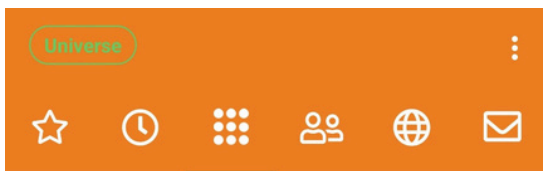


## Resetting your device (Softphone for iPhone & Android)

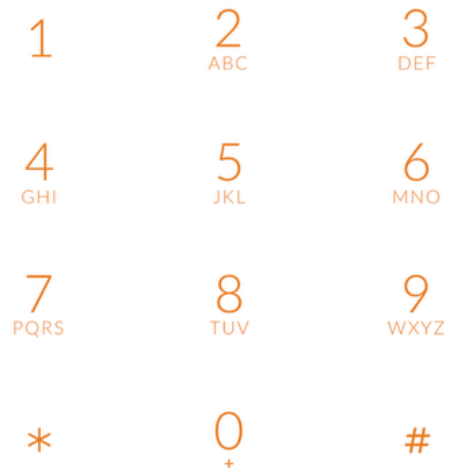
1.) Login to the Universe Softphone app using your mobile device.  
(if you're unsure of your username or password you can use the forgot password button on the web portal login screen to get this reset : <https://selfcare.thisisuniverse.io>)

2.) Click the “Settings” button on the top right

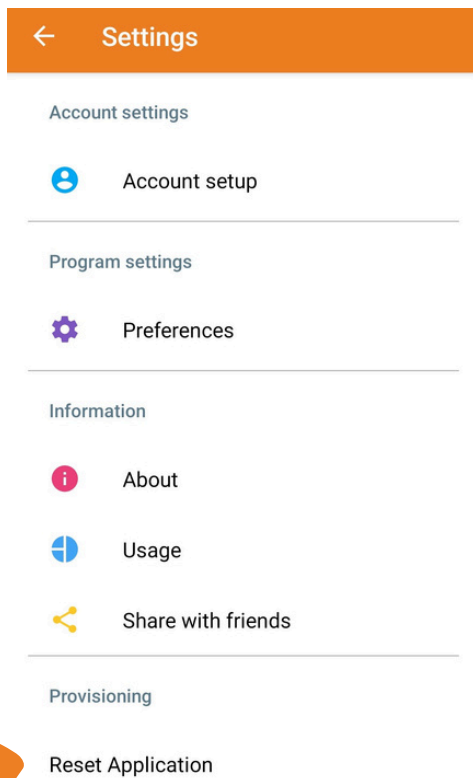
Android view:



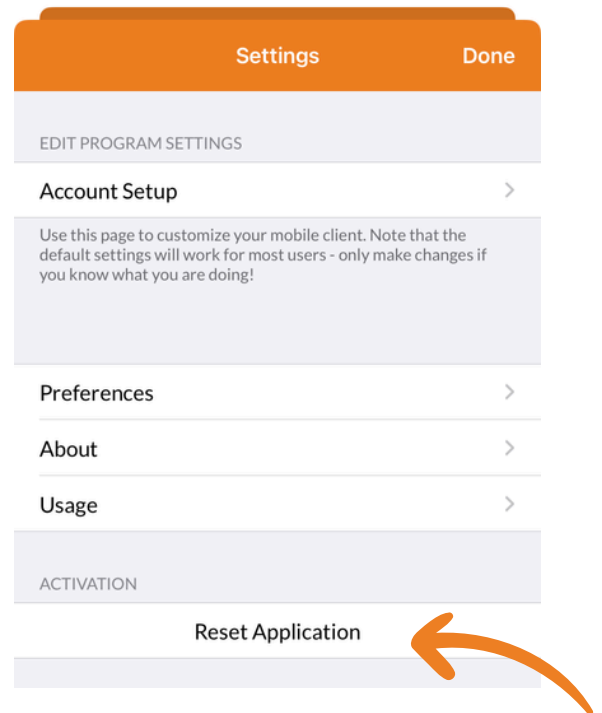
iPhone view:



### Android view:

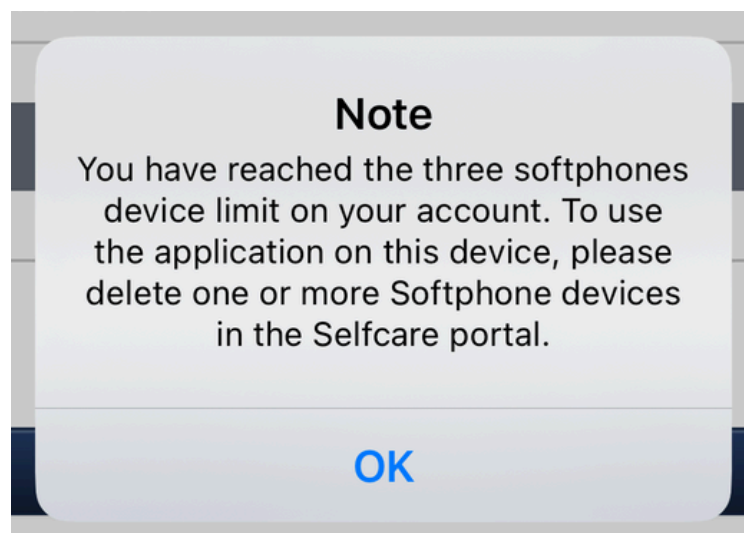


### iPhone view:



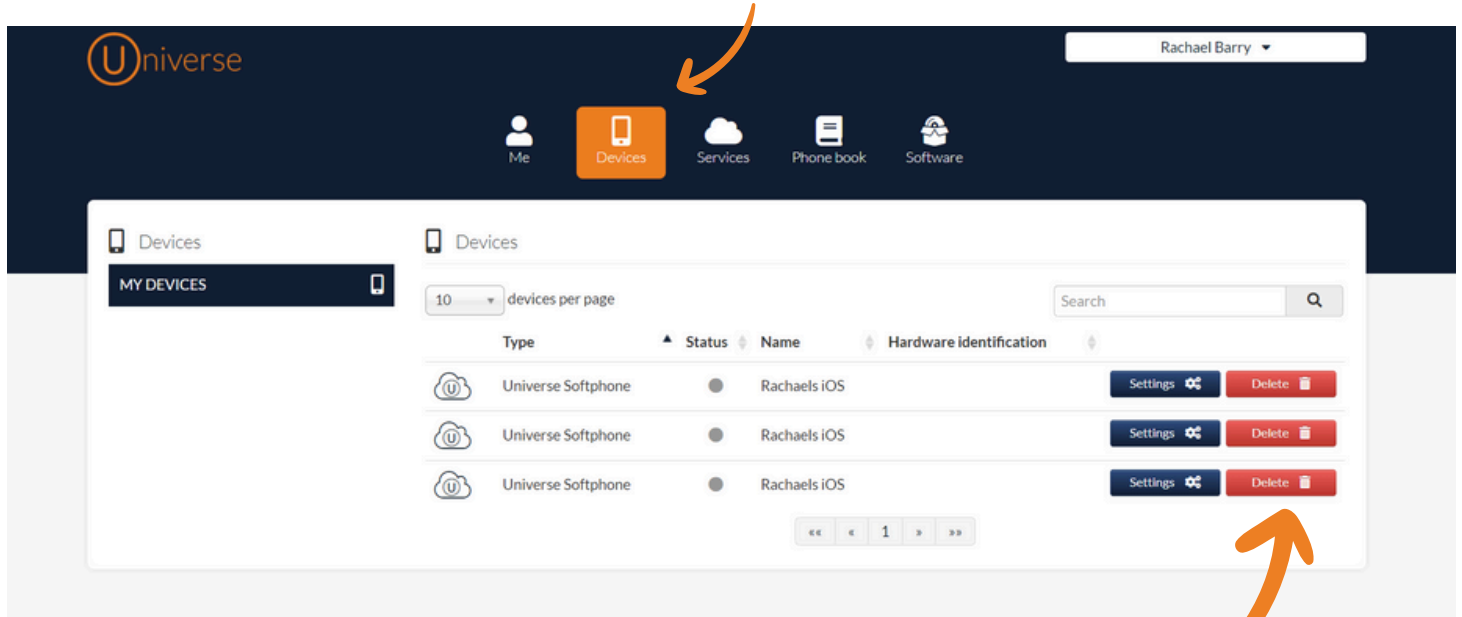
3.) Here you will see a **Reset Application** button at the bottom. If you wish to reset the application, please note that this will remove any quickdials you have added and will log you out of the application and force quit it. If you wish to proceed click this button to reset.

4.) If you try and log in to the phone app and an error pops up saying the following :

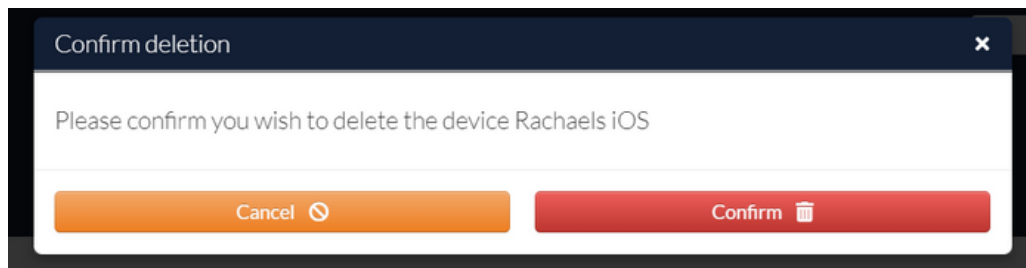


5.) Login to the universe portal using this web address: <https://selfcare.thisisuniverse.io>  
(if you're unsure of your username or password you can use the forgot password button on the login screen to get this reset or just get in touch)

6.) Once logged in, At the top click “Devices”



7.) Above, you can see there are 3 softphone devices on this user, the maximum amount you can have on 1 single user is 3 so in order to login successfully you would need to remove a device from here.



8.) Simply click the “delete” button, then confirm on the pop up box and you will be able to login on the application.

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

0333 023 7000  
faults@firstcomeurope.co.uk