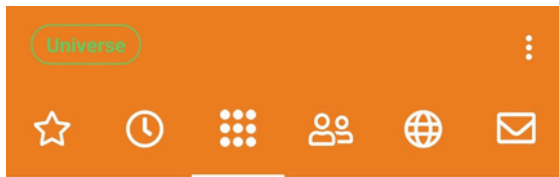
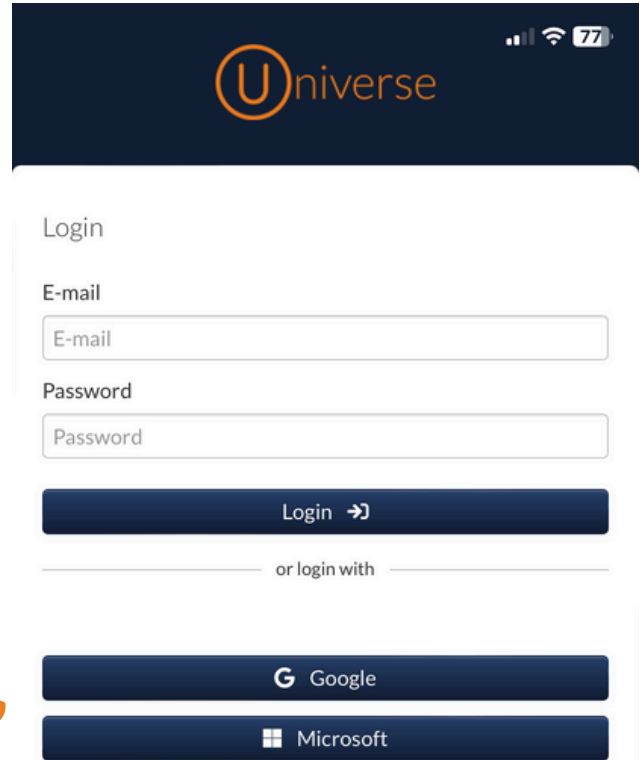


## Transferring on Universe Softphone (iPhone & Android)

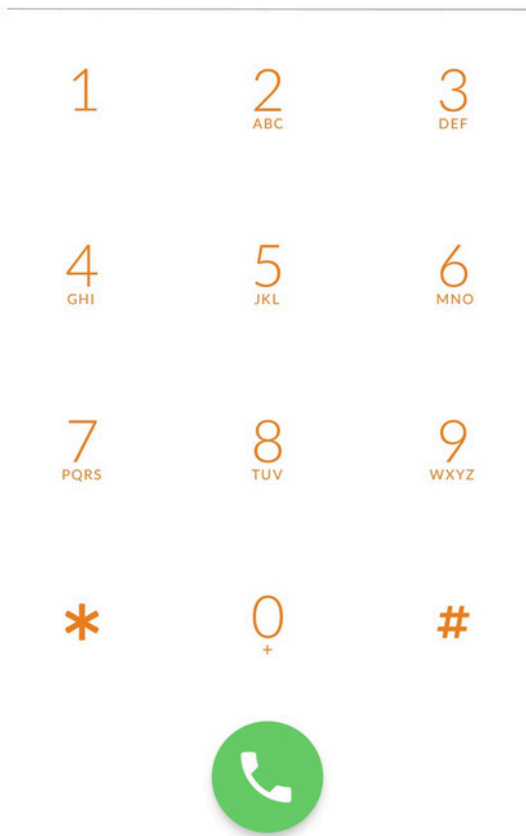
1.) Launch the Universe Softphone app and **Login with your credentials**



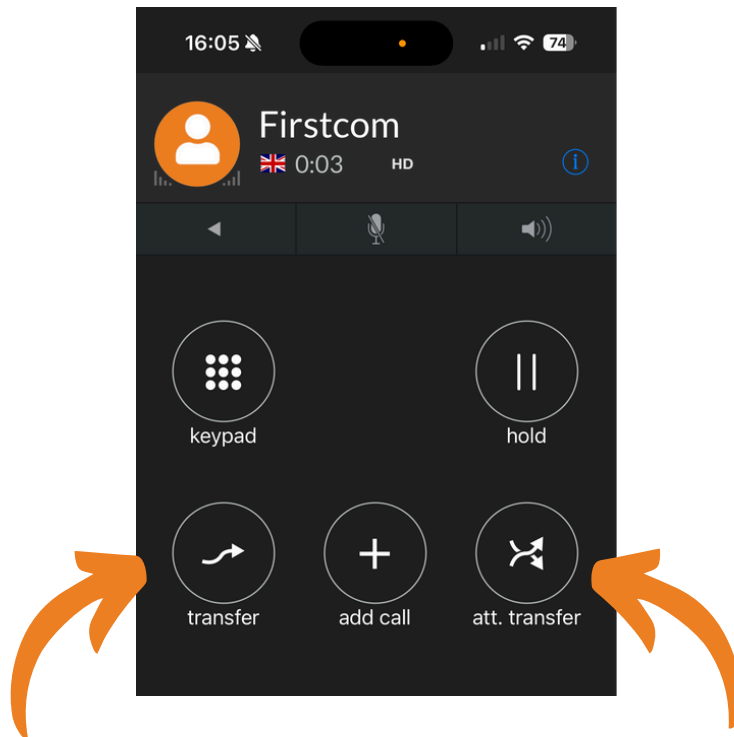
Please note If you have **Single sign on** enabled on the Universe web portal then you can select either **“Google”** or **“Microsoft”**



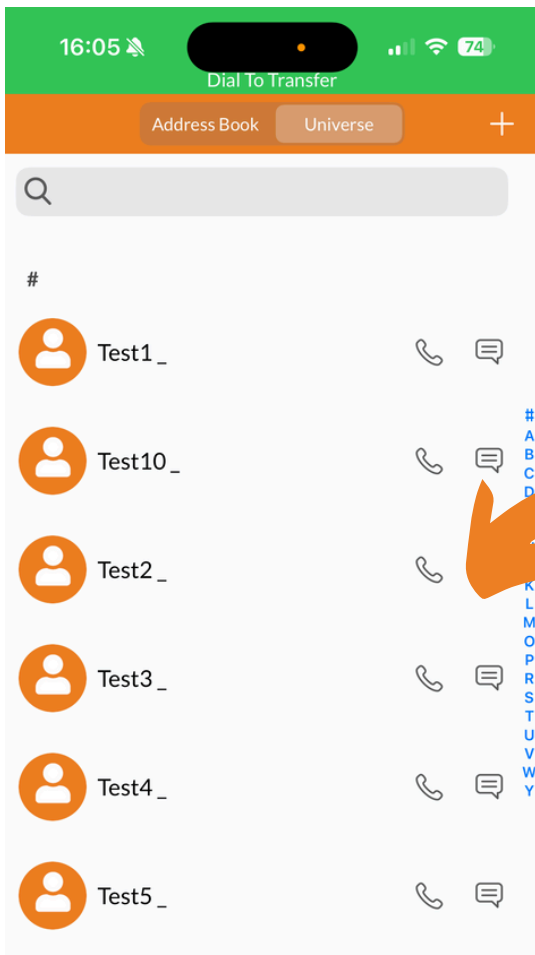
2.) Once logged into the app, you should see this screen showing the **keypad**:



3.) When a call comes in you will see the caller ID, unless they are calling anonymously and you will also see the following options:



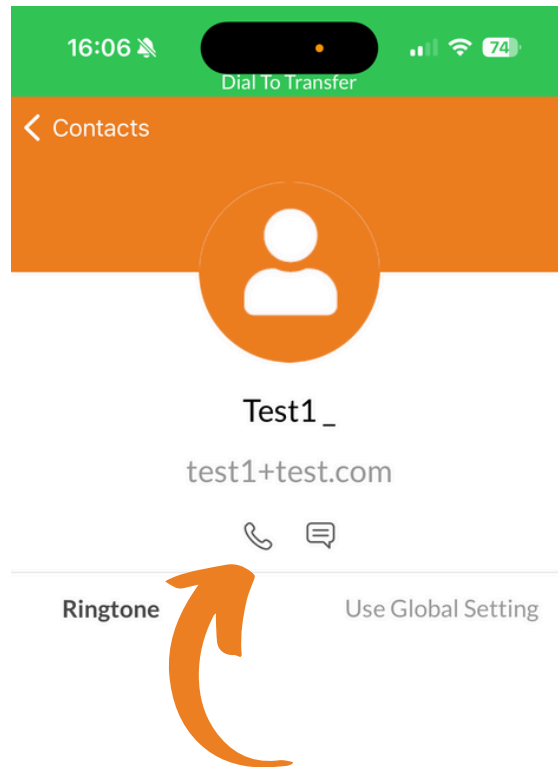
4.) To Transfer, you have two options. The Transfer button on the **left** will **blindly transfer** the call to whomever you choose at the next step, the **att. transfer** is short for **attended transfer**. This means you can talk to whomever you choose at the next step before transferring to ensure they are free to take the call.



5.) Once you have selected either transfer button you will be redirected back to your keypad. From here you can type in a number or extension number or you can click the contacts button at the bottom of your toolbar and select whoever you'd like to transfer the call to.

6.) You can either select the **Phone icon** here

7.) Or if you select the **contact name/icon** it will open the contacts page like so:



8.) You can then choose the **Phone icon** here

9.) If you have chosen **blind transfer** then it will automatically send the call to the contact you have chosen.

10.) If you have selected **attended transfer** you will then be able to speak to your colleague, if they are happy to take the call you just then need to select the **transfer** button on your options and it will send the call straight to them.

If you have any questions about transferring calls 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