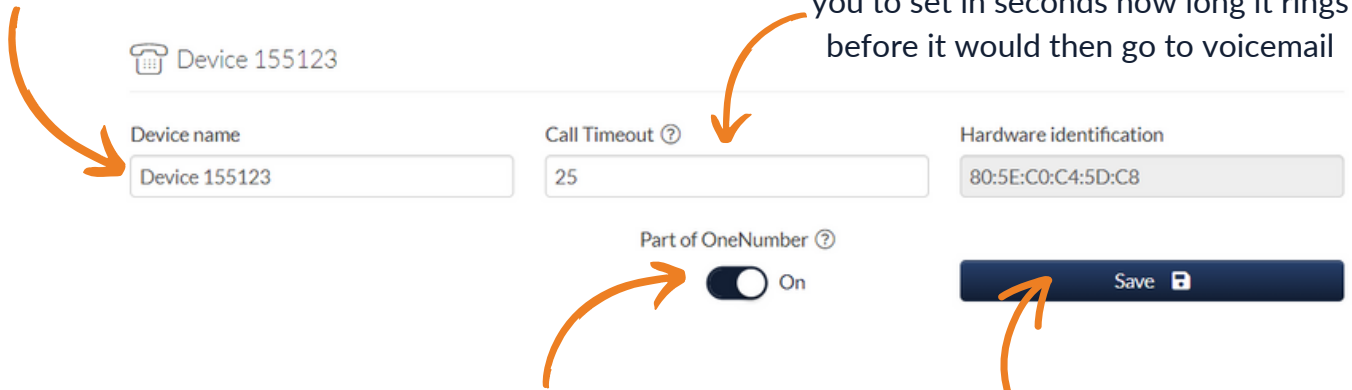
18.) The last option is a call park which allows you to essentially park the incoming call which you can then pick up from another device within the building

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



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



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!

If you have any questions or problems regarding device settings then please get in touch and a member of our faults team will be able to assist you

0333 023 7000

faults@firstcomeurope.co.uk