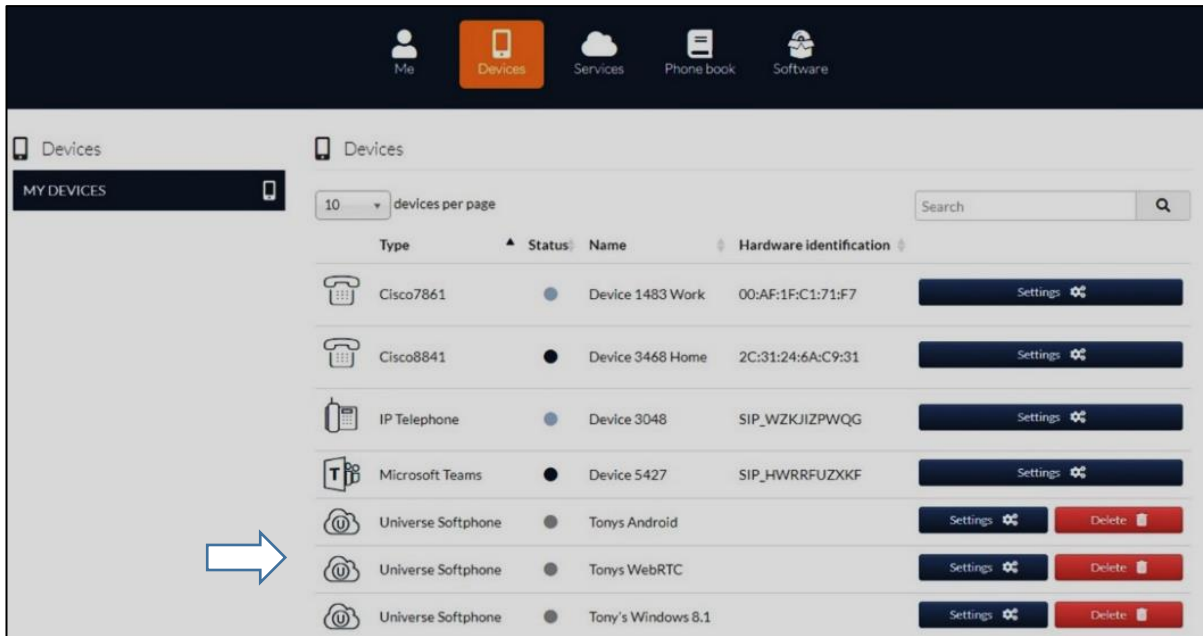


## Downloading the Universe Softphone for Android

### Before you get started

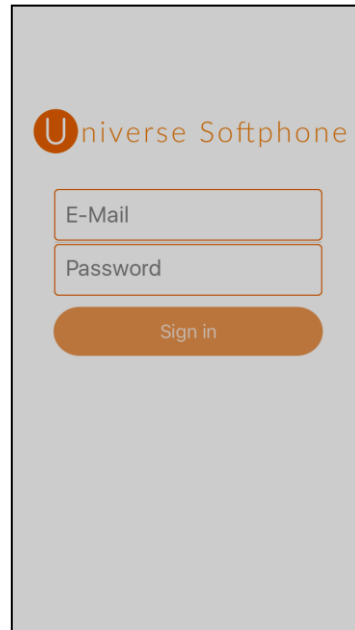
1. Make sure you have a Universe account and that you know your Firstcom Universe Email and Password
2. You will need a mobile phone using the Android system
3. Log in to your Universe Self Care portal (Selfcare.voip.co.uk) => Devices. Delete the Universe Softphone devices that you do not need, until you have two (or less). The downloaded App for your Windows device will bring this up to three which is the maximum.




4. Know your Play Store Username and Password
5. Make sure you are connected to WiFi or 4G

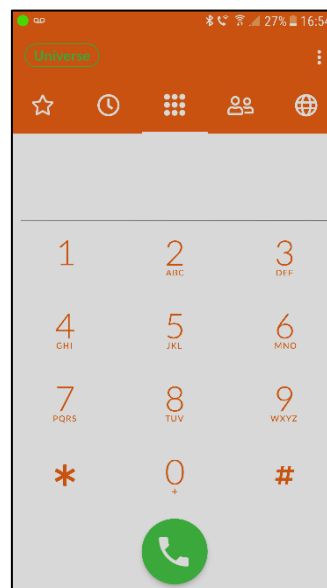
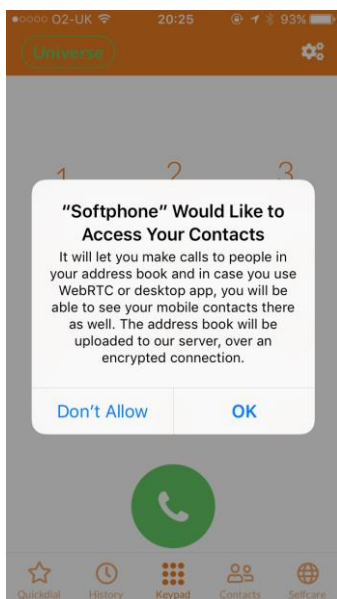
## Starting the Download

6. Go to the Play Store on your Android mobile phone. Type in “Universe Softphone” in the search bar and select.
7. Download the softphone by selecting Install
8. When complete select Open, add your Firstcom Universe email address and Password.



## Beginning to Call

9. Answer Allow or Next to a series of questions that arise on the screen about; using your microphone, record audio, telephony features, manage phone calls, read contacts
10. A Dialpad will appear and you will be able to start making calls if the word “Universe” has green letters
11. There are two sets of Contacts, “Universe” – for company contacts and  “Address Book” – for the contacts on your phone.



12. The icon with the square orange box with the “U” and Softphone beneath it is your new app.