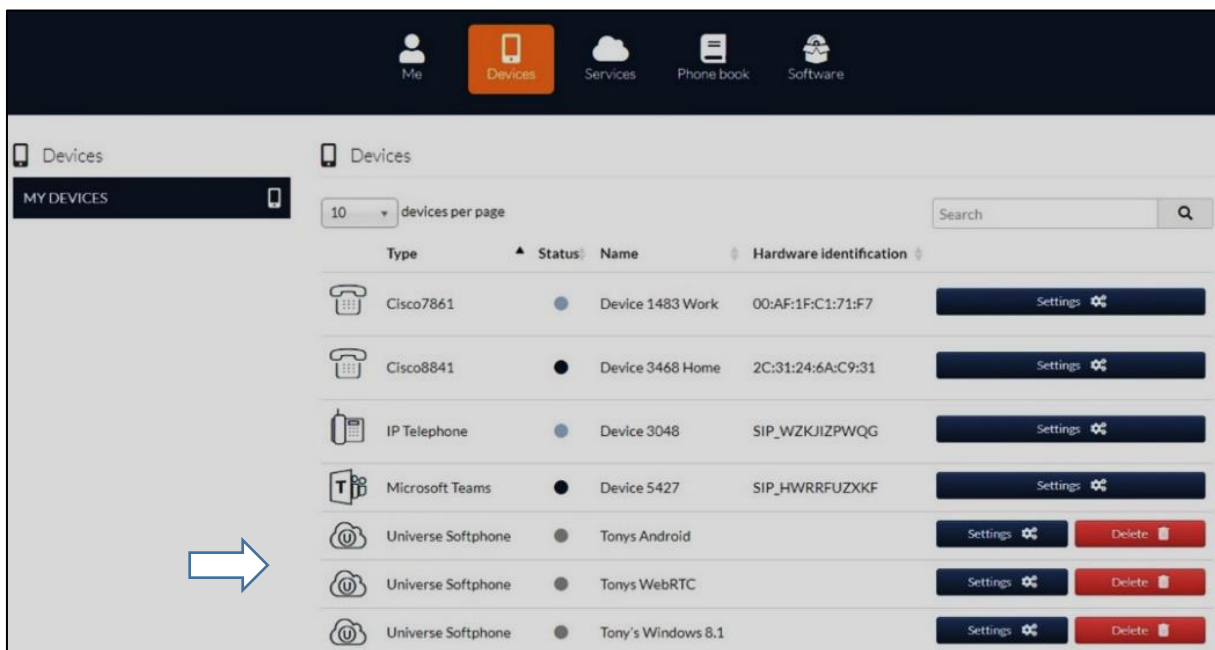


## Downloading the Universe Softphone for Windows

### Before you get started

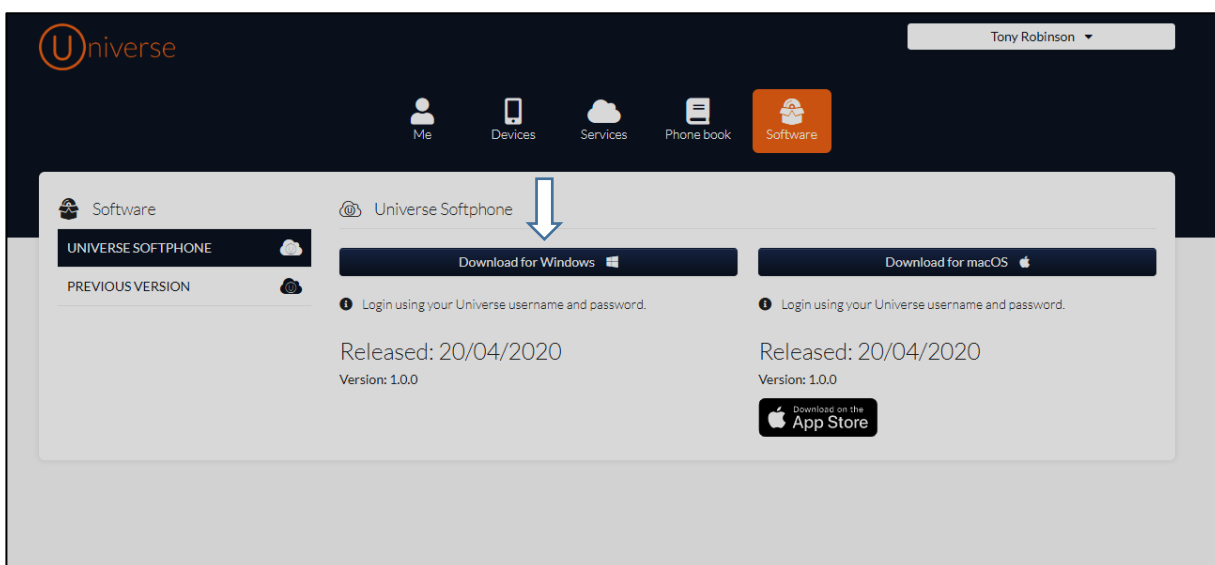
1. Make sure you have a Universe account and that you know your Firstcom Universe Email and Password
2. Log in to your Universe Self Care portal (Selfcare.voip.co.uk) => Devices. Delete the Universe Softphone devices that you do not need until you have two (or less). The download for your Windows device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



3. Make sure you are connected to WiFi

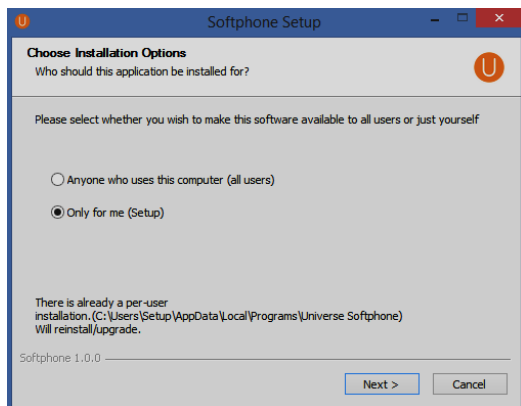
### Starting the Download

4. Open your Selfcare portal (Selfcare.voip.co.uk) => Select Software => Select Download for Windows

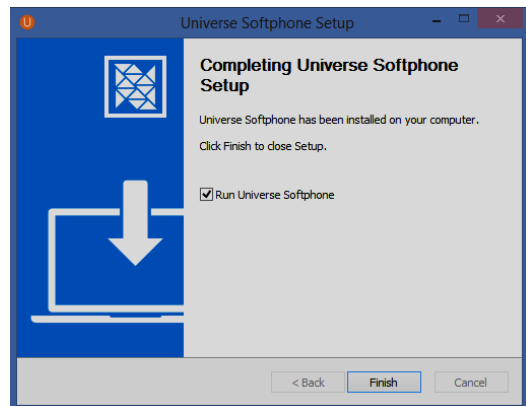


5. The file will be downloaded in the bottom left hand corner of your screen. Select "Accept the Risk"
6. If the next screen does not open automatically, go to your Downloads folder and select the downloaded file, "Universe + Setup"

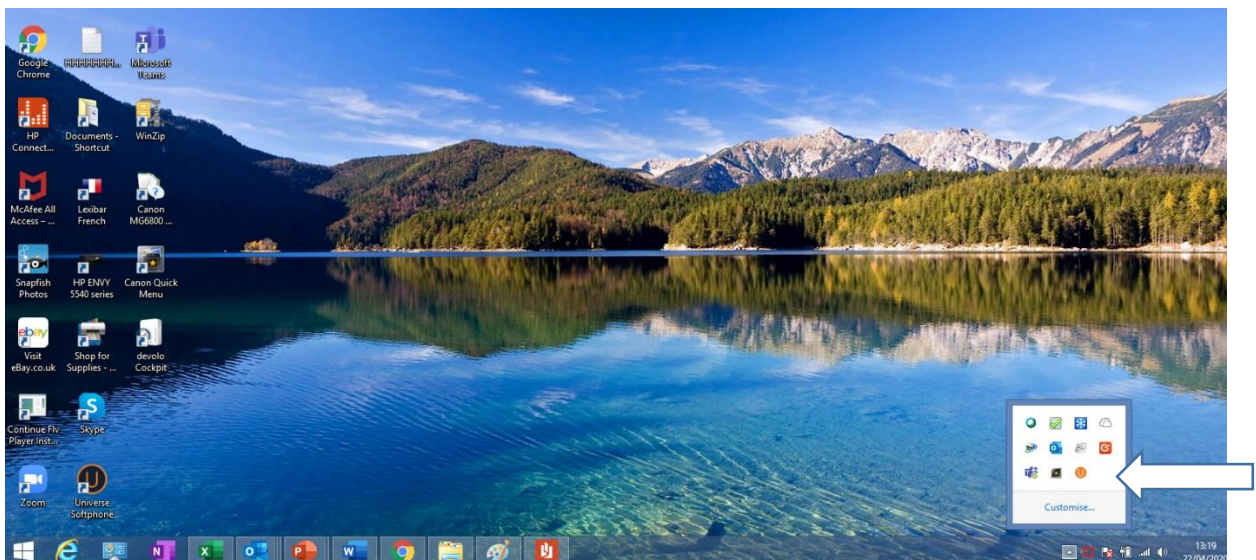
7. Open the download, click => Only for Me => Next => Install



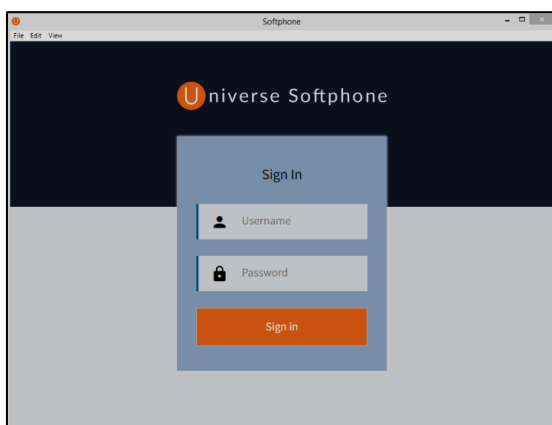
8. Select Finish



9. There will be a small Universe Icon  at the bottom Right Hand side of your screen in the Icons Area. If your icons are hidden, select the up arrow. Click on this Universe Icon



10. The following screen appears. Enter your Universe credentials and you will be taken to the dial pad. It will say "You have been successfully logged in"



11. You are ready to begin dialing

