

Softphone FAQ

What can I do on the Universe for Windows and Mac application?

Universe for Windows and Mac is a softphone application. You download this in the Selfcare Portal under the Software heading. With the application you can make and receive phone calls and manage call related settings as well.

Here are some of the things you can do here.

- Dial the contacts you have saved in the Selfcare Portal
- Listen to and delete your voicemails
- Forward calls on “always” or “no answer”. (Note that these settings apply to your fixed phone also)
- Use the on-screen dial pad to make selections for IVRs that you have called and require options to be selected

Can I change my password for Universe for Windows and Mac?

To sign in for the first time you need to use the password sent to you on the welcome email. It applies to all Universe applications and Selfcare. You can change your password to one that is more memorable to you by doing the following;

Go to your Selfcare Portal and log in;

- Select you name at the top right-hand side of the screen
- My profile
- Password
- Password Again
- Update Password (Password needs to be longer than 8 digits or letters)

Can I transfer a call from my fixed phone to my computer and vice versa if both have Universe installed?

Yes if they have different phone numbers. If they are both on the same One number this cannot be done.

Can I save new contacts in Universe for Windows and Mac?

Create contact ✕

First name *	Middle name
<input type="text"/>	<input type="text"/>
Last name *	Company name
<input type="text"/>	<input type="text"/>
Phone number *	Number type
<input type="text"/>	Work number ▾ −
<input type="button" value="Add a number +"/>	
<input type="button" value="Cancel ⌵"/>	<input type="button" value="Create contact 📄"/>

