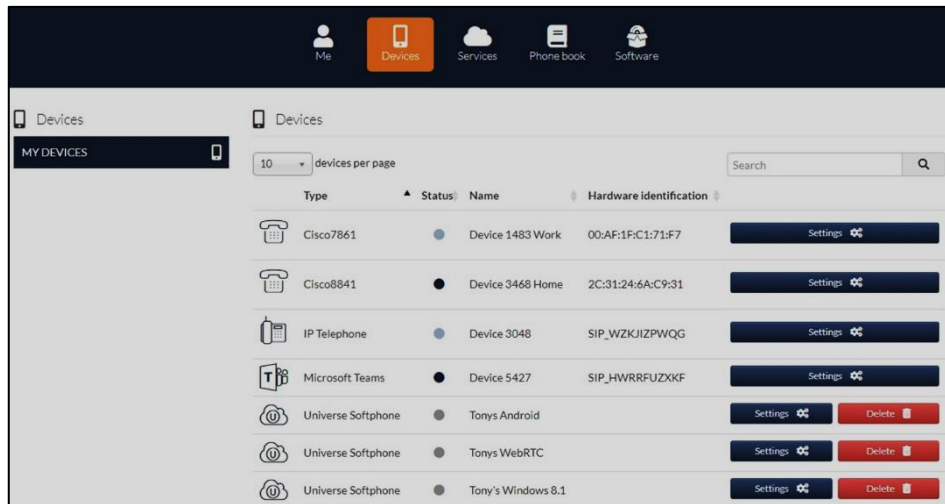


Downloading the Universe Softphone for iOS

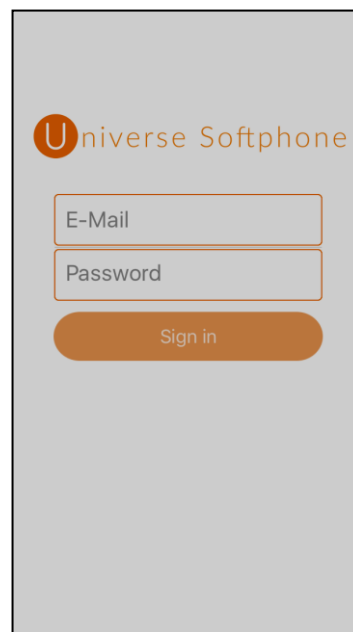
Before you get started

1. Make sure you have a Universe account and that you know your Firstcom Universe Email and Password
2. You will also need an Apple phone and know your Apple ID Username and Password
3. Log in to your Universe Self Care portal => Devices. Delete the Universe Softphone devices that you do not need until you have two (or less). The new download on your phone will bring this up to a maximum of three.
4. You must have a data connection, either WiFi or 4G



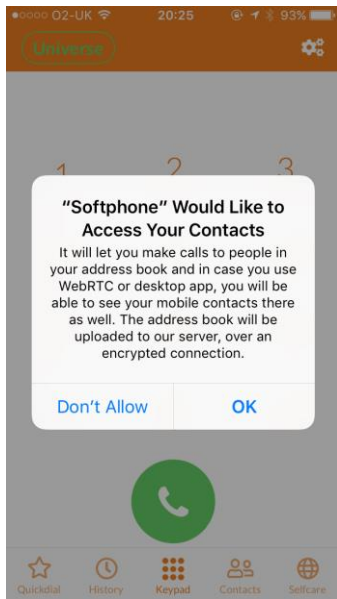
Starting the Download

5. Go to the App Store on your Apple mobile phone. Type in "Universe Softphone" and select.
6. Download the product by pressing the down arrow and wait for the perimeter of the circle to complete.
7. Select Open, Add your Firstcom email address and Password. Wait for the app to download

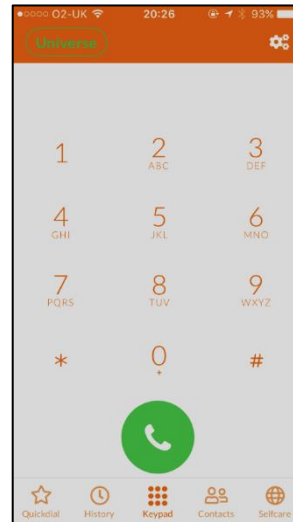


Beginning to Call

8. Answer Allow or OK to a series of questions that arise on the screen as pop ups about Notifications and Contacts.



9. A Dialpad will appear and you will be able to start making calls. It will ask to access your microphone.
10. If the word "Universe" has green letters, you can start making calls
11. There are two Contacts, "Universe" – for company contacts "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.