



# Horizon Administrator User Guide

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## Overview

Horizon is a complete communications service for business that provides an extensive range of fixed and mobile telephony capabilities via an easy-to-use web portal.

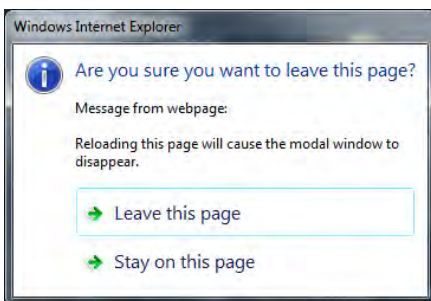
The purpose of this document is to provide the Horizon Administrator and user with all the information required to manage their Horizon Service.

## System Specifications

**Browser:** Internet Explorer 6.0, 7.0, 8.0, 9.0, Mozilla FireFox, Safari, Chrome, Opera.

Please note that when setting up and editing schedules whilst using Internet Explorer, you will receive the following error message. This is perfectly normal and you should select to stay on this page.

If you use other browsers to access the Horizon user portal, you will not encounter this error message.



## Horizon URL

[www.unlimitedhorizon.co.uk](http://www.unlimitedhorizon.co.uk)

## Hardware User Guides

For Cisco phones, see the CD included with the phone

For Polycom phones, see the link below

<http://www.polycom.com/voice-conferencing-solutions/desktop-ip-phones.html#phone-finder>

## Domain

When setting up a domain you need to follow:

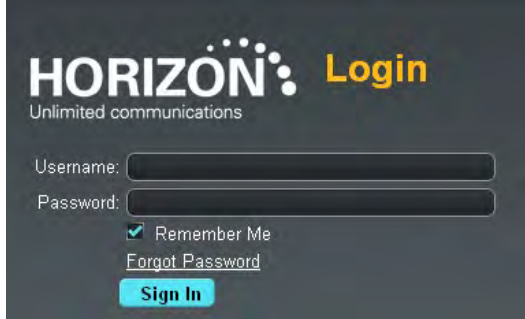
- Domain name may only contain letter, digit and -.
- No longer than 80 characters
- The domain needs to start with a letter
- Capital letters should not be used

## Standard Features

### Login Screen

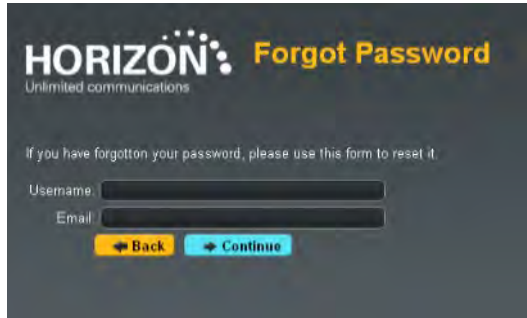
This will be the first screen that all Horizon-users will see. Depending on what login credentials you have entered, you will be redirected to the administrator or the end users home page.

If it is the first time you've logged in, then you will be taken to the initial login setup. For an Administrator, you will be asked to change your password from the one initially provided to you and you used to log in with. For an end user, you will be asked to set up call handling, twinning and you will also need to change your password. Anything you setup on initial login can be changed later.



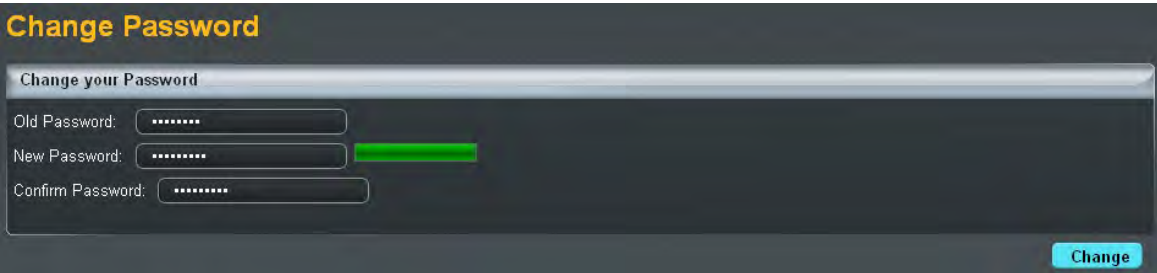
### Forgotten Password

If you have forgotten your password, you can request a new password that will be sent directly to your e-mail. This can be done by simply selecting the forgotten password on the login page. Then you will need to input your username and e-mail. The e-mail needs to be the one connected with your account and then you will be sent a new password.



### Changing Your Password

To change your password as an administrator you click on "Change Password" in the top right corner of any page. Then you need to input your old password followed by your new password. For an end user, you need to go to "My Details" which is in the top right corner of every page. Then select "Change Password", and input your old password and what you would like to change it to.



## My Details

'My details' are only viewable as an end user and this page displays basic information about you as a user. You can change your password from this screen.



**My Details**

**Profile**

**Name:** it test user first it test user last  
**Username:** jason-it-end-user@jason.example.com **Department:**  
**Phone Number:** 01665680000 **Extension:** 2422

**Edit Details**

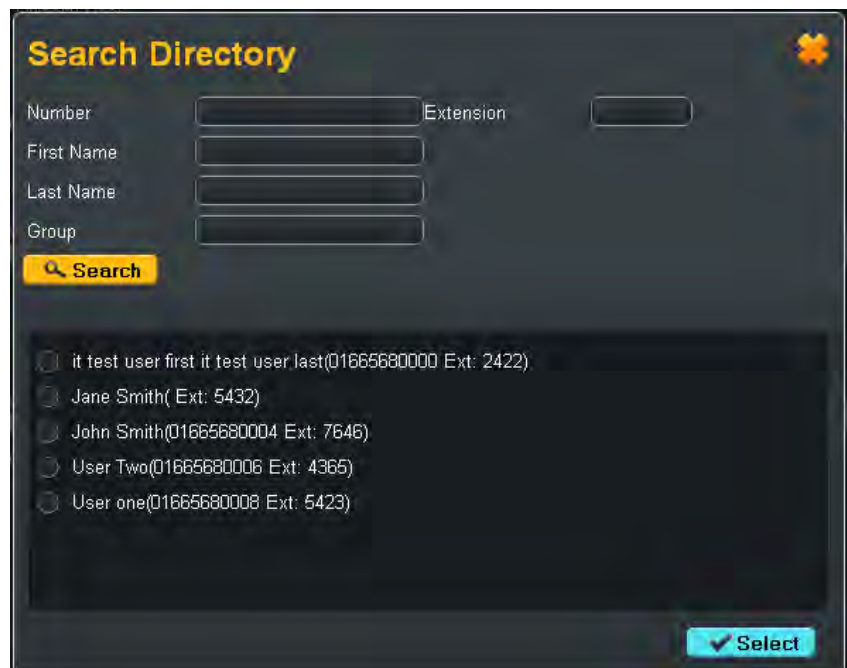
Mobile Number:

[Change Password](#) [Apply](#)

## Directory Search

Throughout the system there is a directory search icon that will let you search your directory and then input the contact's number into that function. To perform this feature, click on the icon and then a directory search window will open.

You can search using 5 different fields: name, extension, first name, last name and group. If you search by name or number, you will search contacts and groups. If you search just by group, it will search for the group name and display all users that fit the other criteria.



**Search Directory**

Number  Extension

First Name

Last Name

Group

[Search](#)

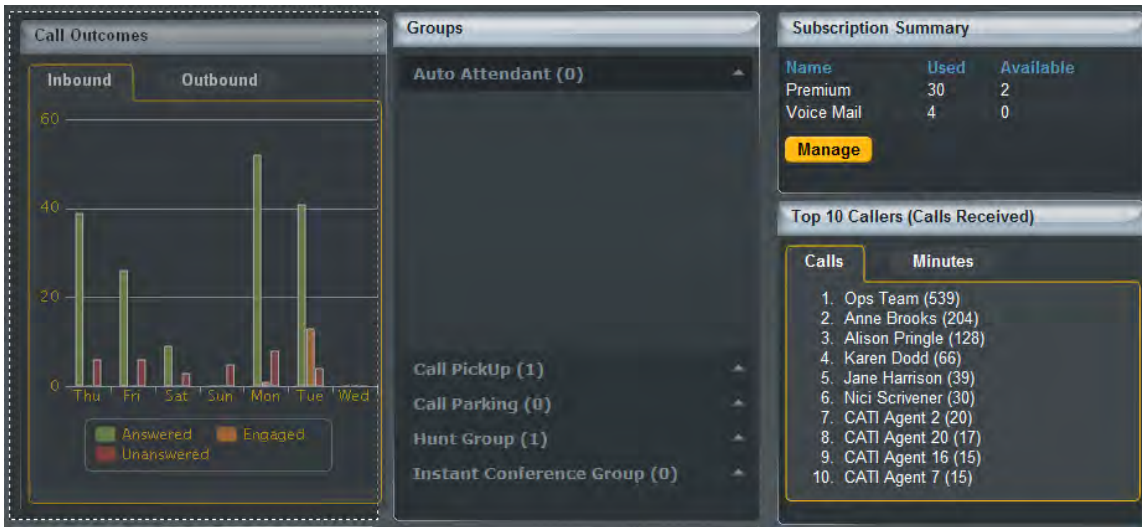
- it test user first it test user last(01665680000 Ext: 2422)
- Jane Smith( Ext: 5432)
- John Smith(01665680004 Ext: 7646)
- User Two(01665680006 Ext: 4365)
- User one(01665680008 Ext: 5423)

[Select](#)

## Dashboard customisation

The dashboard that you are presented with when you login can be customised to ensure you achieve the best view for your specific needs. To do, this simply hover over the title of a section you would want to move and drag it to your preferred place on the screen.





## Core Functionality

These features appear on many pages and will commonly be found as the home page for a function. From here you can perform all the actions you need to create, edit or delete a service. The main pages where this layout is used are:

- Call Groups
- Users
- Devices
- Directory

## Search Feature

A common first page for a function is the list page which shows a search feature and all the services or users that have been setup. The result shown will depend on what you search for. If you search with all fields empty, you will get a full list of services. If you edit a text field and then search, your results will change based upon the criteria entered. From this screen, you are also able to edit, delete and add. To add a new service, use the blue add button under the list.

### User Management

First Name:  Last Name:

Username:  @  Number:

Extension:  Department:

Site:

**Search**

Users	First Name	Last Name	Phone Number	Extension	Email	Site	
<input type="checkbox"/>	Andy	Adams	01643803651	1001		London	<b>Edit</b>
<input type="checkbox"/>	Bertie	Basset	01643803652	1002		London	<b>Edit</b>
<input type="checkbox"/>	Dan	Dare	01643803656	2001		Newbury	<b>Edit</b>
<input type="checkbox"/>	Eddie	Eagle	01643803657	2002		Newbury	<b>Edit</b>
<input type="checkbox"/>	home	worker				Homeworkers	<b>Edit</b>

**Add** **Delete Selected**

## Delete

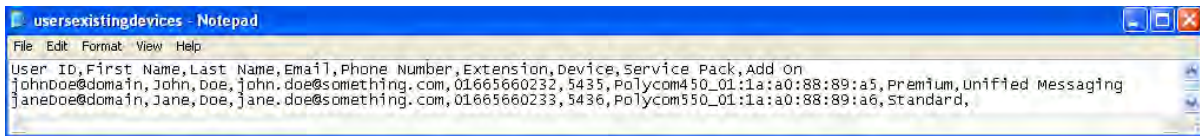
To delete a service, select a check box next to the service you want to delete. You can delete multiple services at one time. Once you have selected the services you want to delete, click the “Delete Selected” button.

## Edit

To edit a service, you need to click on the “Edit” button next to the service which will take you to the same page as adding a service. For users, there are a few extra features that can be edited.

## Creating CSV file for Bulk Upload

To do any bulk upload you need to use a csv file, which are commonly created using either Excel or notepad. If you are using Excel then it should look like the example below, with the headings on the first row and then information for each user or device on all other rows. Each device or user needs its own line and each heading needs its own column. If you are creating it in notepad then it will have a similar layout with headings on the first line, each heading separated by a comma. Then you will have each new entry on the next line. At the end of each user or device you do not finish with a comma, just leave it blank and add the next device or user on a new line.



	A	B	C	D	E	F	G	H	I
1	User ID	First Name	Last Name	Email	Phone Number	Extension	Device	Service Pack	Add On
2	johnDoe@domain	John	Doe	john.doe@something.com	1665660232	5435	Polycom450_01:1a:a0:88:89:a5	Premium	Unified Messaging
3	janeDoe@domain	Jane	Doe	jane.doe@something.com	1665660233	5436	Polycom550_01:1a:a0:88:89:a6	Standard	

## Digital signatures in call recordings

To further enhance the security of call recordings on Horizon, a secure digital signature has been added to all call recording files. The application of this digital signature will happen to all files at the end of the audio file processing, and if a customer needs to prove that it has not been altered, an authenticity check can be run by the support teams. This check can still also be made if our standard storage retention limit of 3 months has been exceeded.

For customers who are required to prove the authenticity of call recordings by the FCA (Financial Conduct Authority), this new feature will prove that a recording has not been altered in transit from Gamma to the customer’s premise.

### What a digital signature will not do

- 1) It does not encrypt the content of the actual audio file. The file can be played back by anyone who has access to the recording in the Horizon interface
- 2) The assurance around the validity of the file is based around on the Gamma network security and processes. In that process, Gamma is a trusted party and its ISO 27k security processes ensures that no employee can alter/change the files

### How the signing procedure works

The recording, in mp3 format, is signed with the corresponding metadata (present in the same file) by the AudioConverter. Then the signature is written into a special field in the mpg3 file’s ID3v2 tag.

N.B the metadata can be used for linking a call recording to call data stored in our reporting system (should it be required).



On verification, the signature is fetched and removed from the mp3. The remaining data in the file (which is equal to that before signing) is validated for the now fetched signature data.

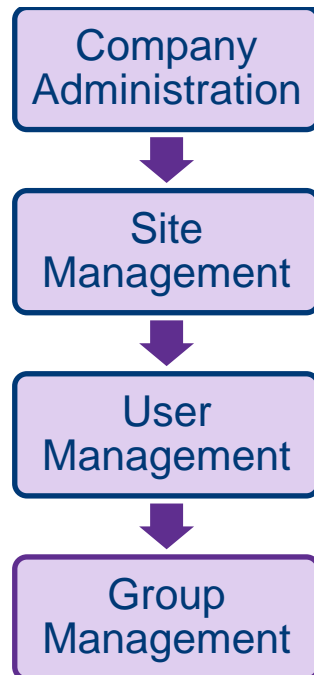
## Administrative Features

This section of the document will contain all features that can be performed as an administrator. Please note that call setup is discussed later in the document as this can be performed by all type of users. All these features can be found on the menu which is located on administrator screen. This is the administrator's home screen where you can direct yourself around to configure different functions.



## Setting up the Horizon GUI or portal

As the company administrator setting up the Horizon system can be a sizeable task if a clear indication of what is required is not provided. Below we have provided a list and hierarchy of how you should establish your Horizon system:



**Company Administration** – The ability to define for the company the call profiles, service options, company portal, and company voice portal amongst other key information and options.

**Site Management** – The ability to define per site the main site DDI, and additional key information such as Schedules, Music on Hold, and Call Barring

**User Management** – The ability to create users of the system and assign them a phone to activate the devices supplied. You can also assign a telephone number, decide on any call barring, and give them optional services such as Voicemail, controlled from the system login provided.

**Group Management** – The ability to manage incoming calls and present a profile image for your company using Auto Attendants and Hunt Groups.

## Administrator Roles for the Horizon Portal

There are two levels of administration access for your Horizon portal.

- the **company administrator** who can view all sites and users on the Horizon portal
- the **site administrator** who can view all users within a particular site on the Horizon portal.

The company administrator has all the administration capabilities for the company as a whole and the site administrator has the following facilities for their respective sites within the company.

- Manage users – create and delete users on that particular site only
- View device management
- View, search, download and delete Recorded Calls for users at that particular site
- View site – but they cannot change the site name

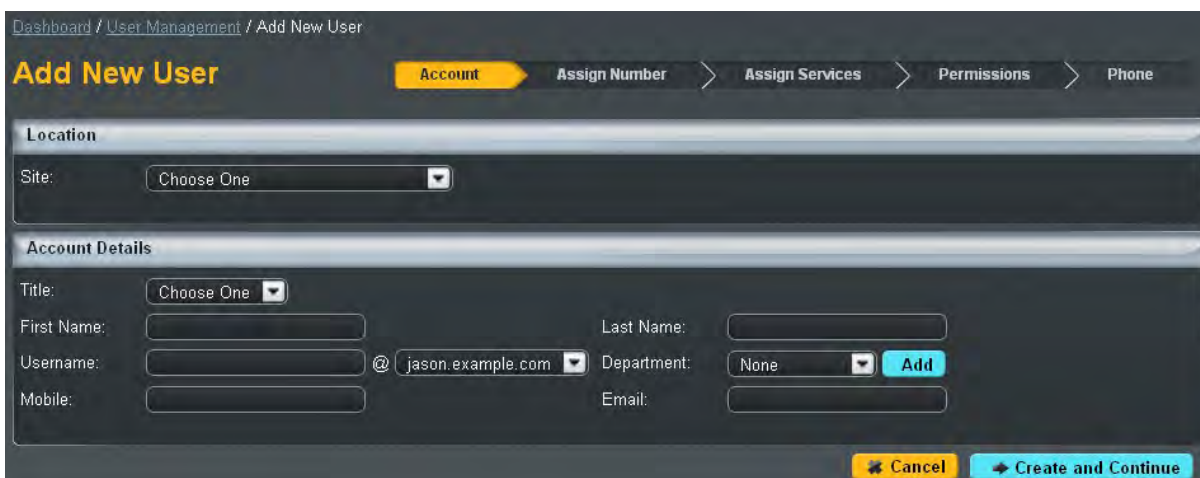
For both types of administrator, the login credentials are sent by email to the specific person.

## User

As an administrator, you can add new users to the system which will allow them to use the Horizon system. For anyone who wants to use this system they will need to have a user account set up. A user's account is active only when it has an extension and a service pack assigned to it. And only then will the user be emailed with details such as username, password, PIN and URL.

### Add Users

To start this process, you need to click "Add User" from the menu or on the list user page. There is an add button which will take you to the same page. On the first page, you will need to fill in all the account details including the user's username and the e-mail that login credentials should be sent to. Alternatively, you can simply put in your own email and then forward it when you wish/are ready to.



After you have filled in the account details you will automatically be taken to the 'assign number' input fields. To proceed, click "Create and Continue". This is where you give the user a DDI number and an extension. The number display shows all available numbers that are assigned to the site. You can also change what is displayed when the user calls another user; this is defaulted as their name.

Dashboard / User Management / Add New User

## Add New User

Account > **Assign Number** > Assign Services > Permissions > Phone

**Find a Number**

Search...

- 01665680001
- 01665680002
- 01665680003
- 01665680004
- 01665680005
- 01665680006
- 01665680007
- .....

**Extension**

Extension  ?

**Caller ID Presented**

Same as user details

Once you have assigned a number to a user, you need to select what service pack they will have and whether they can have access to voice mail. Please note that Gamma Business Communications only offer the Premium service pack. Also from this screen you can request more service packs. If you request more this way, you will need to go back and edit the user to complete all the remaining forms.

Dashboard / User Management / Add New User

## Add New User

Account > Assign Number > **Assign Services** > Permissions > Phone

**Service Pack**

- Standard 50 Left
- Premium 49 Left

?

**Optional Extras**

- Voice Mail 49 Left

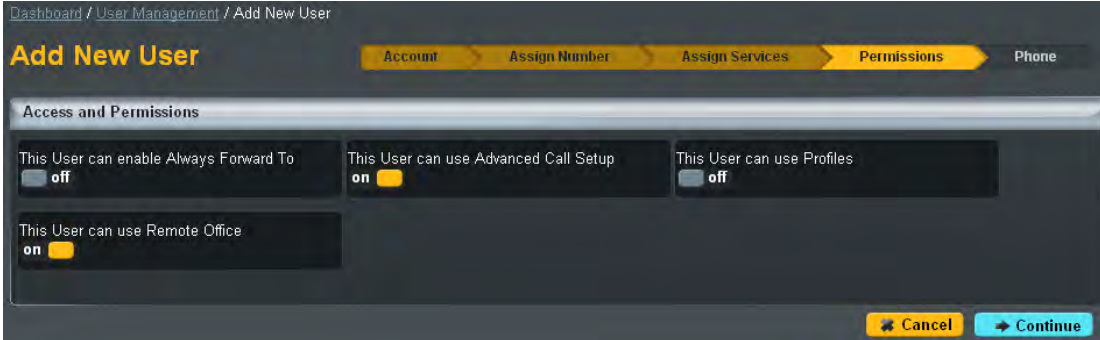
?

**Features**

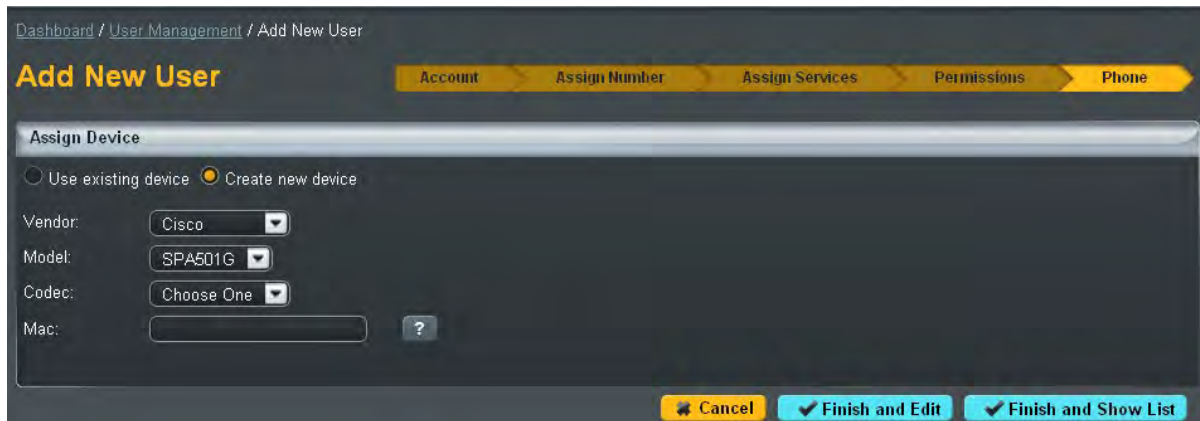
The next step in adding a user is to select what permissions they can have. Below you can see what permissions you can give to a user.

Always Forward To allows all incoming numbers to be forwarded to another designated number. Advance call setup will give the user more options to configure personally. If this is turned off, the administrator is still able to edit the features. Profiles give the user permission to set up 4 profiles that will perform different actions if that profile is

selected. For example, if a profile is set to busy then it will forward a specified number to a different number. Remote office allows users to use an external number as their own number. This allows users to use mobiles as their main number so all calls will be redirected to there, depending on what other features have been set up.



The final section is to assign the user with a device. You can assign a device that has already been added or create a new device. For existing devices, you just need to select what device you would like to give them by using the drop down that displays all devices that have been added. To create a new device you will need to select what brand the device is, what model and what MAC address.



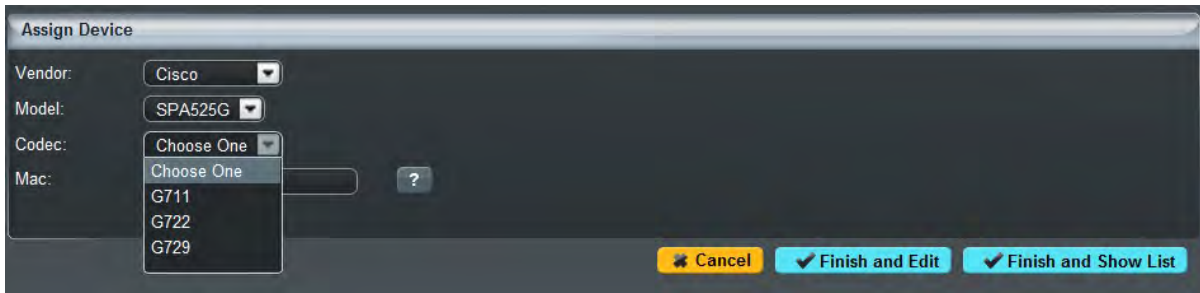
The Codec in the phone converts speech from the handset to a digital format (IP packets) and vice versa. You will need to ensure that the maximum number of simultaneous incoming and outgoing calls does not exceed the bandwidth/codec combination arranged by your Communications Supplier.

Bandwidth estimate for various codecs are:

- G.729 codec - 30 to 50 kb/s depending on contention ratio of broadband service.
- G.711 codec – 90 to 150kb/s depending on contention ratio of broadband service.
- G.722 codec. This can only be used on external calls if the other phone in the call can support G.722. Usually 100 to 175kb/s will suffice depending on contention ratio in this case.

**Please note that if the wrong Codec is selected and there is not enough bandwidth available you may encounter poor quality external calls over all calls from your site.**





Once actioned you can then click “Finish and Edit” to edit the user functions further, or “Finish and Show List” to view a list of all users.

### Adding DECT handset users

There are two options when adding DECT handset users. Either one Horizon subscription is required per base station and any additional DECT handsets (up to 5) that are associated with the base station will use this single subscription, user account and phone number.

Or up to 5 different Horizon users can be registered to the same base station and each Horizon user can be assigned a one to one relationship with a DECT handset.



To set up users with one Horizon subscription and additional DECT handsets that are associated with the base station using one single subscription, follow the set-up process detailed above in the ‘Add Users’ section.

To set up the DECT solution where each handset has its own user and subscription, you simply assign a Horizon user to the base station as per the set-up process detailed above in the ‘Add Users’ section i.e. go to the User area of the portal and search for the user who will have the base station/handset.

Dashboard **Users** Site Management Call Groups Device Management Administration Recorded Calls Statistics

Dashboard / User Management

## User Management

First Name:  Last Name:

Username:  @ purpledev.com Number:

Extension:  Department:

Site:  Mac Address:

<input type="checkbox"/>	First Name	Last Name	Phone Number	Extension	HRP	Email Address	Site	<input type="button" value="Edit"/>
<input type="checkbox"/>	Andrew	Robinson		5412		andrew.robinson@gam...	NewburyTestUAT	

Then click the Phone tab and search for and select the Yealink W52P and MAC address then click Save.

Dashboard **Users** Site Management Call Groups Device Management Administration Recorded Calls Statistics

Dashboard / User Management / Edit User

## Edit Andrew Robinson

Profile Personal Details DDI Services Call Setup Permissions **Phone** Call Barring Call Centre

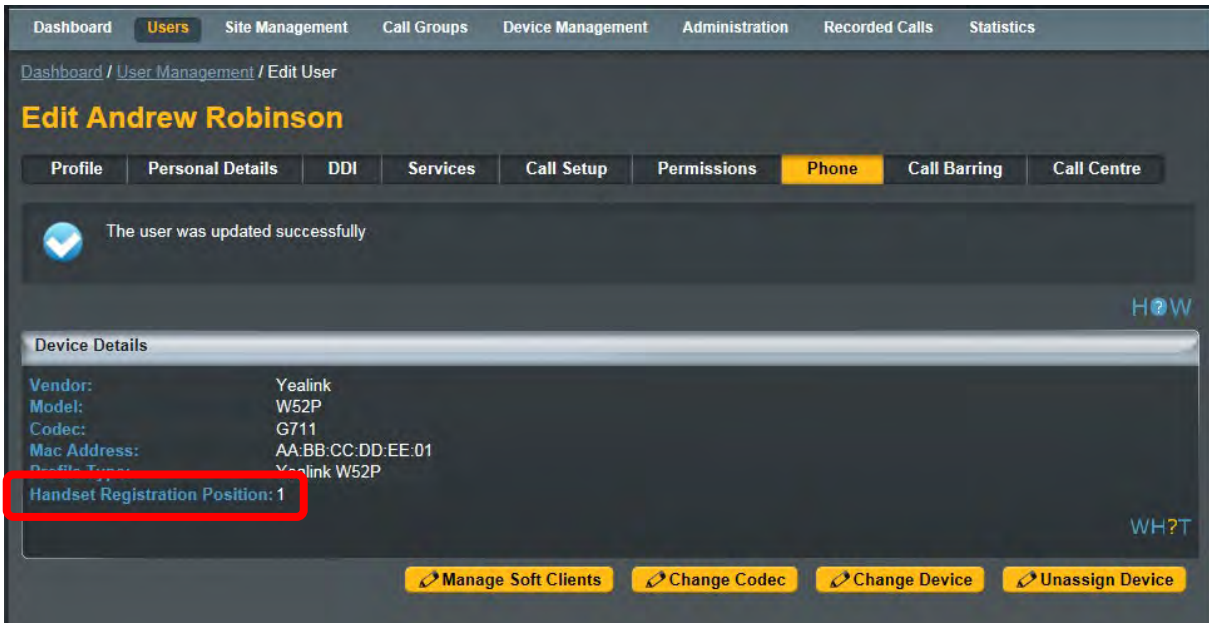
Assign Device

Use existing device  Create new device

Device Profile:  ?

Codec:

You then see the following confirmation screen and confirmation of the handset registration position (HRP) for the user you just assigned.




Dashboard / **Users** / Site Management / Call Groups / Device Management / Administration / Recorded Calls / Statistics

Dashboard / User Management / Edit User

## Edit Andrew Robinson

Profile | Personal Details | DDI | Services | Call Setup | Permissions | **Phone** | Call Barring | Call Centre

 The user was updated successfully

Device Details

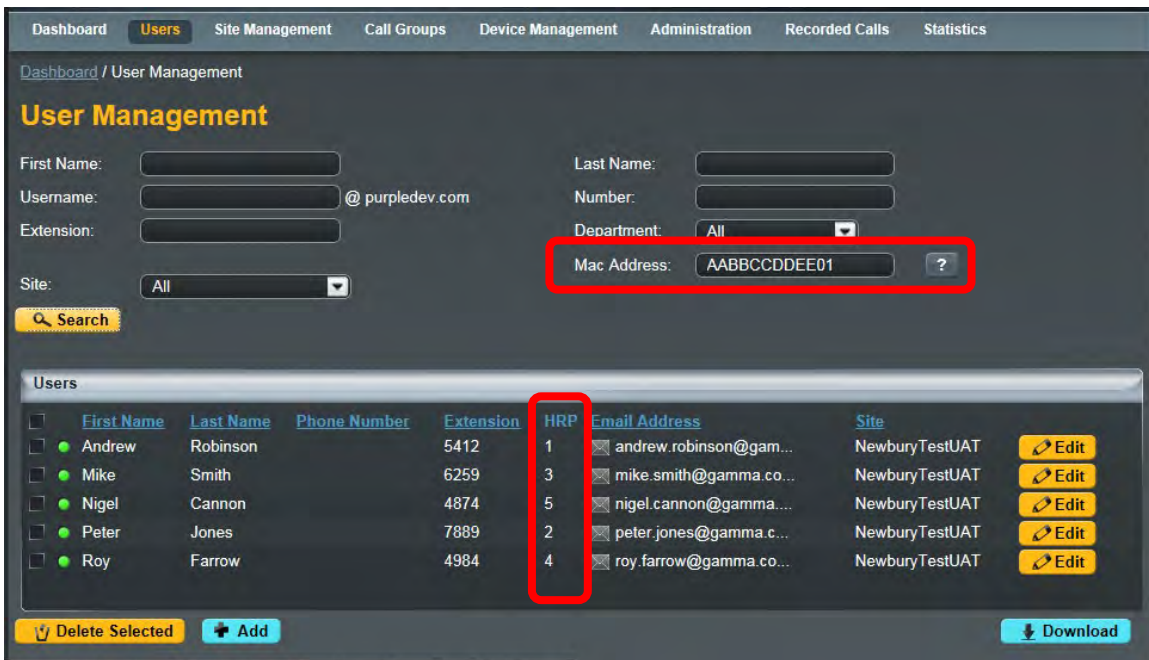
Vendor: Yealink  
 Model: W52P  
 Codec: G711  
 Mac Address: AA:BB:CC:DD:EE:01  
 Profile Type: Yealink W52P

**Handset Registration Position: 1**

Manage Soft Clients | Change Codec | Change Device | Unassign Device

Repeat the process until all Horizon users you wish to associate are assigned, remembering that users are assigned to a handset registration position in the order you assign them.

Once all users are assigned, you can search and filter on the DECT base station's MAC address to see the full list of user's and their HRP via the user's screen on the Horizon portal.



Dashboard / **Users** / Site Management / Call Groups / Device Management / Administration / Recorded Calls / Statistics

Dashboard / User Management

## User Management

First Name:  Last Name:   
 Username:  @ purpledev.com Number:   
 Extension:  Department: All  
 Site: All Mac Address: **AABBCCDDEE01** ?

Search

First Name	Last Name	Phone Number	Extension	HRP	Email Address	Site	
Andrew	Robinson		5412	1	andrew.robinson@gam...	NewburyTestUAT	Edit
Mike	Smith		6259	3	mike.smith@gamma.co...	NewburyTestUAT	Edit
Nigel	Cannon		4874	5	nigel.cannon@gamma...	NewburyTestUAT	Edit
Peter	Jones		7889	2	peter.jones@gamma.c...	NewburyTestUAT	Edit
Roy	Farrow		4984	4	roy.farrow@gamma.co...	NewburyTestUAT	Edit

Delete Selected | Add | Download

Once a DECT base station has been assigned its full quota of users, the MAC address will no longer be available for selection under the Phone tab of the Edit User section.

The device management screen will also show the list of associated users as per the below screenshot.



Dashboard / Device Management

## Device Management

Vendor:  Site:

Model:  First Name:

Mac Address:  ? Last Name:

Vendor	Model	Codec	Mac Address	Third-Party	Site	First Name	Last Name	Phone Number
<input type="checkbox"/>	Yealink W52P DECT Handset and Base Unit	G711	AA:BB:CC:DD:EE:01	No	NewburyTestUAT	Andrew	Robinson	(5412)
<input type="checkbox"/>	Yealink W52P DECT Handset and Base Unit	G711	AA:BB:CC:DD:EE:01	No	NewburyTestUAT	Mike	Smith	(6259)
<input type="checkbox"/>	Yealink W52P DECT Handset and Base Unit	G711	AA:BB:CC:DD:EE:01	No	NewburyTestUAT	Nigel	Cannon	(4874)
<input type="checkbox"/>	Yealink W52P DECT Handset and Base Unit	G711	AA:BB:CC:DD:EE:01	No	NewburyTestUAT	Peter	Jones	(7889)
<input type="checkbox"/>	Yealink W52P DECT Handset and Base Unit	G711	AA:BB:CC:DD:EE:01	No	NewburyTestUAT	Roy	Farrow	(4984)

1 2 [Previous](#) [Next](#)

## Edit Users

Once a user has been created, they can be edited, when needed. The edit screen has the same screens as adding a user, as well as a few additional options. These include a personal details screen where you can add more information about a user, such as address. Call setup is also an additional screen but this will be discussed later in this document. The final difference is call barring which allows you to give the user fewer calling permissions than the site. Unlike adding a user, when editing, you can jump to the area you need.

The first section is 'profile' where you can change any of the core information about the user. You are also able to reset their password and their voicemail PIN. Their new password or PIN will be sent to the e-mail address that is registered to that user.

## Edit John Smith

**Profile** Personal Details DDI Services Call Setup Permissions Phone Call Barring

**Account Details**

Title:

First Name:  Last Name:

Username:  Department:

Mobile:  Email:

The next section is personal details where you can add additional information about each user. This includes Address, City, State/County, Country, and Post Code.



**Personal Details**

Address:

City:

State/County:

Country:

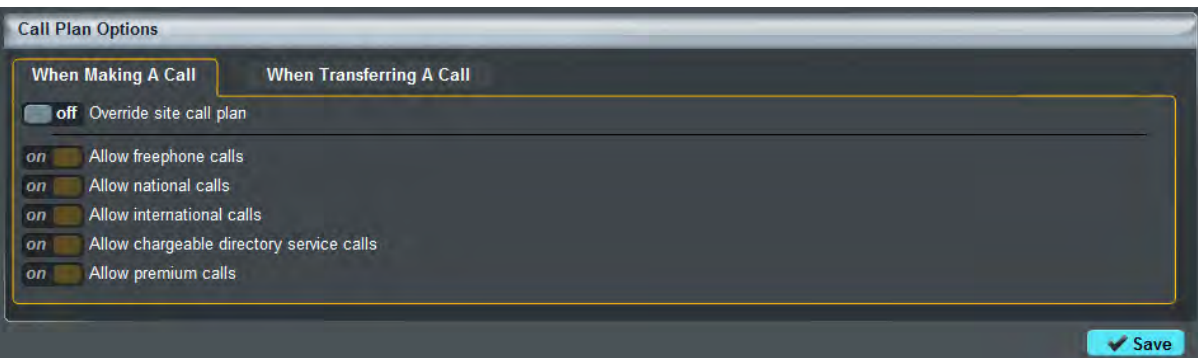
Zip or PostalCode:

The next screen is editing DDI, which allows you to change a user's number or display details. You can remove or change their number or change their extension. You are also able to change what is displayed when this user calls another user as well as change a user's service pack and optional extras.

The next option is call setup which is explained later in this document. Like adding a user, you can select what permissions they have and change what phone they are using if needed.

The final option is call barring which allows you to override the site call plan for each individual user. You can select these settings for when a user is making a call or transferring a call and you can turn on:

- Allow Freephone calls
  - This allows users to make any calls that will not have a charge
- Allow national calls
  - That will allow the user to make any call to anywhere nationally
- Allow international calls
  - This give the-user permission to make any international call
- Allow chargeable directory service calls
  - Includes services such as any 118 or 123
- Allow Premium calls
  - Includes any number beginning 09



**Call Plan Options**

**When Making A Call**      **When Transferring A Call**

off Override site call plan

on Allow freephone calls

on Allow national calls

on Allow international calls

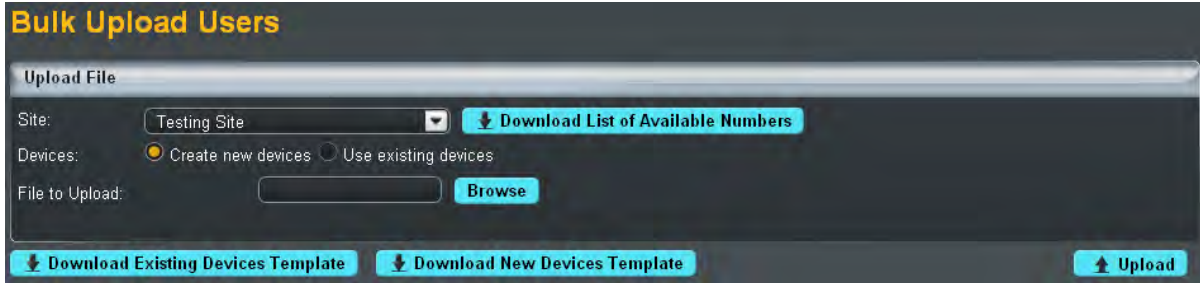
on Allow chargeable directory service calls

on Allow premium calls

## Bulk Upload Users

As an Administrator, you can bulk upload several users. This will reduce the level of effort in the creation of a large number of users. This allows you to add multiple users to the system all at once. It should be noted that you are only able to upload users to the same site. Users can be uploaded with new devices or assigned devices that are available. Horizon provides you with download templates for uploading users with a new or existing device so that you can just edit them and then upload those files with all the details you want to upload. You are only able to

upload users with new devices if you are a portal administrator therefore administrators are only allowed to add users with existing devices.



**Bulk Upload Users**

Upload File

Site:  [Download List of Available Numbers](#)

Devices:  Create new devices  Use existing devices

File to Upload:  [Browse](#)

[Download Existing Devices Template](#) [Download New Devices Template](#) [Upload](#)

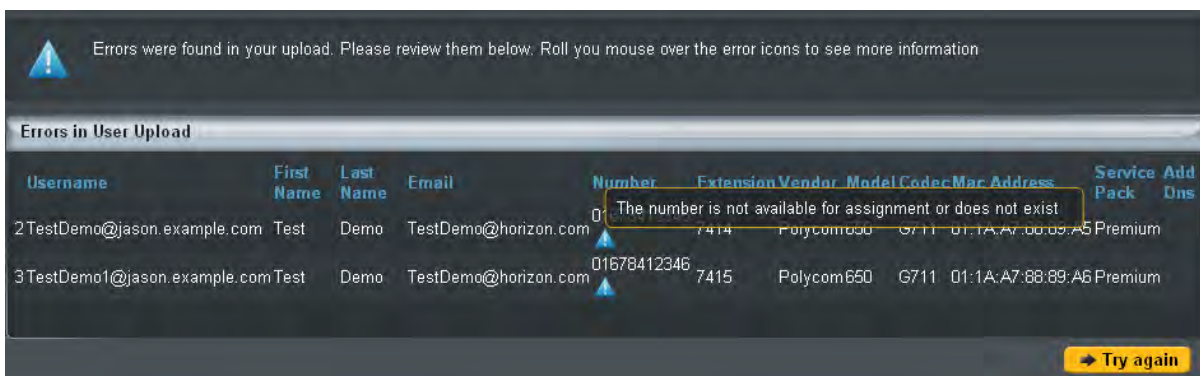
To upload users the first thing you need to do is select what site you would like the users to be on. This will make an extra button appear so you can view what available numbers that site has. Once you have done that you will need to create the csv file that you will upload.

Once you have these spread sheets open, you will then need to create a Comma Separated Values (.csv) file with the corresponding headings shown below. These files are easily created in Microsoft Excel and if you fill in the relevant column headings you can then populate the required information.

	A	B	C	D	E	F	G	H	I
1	User ID	First Name	Last Name	Email	Phone Number	Extension	Device	Service Pack	Add On
2	johnDoe@domain	John	Doe	john.doe@something.com	1665660232	5435	Polycom450_01:1a:a0:88:89:a5	Premium	Unified Messaging
3	janeDoe@domain	Jane	Doe	jane.doe@something.com	1665660233	5436	Polycom550_01:1a:a0:88:89:a6	Standard	

Once created if you save the file as .csv you are then able to use the “Upload” button to add this to the system.

Once you have clicked “Upload” you will be taken to one of two screens. One screen will tell you the upload has been successful and show you what users you are adding. The other screen will display what errors you have in your file. If you get the error in user upload, you will need to edit the csv file based upon what the error message is. So in this example you would need to check the number that the user has been given. The first column is to tell you what row that user was created on to make it easier to update the user. To re upload the csv file click on try again and it will take you back to the previous screen.



Errors were found in your upload. Please review them below. Roll you mouse over the error icons to see more information

**Errors in User Upload**

Username	First Name	Last Name	Email	Number	Extension	Vendor	Model	Codec	Mac Address	Service Pack	Add Ons
2 TestDemo@jason.example.com	Test	Demo	TestDemo@horizon.com	01678412346	7414	Polycom650	G711	01:1A:A7:88:89:A5		Premium	
3 TestDemo1@jason.example.com	Test	Demo	TestDemo@horizon.com	01678412346	7415	Polycom650	G711	01:1A:A7:88:89:A6		Premium	

[Try again](#)

If your upload is successful, you will be presented with a confirmation screen and this will let you check that all your uploads are correct. Once you have checked all the users are as expected, click confirm and all the users will have been created and you will return to the bulk user upload home page.

Please confirm you wish to import this information

**Please Confirm User Import**

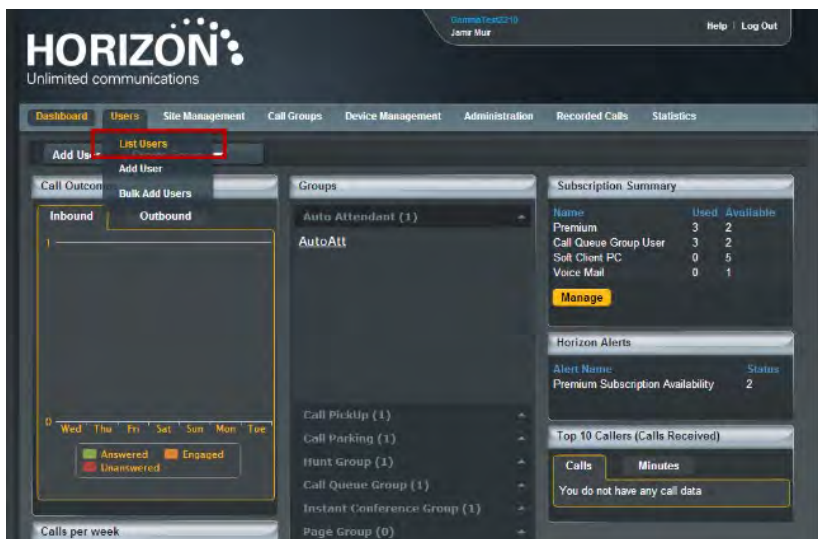
Username	First Name	Last Name	Email	Number	Extension	Vendor	Model	Codec	Mac Address	Service Pack	Add Ons
TestDemo2@jason.example.com	Test	Demo	TestDemo@horizon.com	01665680002	7416	Polycom	650	G711	01:1A:A7:88:89:A7	Premium	
TestDemo3@jason.example.com	Test	Demo	TestDemo@horizon.com	01665680003	7417	Polycom	650	G711	01:1A:A7:88:89:A8	Premium	
TestDemo4@jason.example.com	Test	Demo	TestDemo@horizon.com	01665680004	7418	Polycom	650	G711	01:1A:A7:88:89:A9	Premium	

[Confirm](#)

## Reset your user's password (as an admin)

As an Administrator, you can reset your user's passwords to the Horizon portal.

Go to Users and then "List Users"

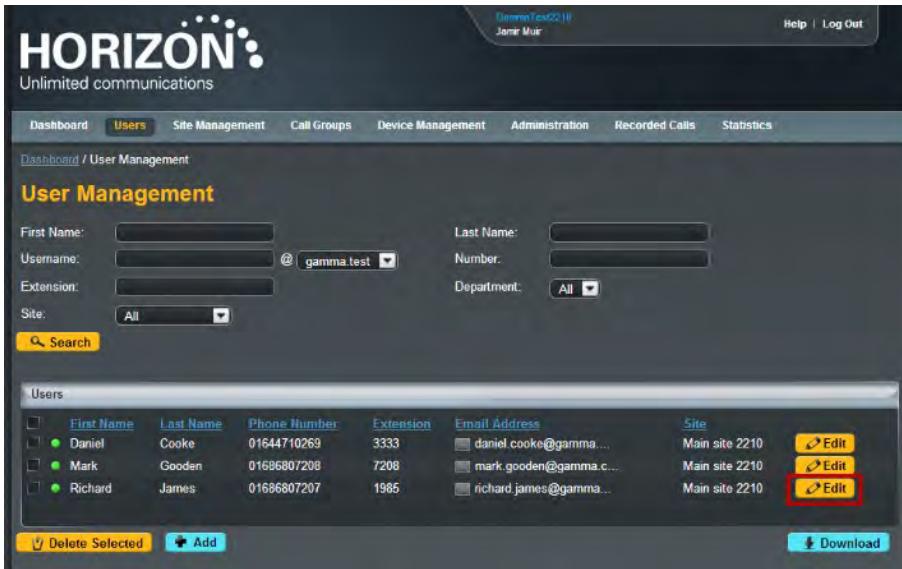


The screenshot shows the Horizon Administrator web interface. The 'Users' menu item is highlighted, and a dropdown menu is open with 'List Users' selected. The interface includes a navigation bar with 'Dashboard', 'Users', 'Site Management', 'Call Groups', 'Device Management', 'Administration', 'Recorded Calls', and 'Statistics'. The main content area shows a 'Call Outcom' section with 'Inbound' and 'Outbound' tabs, a 'Groups' section with various call groups, and a 'Subscription Summary' table.

Name	Used	Available
Premium	3	2
Call Queue Group User	3	2
Soft Client PC	0	5
Voice Mail	0	1

Select "Edit" on the user you want to reset the password for.





**HORIZON**  
Unlimited communications

GammaTest0210  
Jamir Muir Help | Log Out

Dashboard **Users** Site Management Call Groups Device Management Administration Recorded Calls Statistics

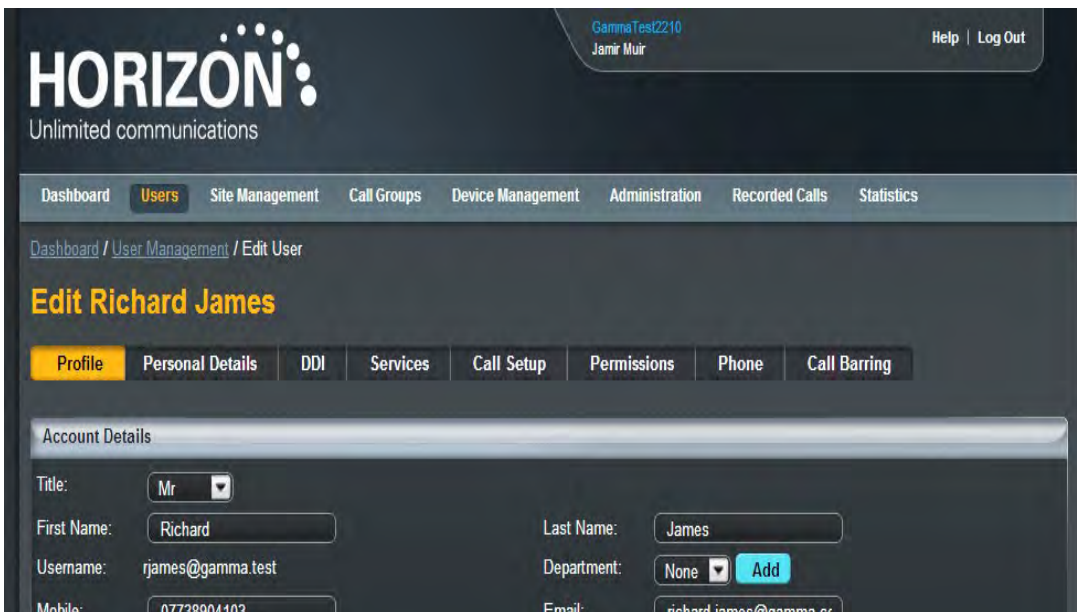
Dashboard / User Management

### User Management

First Name:  Last Name:   
Username:  @  Number:   
Extension:  Department:   
Site:

<input type="checkbox"/>	First Name	Last Name	Phone Number	Extension	Email Address	Site	<input type="button" value="Edit"/>
<input type="checkbox"/>	Daniel	Cooke	01644710269	3333	daniel.cooke@gamma...	Main site 2210	<input type="button" value="Edit"/>
<input type="checkbox"/>	Mark	Gooden	01696807208	7208	mark.gooden@gamma.c...	Main site 2210	<input type="button" value="Edit"/>
<input checked="" type="checkbox"/>	Richard	James	01696807207	1985	richard.james@gamma...	Main site 2210	<input type="button" value="Edit"/>

Select "Reset Password".



**HORIZON**  
Unlimited communications

GammaTest2210  
Jamir Muir Help | Log Out

Dashboard **Users** Site Management Call Groups Device Management Administration Recorded Calls Statistics

Dashboard / User Management / Edit User

### Edit Richard James

**Profile** Personal Details DDI Services Call Setup Permissions Phone Call Barring

Account Details

Title:

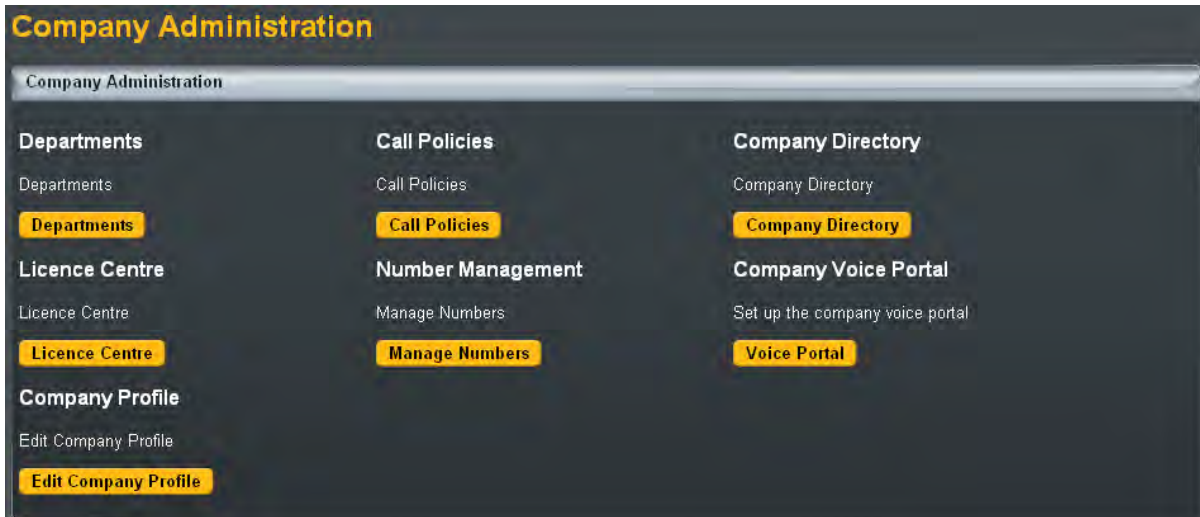
First Name:  Last Name:

Username:  Department:

Mobile:  Email:

## Administrative Tab

This section covers features that are only available for an administrator to change and that will have an affect across the company. All these features can be found on the administrator tab on the main menu. From here you can get to all the features by clicking on one of the yellow buttons.



## Department

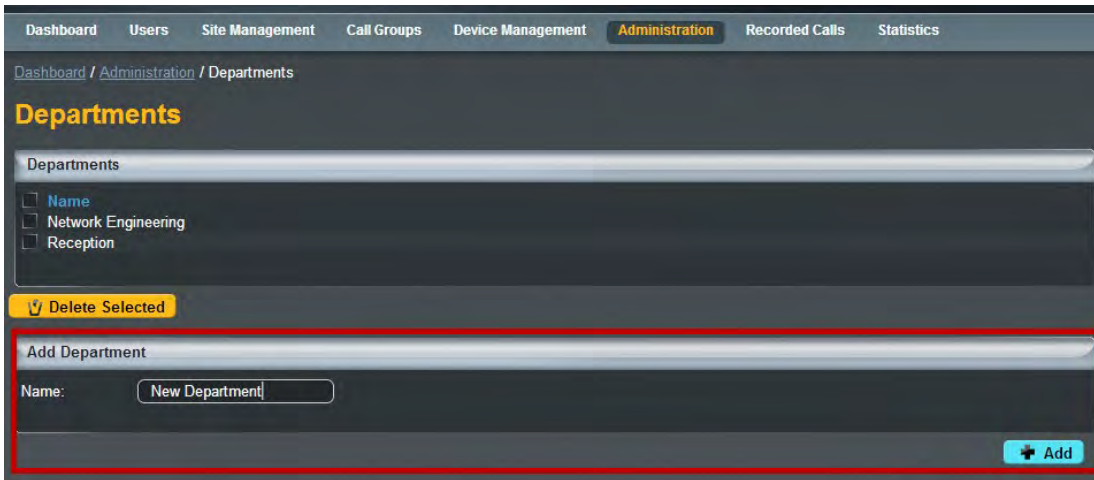
Departments can be added to the company and then used across any site. This will just give an indication of what department a user or service is in.

### To Set up a Department

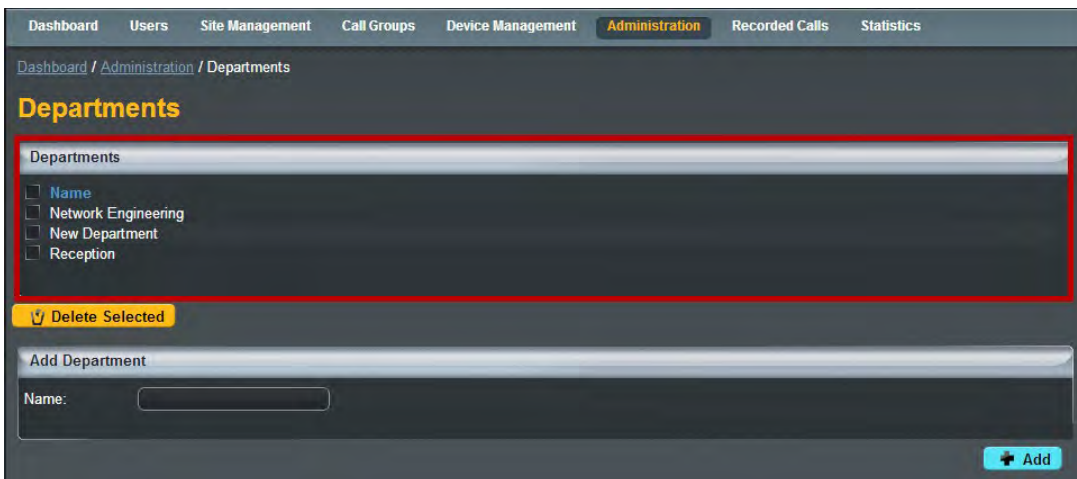
Hover over Administration option in the menu and select "Departments". Alternatively, you can click on "Administration" and then select the "Departments" button.



Enter the name of the new department and then click "Add".

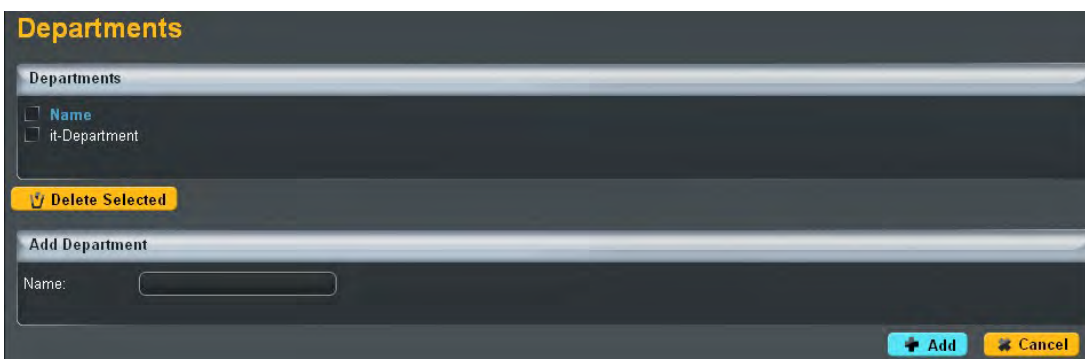


Once your new department has been created, this will show in the list of Departments at the top of the screen.



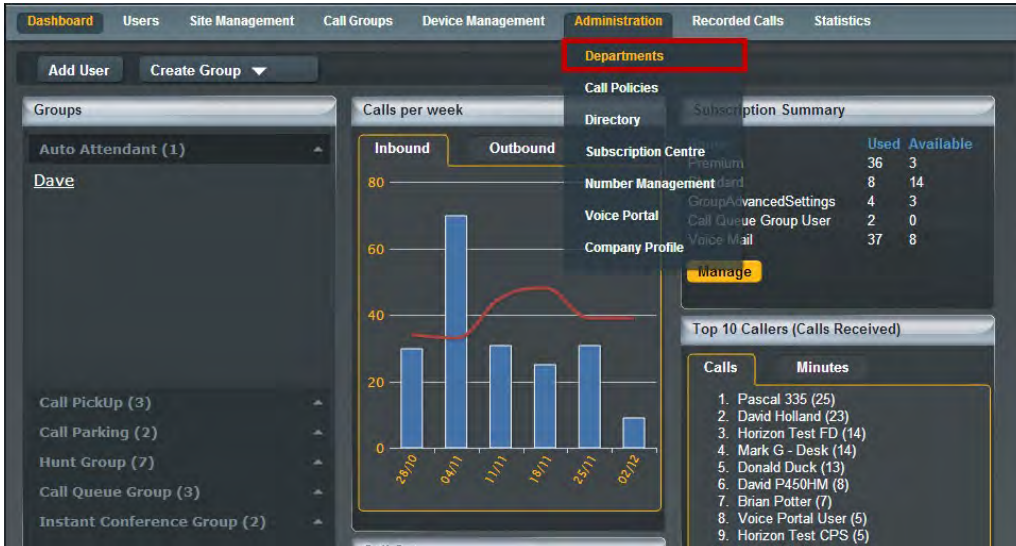
### Adding a Department

To add a new department to your company, you need to input the name of the department in the name field and then click "Add". Once you have done this your new department has been created and will be displayed in the department box.



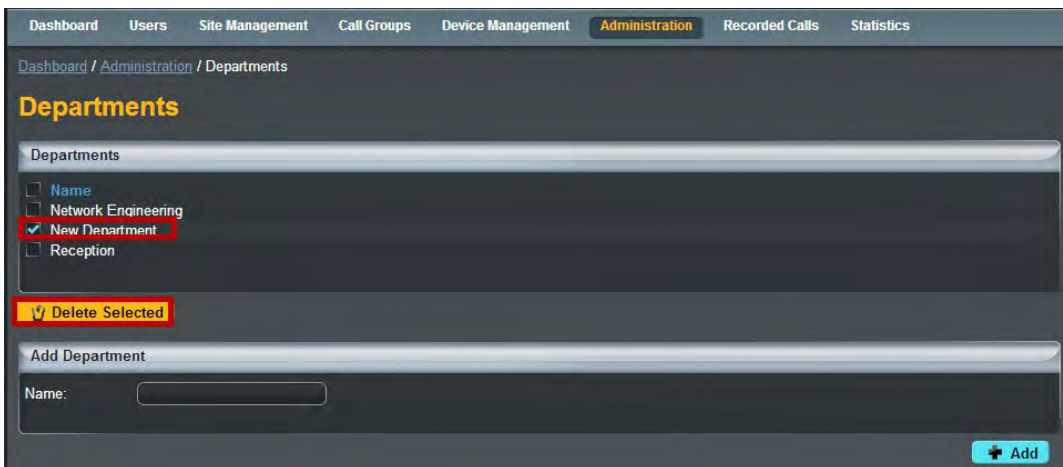
## Deleting a Department

Hover over Administration option in the menu and select "Departments". Alternatively, you can click on "Administration" and then select the "Departments" button.



The screenshot shows the Horizon Administrator interface. The 'Administration' menu is open, and 'Departments' is highlighted with a red box. The interface includes a navigation bar at the top with options like Dashboard, Users, Site Management, Call Groups, Device Management, Administration, Recorded Calls, and Statistics. Below the navigation bar, there are buttons for 'Add User' and 'Create Group'. The main content area is divided into several sections: 'Groups' (listing Auto Attendant (1) and Dave), 'Calls per week' (a bar chart showing Inbound and Outbound calls), 'Subscription Summary' (a table with columns for Used and Available), and 'Top 10 Callers (Calls Received)' (a list of callers and their call counts).

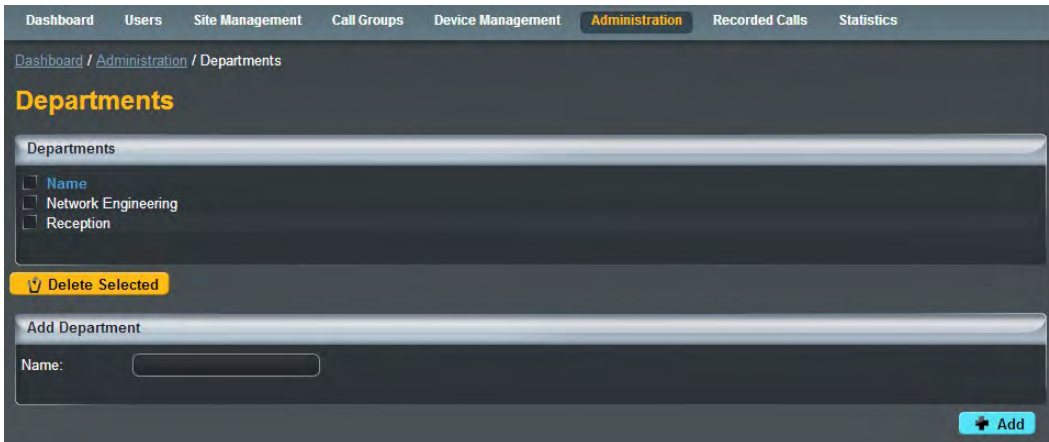
Select the Department that you are wishing to delete by using the tick-box next to it and then click "Delete Selected".



The screenshot shows the 'Departments' page in the Horizon Administrator interface. The 'Administration / Departments' breadcrumb is visible. The 'Departments' section contains a list of departments with checkboxes next to them: Name, Network Engineering, New Department (checked and highlighted with a red box), and Reception. Below the list is a 'Delete Selected' button (highlighted with a red box). At the bottom, there is an 'Add Department' section with a 'Name:' input field and an 'Add' button.

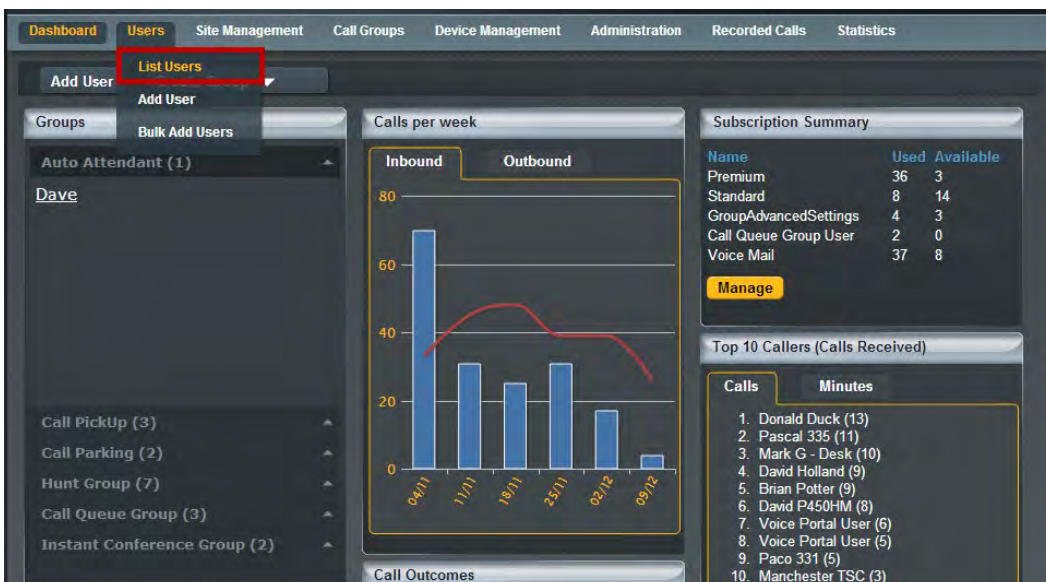
Once your department has been delete, this will no longer show in the list of Departments at the top of the screen.





## Add or remove Users from Departments

Hover over "Users" and select "List Users".



Select the User who you want to add or remove to/from a department and click "Edit".

Dashboard **Users** Site Management Call Groups Device Management Administration Recorded Calls Statistics

Dashboard / User Management

## User Management

First Name:  Last Name:

Username:  @ test.engineering  Number:

Extension:  Department: All

Site: All

First Name	Last Name	Phone Number	Extension	Email Address	Site	
Abel	122		2499	joao.oliveira@gamma...	Manchester	<input type="button" value="Edit"/>
Alan	Partridge	01482422487	5323	richard.normansell@...	Manchester	<input type="button" value="Edit"/>
Andy	Best	01306770727	1981	andrew.best@gamma.c...	Manchester	<input type="button" value="Edit"/>
asterisk	testcall		6221	david.beale@gamma.c...	London	<input type="button" value="Edit"/>
Bob	Loblaw		2112	david.mcbride@gamma...	Glasgow	<input type="button" value="Edit"/>
Brendan	Aldred	01690363863	3863	Brendan.Aldred@gamm...	London	<input type="button" value="Edit"/>
Brian	Potter	01482422490	5100	david.mcbride@gamma...	Glasgow	<input type="button" value="Edit"/>
Calvin	525		2474	ip-provisioning@gam...	Manchester	<input type="button" value="Edit"/>
Casper	P504HM	01482422481	2495	david.beale@gamma.c...	London	<input type="button" value="Edit"/>

Once the User profile has loaded up, ensure that you're on the "Profile" tab and then you can use the Department drop down menu to select if you want the User to be assigned to a department, or none at all.

You can also add a new department from this screen by clicking the "Add" button.

Once you've made your changes, click "Save".

Dashboard **Users** Site Management Call Groups Device Management Administration Recorded Calls Statistics

Dashboard / User Management / Edit User

## Edit Alan Partridge

**Profile** Personal Details DDI Services Call Setup Permissions Phone Call Barring

Account Details

Title: Mr

First Name: Alan Last Name: Partridge

Username: alan\_partridge@test.engineering Department: None

Mobile:  Email: richard.normansell@gamr

Settings

Enable Hot Desk ? Yes  No

## Call Policies

Call Policies allow you to alter whether the users within your company are hidden when making an external call. You are also able to override the feature for different sites so you can have different settings for each site.

### Call Policies

**Company Call Policies**

on  Block calling name for external calls ?

Save

---

**Sites**

Name

Testing Site Edit

jason-secondResourceProviderImpl Edit

You can turn on blocking call name for external calls by clicking on the on/off switch and then saving it. If you would like to change this feature for a site, click on the “Edit” button next to the sites name. This only applies within a company.

### Testing Site Call Policies

[Manage Testing Site](#)

**Testing Site Call Policies**

on  Override company call policy

off Block calling name for external calls ?

Number to use for calling line identity:  User phone number  Site phone number

Save

If you want to override company settings, you need to set ‘override company call policy’ to on and then select ‘block caller name’ to on or off. If you have it on, then you need to select whether you want the person receiving the call to be presented with the user’s number or the sites number.

## External Directory

As an administrator, you can add external directories that will be displayed on all user’s directory. The end user’s directory also displays all the users as well so there is no need to add them to the directory.

### Company Directory

First Name:  Last Name:

Number:  Extension:

---

**My Directory**

<input type="checkbox"/>	<u>First Name</u>	<u>Last Name</u>	<u>Number</u>	<u>Email</u>	<input type="button" value="Edit"/>
<input type="checkbox"/>	John	Smith	07402365917 (7410)	Jsmith@horizon.co.uk	

Horizon provides three types of directory, two that are updated by the company administrator and one by end users. The below table explains the differences, who is responsible for updating/maintaining and which users' device the directory additions will be available from.

Directory type	Who updates	Overview	Who the directory is available to
Company directory	Company admin	The company directory is a list of all users within the Horizon company	All users within the company
External company directory	Company admin	The external company directory allows an admin to add external contacts to a directory that all Horizon users can access	All users within the company
User directory	End user	The user directory allows end users to add contacts unique to them	The individual user only

## Adding single contact to the external company directory

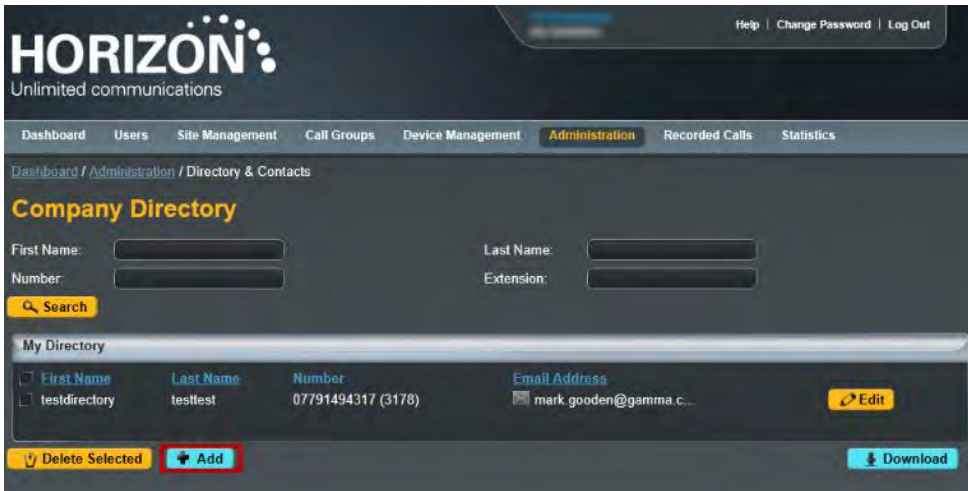
Hover over Administration option in the menu and select "Directory". Alternatively, you can click on "Administration" and then select the "Directory" button.



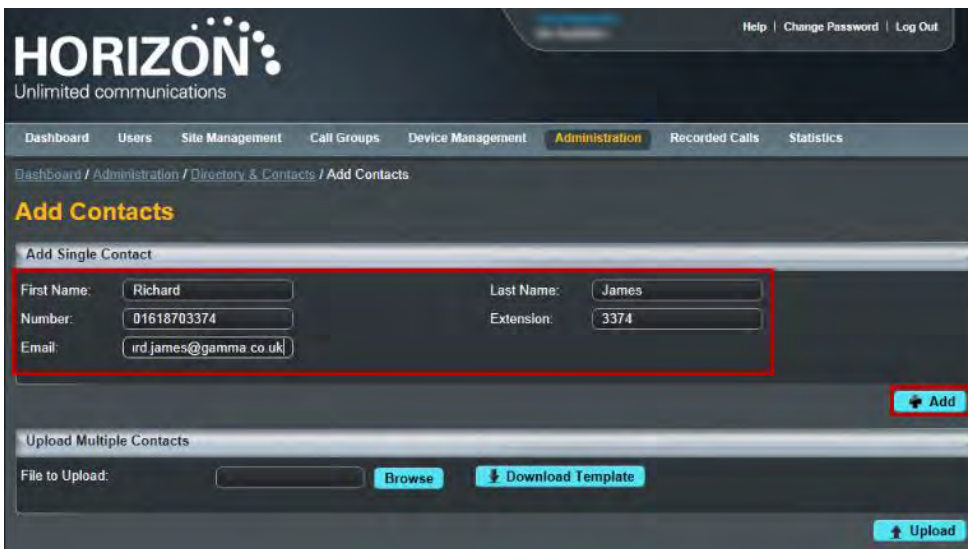
The screenshot shows the Horizon Administrator web interface. The top navigation bar includes 'Dashboard', 'Users', 'Site Management', 'Call Groups', 'Device Management', 'Administration', 'Recorded Calls', and 'Statistics'. The 'Administration' menu is open, showing options like 'Departments', 'Call Policies', 'Subscription Centre', 'Number Management', 'Voice Portal', and 'Company Profile'. The 'Directory' option is highlighted with a red box. Below the menu, there is a 'Calls per week' chart and a 'Top 10 Callers' table.

Click "Add"





Type in the First Name, Last Name, Number, Extension and Email fields and then click Add.

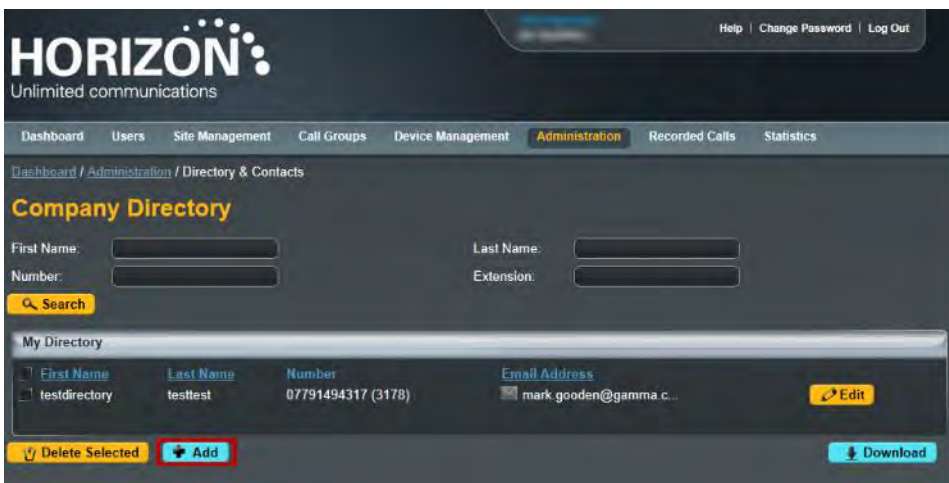


## Adding multiple contacts to the external company directory

Hover over Administration option in the menu and select "Directory". Alternatively, you can click on "Administration" and then select the "Directory" button.

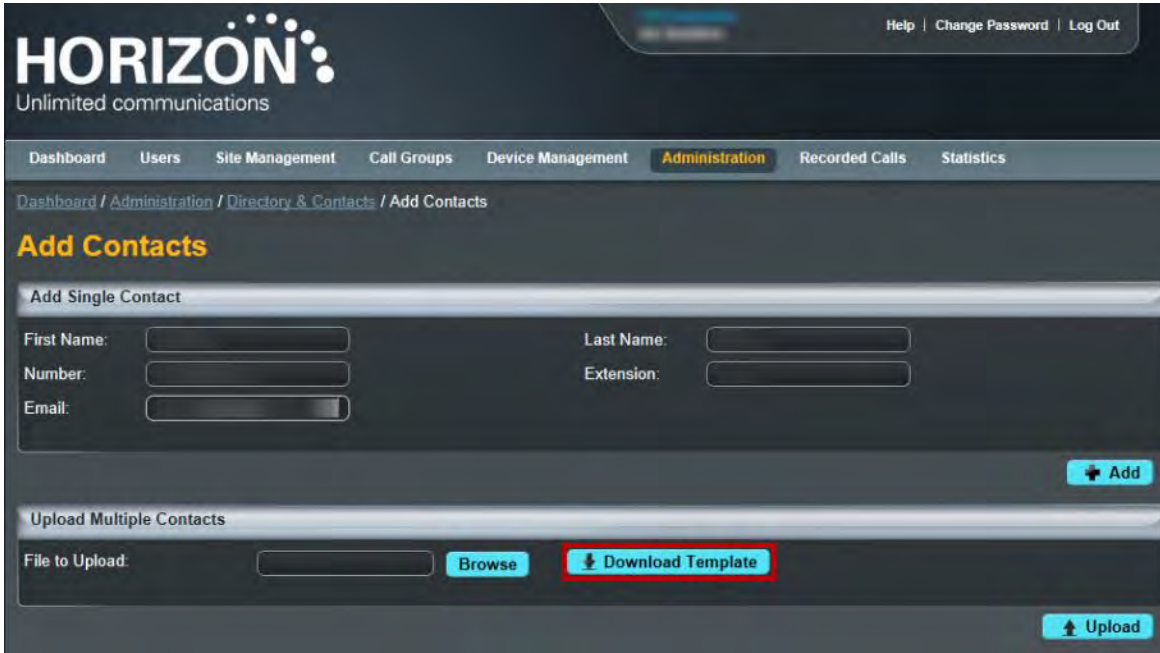


Click "Add"



Click "Download Template" to download a csv file (to be edited in Excel).

- 1 Ensure that you save the document as a .csv file and not an Excel file as this will not work.

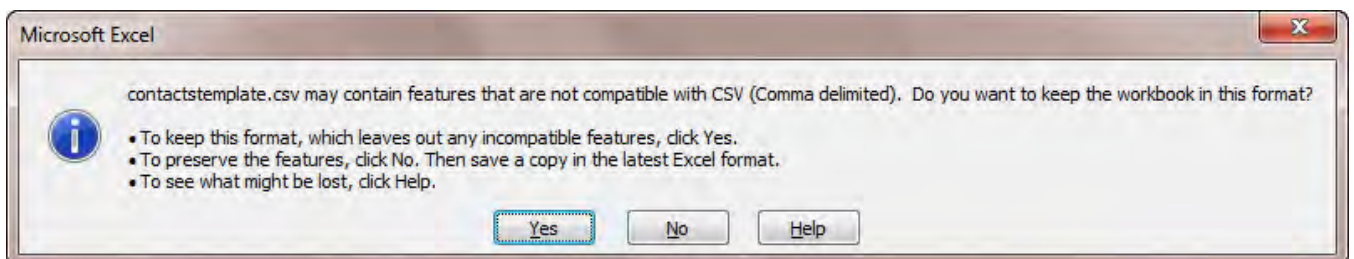


Locate the csv template you've just downloaded and open it up. Fill in the cells with all the contacts you wish to have in your directory.

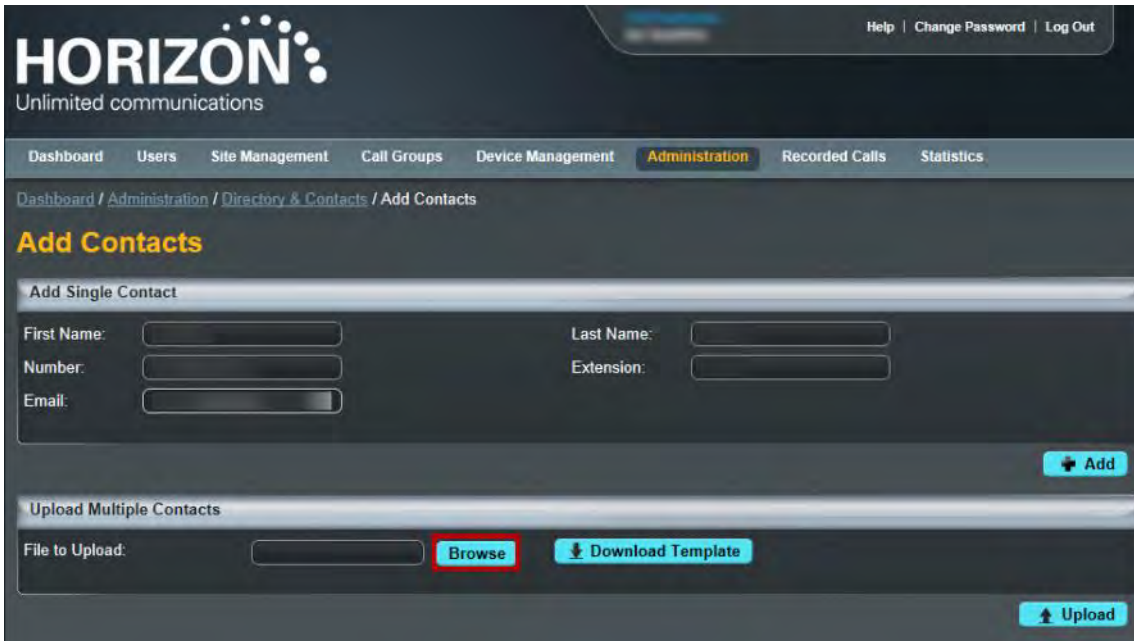
	A	B	C	D	E	F	G
1	First Name	Last Name	Number	Extension	Email		
2	Hugh	Horizon	1234567890	1234	hughhorizon@example.com		
3	Richard	James	1618703374	3374	<a href="mailto:richard.james@gamma.co.uk">richard.james@gamma.co.uk</a>		
4	Donald	Duck	1234123456	5678	<a href="mailto:donaldduck@gamma.co.uk">donaldduck@gamma.co.uk</a>		
5	Test	Horizon	2071234567	2071	<a href="mailto:test.horizon@horizon.co.uk">test.horizon@horizon.co.uk</a>		
6							

Save the file.

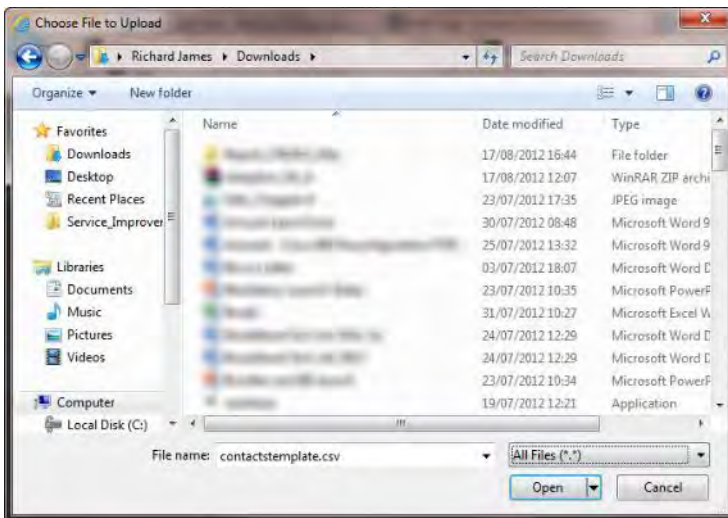
- Ensure that you keep the file as a csv file



Click "Browse".



Locate the file where you saved it.



Click "Upload"



**HORIZON**  
Unlimited communications

Test Engineering  
Joe Spadafora

Help | Change Password | Log Out

Dashboard Users Site Management Call Groups Device Management **Administration** Recorded Calls Statistics

Dashboard / Administration / Directory & Contacts / Add Contacts

## Add Contacts

**Add Single Contact**

First Name:  Last Name:   
 Number:  Extension:   
 Email:

**Upload Multiple Contacts**

File to Upload:  **Browse** **Download Template**

**Upload**

Check and then confirm that you wish to import the contacts by clicking the "Confirm" button.

**HORIZON**  
Unlimited communications

Dashboard Users Site Management Call Groups Device Management **Administration** Recorded Calls Statistics

Dashboard / Administration / Directory & Contacts / Add Contacts

## Add Contacts

**Add Single Contact**

First Name:  Last Name:   
 Number:  Extension:   
 Email:

**Add**

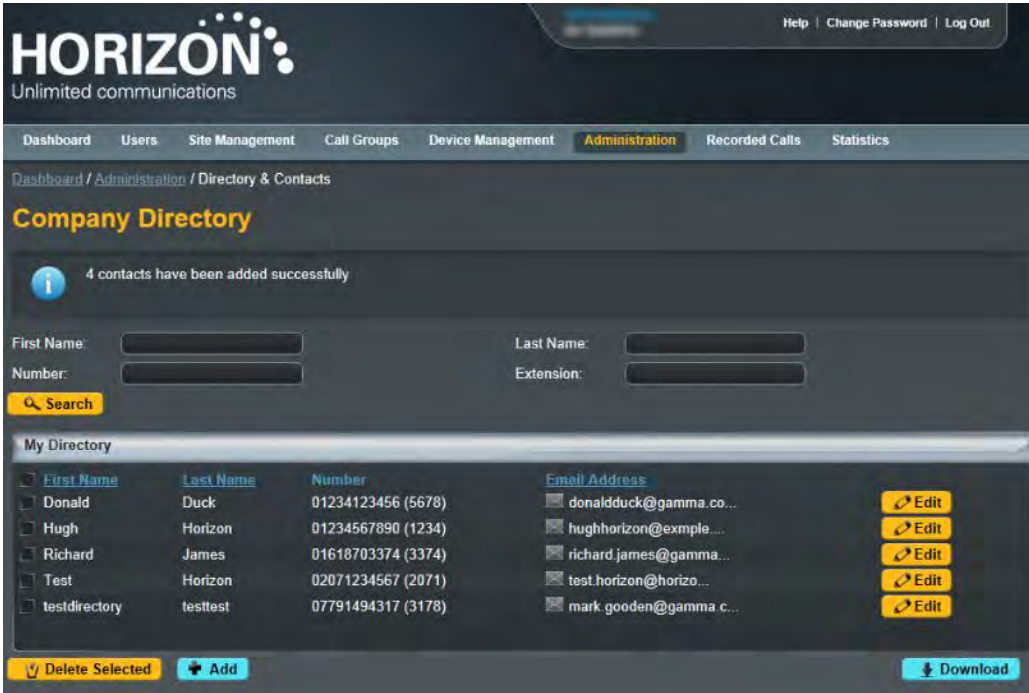
**Please confirm you wish to import this information**

**Confirm Contacts Upload**

First Name	Last Name	Phone Number	Extension	Email
Hugh	Horizon	1234567890	1234	hughhorizon@example.com
Richard	James	1618703374	3374	richard.james@gamma.co.uk
Donald	Duck	1234123456	5678	donaldduck@gamma.co.uk
Test	Horizon	2071234567	2071	test.horizon@horizon.co.uk

**Confirm**

A message will appear to confirm that the contacts have been uploaded successfully.



**HORIZON**  
Unlimited communications

Help | Change Password | Log Out

Dashboard Users Site Management Call Groups Device Management **Administration** Recorded Calls Statistics

Dashboard / Administration / Directory & Contacts

### Company Directory


4 contacts have been added successfully

First Name:  Last Name:   
 Number:  Extension:

First Name	Last Name	Number	Email Address	
<input type="checkbox"/> Donald	Duck	01234123456 (5678)	donaldduck@gamma.co...	<input type="button" value="Edit"/>
<input type="checkbox"/> Hugh	Horizon	01234567890 (1234)	hughhorizon@exmple...	<input type="button" value="Edit"/>
<input type="checkbox"/> Richard	James	01618703374 (3374)	richard.james@gamma...	<input type="button" value="Edit"/>
<input type="checkbox"/> Test	Horizon	02071234567 (2071)	test.horizon@horizo...	<input type="button" value="Edit"/>
<input type="checkbox"/> testdirectory	testtest	07791494317 (3178)	mark.gooden@gamma.c...	<input type="button" value="Edit"/>

## Delete contact(s) from external company directory

Hover over Administration option in the menu and select "Directory". Alternatively, you can click on "Administration" and then select the "Directory" button.



**HORIZON**  
Unlimited communications

Help | Change Password | Log Out

Dashboard Users Site Management Call Groups Device Management **Administration** Recorded Calls Statistics

Groups: Auto Attendant (3), Dave, Main Number, ManAutoAttendant, Call Pickup (3), Call Parking (2), Hunt Group (1)

Calls per week: Inbound, Outbound

Administration menu items: Departments, Call Policies, **Directory**, Subscription Summary, Subscription Centre, Number Management, Voice Portal, Company Profile

Subscription Summary table:

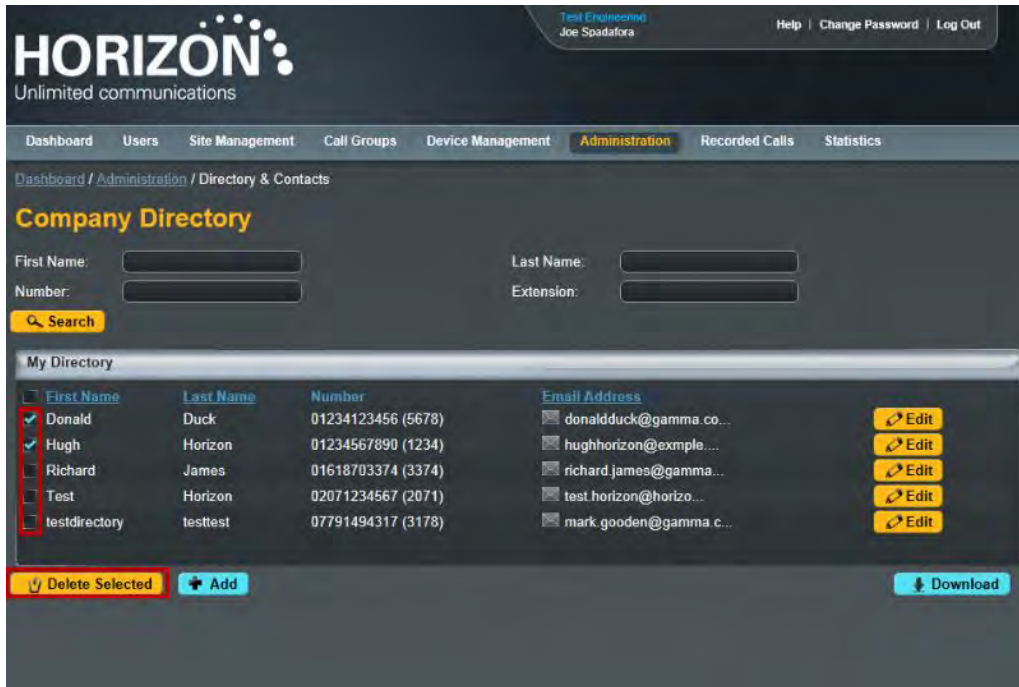
	Used	Available
Subscription Centre	38	0
Number Management	11	11
Voice Portal	5	2
Company Profile	2	0
Subscription Summary	44	0

Top 10 Callers (Calls Received)

Calls	Minutes
1. Test Hunt Group 1 (15)	
2. Test Queue (13)	
3. Pascal 335 (11)	
4. Donald Duck (9)	
5. Manchester Queue (8)	

Locate the contacts which you wish to delete and tick the box next to the contact. Then click the "Delete Selected" button.

- There is no prompt to say that you are going to delete these contacts, they will be deleted as soon as you click the button



**HORIZON**  
Unlimited communications

Test Environment  
Joe Spadafora

Help | Change Password | Log Out

Dashboard Users Site Management Call Groups Device Management **Administration** Recorded Calls Statistics

Dashboard / Administration / Directory & Contacts

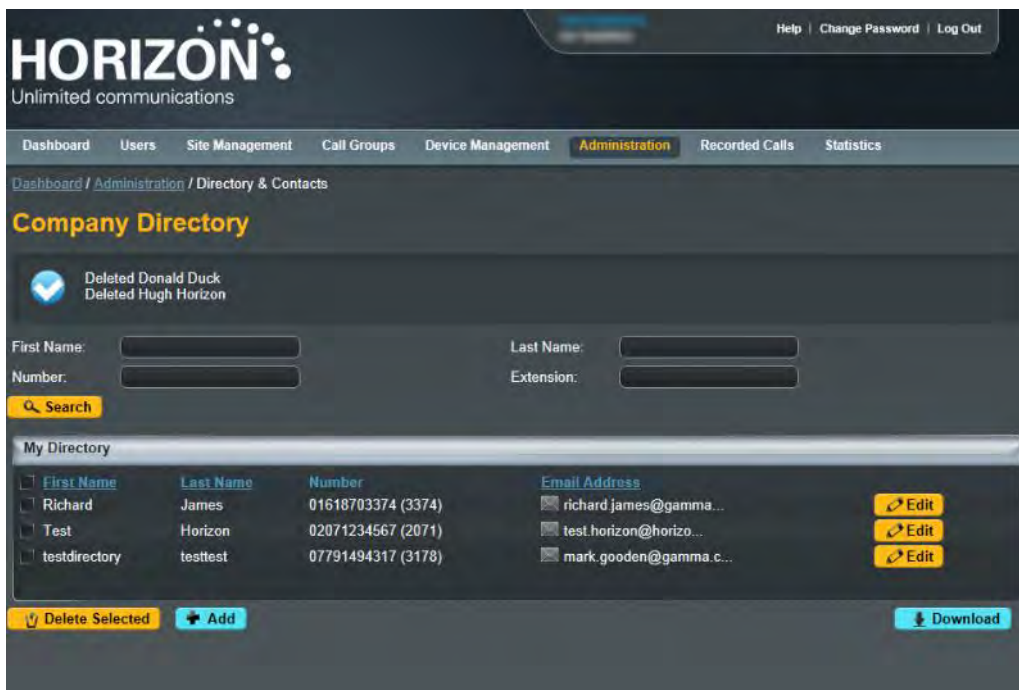
### Company Directory

First Name:  Last Name:   
 Number:  Extension:

**My Directory**

<input type="checkbox"/>	First Name	Last Name	Number	Email Address	<input type="button" value="Edit"/>
<input checked="" type="checkbox"/>	Donald	Duck	01234123456 (5678)	donaldduck@gamma.co...	<input type="button" value="Edit"/>
<input checked="" type="checkbox"/>	Hugh	Horizon	01234567890 (1234)	hughhorizon@exple...	<input type="button" value="Edit"/>
<input type="checkbox"/>	Richard	James	01618703374 (3374)	richard.james@gamma...	<input type="button" value="Edit"/>
<input type="checkbox"/>	Test	Horizon	02071234567 (2071)	test.horizon@horizo...	<input type="button" value="Edit"/>
<input type="checkbox"/>	testdirectory	testtest	07791494317 (3178)	mark.gooden@gamma.c...	<input type="button" value="Edit"/>

Confirmation message displayed



**HORIZON**  
Unlimited communications

Help | Change Password | Log Out

Dashboard Users Site Management Call Groups Device Management **Administration** Recorded Calls Statistics

Dashboard / Administration / Directory & Contacts

### Company Directory

Deleted Donald Duck  
Deleted Hugh Horizon

First Name:  Last Name:   
 Number:  Extension:

**My Directory**

<input type="checkbox"/>	First Name	Last Name	Number	Email Address	<input type="button" value="Edit"/>
<input type="checkbox"/>	Richard	James	01618703374 (3374)	richard.james@gamma...	<input type="button" value="Edit"/>
<input type="checkbox"/>	Test	Horizon	02071234567 (2071)	test.horizon@horizo...	<input type="button" value="Edit"/>
<input type="checkbox"/>	testdirectory	testtest	07791494317 (3178)	mark.gooden@gamma.c...	<input type="button" value="Edit"/>




## Corporate Directory – Contact Error

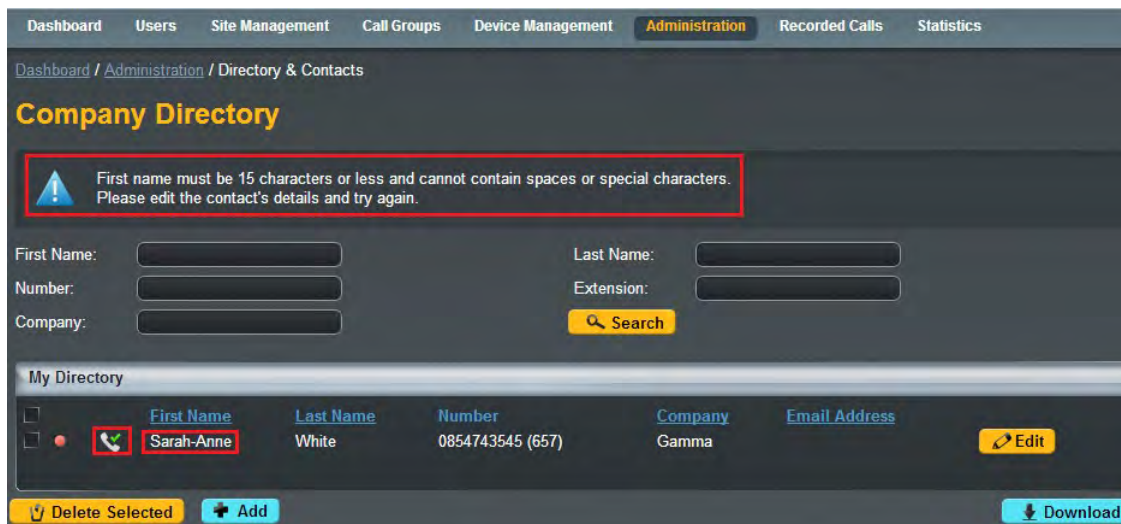
Administrators and end users can add contacts to their Corporate Directory, which in turn, transfers the numbers to the directory that can be accessed via the handset.

If you find that a contact cannot be seen on the handset but can be seen on the Portal, it is possible that the contact details have one of the following restrictions:

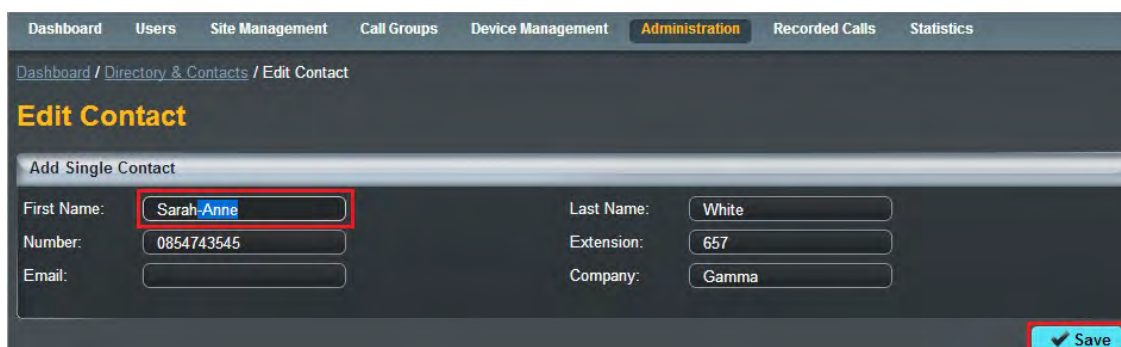
- A contact must not have a first name greater than 15 characters
- A contact cannot contain spaces
- A contact cannot contain special characters such as -,./'s



If a contact has not been made visible to the phone, the  icon will be displayed on the Administrators portal confirming that further validation is needed to confirm the contact as a valid entry



To amend the contact, the administrator needs to simply edit their details and click the “Save” button which will then re-upload this amended contact to the system.



## Alpha Tagging

It is possible to view a caller’s name and number when an external call is received to a Horizon user if the caller’s details are held within the Horizon corporate directory.

Alpha tagging is also possible on outbound calls provided the contact is within the Horizon corporate directory however it is worth noting that any outbound alpha tagging does not work on if the call is made from either an IP DECT handset or from the soft clients

## Subscription Centre

Subscription centre allows you to manage your subscriptions. You can view the number of remaining subscriptions and add more if you wish. Select the subscription centre from the main menu which is under the administration option. You will be taken to a page where you can view how many available subscriptions you have and how many are currently being used.



**Subscription Centre**

**Available User Subscriptions**

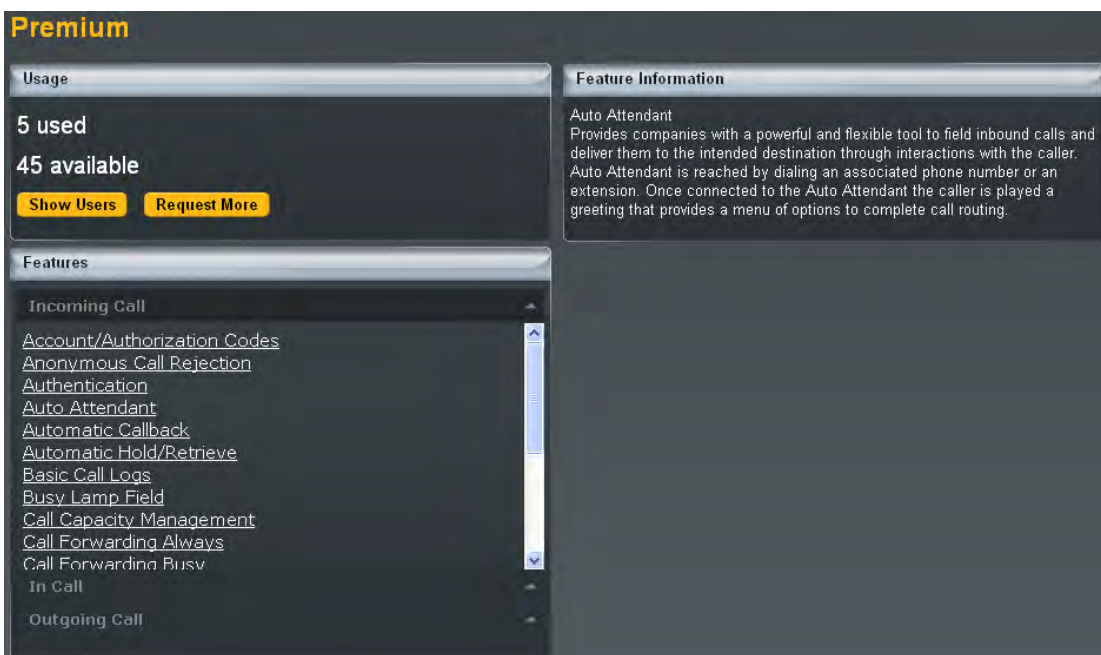
Name	Used	Available	
Premium	5	45	<a href="#">More Info</a>
Standard	0	50	<a href="#">More Info</a>
Auto Attendant	4	10	<a href="#">More Info</a>
Voice Mail	1	49	<a href="#">More Info</a>

**Available Call Group Subscriptions**

Name	Used	Available	
Call Parking	1	10	<a href="#">More Info</a>
Call Pick Up	1	10	<a href="#">More Info</a>
Call Recording	1	49	<a href="#">More Info</a>
Hunt Group	3	10	<a href="#">More Info</a>
Instant Conference Group	7	43	<a href="#">More Info</a>

[Request More](#)

If you want to find out more information about a service, click on “More Info” next to the service. If you select the service, it will display all the features that users have and if you select one of them it will give you a small definition about the features that are available.



**Premium**

**Usage**

5 used  
45 available

[Show Users](#) [Request More](#)

**Feature Information**

**Auto Attendant**  
Provides companies with a powerful and flexible tool to field inbound calls and deliver them to the intended destination through interactions with the caller. Auto Attendant is reached by dialing an associated phone number or an extension. Once connected to the Auto Attendant the caller is played a greeting that provides a menu of options to complete call routing.

**Features**

- Incoming Call
- Account/Authorization Codes
- Anonymous Call Rejection
- Authentication
- Auto Attendant
- Automatic Callback
- Automatic Hold/Retrieve
- Basic Call Logs
- Busy Lamp Field
- Call Capacity Management
- Call Forwarding Always
- Call Forwarding Busy
- In Call
- Outgoing Call



From there you can select request more or show users and if you select show users you will see a table that displays all users.

### Premium Users

Users			
Name	Username	Number	Email
it test user first it test user last	jason-it-end-user	01665680000 (2422)	mcassidy@gammatelecom.com
John Smith	JohnSmith	01665680004 (7646)	JohnSmith@hotmail.com
Jane Smith	JaneSmith	(5432)	Jsmith@hotmail.co.uk
User Two	fghdfhfd	01665680006 (4365)	hghghgh@hfgdf.com
User one	sdfgdfgdfs	01665680008 (5423)	dfgdfsgs@fgsdgds.com

If you click “Request More”, which can also be found on the subscription centre home page, you can add more services by clicking the plus or minus icons or just entering the number of subscriptions you want into the box. When you have completed the form, click on continue and you will be asked to confirm the order. Once an order has been confirmed the main administrator will be contacted with your request.

### Order More Subscriptions

Request Additional Subscriptions

Standard	-	1	+
Premium	-	3	+
Auto Attendant	-	1	+
CallParking	-	1	+
CallPickUp	-	1	+
Call Recording	-	4	+
Hunt Group	-	3	+
InstantConferenceGroup	-	1	+
Voice Mail	-	1	+

[Continue](#)

## Number Management

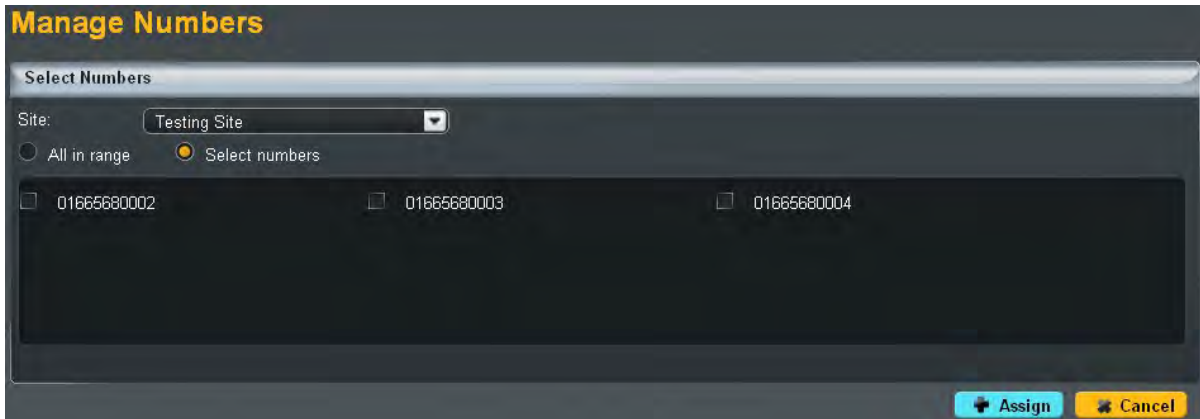
The number management section allows you to move DDI numbers between different sites so they can be used for different features.

### Manage Numbers

Available Numbers

Numbers	
01665680002-01665680004	<a href="#">Assign</a>
01665680009	<a href="#">Assign</a>

The home page will display all available numbers your company has, showing them as a range or individual numbers. To assign a number to a site click on “Assign”, if you select a range it will give you the option of assigning all the numbers in that range or select individual numbers in that range. If you select a single number, it will ask you what site you want to assign that number to.



Once you have selected all numbers you want to assign to a site click “Assign” and then the numbers will be free to use for any user or service that has the site allocated.

## Company Voice Portal

The voice portal provides an interactive voice response application that can be called by a user from any phone, to manage their services and voice mailbox, or to change their PIN.

The voicemail menu is as follows.



The attached document has the full menu listing for the voicemail portal.

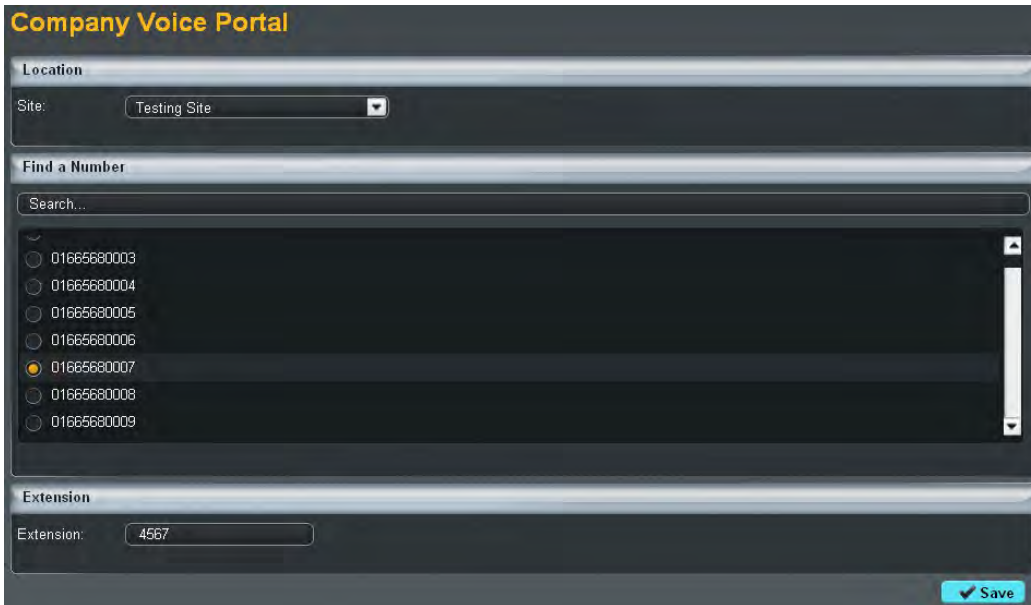


Horizon Voicemail Map.pdf

For this feature to work across a site then the site DDI needs to have been set up. To set up a DDI for a site you just need to go to site management and select a site and then there will be a box that says “Site DDI”. To set this

up you need to give the voice portal a site and then assign it a free number from that site, even though the voice portal is set to a site, all sites are still able to access it. You are also able to give the voice portal an extension.

To use the voice portal, either press the message key on your desk phone, or if you are outside the office, dial the Voice Portal DDI then enter your extension number followed by your 6-digit voice portal passcode.



**Company Voice Portal**

Location

Site: Testing Site

Find a Number

Search...

- 01665680003
- 01665680004
- 01665680005
- 01665680006
- 01665680007
- 01665680008
- 01665680009

Extension

Extension: 4567

Save

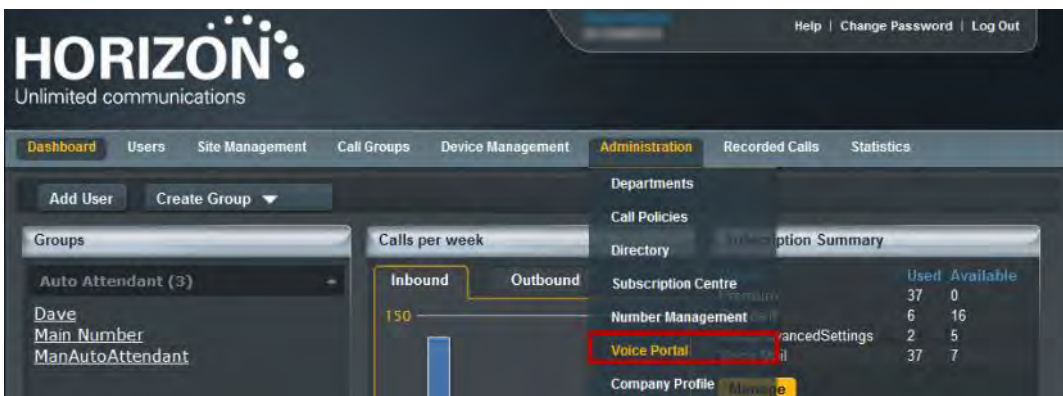
## Set up Company Voice Portal

The Company Voice Portal provides an interactive voice response (IVR) application that can be called by any user, from any phone. The IVR allows the user to manage their services and voice mailbox, as well as changing their pass code if needed. For this feature to work throughout a site, the site DDI needs to have been setup under the "Site Management" section.

Don't forget that for voicemail to work, the company voice portal must be set up first.

To setup the Company Voice Portal you simply need to assign it to a site, and select a free number, whilst giving it an extension if required for easier internal access.

Select "Administration" and then "Voice Portal".



Select the Site you want to set up the Company Voice Portal for.

Dashboard / Administration / Voice Portal

### Company Voice Portal

Location

Site:

Find a Number

Search...

Extension

Extension:

Portal Passcode

Change Password:  ? Re-enter Password:

Select the number you want to have for the Company Voice Portal. Then enter the extension number you want for the Company Voice Portal and click save.

### Company Voice Portal

Location

Site:

Find a Number

Search...

- 01665680003
- 01665680004
- 01665680005
- 01665680006
- 01665680007
- 01665680008
- 01665680009

Extension

Extension:

### Set up Voicemail for a user

Login to the Horizon portal and from the user's menu, select 'list users'.



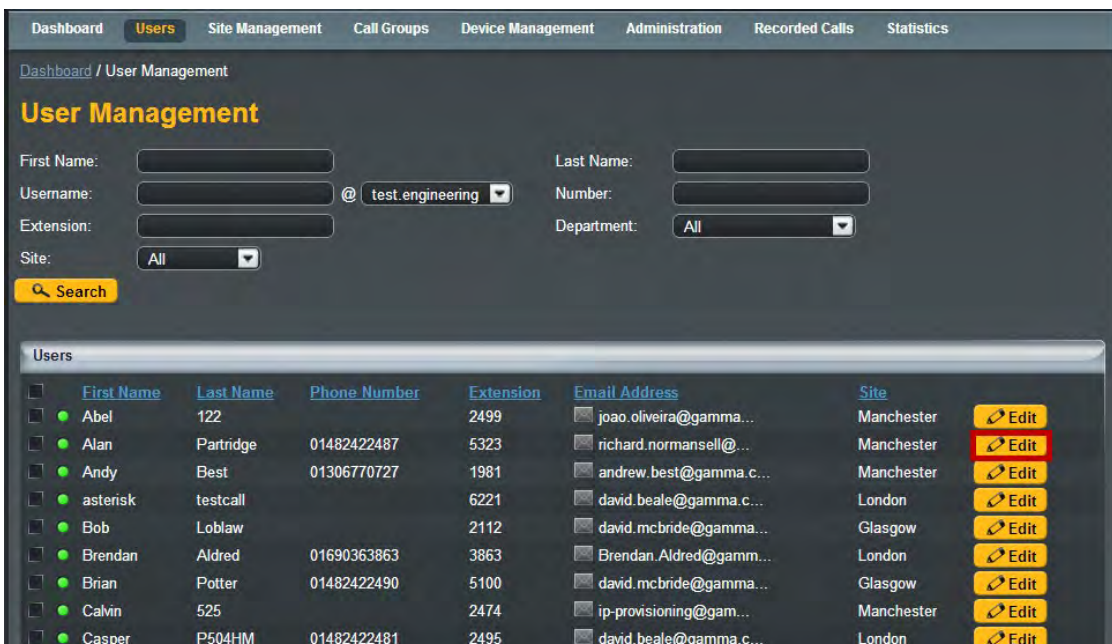


The screenshot shows the Horizon dashboard with the 'Users' menu highlighted. The 'List Users' option is selected. The dashboard includes a 'Calls per week' chart with 'Inbound' and 'Outbound' data, a 'Subscription Summary' table, and a 'Top 10 Callers (Calls Received)' list.

Name	Used	Available
Premium	38	1
Standard	9	13
GroupAdvancedSettings	4	3
Call Queue Group User	2	0
Voice Mail	40	5

Calls	Minutes
1. David Holland	(27)
2. Donald Duck	(19)
3. Pascal 335	(19)
4. Voice Portal User	(10)
5. David P450HM	(10)
6. Brian Potter	(9)
7. 08081788000	(5)
8. Paco 331	(5)
9. Mark G - Desk	(4)
10. Andy Best	(3)

Select the user that you want to set up Voicemail for and click "Edit".

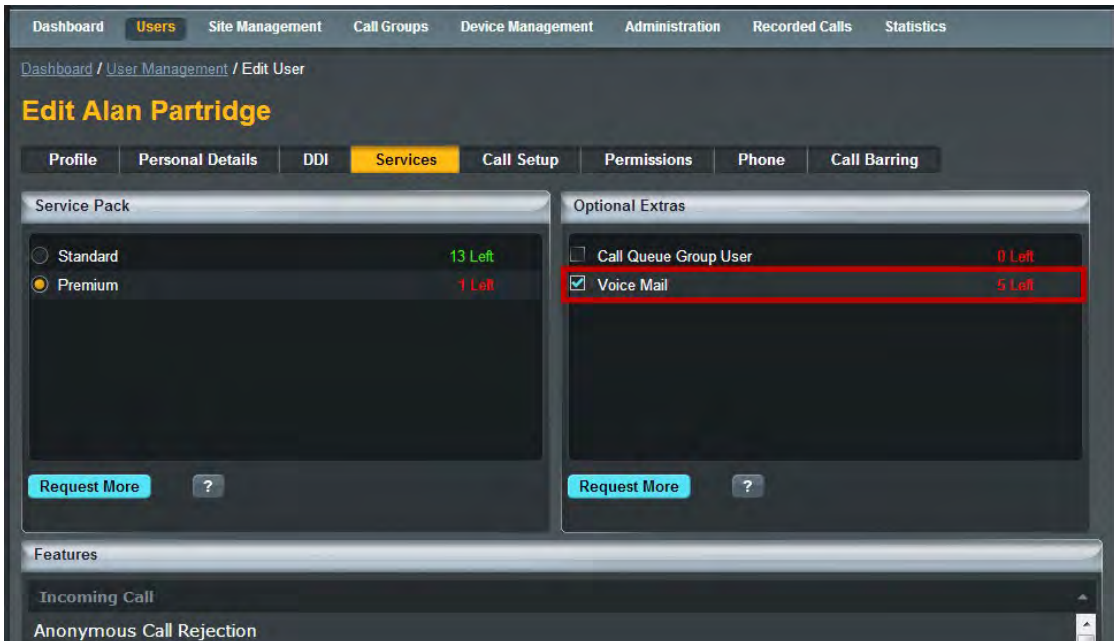


The screenshot shows the 'User Management' page with a search form and a list of users. The 'Edit' button for the user 'Andy Best' is highlighted.

First Name	Last Name	Phone Number	Extension	Email Address	Site	Action
Abel	122		2499	joao.oliveira@gamma...	Manchester	Edit
Alan	Partridge	01482422487	5323	richard.normansell@...	Manchester	Edit
Andy	Best	01306770727	1981	andrew.best@gamma.c...	Manchester	Edit
asterisk	testcall		6221	david.beale@gamma.c...	London	Edit
Bob	Loblaw		2112	david.mcbride@gamma...	Glasgow	Edit
Brendan	Aldred	01690363863	3863	Brendan.Aldred@gamm...	London	Edit
Brian	Potter	01482422490	5100	david.mcbride@gamma...	Glasgow	Edit
Calvin	525		2474	ip-provisioning@gam...	Manchester	Edit
Casper	P504HM	01482422481	2495	david.beale@gamma.c...	London	Edit

Click on "Services" and ensure that you have got ensure Voicemail services left, and then tick the tick box.





Dashboard / Users / Site Management / Call Groups / Device Management / Administration / Recorded Calls / Statistics

Dashboard / User Management / Edit User

## Edit Alan Partridge

Profile | Personal Details | DDI | **Services** | Call Setup | Permissions | Phone | Call Barring

**Service Pack**

- Standard 13 Left
- Premium 1 Left

[Request More](#) [?](#)

**Optional Extras**

- Call Queue Group User 0 Left
- Voice Mail** 5 Left

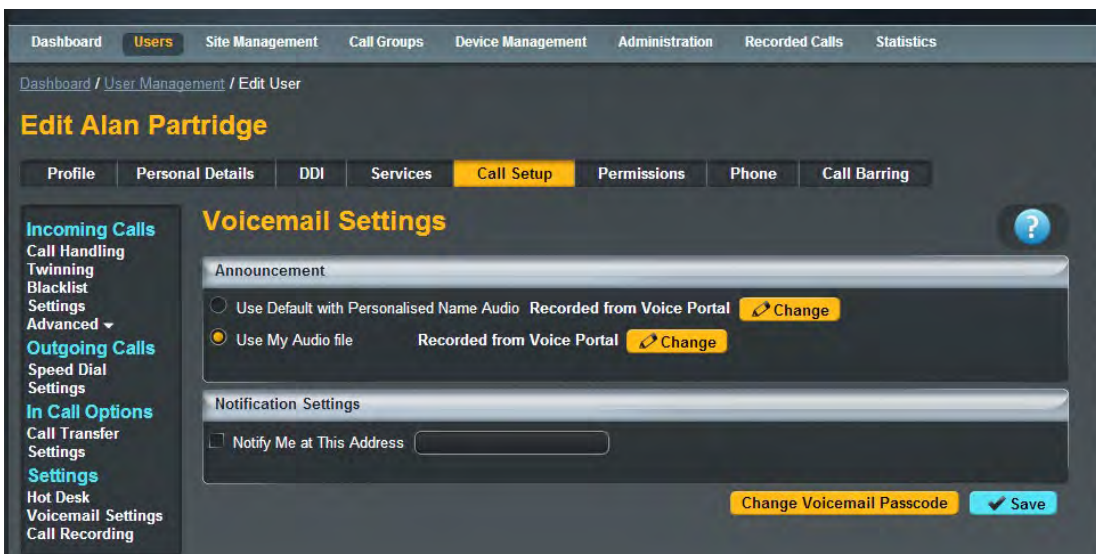
[Request More](#) [?](#)

**Features**

Incoming Call

Anonymous Call Rejection

Click "Call Setup" and under the Incoming Calls header, click "Settings". From here you can select when you want to send calls to your voicemail (i.e. when you are busy or when you do not answer).



Dashboard / Users / Site Management / Call Groups / Device Management / Administration / Recorded Calls / Statistics

Dashboard / User Management / Edit User

## Edit Alan Partridge

Profile | Personal Details | DDI | Services | **Call Setup** | Permissions | Phone | Call Barring

**Incoming Calls**

- Call Handling
- Twinning
- Blacklist
- Settings
- Advanced ▾

**Outgoing Calls**

- Speed Dial
- Settings

**In Call Options**

- Call Transfer
- Settings

**Settings**

- Hot Desk
- Voicemail Settings
- Call Recording

### Voicemail Settings

**Announcement**

- Use Default with Personalised Name Audio Recorded from Voice Portal [Change](#)
- Use My Audio file Recorded from Voice Portal [Change](#)

**Notification Settings**

Notify Me at This Address

[Change Voicemail Passcode](#) [Save](#)

If you want to adjust any of the Voicemail settings, look at the 'Amend Voicemail Settings' section.


Now select "Call Handling" and then you can set what you'd like the call to do.

Please note that Horizon does not display voicemails in its system, but enables a 'voicemail to email' function or access via the Horizon devices. Each voicemail message is stored for 30 days and will then be automatically deleted. This applies to all messages left on the voice portal, including saved messages. If you wish to save certain messages, we recommend using the "Notification Settings" when editing a user which will send an email with a file of the voicemail by selecting "Notify Me at the address".

The maximum amount of storage capacity allowed for each mailbox is 100 minutes and after this, the caller will be unable to leave a voicemail message. The maximum length of any one message is 2 minutes.

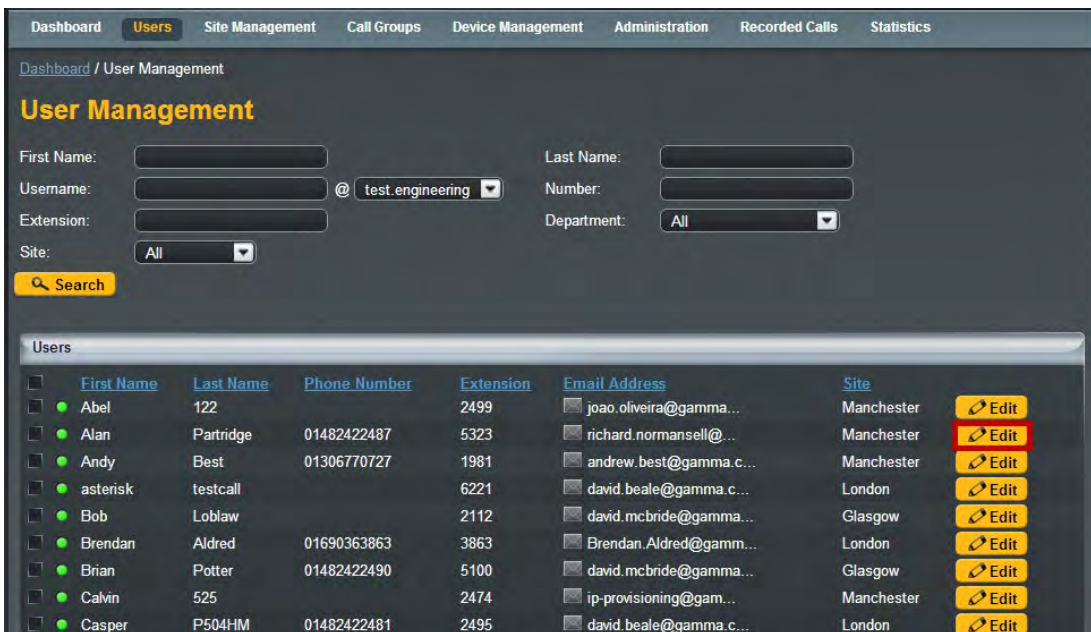
### Change users Voicemail Password

Login to the Horizon portal and from the Users menu item, select "List Users".



The screenshot shows the Horizon portal dashboard with the 'Users' menu item highlighted. The 'List Users' option is selected and highlighted with a red box. The dashboard includes a navigation bar with 'Dashboard', 'Users', 'Site Management', 'Call Groups', 'Device Management', 'Administration', 'Recorded Calls', and 'Statistics'. Below the navigation bar, there are sections for 'Add User', 'Groups', 'Calls per week' (with a bar chart showing Inbound and Outbound calls), 'Subscription Summary', and 'Top 10 Callers (Calls Received)'.

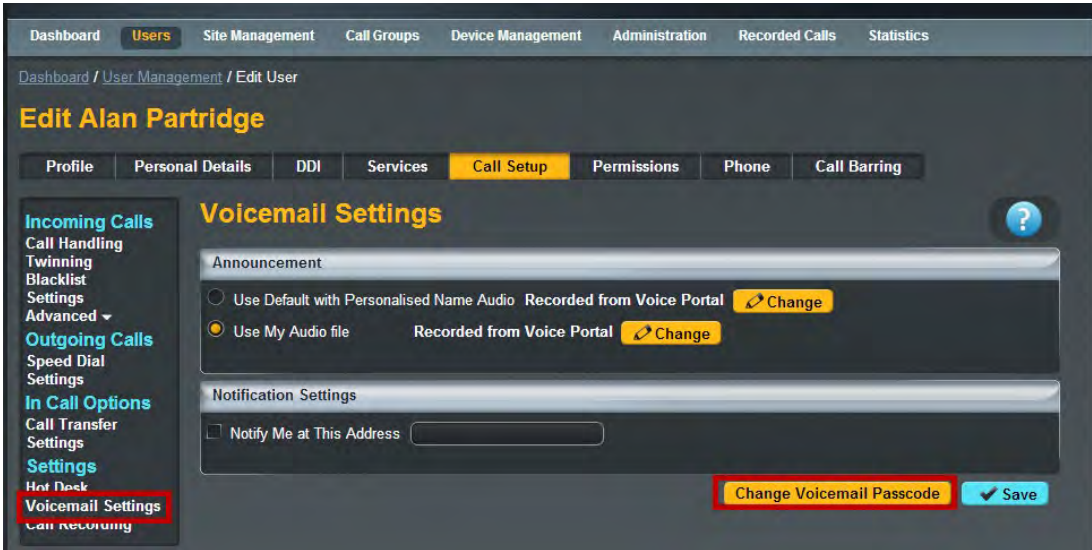
Select the user that you want to change the user password for Voicemail and click "Edit".



The screenshot shows the 'User Management' page in the Horizon portal. The page has a search form with fields for 'First Name', 'Last Name', 'Username', 'Extension', and 'Site'. Below the search form is a table of users with columns for 'First Name', 'Last Name', 'Phone Number', 'Extension', 'Email Address', and 'Site'. The 'Edit' button for the user 'Alan Partridge' is highlighted with a red box.

First Name	Last Name	Phone Number	Extension	Email Address	Site	
Abel	122	2499		joao.oliveira@gamma...	Manchester	Edit
Alan	Partridge	01482422487	5323	richard.normansell@...	Manchester	Edit
Andy	Best	01306770727	1981	andrew.best@gamma.c...	Manchester	Edit
asterisk	testcall	6221		david.beale@gamma.c...	London	Edit
Bob	Loblaw	2112		david.mcbride@gamma...	Glasgow	Edit
Brendan	Aldred	01690363863	3863	Brendan.Aldred@gamm...	London	Edit
Brian	Potter	01482422490	5100	david.mcbride@gamma...	Glasgow	Edit
Calvin	525	2474		ip-provisioning@gam...	Manchester	Edit
Casper	P504HM	01482422481	2495	david.beale@gamma.c...	London	Edit

Select "Call Setup" and then click the "Voicemail Settings" link and then "Change Voicemail Passcode".



The screenshot shows the 'Edit Alan Partridge' page in the Horizon Administrator. The 'Voicemail Settings' tab is active. Under 'Announcement', there are two radio button options: 'Use Default with Personalised Name Audio Recorded from Voice Portal' and 'Use My Audio file Recorded from Voice Portal'. Both have a 'Change' button. Under 'Notification Settings', there is a checkbox for 'Notify Me at This Address' with an empty text input field. At the bottom right, there is a 'Change Voicemail Passcode' button (highlighted with a red box) and a 'Save' button.

## Setup Voicemail from Handset

It is possible to setup voicemail by using the handset including personalised name greetings, no answer greetings and busy greetings. This can apply to both the user's DDI and a group DDI.

- Firstly, dial the company Voice portal (either press the envelope icon, dial the extension or full DDI)
- The Voice Portal will ask for an ID - this is the user or group's extension number
- The Voice Portal will now ask you for a password
- If the user does not know their password, then this can always be reset in the "Edit User" tab on the Horizon Portal
- For a hunt group the passcode can be manually set in the "Edit Hunt Group" page under the Voicemail tab.
- If the user is accessing this voicemail box for the first time, then the Voice Portal will ask the user to change the passcode.
- The Voice Portal will then proceed to ask the user to record a personalised name greeting. The user must go through this to proceed.
- After this is complete, the user should be presented with this message - "You are now ready to use your voicemail system. To access your voice mailbox, press 1".
- Press '1' to listen to your messages, to change 'your mailbox busy greeting', press '2' and to change 'your mailbox no answer greeting' press '3'
- Finally, you will need to specify on the Horizon Portal what message you would wish to use during "No Answer" and "Busy" actions

Please Note:

Voicemails have a 30-day limit and will then be automatically deleted. This applies to all messages left on the voice portal, including saved messages. If you wish to save certain messages, we recommend using the "Notification Settings" when editing a user to send an email with a file of the voicemail by selecting "Notify Me at the address".




The maximum amount of storage capacity allowed for each mailbox is 30 minutes and the maximum length of any one message is 2 minutes.

The user can skip to the end of the voicemail message by pressing 6.

## Amend Voicemail Settings

You can amend the audio file that is used on the Voicemail announcement and what email address you would like to use to be notified when you have a voicemail.

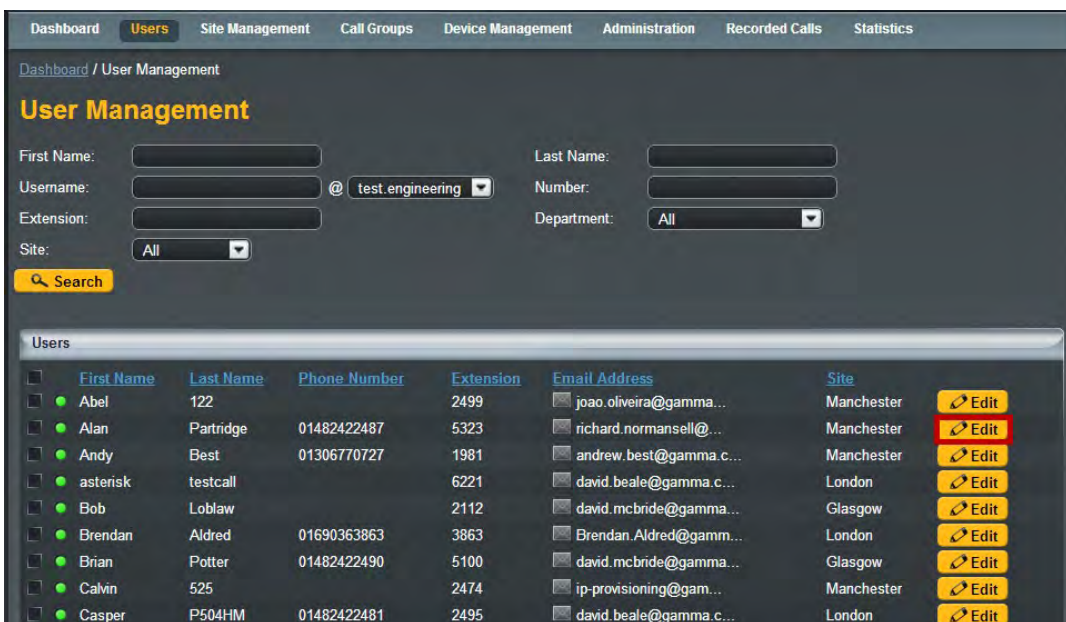
Login to the Horizon portal and from the Users menu item, select "List Users".



The screenshot shows the Horizon portal navigation menu. The 'Users' menu item is highlighted, and a sub-menu is open showing 'List Users' as the selected option. Other menu items include Dashboard, Site Management, Call Groups, Device Management, Administration, Recorded Calls, and Statistics. The main content area shows a 'Calls per week' chart and a 'Subscription Summary' table.

Name	Used	Available
Premium	38	1
Standard	9	13
GroupAdvancedSettings	4	3
Call Queue Group User	2	0
Voice Mail	40	5

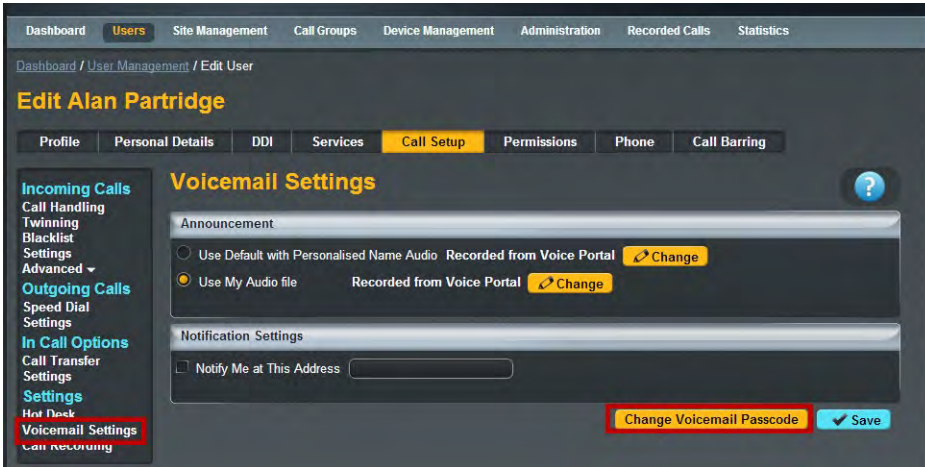
Select the user that you want to set up Voicemail for and click "Edit".



The screenshot shows the 'User Management' page in the Horizon portal. It features a search form with fields for First Name, Last Name, Username, Extension, and Site. Below the search form is a table listing users with columns for First Name, Last Name, Phone Number, Extension, Email Address, and Site. The 'Edit' button for the user 'Alan Partridge' is highlighted.

First Name	Last Name	Phone Number	Extension	Email Address	Site	Edit
Abel	122		2499	joao.oliveira@gamma...	Manchester	Edit
Alan	Partridge	01482422487	5323	richard.normansell@...	Manchester	Edit
Andy	Best	01306770727	1981	andrew.best@gamma.c...	Manchester	Edit
asterisk	testcall		6221	david.beale@gamma.c...	London	Edit
Bob	Loblaw		2112	david.mcbride@gamma...	Glasgow	Edit
Brendan	Aldred	01690363863	3863	Brendan.Aldred@gamm...	London	Edit
Brian	Potter	01482422490	5100	david.mcbride@gamma...	Glasgow	Edit
Calvin	525		2474	ip-provisioning@gam...	Manchester	Edit
Casper	P504HM	01482422481	2495	david.beale@gamma.c...	London	Edit

Click "Call Setup" and under the Settings header, click "Voicemail Settings".



Dashboard / Users / Site Management / Call Groups / Device Management / Administration / Recorded Calls / Statistics

Dashboard / User Management / Edit User

## Edit Alan Partridge

Profile | Personal Details | DDI | Services | **Call Setup** | Permissions | Phone | Call Barring

**Incoming Calls**  
Call Handling  
Twinning  
Blacklist  
Settings  
Advanced ▾

**Outgoing Calls**  
Speed Dial  
Settings

**In Call Options**  
Call Transfer  
Settings

**Settings**  
Hot Desk  
**Voicemail Settings**  
Call Recording

### Voicemail Settings

Announcement

Use Default with Personalised Name Audio Recorded from Voice Portal [Change](#)

Use My Audio file Recorded from Voice Portal [Change](#)

Notification Settings

Notify Me at This Address

[Change Voicemail Passcode](#) [Save](#)

## Voicemail Mailbox Options

Key	Action
1	Voicemail Box
2	Change Express Profile
3	Change Greeting Name
4	Change Call Forwarding Options
7	Change Hotelling Options
8	Change Passcode
9	Exit

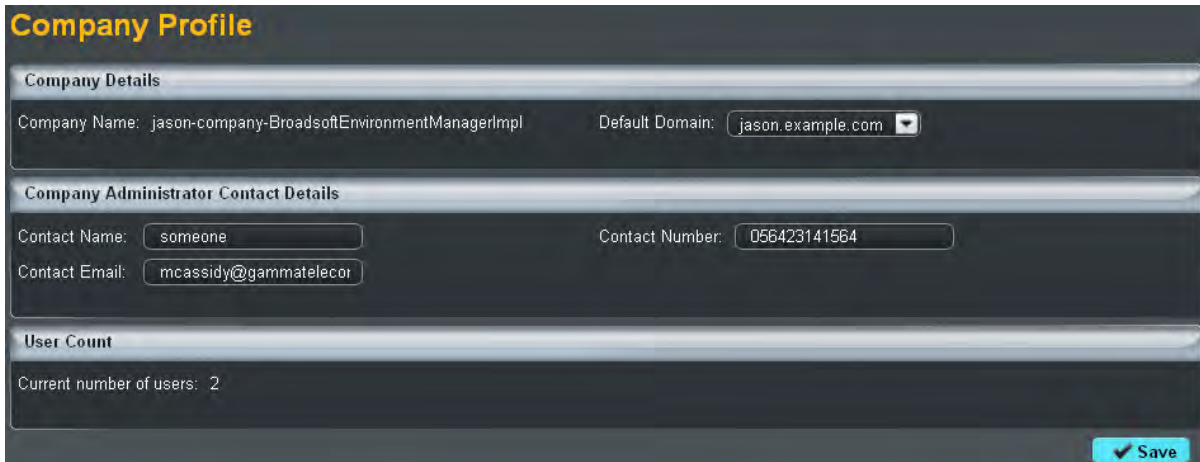
## When playing a voicemail message

Key	Action
1	Will rewind the message
2	Will pause/play the message
3	Will skip 5 seconds of the message
4	Play the message again
5	Play the message information (date/time/number called from)
6	Skip to the end of the message



## Company Profile

The company profile page displays basic information about the company. This page is editable so you can update the company administrator if necessary. It will also display how many users you have registered. To edit any of the information simply edit the text boxes, click “Save” and your company information will be updated.



**Company Profile**

**Company Details**

Company Name: jason-company-BroadsoftEnvironmentManagerImpl      Default Domain: jason.example.com ▼

**Company Administrator Contact Details**

Contact Name: someone      Contact Number: 056423141564

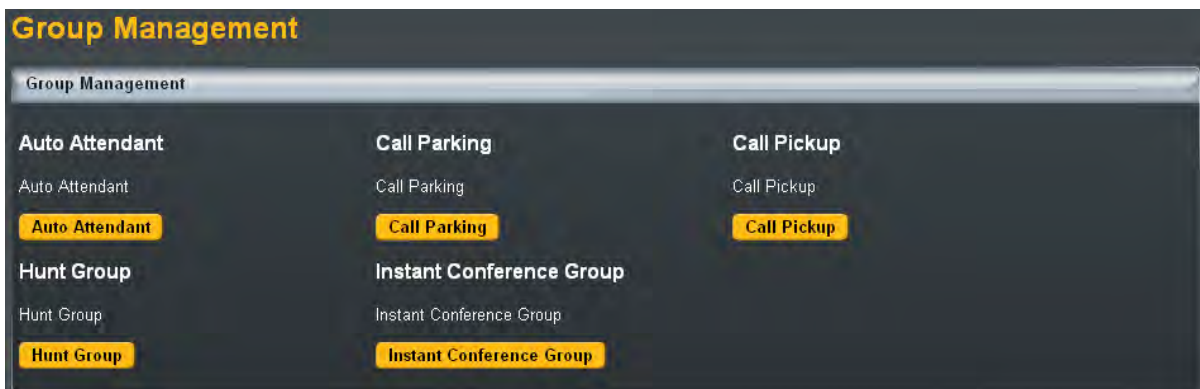
Contact Email: mcassidy@gammatelecor

**User Count**

Current number of users: 2

## Groups

There are several groups which provide a variety of features to the users. To configure a group, you need to click on the yellow button that is under the group header you want to modify.



**Group Management**

**Auto Attendant**  
Auto Attendant

**Call Parking**  
Call Parking

**Call Pickup**  
Call Pickup

**Hunt Group**  
Hunt Group

**Instant Conference Group**  
Instant Conference Group

## Auto Attendant

Auto attendant allows callers to be automatically transferred to another person without the intervention of an operator or receptionist. When you are setting up an auto attendant you select what options will represent each keypad number and then record a message giving a prompt for each keypad option.

There is no limit on the number of Auto Attendants; however, there is a limit of up to 3 levels.

When creating an auto attendant, you need to select a site which will be responsible for this service. All users across all sites can use an auto attendant. Once you have selected a site, you will need to fill in the details about it, such as name, username and a department. Once you have completed the details, you need to plan the dialling scope.

### Create New Auto Attendant

Account > Menu Options > Assign Number > Audio

**Location**

Site:

---

**Attendant Details**

Name:  Username:  @

Department:

---

**Dialling Scope**

**Scope of extension dialling**  Company  Site  Department

**Scope of name dialling**  Company  Site  Department

**Name Dialling Entries**  LastName + FirstName  LastName + FirstName or FirstName + LastName

When completing the account page, you will need to select the menu options that handle business hours and holiday settings. To set up, select one of the different menus either business hours, or out of business hours. Then the business hours and holiday section pop up. You can select a schedule that has already been created by selecting the schedule in the drop down, or you can create a new schedule by clicking the plus symbol. To see how you create schedules see the schedule chapter.

### Create New Auto Attendant

Account > Menu Options > Assign Number > Audio

**Auto Attendant Options**

Use the same menu all the time  Use different menus during and after business hours

Business Hours:  ? +

Holiday:  ? +

Once the correct schedule is selected, you need to fill in the menu options.

When selecting one of the options, enter a number you would like the call to be forwarded to. When you have selected all the options, click "Continue" for the next step.

### Menu Options

**Business Hours** | **After Hours**

1	<input type="text" value="None"/>	7	<input type="text" value="Repeat Menu"/>
2	<input type="text" value="Transfer With Prompt"/>	8	<input type="text" value="Exit"/>
3	<input type="text" value="Transfer Without Prompt"/>	9	<input type="text" value="None"/>
4	<input type="text" value="Transfer To Operator"/>	0	<input type="text" value="None"/>
5	<input type="text" value="Name Dialling"/>	+	<input type="text" value="None"/>
6	<input type="text" value="Extension Dialling"/>	#	<input type="text" value="None"/>

The options which can be implemented here are:

**Transfer with Prompt – NOT CURRENTLY AVAILABLE** – This will allow the user to hear a recorded message played once they have selected a menu item, i.e. please hold whilst we connect you.

**Transfer without Prompt** – This will forward the call to the required destination once a menu item is selected. This destination could be a user, call group i.e. hunt group or new auto attendant.

**Transfer to Operator** – This will forward the call to the Company Operator as defined under the “Company Management” section.

**Name Dialling** – This will allow the caller to type in a name based on your dialling scope through the Horizon handset, i.e. my name Chris would be typed from the handset as 222447774447777

**Extension Dialling** – This will allow the caller to type in a user’s extension, allowing the call to connect to this extension based on your dialling scope.

**Repeat Menu** – This option will replay the call recording associated to this auto attendant to effectively replay the menu items to the caller

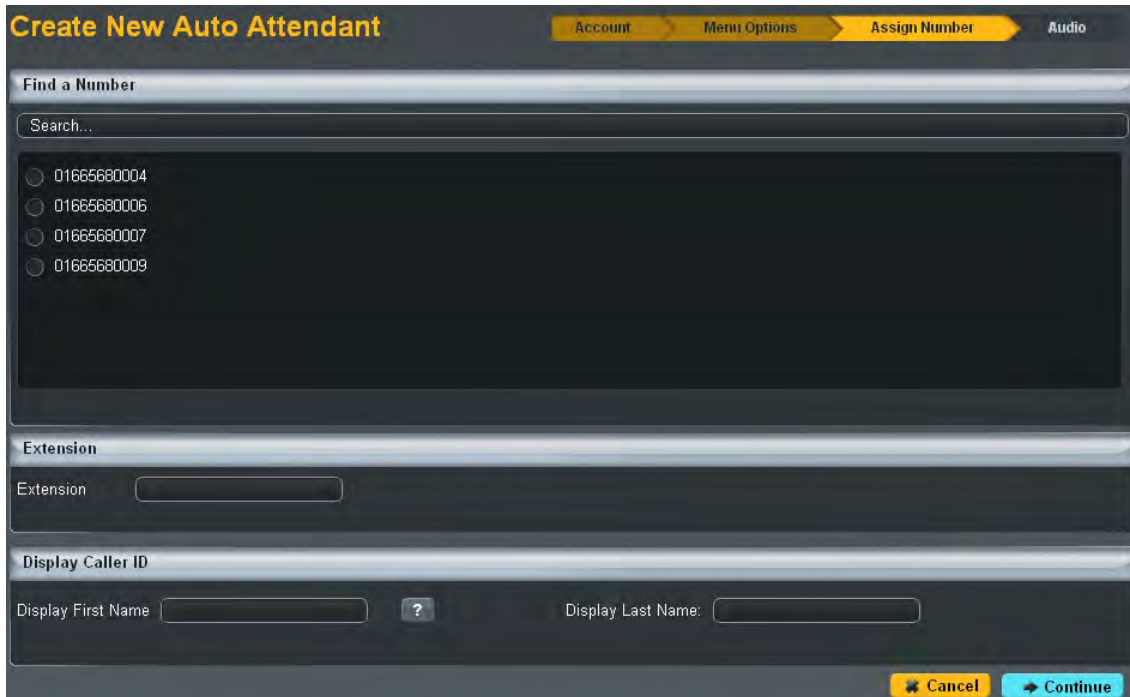
**Exit** – This option will effectively terminate the call on behalf of the caller

**None** – This option will mean the menu option will take no effect on the call routing of the call

Once you have set this up for Business hours then you would need to click on the “After Hours” tab which will allow you to define this also.

Clicking on the “Continue” button will then allow you to define a number for the auto attendant, extension for internal call routing, and display name for presentation once the call is delivered.

The next section is to assign your auto attendant a DDI number, an extension as well as a caller display name. You will need to select an available number that is attached to the site responsible for the auto attendant. The caller display will be displayed on the device receiving the call.



**Create New Auto Attendant**      Account    Menu Options    **Assign Number**    Audio

**Find a Number**

Search...

- 01665680004
- 01665680006
- 01665680007
- 01665680009

**Extension**

Extension:

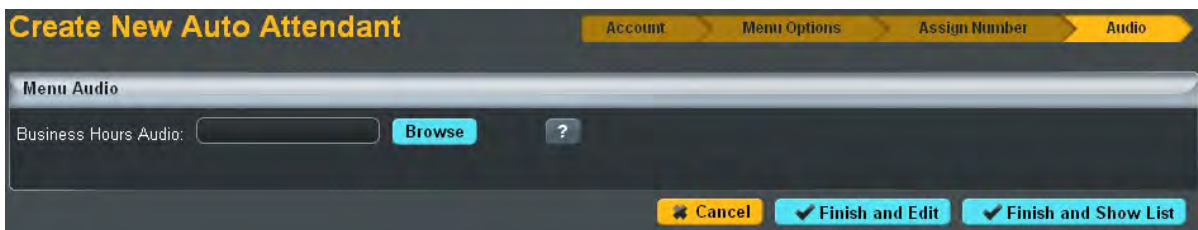
**Display Caller ID**

Display First Name:  ?      Display Last Name:

The final page to establish your auto attendant is to upload the audio file to be played when the call is connected. This step can be bypassed if recording your message via a phone. To upload this, you'll need to record a file in the following format:

- .wav format
- Encoded with CCITT u-Law
- Formatted at 8.000 kHz, 8 Bit mono, 7 kb/sec



**Create New Auto Attendant**      Account    Menu Options    Assign Number    **Audio**

**Menu Audio**

Business Hours Audio:   ?

### Recording an Auto Attendant via my phone

After setting up your Auto Attendant without a file recording you can record an Auto Attendant message through a phone allocated to the same site as the Auto Attendant.

To action this, you must first setup the Company Voice Portal pass code which has now been added as a definable option under the Administration/Voice Portal option.



Dashboard / Administration / Voice Portal

## Company Voice Portal

Location

Site:

Find a Number

Current number: 01643803652

Extension

Extension:

Portal Passcode

Change Password:   Re-enter Password:

Prior to recording an Auto Attendant through your phone please note that you can only do this from an internal phone and when recording for an Auto Attendant that is on the same site as the phone you are calling from. In some cases, you may need to ensure all Auto Attendants are assigned to a single site where your voice recording resource is located, if looking to manage multiple multi-site Auto Attendants.

To access the Company Voice Portal to record a message for the required Auto Attendant you:

1. Dial the Company Voice Portal number as established for the Company
2. At the prompt enter the Voice Portal 4-digit extension for the Company Voice Portal
3. Enter the pass code defined
4. Press menu option 1 to change the Auto Attendant greeting
5. At the prompt for the Auto Attendant enter the 4-digit extension of the Auto Attendant you would like to record.
6. Press 1 to record business hours greeting
7. Press 2 to record an out of hours greeting
8. Once recorded looked to review prior to saving
9. Test the Auto Attendant by calling the incoming number and routing to test that this has been recorded correctly and adjust through points 1 – 8 if required.

## Call Pickup

Call Pickup allows users to answer any ringing call within their call pickup group. This function can only be set up by the Administrator. This feature can pick up calls in a 'Call Waiting' state, i.e. when a user is on the phone, as well as when a number is physically ringing.

Each user is only able to be in one call pickup group and these can be created through the "Call Pickup" button.

To pick up a ringing call, users dial **\*98** which connects them to the caller. If more than one line in the call pickup group is ringing, the call that has been ringing the longest is picked up. Each user is only able to be in one call pickup group.

There is also Directed Call Pickup, which is the Horizon Shortcodes **\*97** followed by an extension number (i.e. **\*973354**) will direct call pick up to extension 3354.

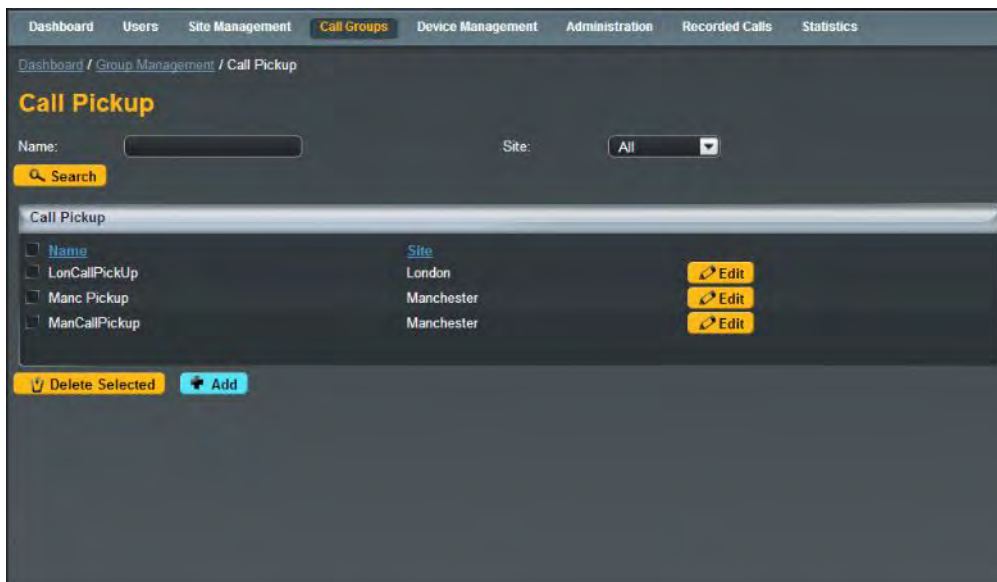
A call pick up group is created through the group option and can only have users from the site it is created in. **Call pick up is only available by Site only.**

### Set up a Call Pickup Group

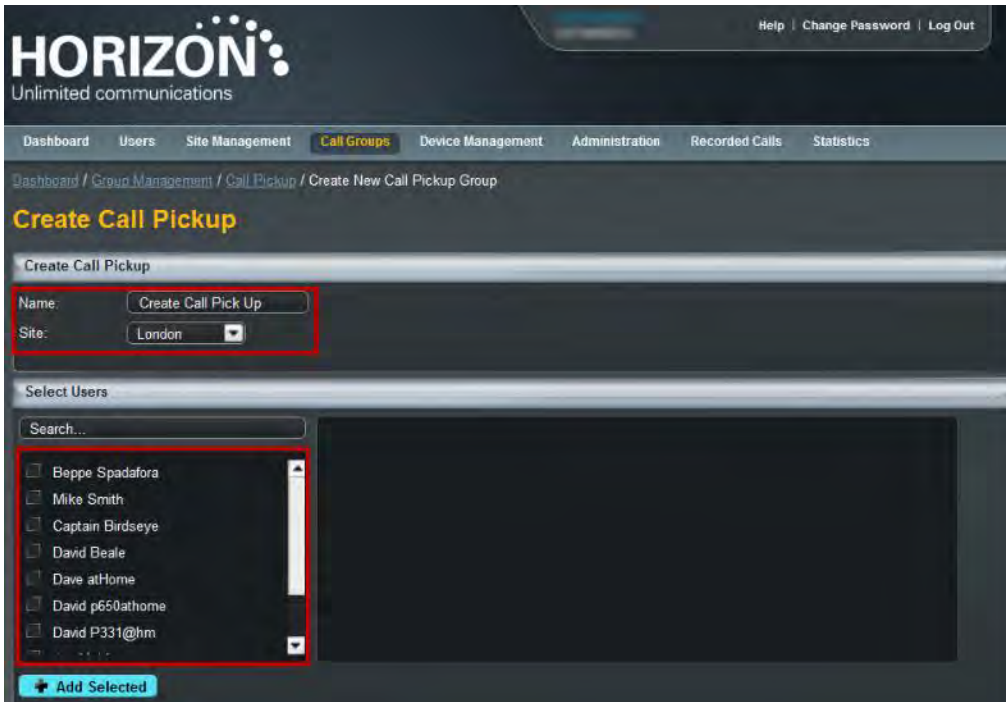
Hover over Call Groups option in the menu and select "Call Pickup". Alternatively, you can click on "Call Groups" and then select the "Call Pickup" button.



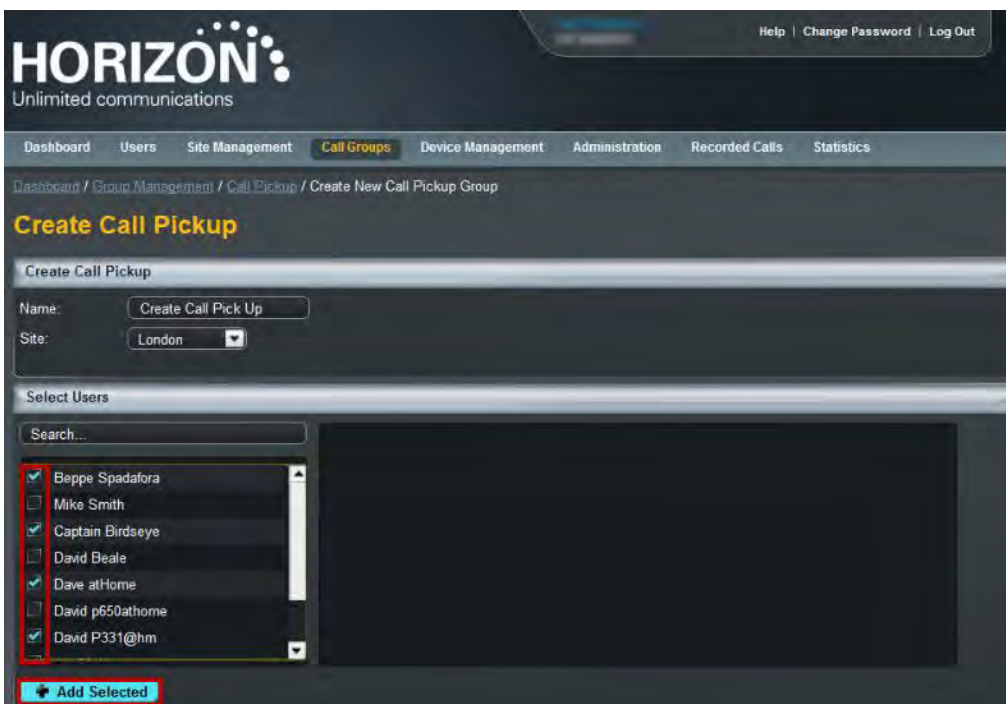
Click "Add"



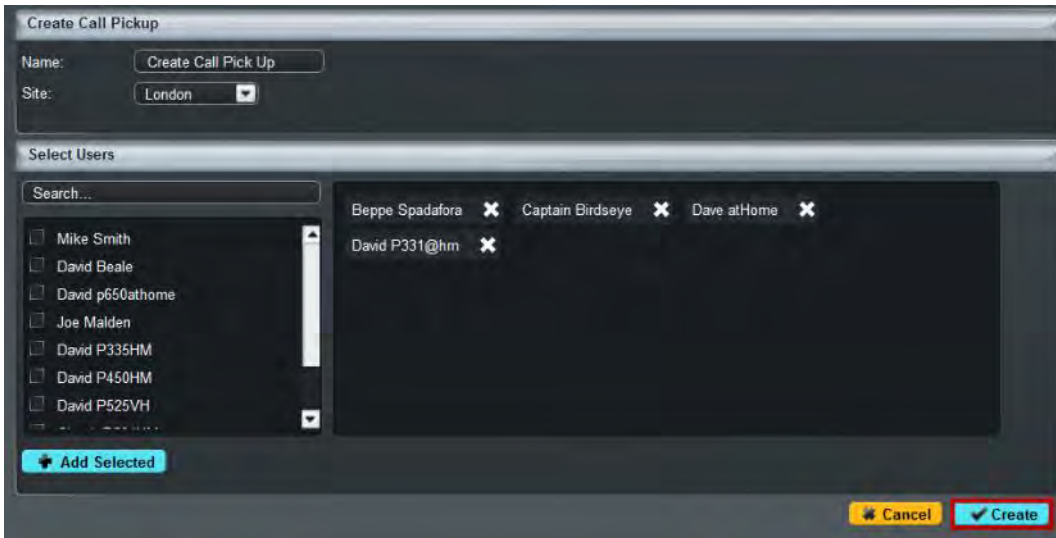
Type in the name of the Call Pickup group and select the relevant site.



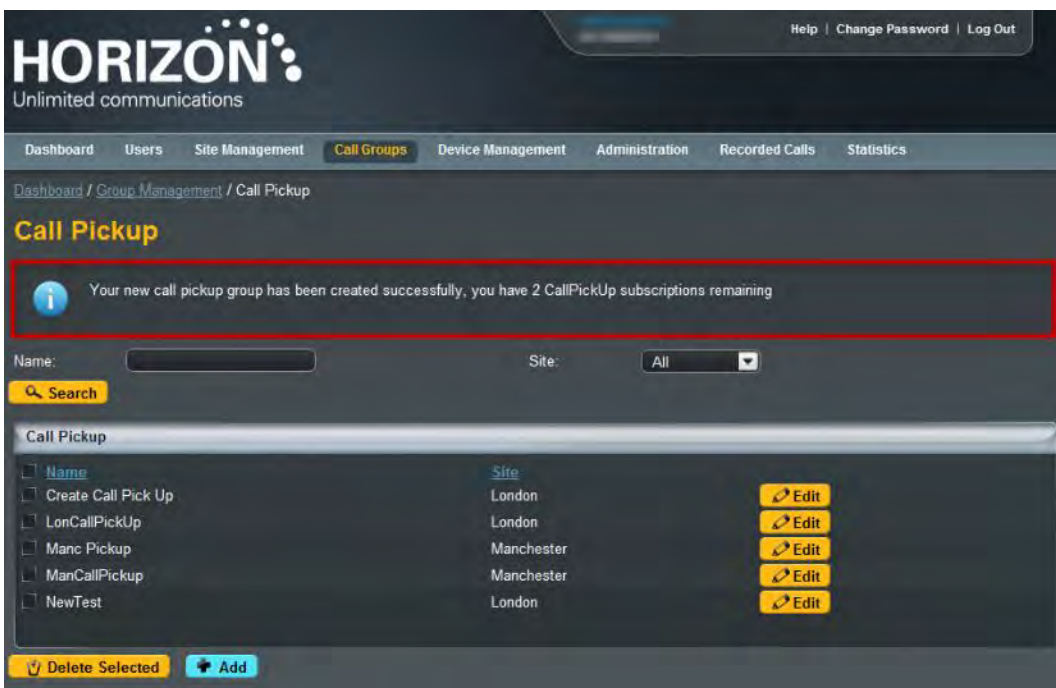
Once you've selected the site, the "Select Users" table will auto-populate all the users listed against that site. Select the users you wish to have access to Call Park and then click "Add Selected".



Click "Create".



You'll get a message to confirm if the Call Pickup group has been created successfully or not. If it has, it will tell you that you have "x" amount of subscriptions remaining.



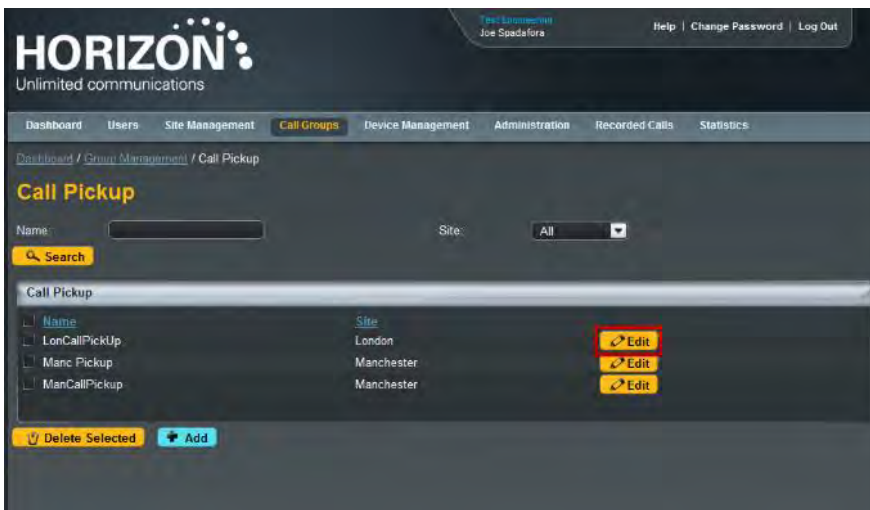
### Add or remove users from Call Pickup Group

To add or remove users from a Call Pickup Group, hover over Call Groups option in the menu and select "Call Pickup". Alternatively, you can click on "Call Groups" and then select the "Call Pickup" button.





Select the Call Pickup Group which you wish to add/remove users to and click "Edit".



Select the Users you wish add to the Call Pickup Group and click the "Add Selected" button. Once you've done this click "Save".

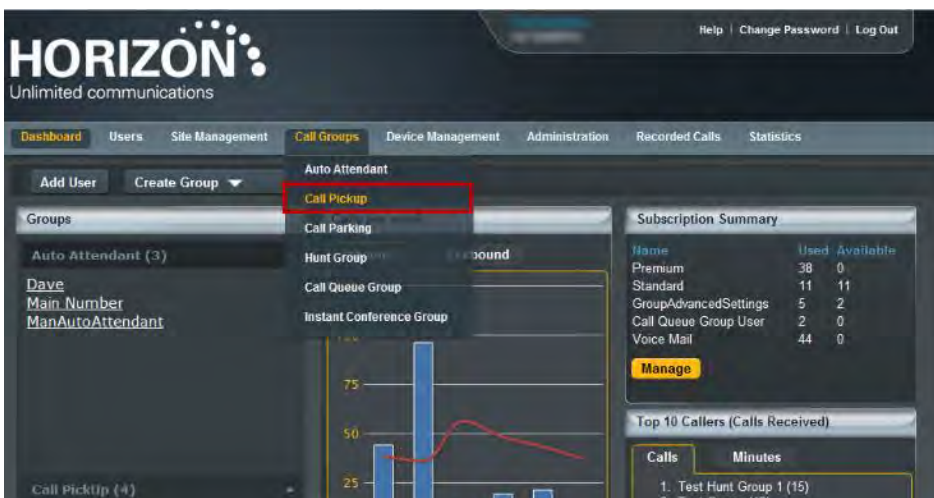


To remove a User(s), click the "x" next to the User you wish to remove and then click "Save".



### Delete Call Pickup

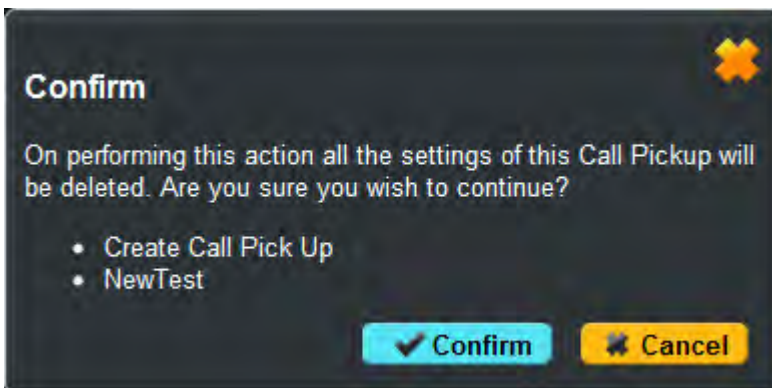
Hover over Call Groups option in the menu and select "Call Pickup". Alternatively, you can click on "Call Groups" and then select the "Call Pickup" button.



Select the Call Pickup Name you wish to delete and click the "Delete Selected" button.



Click "Confirm"



Confirmation will appear on the Call Pickup page.



## Call Parking

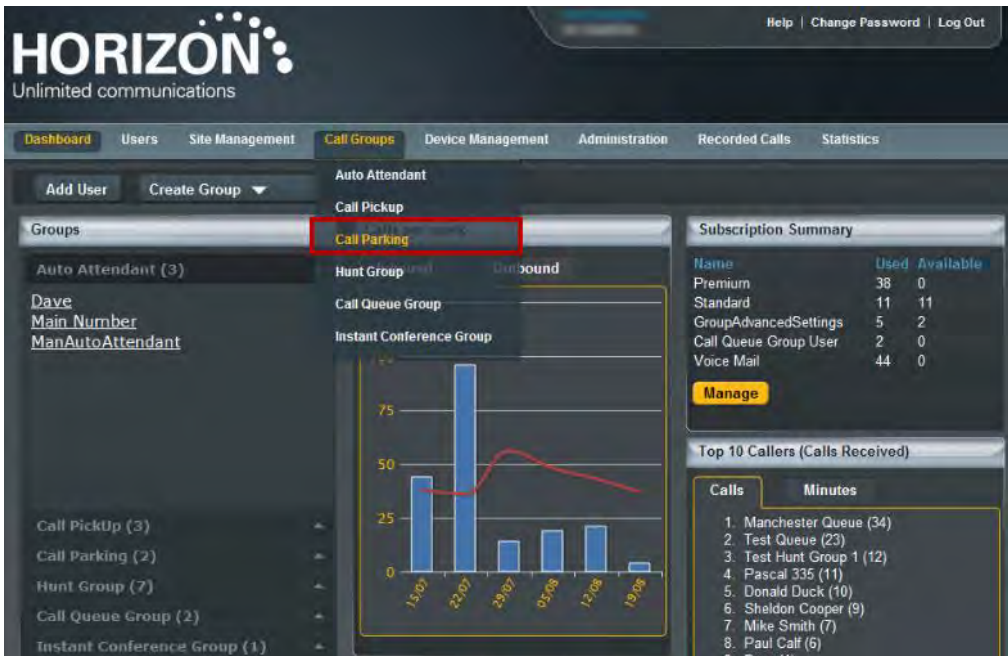
The call park service allows a user to hold a call for an extended period. During this time, the user can freely make and receive other calls and invoke other features without limitation. When notified, any user can retrieve the parked call from any extension. A call park group is site specific and each user can only be in one call parking group. When delivering a call using the call park feature, it will show who originally parked the call and it will show the incoming call as “call park via “user””.

To park a call, you need to enter \*68 and then enter the extension of the call you would like to park. Then you will be able to use your-phone as normal.

To retrieve the parked call, enter \*88 and then you will be reconnected to the call.

## Set up Call Park Settings

Hover over Call Groups option in the menu and select "Call Parking". Alternatively, you can click on "Call Groups" and then select the "Call Parking" button.




The screenshot shows the Horizon Administrator interface. The top navigation bar includes 'Dashboard', 'Users', 'Site Management', 'Call Groups', 'Device Management', 'Administration', 'Recorded Calls', and 'Statistics'. The 'Call Groups' menu is expanded, and 'Call Parking' is highlighted with a red box. The main content area displays a bar chart with a red trend line, showing call statistics for various dates. The sidebar on the left lists several groups: 'Auto Attendant (3)', 'Call Pickup (3)', 'Call Parking (2)', 'Hunt Group (7)', 'Call Queue Group (2)', and 'Instant Conference Group (1)'. The 'Call Parking (2)' group is selected. The right sidebar contains a 'Subscription Summary' table and a 'Top 10 Callers (Calls Received)' table.

Name	Used	Available
Premium	38	0
Standard	11	11
GroupAdvancedSettings	5	2
Call Queue Group User	2	0
Voice Mail	44	0

Calls	Minutes
1. Manchester Queue	(34)
2. Test Queue	(23)
3. Test Hunt Group 1	(12)
4. Pascal 335	(11)
5. Donald Duck	(10)
6. Sheldon Cooper	(9)
7. Mike Smith	(7)
8. Paul Calf	(6)
9. Dave	(4)

Click "Add"

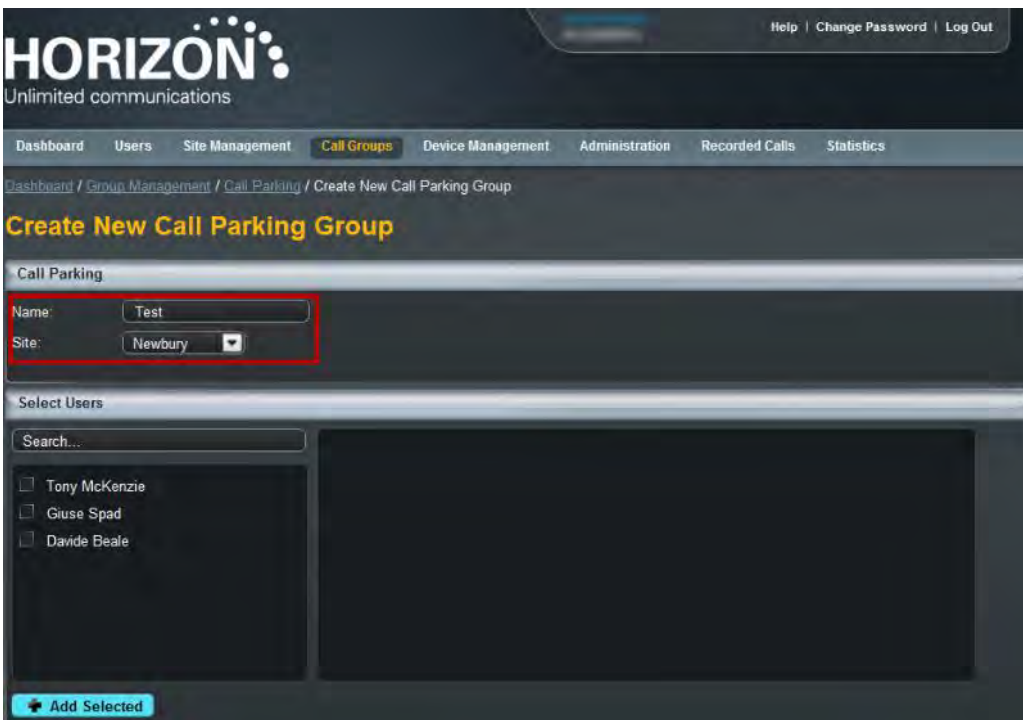




The screenshot shows the Horizon administrator interface for managing Call Parking. The top navigation bar includes 'Dashboard', 'Users', 'Site Management', 'Call Groups', 'Device Management', 'Administration', 'Recorded Calls', and 'Statistics'. The main content area is titled 'Call Parking' and features a search form with 'Name' and 'Site' fields, a 'Search' button, and a table of existing groups. The table has columns for 'Name', 'Site', and 'Edit'. Below the table are 'Delete Selected' and 'Add' buttons. A 'Call Parking Settings' section includes input fields for 'Display parked calls to user for' (15 seconds) and 'Recall user who parked call after' (45 seconds), with a 'Save' button at the bottom right.

Name	Site	Edit
ManCallPark	Manchester	Edit
testengCallPark	London	Edit

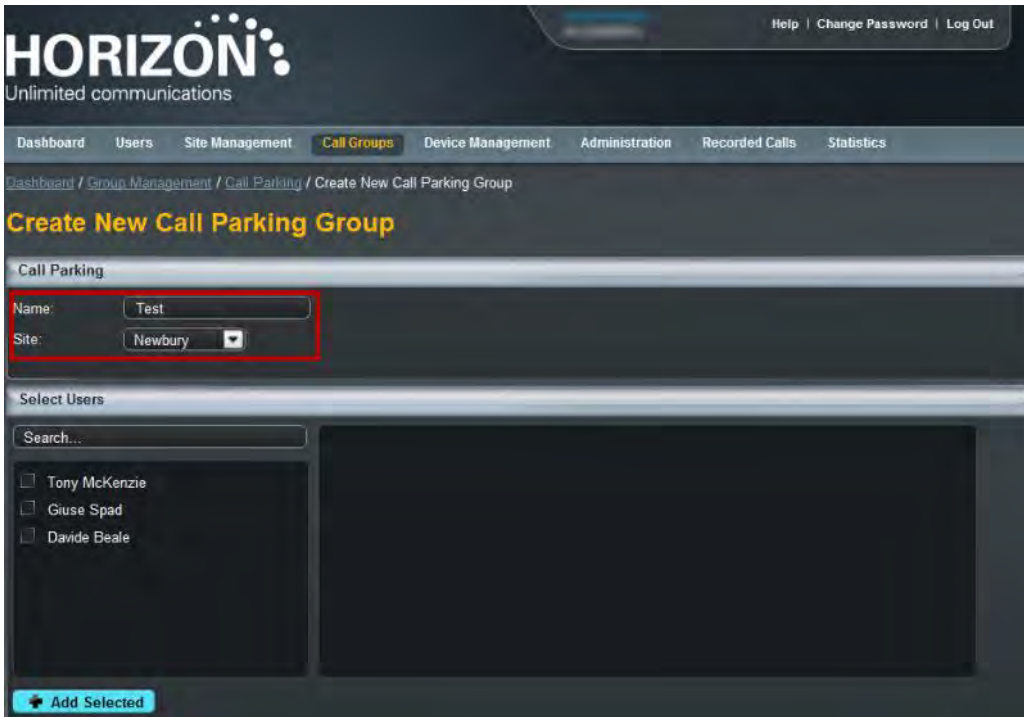
Type in the name of the Call Parking group and select the site which you wish to do this against.



The screenshot shows the 'Create New Call Parking Group' interface. The top navigation bar is the same as the previous screenshot. The main content area is titled 'Create New Call Parking Group' and features a 'Call Parking' section with 'Name' and 'Site' input fields. Below this is a 'Select Users' section with a search box and a list of users: Tony McKenzie, Giuse Spad, and Davide Beale. An 'Add Selected' button is located at the bottom left.

### **Call Parking is by Site only.**

Once you've selected the site, the "Select Users" table will auto-populate all the users listed against that site. Select the users you wish to have access to Call Park and then click "Add Selected".



**HORIZON**  
Unlimited communications

Help | Change Password | Log Out

Dashboard Users Site Management **Call Groups** Device Management Administration Recorded Calls Statistics

Dashboard / Group Management / Call Parking / Create New Call Parking Group

### Create New Call Parking Group

Call Parking

Name:

Site:

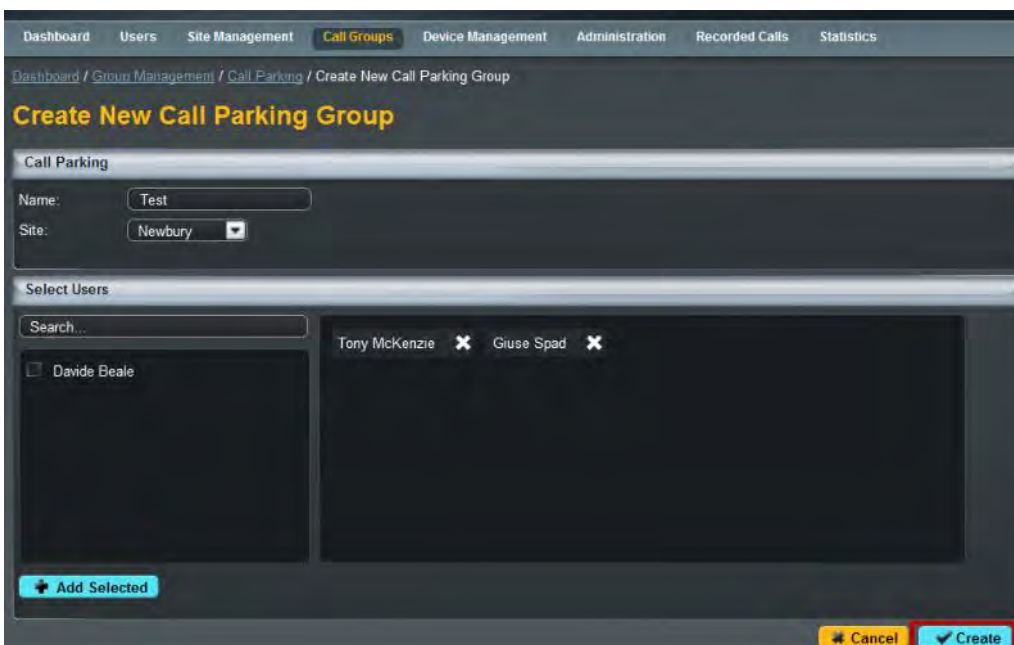
Select Users

Search...

- Tony McKenzie
- Giuse Spad
- Davide Beale

**Add Selected**

Click "Create".



Dashboard Users Site Management **Call Groups** Device Management Administration Recorded Calls Statistics

Dashboard / Group Management / Call Parking / Create New Call Parking Group

### Create New Call Parking Group

Call Parking

Name:

Site:

Select Users

Search...

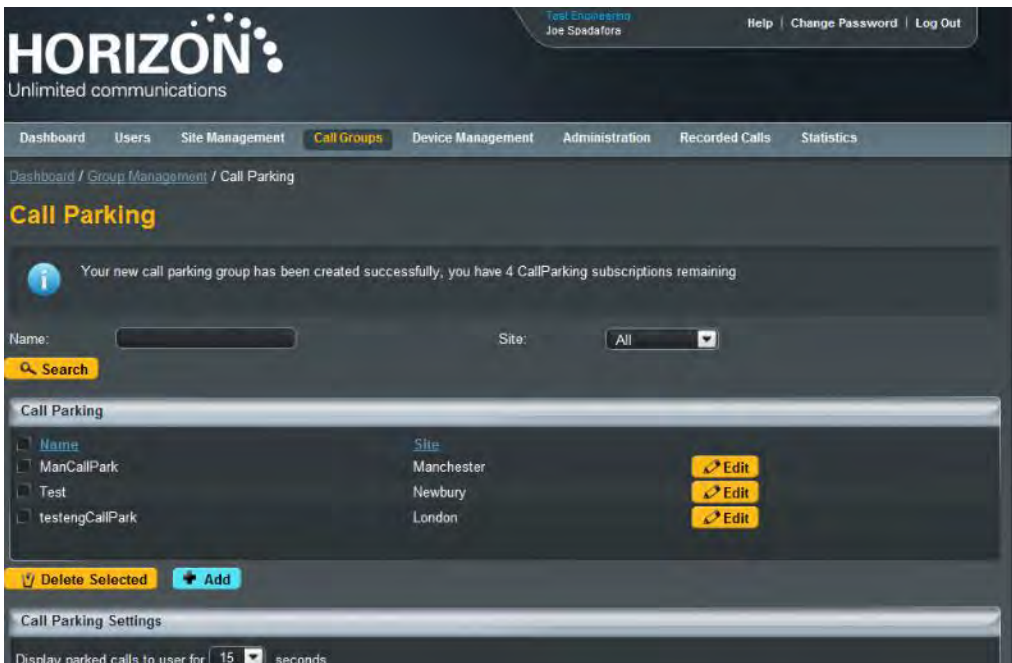
Tony McKenzie ✕ Giuse Spad ✕

- Davide Beale

**Add Selected**

**Cancel** **Create**

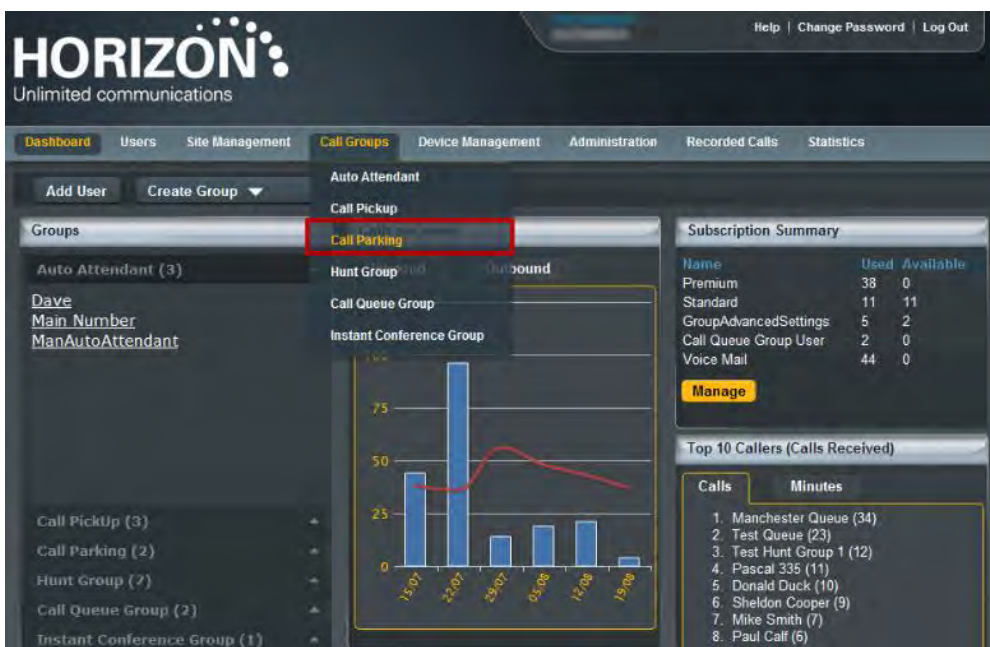
You'll get a message to confirm if the Call Parking group has been created successfully or not. If it has, it will tell you that you have "x" amount of subscriptions remaining.



## Edit Call Park Settings

Please note that Call Park settings cannot be changed between Sites, and are created at Company level.

To edit call park settings, hover over Call Groups option in the menu and select "Call Parking". Alternatively, you can click on "Call Groups" and then select the "Call Parking" button.

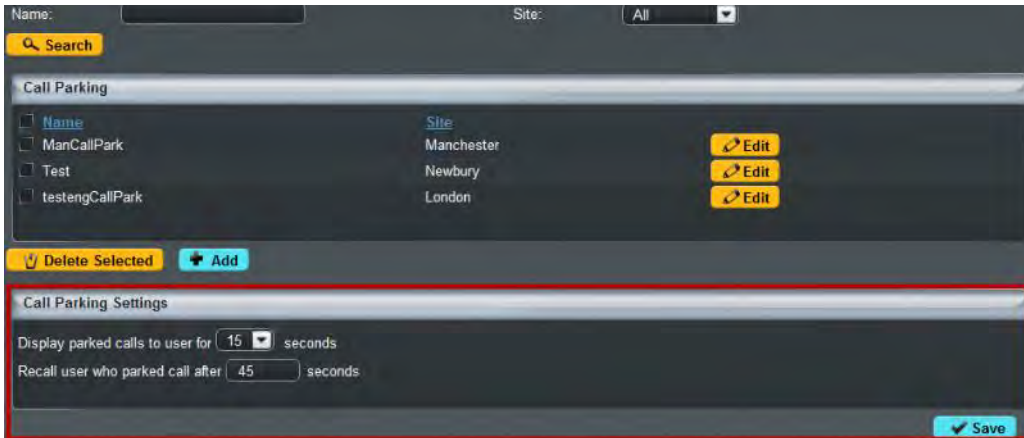


Scroll to the bottom of the page. The settings you can change are:

**Display parked called to user for** - range from 2 to 15 seconds.

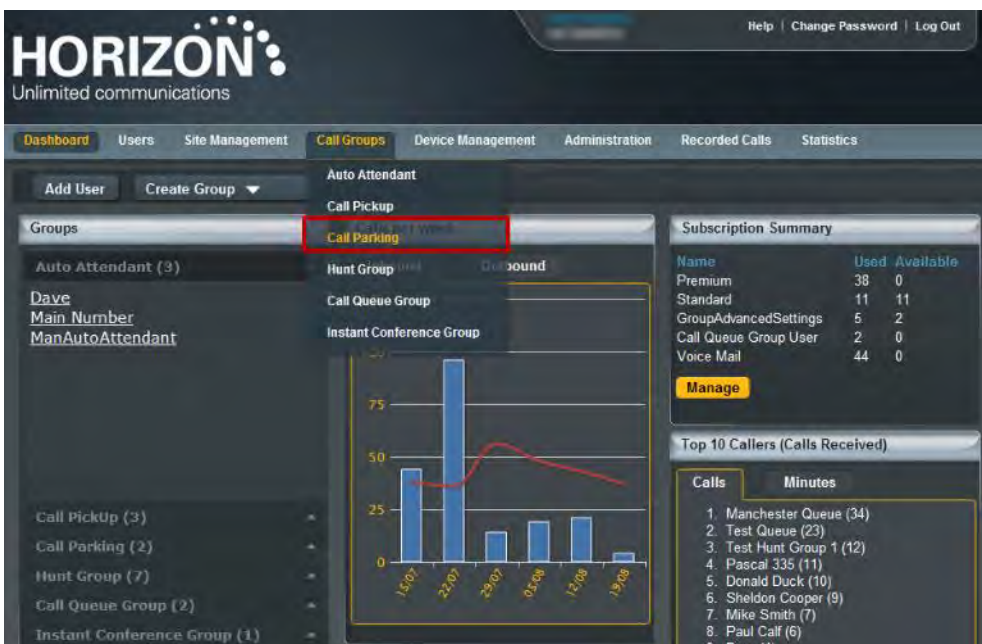
Recall user who parked call after - free text.

Click "Save".



## Delete Call Park

Hover over Call Groups option in the menu and select "Call Parking". Alternatively, you can click on "Call Groups" and then select the "Call Parking" button.

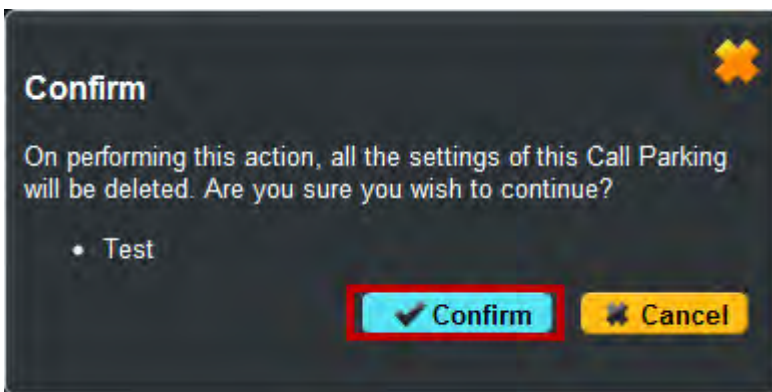


Select the Call Parking Name you wish to delete and click the "Delete Selected" button.

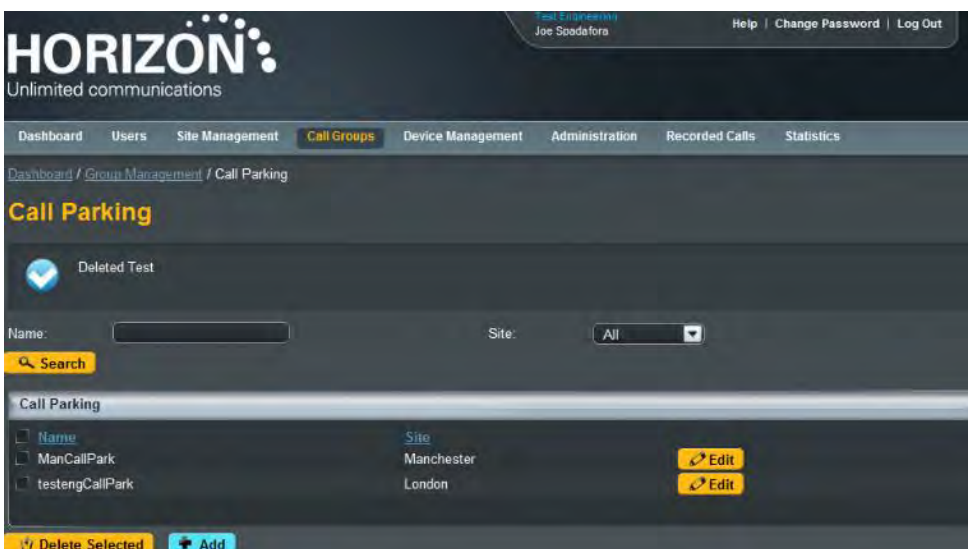




Click "Confirm"

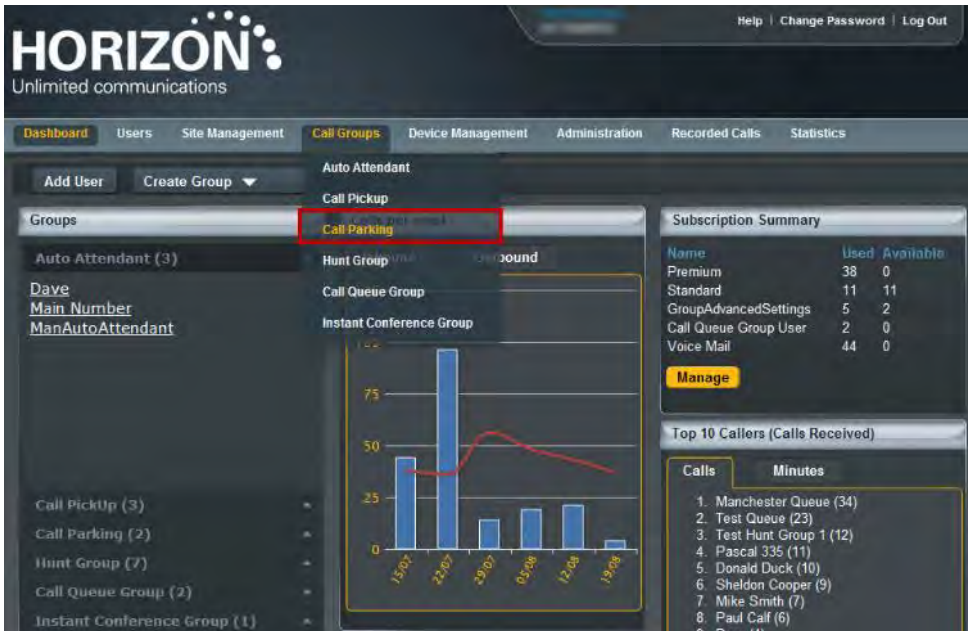


Confirmation will appear on the Call Parking page.



## Add or remove users to Call Parking Group

Hover over Call Groups option in the menu and select "Call Parking". Alternatively, you can click on "Call Groups" and then select the "Call Parking" button.



The screenshot shows the Horizon administrator dashboard. The 'Call Groups' menu is open, and 'Call Parking' is highlighted with a red box. The dashboard includes a navigation bar with 'Dashboard', 'Users', 'Site Management', 'Call Groups', 'Device Management', 'Administration', 'Recorded Calls', and 'Statistics'. The main content area shows a list of groups on the left, a central chart, and a 'Subscription Summary' table on the right.

Name	Used	Available
Premium	38	0
Standard	11	11
GroupAdvancedSettings	5	2
Call Queue Group User	2	0
Voice Mail	44	0

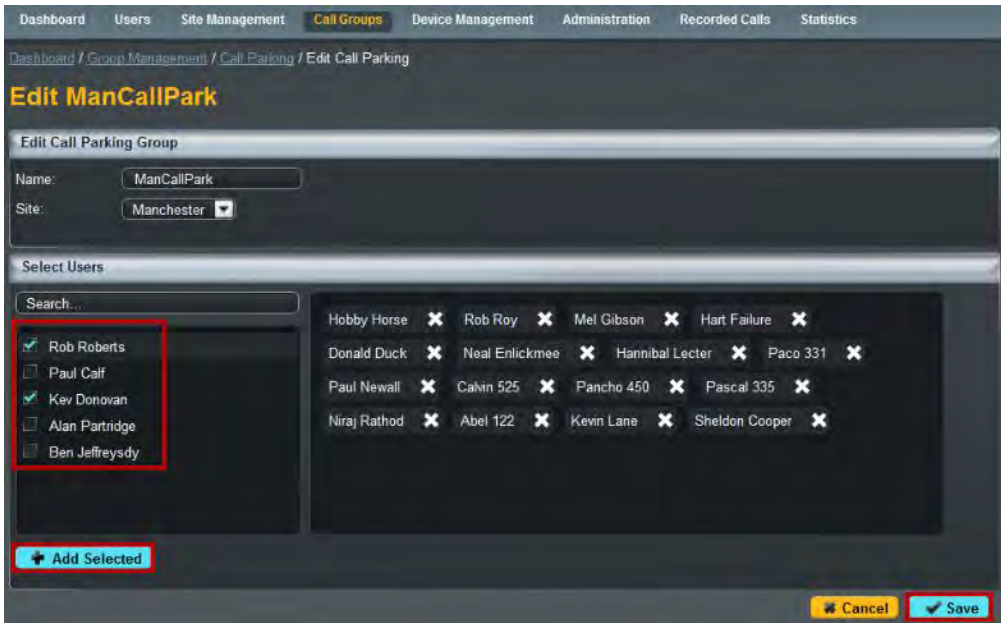
Select the Call Parking Group which you wish to add/remove users to and click "Edit".



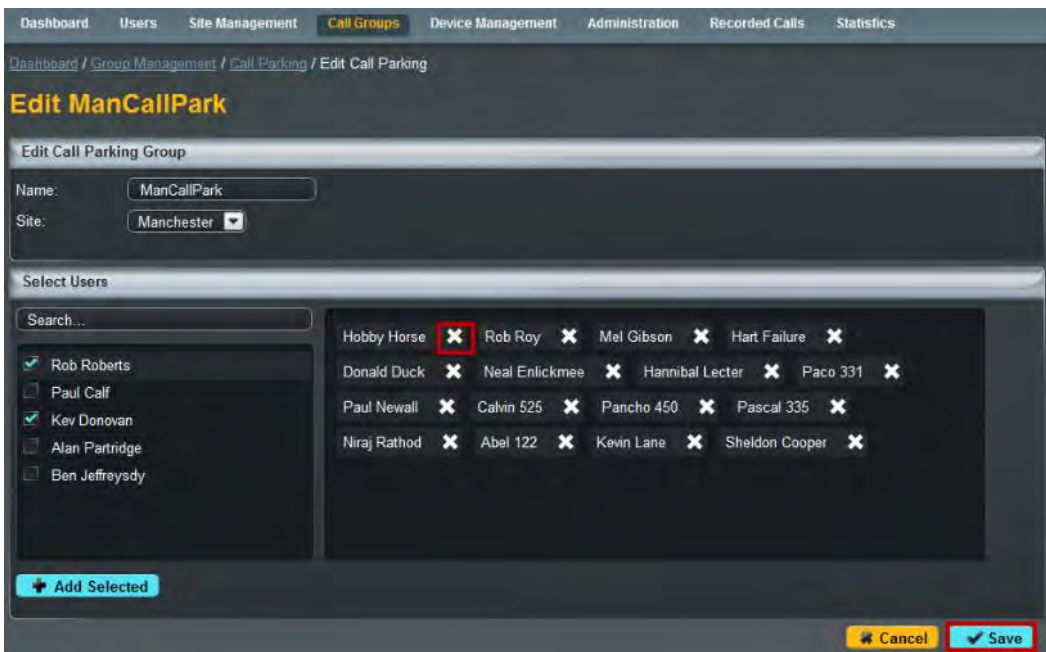
The screenshot shows the 'Call Parking' configuration page in the Horizon administrator. The page title is 'Call Parking' and it includes a search bar, a 'Deleted Test' button, and a table of existing groups. The 'Edit' button for the 'ManCallPark' group is highlighted with a red box.

Name	Site	Action
ManCallPark	Manchester	<a href="#">Edit</a>
testengCallPark	London	<a href="#">Edit</a>

Select the Users you wish add to the Call Parking Group and click the "Add Selected" button.



Once you've done this click "Save".



To remove a User(s), click the "x" next to the User you wish to remove and then click "Save".

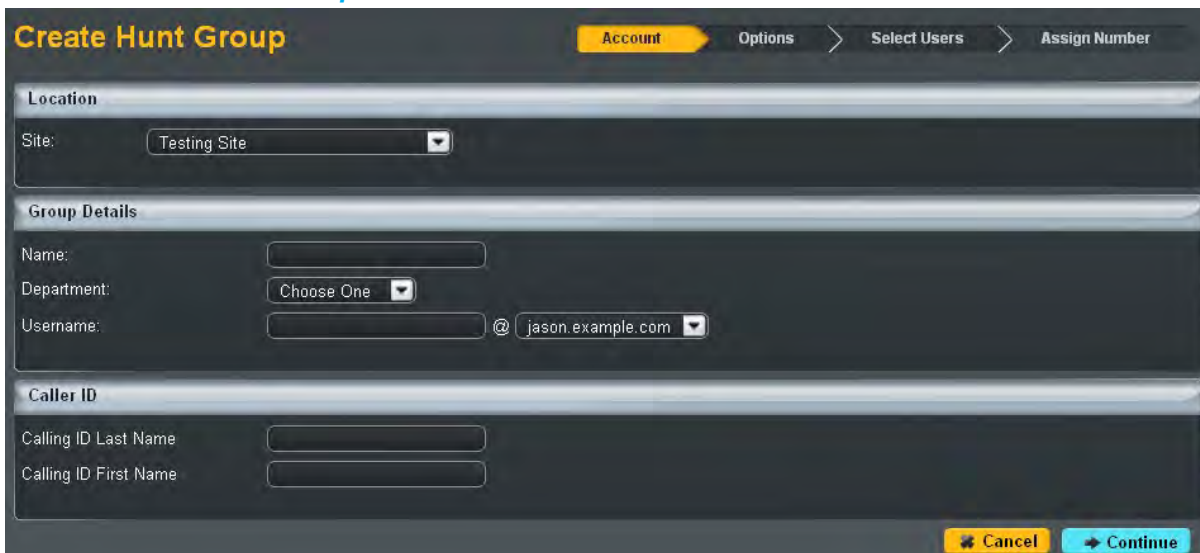
## Hunt Groups

Horizon can establish a variety of hunt groups to route calls to multiple locations when an incoming call is received. Each user will be called in order of the group until a free user is reached and this process can be done in one of 5 ways.

- Circular
  - Sends incoming calls to users per their position in a list. After a call, has been send to the last user on the list, the next call is sent to the user at the top of the list. Circular will continue the order even when a different call comes in.
- Regular
  - Sends incoming calls to the next available user in the hunt group. Regular hunt group will re-start from the top when a new call is made.
- Simultaneous
  - Sends incoming calls to all users in the group at the same time. Once the call has been answered, the remaining calls to other users are released. The maximum number of users per hunt group is 15 in this case
- Uniform
  - Sends the current incoming call to the user who has been idle the longest. After a user has answered a call they move to the bottom of the queue
- Weighted
  - Assign calls to users per percentages you assign on the Hunt Group

When creating a hunt group, you will need to complete all the account information. This will include what site the hunt group is based on, even though it has a site, all users can be added to it. You will also need to assign the hunt group with a name, a username and a caller ID. The caller ID will be what is displayed on the device of who makes the call. Once you have completed this screen click “Continue” to carry on making the hunt group. When the next page loads, you will get a feedback message that will tell you how many hunt group subscriptions you have left.

### Create New Hunt Group



The screenshot shows the 'Create Hunt Group' form in the Horizon Administrator interface. The form is titled 'Create Hunt Group' and has a progress bar at the top with four steps: 'Account' (highlighted in yellow), 'Options', 'Select Users', and 'Assign Number'. The form is divided into three main sections: 'Location', 'Group Details', and 'Caller ID'. The 'Location' section has a 'Site' dropdown menu with 'Testing Site' selected. The 'Group Details' section has a 'Name' text input, a 'Department' dropdown menu with 'Choose One' selected, and a 'Username' text input followed by an '@' symbol and a dropdown menu with 'jason.example.com' selected. The 'Caller ID' section has two text input fields: 'Calling ID Last Name' and 'Calling ID First Name'. At the bottom right of the form, there are two buttons: 'Cancel' (yellow) and 'Continue' (blue).

Once you have created the hunt group you will need to select what options you want the hunt group to have and this is where you select what ring order they will have. To select a ring order, simply click on what option you would like. If you highlight over an option, it will give you a description of what that option will do. You are also able to select what happens when there is no answer. This includes selecting when it skips to then next agent and you can select anywhere between 1 – 20 rings. If you don't have this feature activated it will skip to the next agent if the

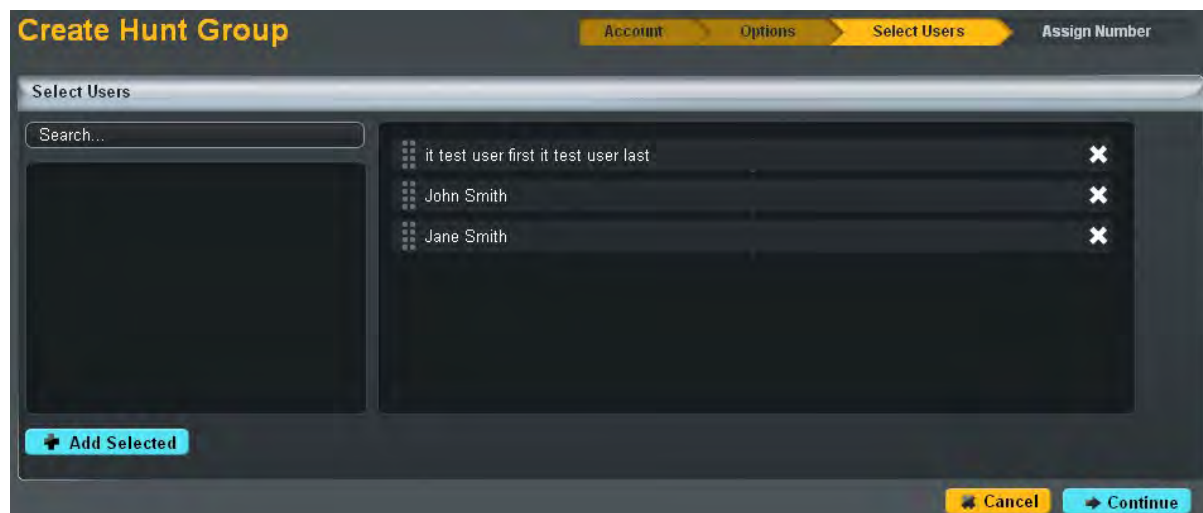


previous contact rejects the call. You are also able to select whether you want to forward to another number after x rings long. This allows you to send all calls to a new number in or outside the hunt group.

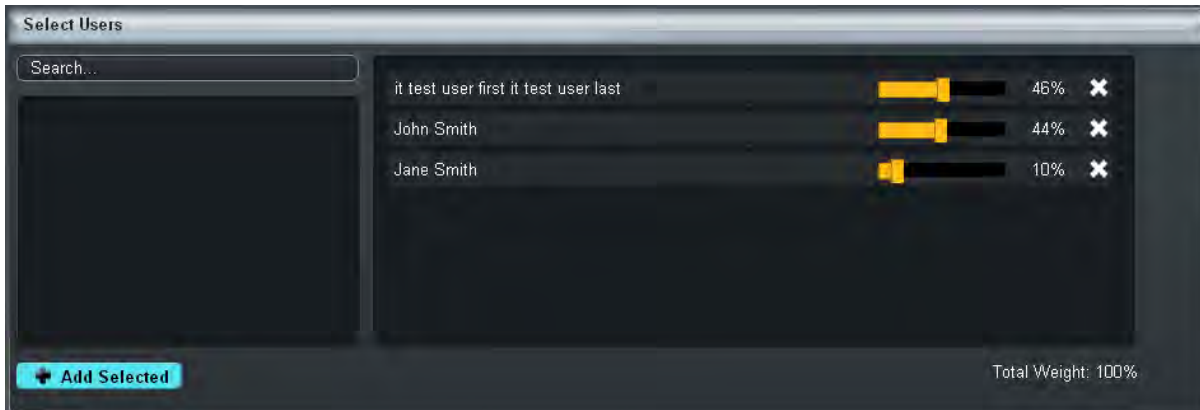


Once you have selected all the options, you will need to select what users you want in the hunt group. Depending on what option you have selected, this screen may have a few changes. Firstly, to add a user you will need to search for the user you want to add in the left-hand search box, then select the user and click “Add Selected”. You can remove a selected user by clicking on the cross that is connected to their name.

For circular and regular hunt group this is where you select what order you want them to ring them in. To change the order, click and hold the user and then drag them to the position you would like them to be in.






For the weighted option, you will get a slider attached to all users to select what percentage you want them to have. To select what percentage, you want to assign them click on the slider and then slide the bar to whatever percentage you would like the user to be on. The total needs to add up to 100%.



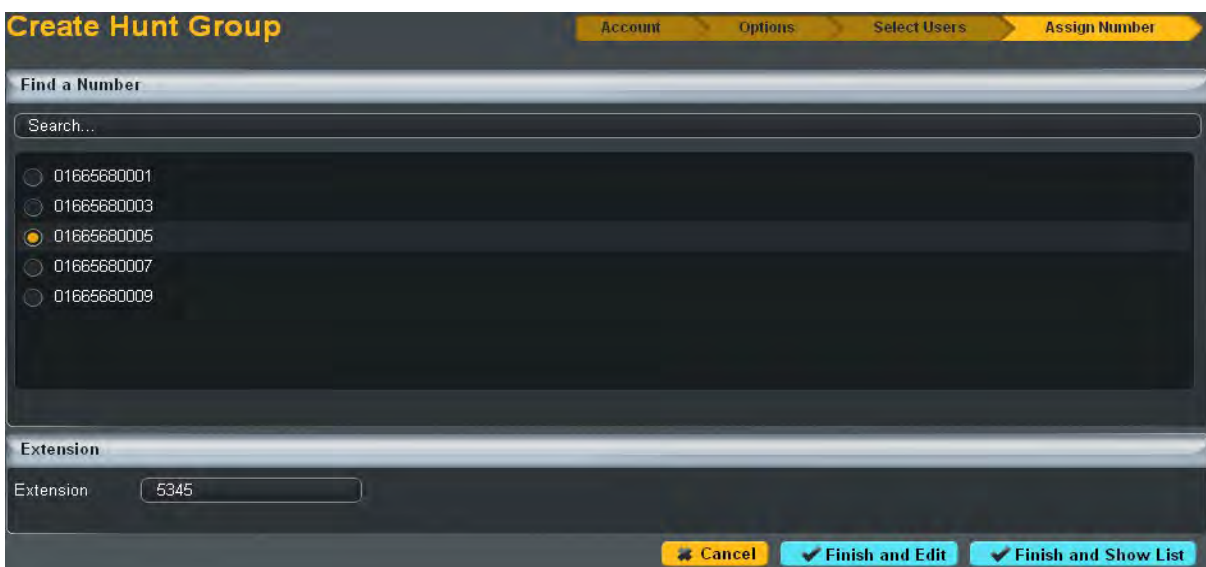
**Select Users**

Search...

it test user first it test user last		46%	✕
John Smith		44%	✕
Jane Smith		10%	✕

**Add Selected** Total Weight: 100%

The final step in creating a hunt group is to assign a contact number. This is the number that people will dial to ring the hunt group and activate the ring option. You need to select a number from the site the hunt group is created as well as an extension.



**Create Hunt Group** Account Options Select Users **Assign Number**

**Find a Number**

Search...

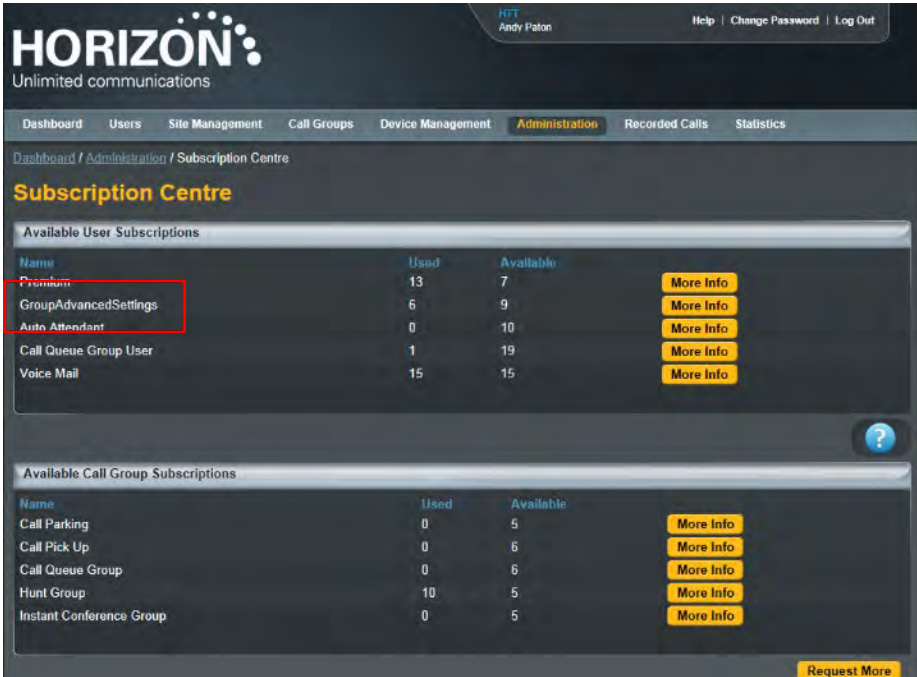
- 01665680001
- 01665680003
- 01665680005
- 01665680007
- 01665680009

**Extension**

Extension

**Cancel** **Finish and Edit** **Finish and Show List**

Please note that if you would like to add a schedule to a hunt group, you will need to ensure that you have 'Group Advanced Settings' subscriptions available.



**HORIZON**  
Unlimited communications

HTT  
Andy Paton | Help | Change Password | Log Out

Dashboard | Users | Site Management | Call Groups | Device Management | **Administration** | Recorded Calls | Statistics

Dashboard / Administration / Subscription Centre

### Subscription Centre

Available User Subscriptions

Name	Used	Available	
Premium	13	7	<a href="#">More Info</a>
GroupAdvancedSettings	6	9	<a href="#">More Info</a>
Auto Attendant	0	10	<a href="#">More Info</a>
Call Queue Group User	1	19	<a href="#">More Info</a>
Voice Mail	15	15	<a href="#">More Info</a>

Available Call Group Subscriptions

Name	Used	Available	
Call Parking	0	5	<a href="#">More Info</a>
Call Pick Up	0	6	<a href="#">More Info</a>
Call Queue Group	0	6	<a href="#">More Info</a>
Hunt Group	10	5	<a href="#">More Info</a>
Instant Conference Group	0	5	<a href="#">More Info</a>

[Request More](#)

## Call forwarding for Hunt Group and Call Queue Groups

This feature allows you to configure a night service option for Hunt Groups and call queue groups. Your account does need to have a spare Group Advanced Settings subscription and the functionality can be activated via the Horizon GUI at any given point. For example, if the receptionist is going on a break/lunch or when they leave the premises at the end of the day.

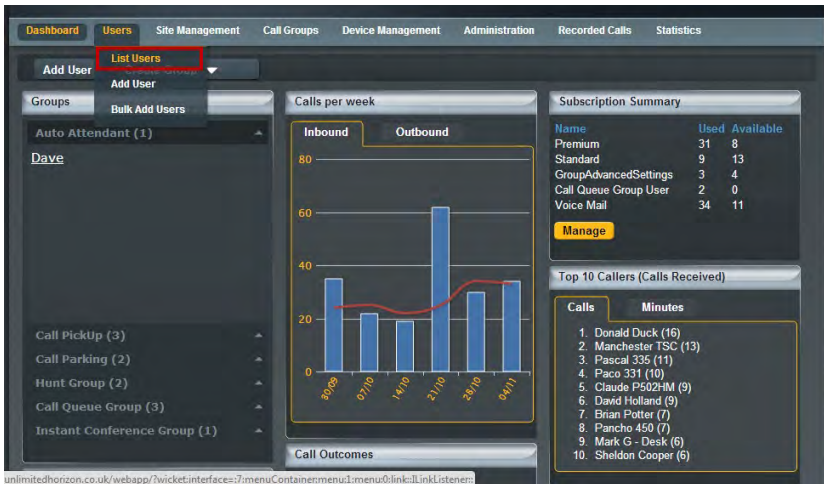
- Call forward will forward to the number selected.
- Schedules will work as usual until night service is invoked.

A Hunt Group or Call Queue Group can only have a Schedule or Call Forward activated; they cannot have both

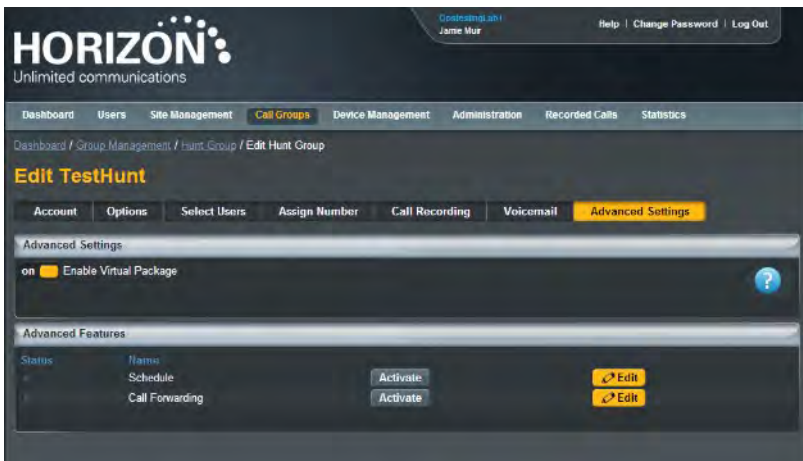
Call Forwarding will always forward the call to the number selected, where "Schedule" will only forward the call during the active schedules. Red means that call forwarding is inactive.

Once you're in Horizon, go to "Call Groups" and select "Hunt Group" if you want to apply Call Forward to a Hunt Group, or "Call Queue Groups" if you want to apply this to a call queue group.

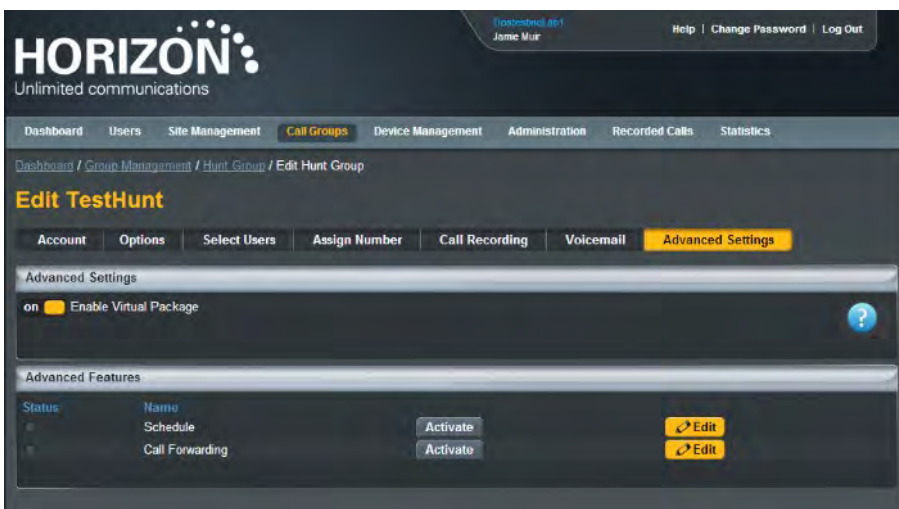
Select the Hunt or Call Queue Group that you're wanting to set up Call Divert for by clicking the "Edit" button that relates to that Group.



Once you're in the Edit Hunt Group or Edit Call Queue Group screen, select "Advanced Settings".



To apply a Call Forward to the Hunt/Call Queue Group, we need to Enable Virtual Package. This will then allow you to apply Call Divert by giving you the "Call Forwarding" and "Schedule" options to activate and edit. If this is your first time here, you'll need to click Edit first to set either option up.



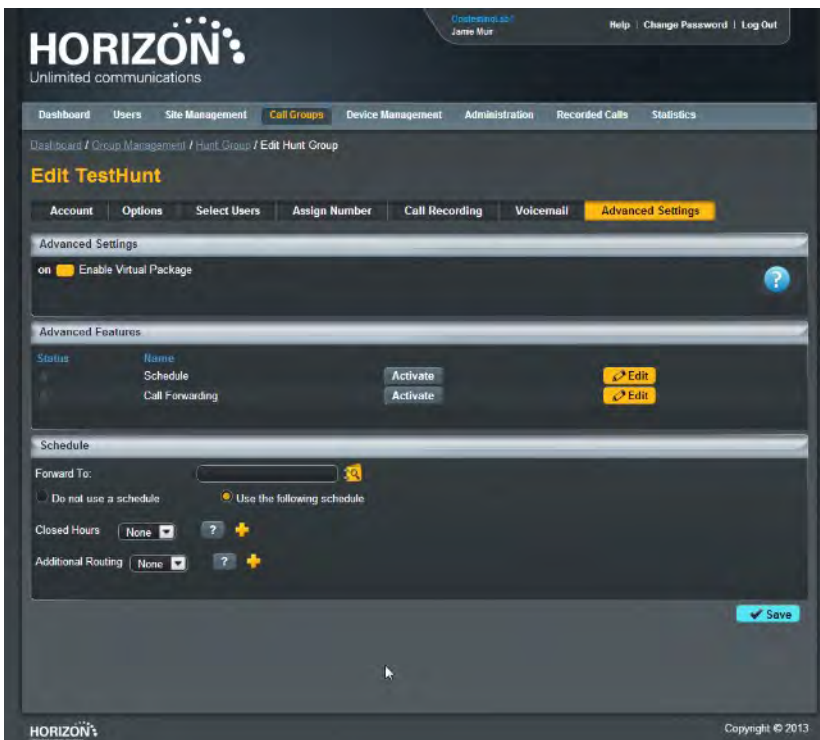


From here, select "Use the following schedule". You should apply the out of hours' schedule in the "Closed Hours". With this you're telling Horizon what times you want it to forward calls.

"Additional Routing" allows you to set up another schedule to run alongside the main schedule, such as Bank Holidays.

If you haven't set up a schedule yet, you can use the "+" icon to set up a new schedule.

Enter the telephone number you want to forward to in the "Forward To" text box.



Enter the telephone number you want to forward incoming calls to in the "Forward To" text box.

Note: on the Hunt Group list:

- Green is active. Call Schedule is never shown
- Red status indicates Call Forwarding is inactive

Dashboard / Group Management / Hunt Group

## Hunt Group

Name:  Site: All

Number:  Department: All

<input type="checkbox"/>	Name	Site	Department	Phone Number	Status	
<input type="checkbox"/>	HorizonTeam	Testing Site		01665680001 (1001)	✓	Deactivate Edit

Call Forwarding Active

Dashboard / Group Management / Hunt Group

## Hunt Group

Name:  Site: All

Number:  Department: All

<input type="checkbox"/>	Name	Site	Department	Phone Number	Status	
<input type="checkbox"/>	HorizonTeam	Testing Site		01665680001 (1001)	✓	Deactivate Edit

Call Forwarding Inactive

Please note that forwarding cannot be implemented via a button on the Horizon handset currently.

## Call Waiting for a Hunt Group

You are also able to turn on call waiting which will mean if a call is forwarded to someone already on a call it will display they have an incoming call on their device.

From the Call Groups menu option, select "Hunt Group".

Dashboard Users Site Management **Call Groups** Device Management Administration Recorded Calls Statistics

Auto Attendant

Call Pickup

Call Parking

**Hunt Group**

Call Queue Group

Instant Conference Group

Subscription Summary

Name	Used	Available
Premium	34	5
Standard	9	13
GroupAdvancedSettings	4	3
Call Queue Group User	2	0
Voice Mail	36	9

Top 10 Callers (Calls Received)

Calls	Minutes
1. David Holland (28)	
2. Pascal 335 (27)	
3. Mark G - Desk (17)	
4. Manchester TSC (15)	
5. Horizon Test FD (14)	
6. Donald Duck (13)	
7. Glasgow_queue (6)	

Select the Hunt Group that you wish to edit and click on the "Edit" button.



The screenshot shows the 'Call Groups' management interface. The 'Options' menu is open, and 'Options' is highlighted. A red box highlights the 'Options' menu item. The main dashboard shows a 'Calls per week' bar chart and a 'Subscription Summary' table.

Name	Used	Available
Premium	34	5
Standard	9	13
GroupAdvancedSettings	4	3
Call Queue Group User	2	0
Voice Mail	36	9

Select "Options" and then scroll to the bottom of the page. Here you can switch Call Waiting on or off.



This screenshot is identical to the previous one, showing the 'Call Groups' management interface with the 'Options' menu highlighted.

## To set up a user with call waiting

From the Users drop down in the menu, select "List Users".

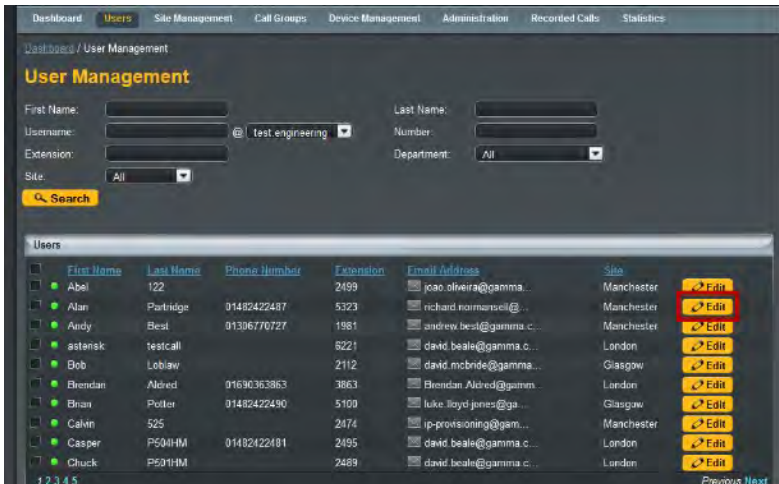


The screenshot shows the 'Users' management interface. The 'List Users' menu item is highlighted. The main dashboard shows a 'Calls per week' bar chart and a 'Subscription Summary' table.

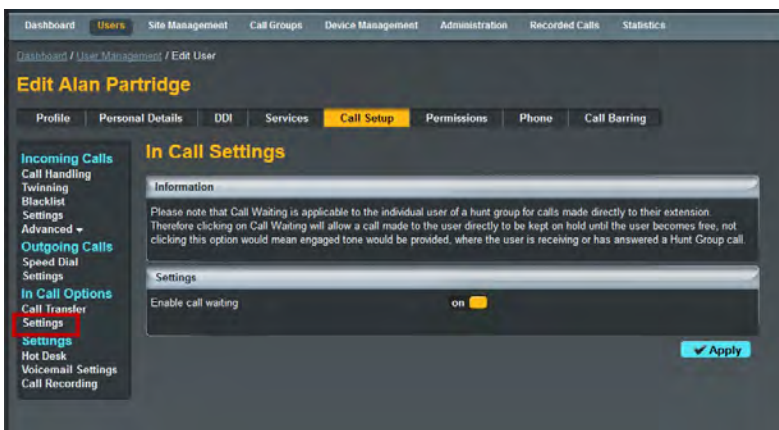
Name	Used	Available
Premium	34	5
Standard	9	13
GroupAdvancedSettings	4	3
Call Queue Group User	2	0
Voice Mail	36	9

Select the user you wish to set up Call Waiting for and click "Edit".





Select "Call Setup" and then with the menu populated on the left-hand side, select "Settings" under In Call Options.

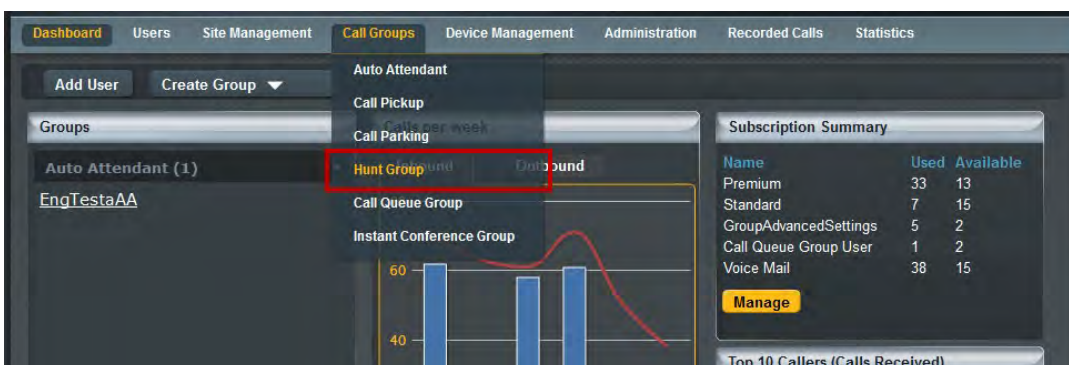


From here, you can either Enable or Disable call waiting.

## Applying a Schedule to a Hunt Group

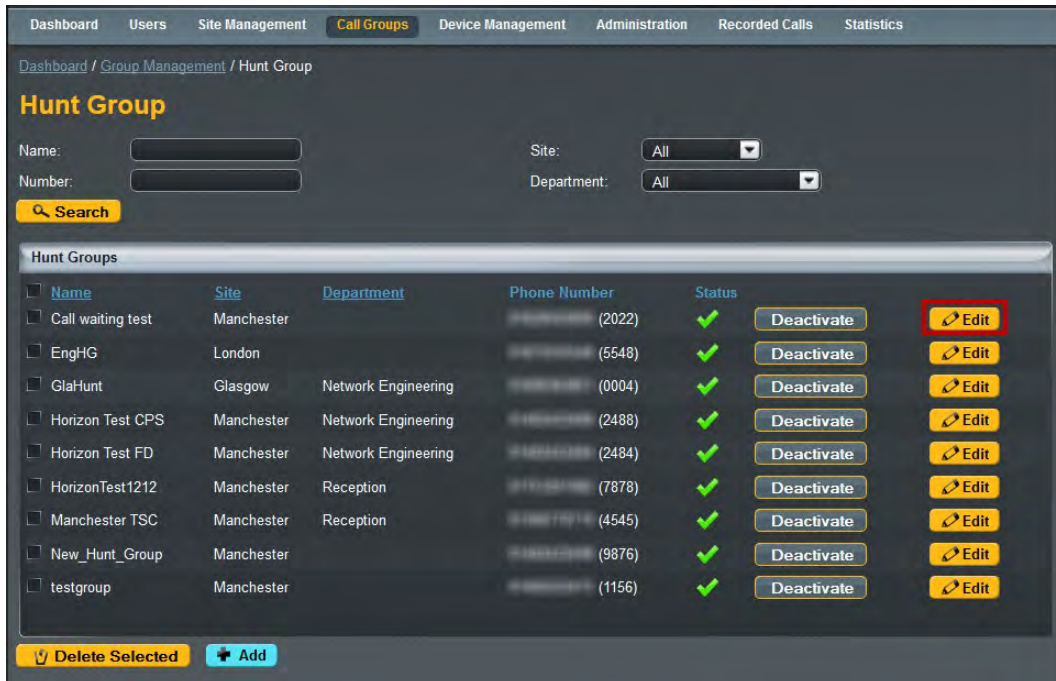
This applies when applying a schedule, to either a hunt group that you have already created or one that you want to create. Please note that if you are want to use a Hunt Group with a schedule then you will need some "Group Advanced Settings" licenses.

Go to "Call Groups" and select "Hunt Group".





Select the Hunt Group that will have the schedule applied by clicking the "Edit" button that relates to that Hunt Group.



Dashboard / Users / Site Management / **Call Groups** / Device Management / Administration / Recorded Calls / Statistics

Dashboard / Group Management / Hunt Group

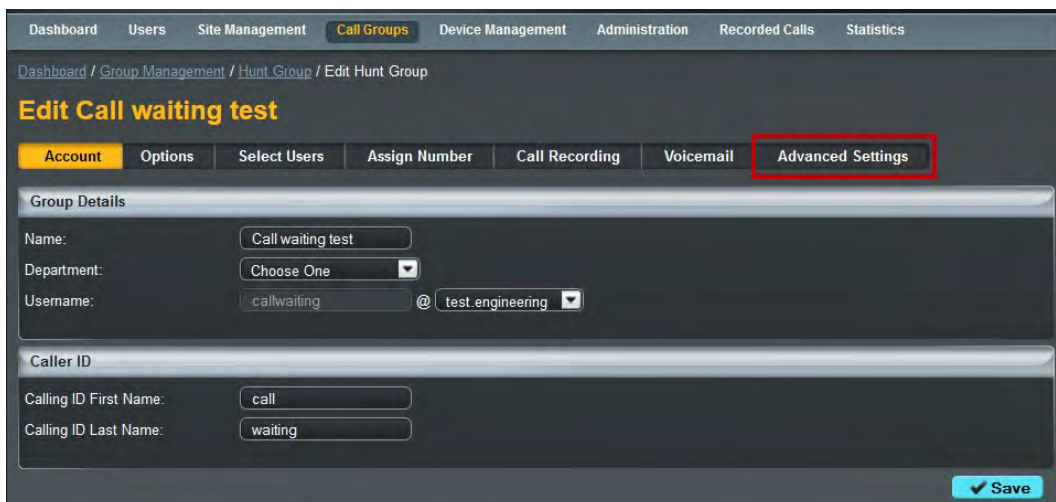
### Hunt Group

Name:  Site:

Number:  Department:

Name	Site	Department	Phone Number	Status	Action
<input type="checkbox"/> Call waiting test	Manchester		(2022)	✓	<input type="button" value="Deactivate"/> <input type="button" value="Edit"/>
<input type="checkbox"/> EngHG	London		(5548)	✓	<input type="button" value="Deactivate"/> <input type="button" value="Edit"/>
<input type="checkbox"/> GlaHunt	Glasgow	Network Engineering	(0004)	✓	<input type="button" value="Deactivate"/> <input type="button" value="Edit"/>
<input type="checkbox"/> Horizon Test CPS	Manchester	Network Engineering	(2488)	✓	<input type="button" value="Deactivate"/> <input type="button" value="Edit"/>
<input type="checkbox"/> Horizon Test FD	Manchester	Network Engineering	(2484)	✓	<input type="button" value="Deactivate"/> <input type="button" value="Edit"/>
<input type="checkbox"/> HorizonTest1212	Manchester	Reception	(7878)	✓	<input type="button" value="Deactivate"/> <input type="button" value="Edit"/>
<input type="checkbox"/> Manchester TSC	Manchester	Reception	(4545)	✓	<input type="button" value="Deactivate"/> <input type="button" value="Edit"/>
<input type="checkbox"/> New_Hunt_Group	Manchester		(9876)	✓	<input type="button" value="Deactivate"/> <input type="button" value="Edit"/>
<input type="checkbox"/> testgroup	Manchester		(1156)	✓	<input type="button" value="Deactivate"/> <input type="button" value="Edit"/>

Once you are in the Edit Hunt Group screen, select "Advanced Settings".



Dashboard / Users / Site Management / **Call Groups** / Device Management / Administration / Recorded Calls / Statistics

Dashboard / Group Management / Hunt Group / Edit Hunt Group

### Edit Call waiting test

**Group Details**

Name:

Department:

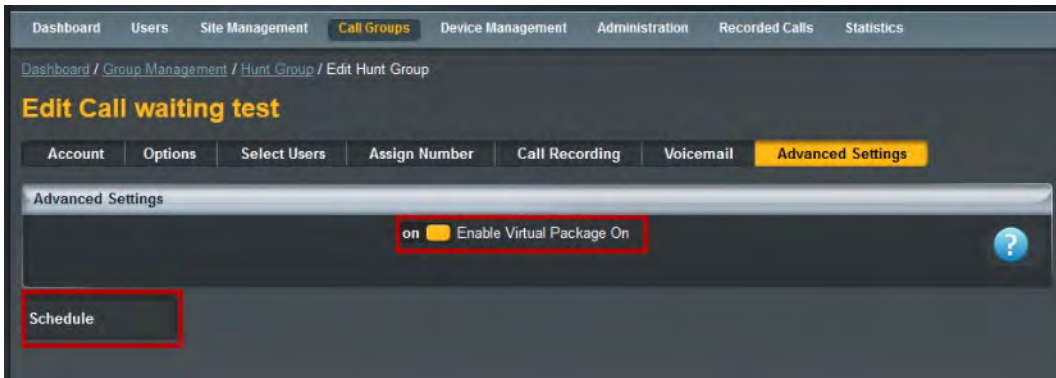
Username:  @

**Caller ID**

Calling ID First Name:

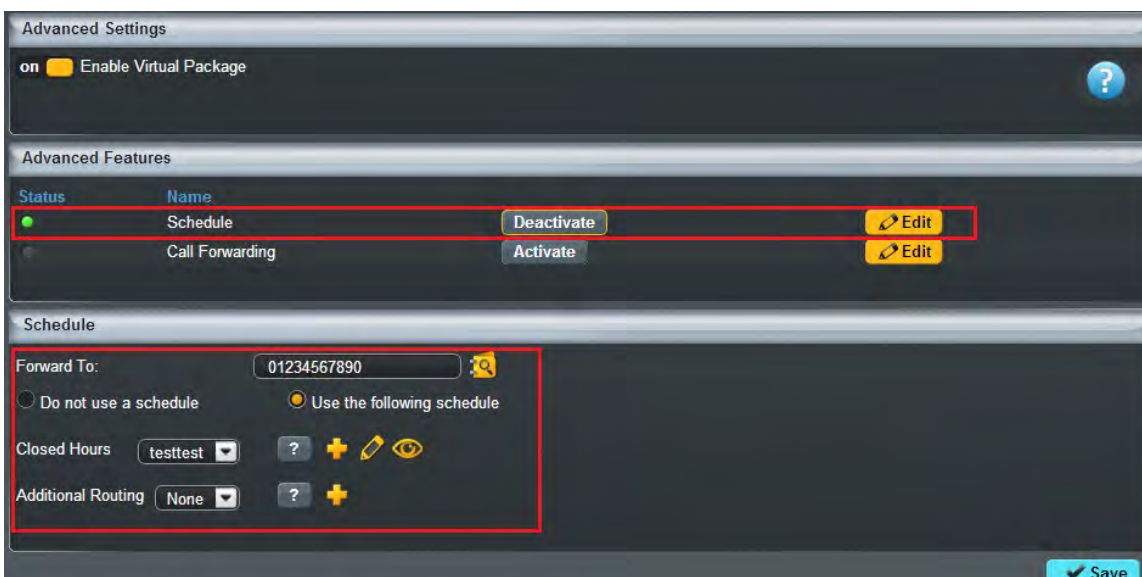
Calling ID Last Name:

To apply a schedule to the Hunt Group, we need to Enable Virtual Package. This will then allow you to apply a schedule by giving you the "Schedule" option. Click "Schedule".



From here, select "Use the following schedule". You should apply the out of hours' schedule in the "closed hours". With this you are telling Horizon what times you want it to forward calls.

Additional routing allows you to set up another schedule to run alongside the main schedule, such as Bank Holidays. If you have not actually set up a schedule yet, you can use the "+" icon to set up a new schedule.



To implement a call schedule against a hunt group, you simply need to "Edit" the schedule you wish to implement by defining the closed hours and additional routing. All other times not defined will be classed as "Open" and will route the call per the programming given.

Once defined you can also now easily switch between call forwarding and call scheduling for immediate implementation of different routing.

### Setup Voicemail for a Hunt or Call Queue Group

From the Call Groups menu item, select either Hunt Groups or Call Queue Groups.



Dashboard | Users | Site Management | **Call Groups** | Device Management | Administration | Recorded Calls | Statistics

Auto Attendant  
Call Pickup  
Call Parking  
**Hunt Group**  
Call Queue Group

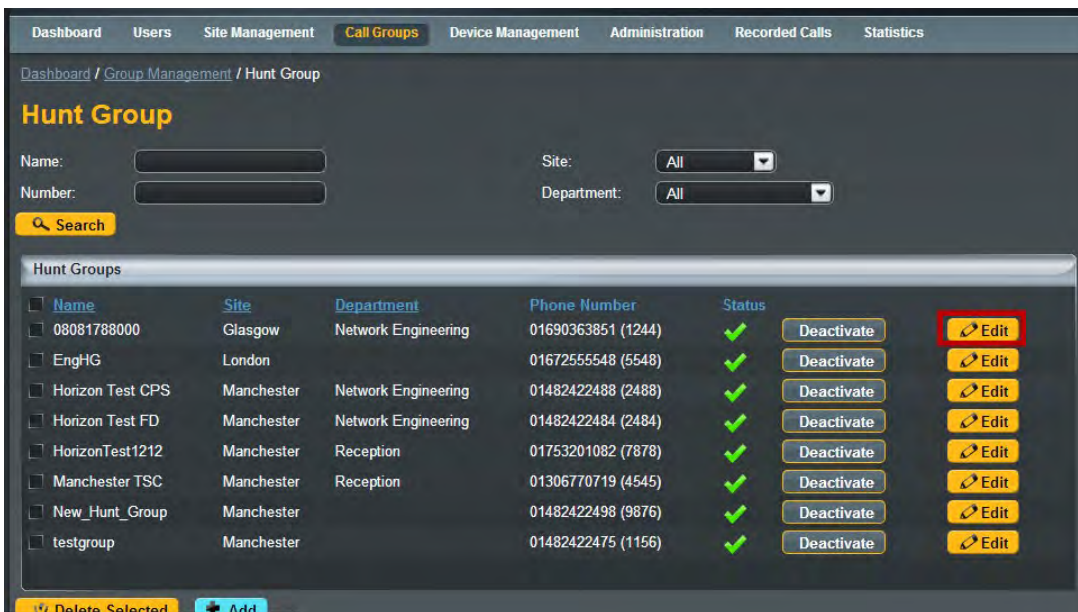
Subscription Summary

Name	Used	Available
Premium	38	1
Standard	9	13
GroupAdvancedSettings	4	3
Call Queue Group User	2	0
Voice Mail	40	5

Top 10 Callers (Calls Received)

Calls	Minutes
1. David Holland (27)	
2. Donald Duck (19)	
3. Pascal 335 (19)	
4. Voice Portal User (10)	
5. David P450HM (10)	
6. Brian Potter (9)	
7. 08081788000 (5)	
8. Paco 331 (5)	
9. Mark G - Desk (4)	
10. Andy Best (3)	

Select the Hunt or Call Queue Group that you want to set up Voicemail for and click "Edit".



Dashboard / Group Management / Hunt Group

## Hunt Group

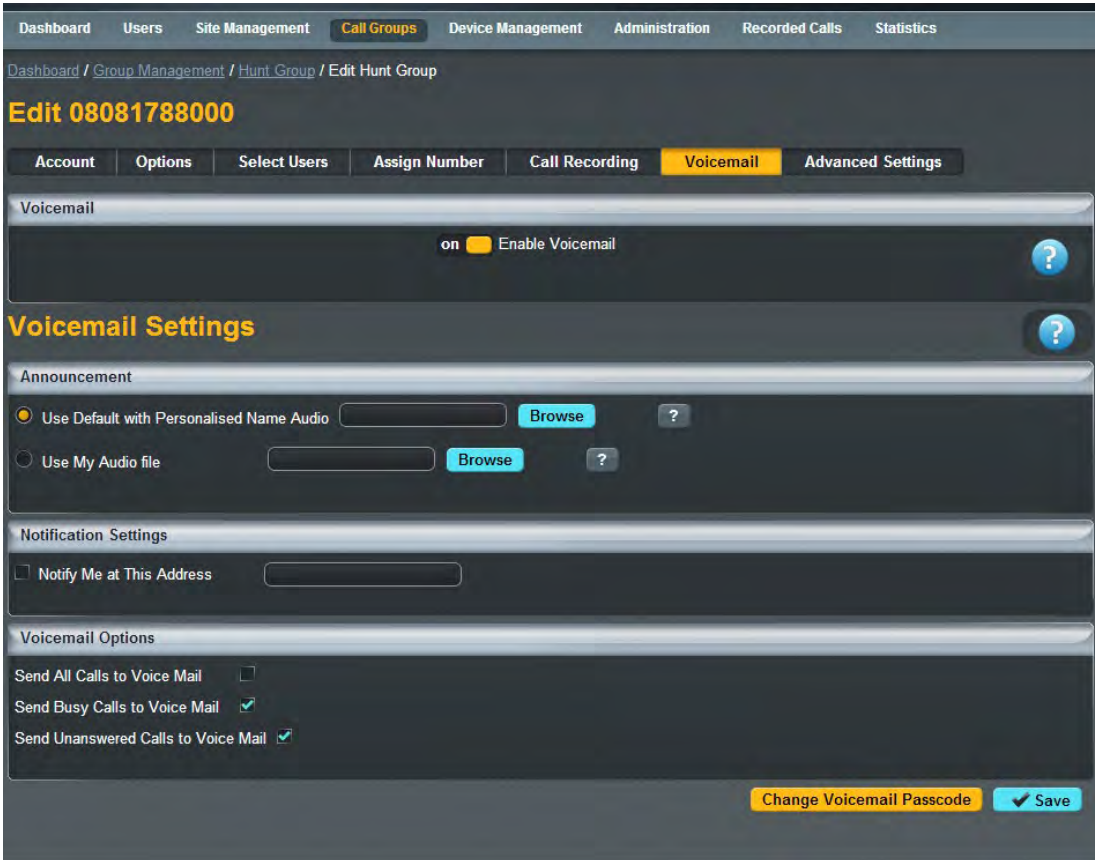
Name:  Site:

Number:  Department:

Name	Site	Department	Phone Number	Status	
<input type="checkbox"/> 08081788000	Glasgow	Network Engineering	01690363851 (1244)	✓	<input type="button" value="Deactivate"/> <input type="button" value="Edit"/>
<input type="checkbox"/> EngHG	London		01672555548 (5548)	✓	<input type="button" value="Deactivate"/> <input type="button" value="Edit"/>
<input type="checkbox"/> Horizon Test CPS	Manchester	Network Engineering	01482422488 (2488)	✓	<input type="button" value="Deactivate"/> <input type="button" value="Edit"/>
<input type="checkbox"/> Horizon Test FD	Manchester	Network Engineering	01482422484 (2484)	✓	<input type="button" value="Deactivate"/> <input type="button" value="Edit"/>
<input type="checkbox"/> HorizonTest1212	Manchester	Reception	01753201082 (7878)	✓	<input type="button" value="Deactivate"/> <input type="button" value="Edit"/>
<input type="checkbox"/> Manchester TSC	Manchester	Reception	01306770719 (4545)	✓	<input type="button" value="Deactivate"/> <input type="button" value="Edit"/>
<input type="checkbox"/> New_Hunt_Group	Manchester		01482422498 (9876)	✓	<input type="button" value="Deactivate"/> <input type="button" value="Edit"/>
<input type="checkbox"/> testgroup	Manchester		01482422475 (1156)	✓	<input type="button" value="Deactivate"/> <input type="button" value="Edit"/>

Click on "Voicemail" from here you can edit the Settings, and if you want to enable voicemail.





Dashboard Users Site Management **Call Groups** Device Management Administration Recorded Calls Statistics

Dashboard / Group Management / Hunt Group / Edit Hunt Group

## Edit 08081788000

Account Options Select Users Assign Number Call Recording **Voicemail** Advanced Settings

Voicemail

on  Enable Voicemail ?

### Voicemail Settings ?

Announcement

Use Default with Personalised Name Audio   ?

Use My Audio file   ?

Notification Settings

Notify Me at This Address

Voicemail Options

Send All Calls to Voice Mail

Send Busy Calls to Voice Mail

Send Unanswered Calls to Voice Mail

## Listening to your Hunt Groups Voicemail

If you would like to access the Horizon hunt group mailbox from a Horizon phone on the same company, take the following steps:

- Dial the extension of the voice portal
- Press star <sup>1\*</sup>
- Enter extension of the hunt group
- Enter voicemail passcode for the hunt group

The process is slightly different if you dial the Voice Portal DDI externally. You will be prompted to enter the extension number as soon as you dial the voice portal and there is no need to press <sup>1\*</sup>.

## Instant Conference Group

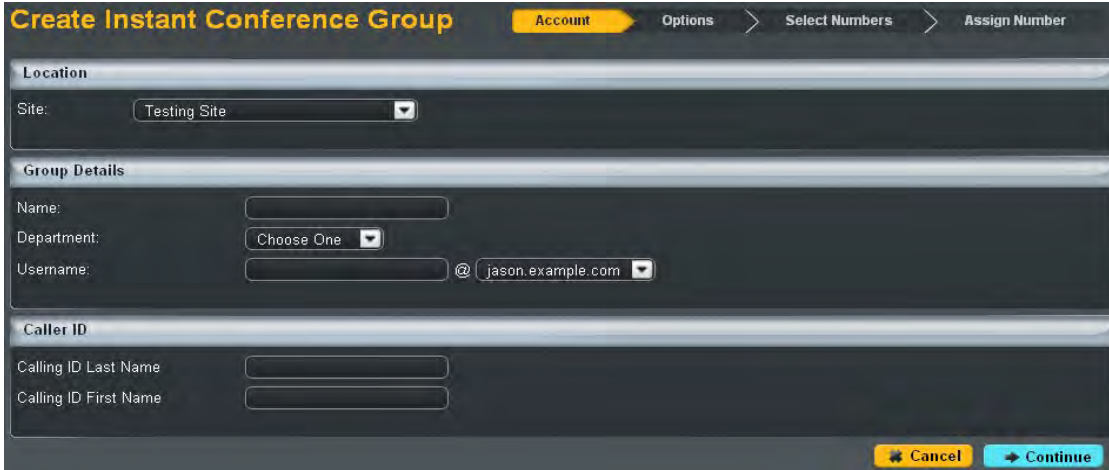
This allows you to set up a conference with up to 15 different people all from remote locations. You may choose to use this to create incident bridges or similar instant conference groups for your company. The conference group can be started by any user calling the conference number, which will then trigger calls to other group members.

To set up an 'instant conference group' select it from the group home page and you will be taken to the list page, from there click the "Add" button and it will start the process.

The first section is to complete all the account settings as this is the standard information for the group. You need to select what site you want the group to be on, but all users from all sites can still be in the group as it is not site specific. For the group details, you need to select what you want it to be called, what user name you want it to have

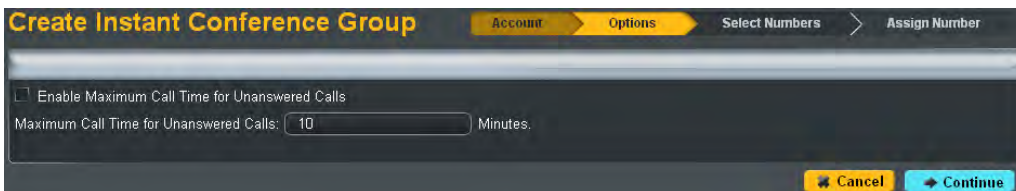


and what department you want it to be in. You also need to give it a caller ID as this is what will be displayed on the devices receiving a call.



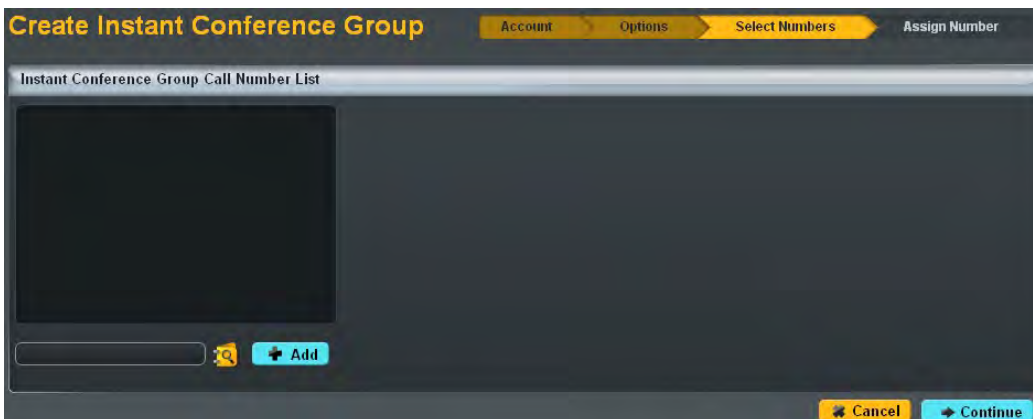
The screenshot shows the 'Create Instant Conference Group' interface with the 'Account' step highlighted. The 'Location' section has a 'Site' dropdown menu set to 'Testing Site'. The 'Group Details' section includes a 'Name' text field, a 'Department' dropdown menu set to 'Choose One', and a 'Username' text field followed by an '@' symbol and a dropdown menu showing 'jason.example.com'. The 'Caller ID' section has two text fields for 'Calling ID Last Name' and 'Calling ID First Name'. At the bottom right, there are 'Cancel' and 'Continue' buttons.

The next section is to input what options you would like. This allows you to set up a maximum time before a call is cut out. This will allow you to get calls to cut out if they have not been answered so the phone does not keep ringing until the conference call has ended.



The screenshot shows the 'Options' step of the 'Create Instant Conference Group' interface. It features a checkbox labeled 'Enable Maximum Call Time for Unanswered Calls'. Below it, a text field shows 'Maximum Call Time for Unanswered Calls: 10 Minutes'. At the bottom right, there are 'Cancel' and 'Continue' buttons.

The next step will allow you to add the numbers you want within the conference group. You can input a contact number into the text box and then click "Add", or search your directory for a number.



The screenshot shows the 'Select Numbers' step of the 'Create Instant Conference Group' interface. The title is 'Instant Conference Group Call Number List'. The main area is a large empty box. At the bottom left, there is a search icon and an 'Add' button. At the bottom right, there are 'Cancel' and 'Continue' buttons.

The final page is to assign a number and an extension for people to call the conference group. You need to select an available number from the site you assigned the group to.

### Create Instant Conference Group

Account Options Select Numbers Assign Number

Find a Number

Search...

- 01665680001
- 01665680005
- 01665680009

Extension

Extension

## Editing a Conference Group

From the Call Groups drop down in the menu, select "Instant Conference Group".

Dashboard Users Site Management **Call Groups** Device Management Administration Recorded Calls Statistics

Add User Create Group

Groups

- Auto Attendant (1)
- Dave
- Call Pickup (3)
- Call Parking (2)
- Hunt Group (6)
- Call Queue Group (3)
- Instant Conference Group (2)

Auto Attendant

Call Pickup

Call Parking

Hunt Group

Call Queue Group

**Instant Conference Group**

Subscription Summary

Name	Used	Available
Premium	36	3
Standard	8	14
GroupAdvancedSettings	4	3
Call Queue Group User	2	0
Voice Mail	37	8

Manage

Top 10 Callers (Calls Received)

Calls	Minutes
1. Pascal 335 (27)	
2. David Holland (26)	
3. Donald Duck (18)	
4. Mark G - Desk (17)	
5. Horizon Test FD (14)	
6. Manchester TSC (11)	
7. David P450HM (8)	
8. Voice Portal User (6)	

Select the "Edit" button that corresponds to the Instant Conference Group that you wish to edit.

Dashboard Users Site Management **Call Groups** Device Management Administration Recorded Calls Statistics

Dashboard / Group Management / Instant Conference Group

### Instant Conference Group

Name:  Site:

Number:  Department:

Instant Conference Groups

Name	Site	Department	Phone Number	Status	
<input type="checkbox"/> icengineering	London		01482422470 (5543)	✓	<input type="button" value="Deactivate"/> <input type="button" value="Edit"/>

## New Call Barge Functionality

The Call Barge feature allows an assigned user to connect into an existing call and setup a Three-Way Call. There will be the following sets of users:

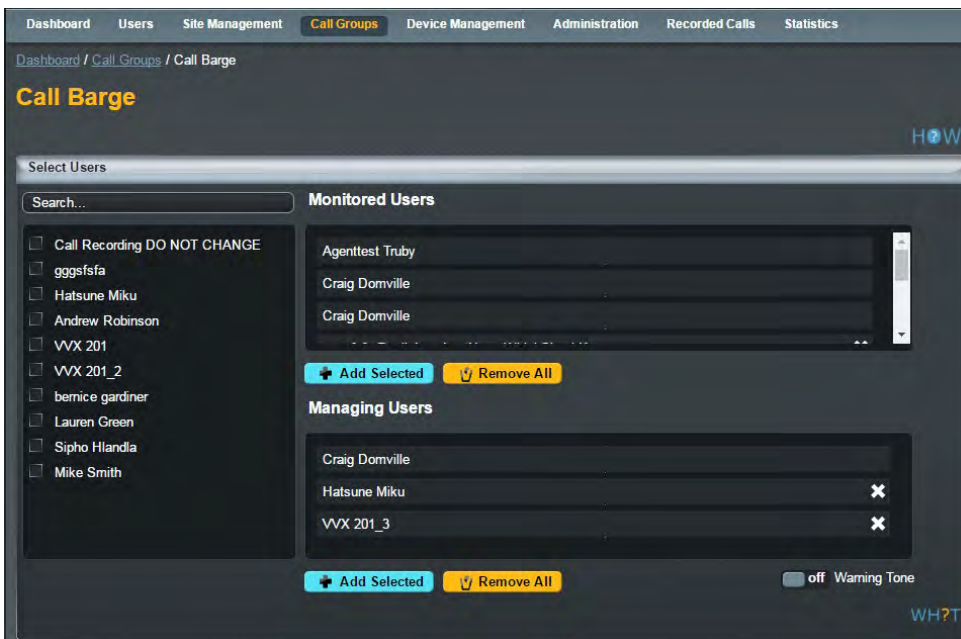
- Managing Users – those users who can ‘barge-in’ on calls
- Monitored Users – those users who are configured to be monitored

The administrator will be able to create one Call Barge group per company and assign as many users as required into each Call Barge user category. A Call Barge user can be both a Monitored and a Managing User and it is not site specific.

The administrator can find the Call Barge set up screen under the Call Groups menu:



Once selected they will be presented with the following screen



Here the administrator can select and add users into the relevant category.

To barge into a call, the "Managing User" will need to key \*33 plus the extension number of a Monitored User.

When the warning tone is activated, the monitored user will hear a tone during the barge-in of a managing user and when deactivated the managing user will join the call silently. Please note this will override the status of the barge-in intrusion tone set up via a Call Centre Supervisor Client and vice versa. In addition, the default option is "On".

## Account

Under the Account option, you can change the name, department and caller ID.

## Options

Under the Options option, you can change the Maximum Call Time for Unanswered Calls.

## Select Numbers

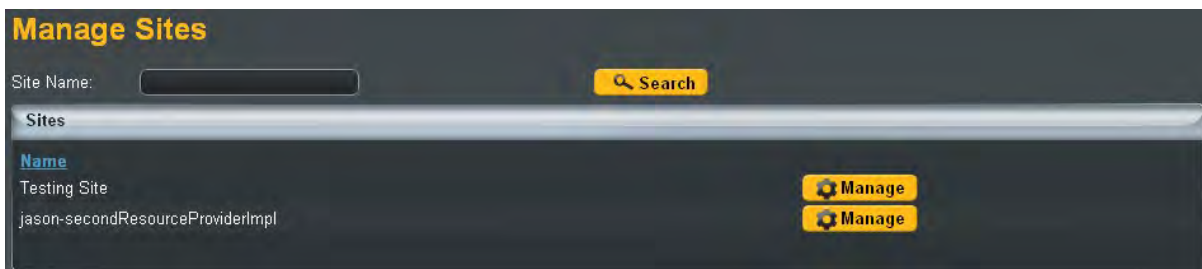
Under the Select Numbers option, you can change the CLIs that are assigned to the Instant Conference Group.

## Assign Numbers

Under the Assign Numbers option, you can change the current number and extension numbers.

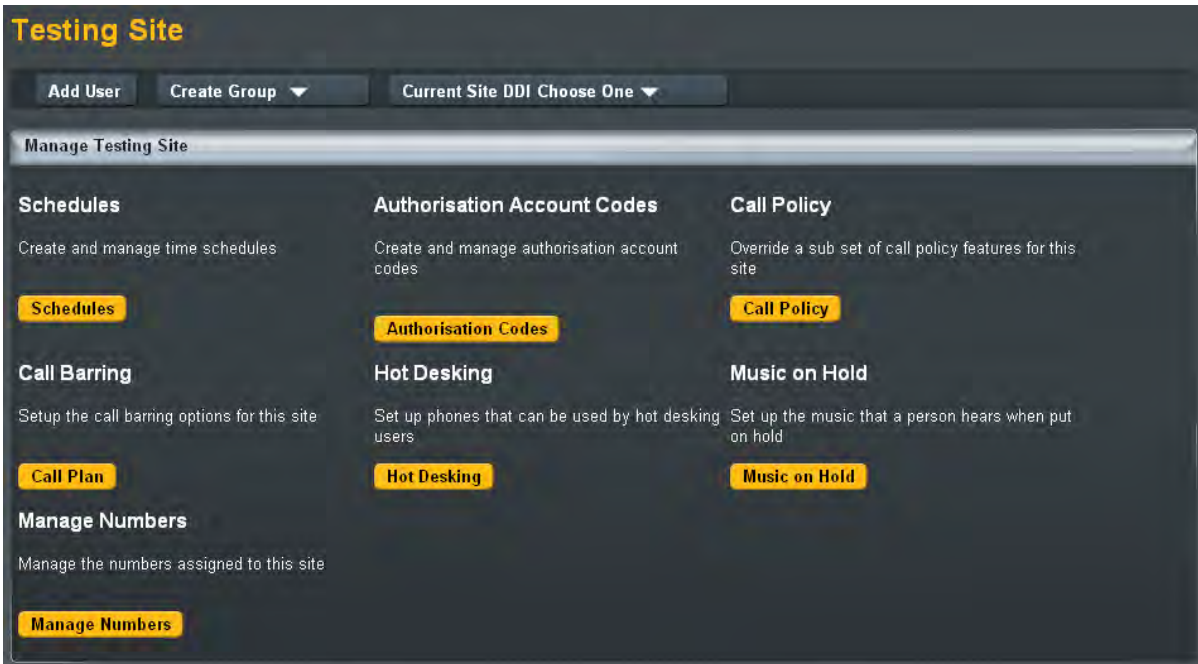
## Site Management

The site management page allows you to manage options specific to just a single site. When you first go to the site management page you will need to select what site you would like to manage.



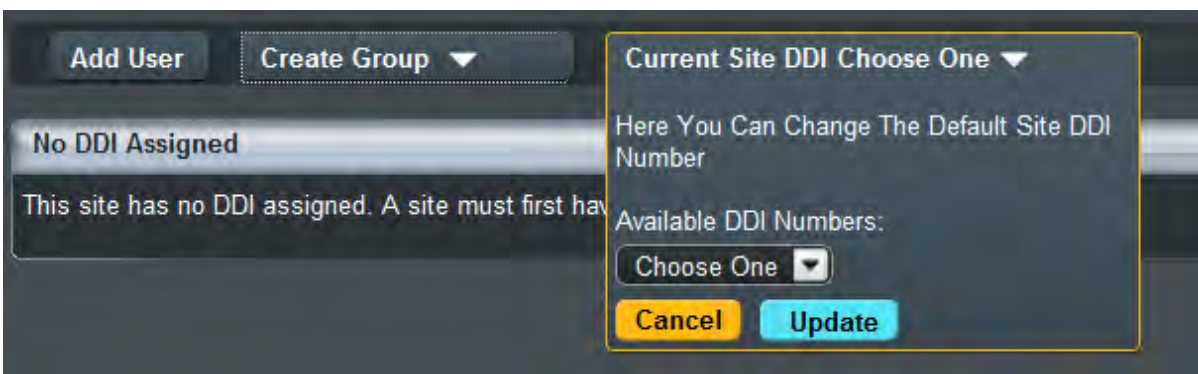
Once you have selected what site to edit, you will be taken to a page where you can select what feature you would like to configure. From this page, you are also able to assign a site with a DDI. Click on "Current Site DDI" and a small box will appear and then you can select an available number from the site. You are also able to go to the 'create user' page or 'create group' page to quickly redirect yourself. To set up one of the other features just click on the yellow button and you will be redirected to that page. On each one of those pages you can select a button on the top right corner that will take you back to this page.





## Setting up the Site DDIs

As the company administrator, you can set the “Company Site DDI” by selecting on the “Current Site DDI Choose One” tab. Once clicked you can then select a Site DDI from the list of numbers allocated to your company’s profile, before clicking on the “Update” button to implement this for this site.



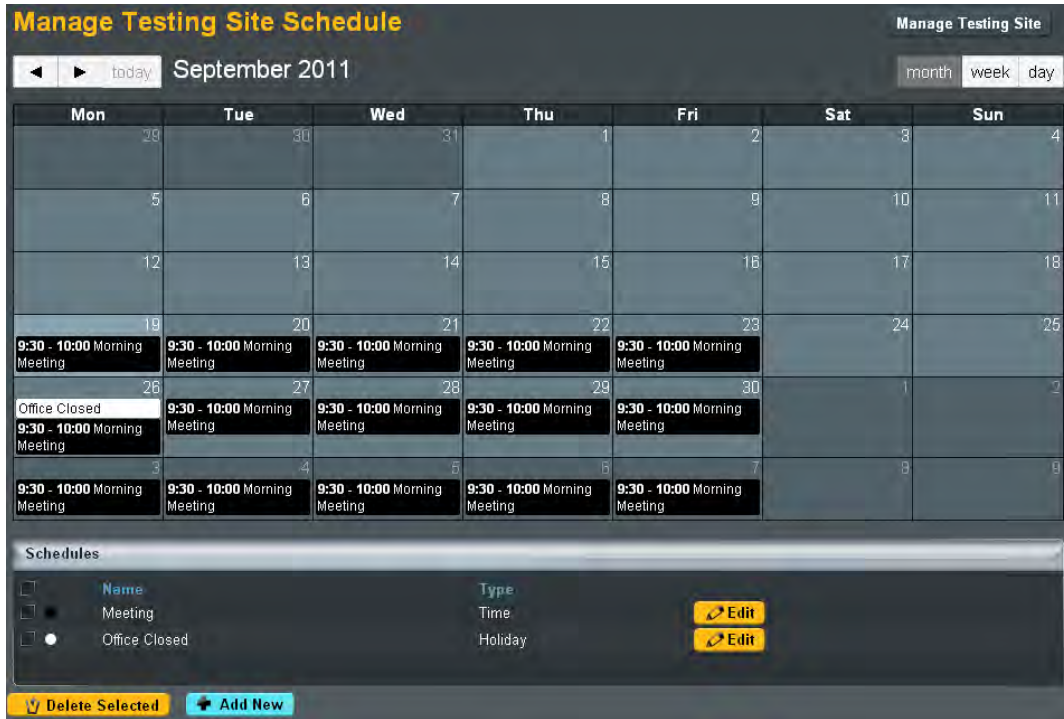
When this has been set within the main site management screen you will be able to see the current site DDI and edit this as required by clicking on the tab

## Schedules

The schedule allows you to define an event or series of events so that some of your features can be different depending on the time, such as opening and closing hours. You can make these events a regular occurrence or you can setup Holiday events to allow for different routing during different times of the year.

You can set up time and holiday events so that you can have one recording playing during work time and another being played after. You can create recurrence of an event so you only need to create your work hours once and

then duplicate it for every working day. You can set events to daily, weekly, monthly or yearly recurrence and this allows you to set up for such events as Christmas and just keep the same settings.



**Manage Testing Site Schedule** Manage Testing Site

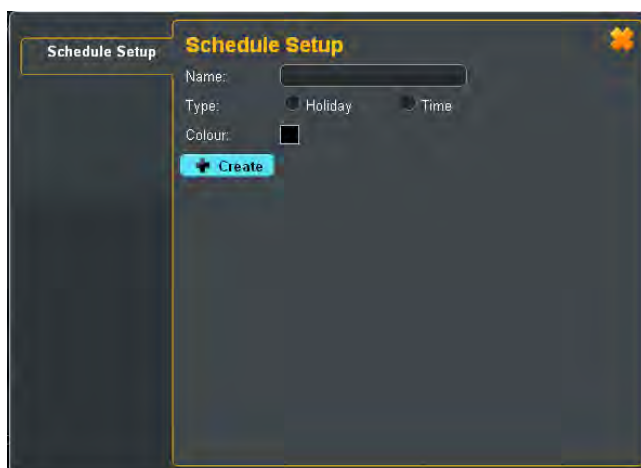
◀ ▶ today **September 2011**
month week day

Mon	Tue	Wed	Thu	Fri	Sat	Sun
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
9:30 - 10:00 Morning Meeting	9:30 - 10:00 Morning Meeting	9:30 - 10:00 Morning Meeting	9:30 - 10:00 Morning Meeting	9:30 - 10:00 Morning Meeting		
26	27	28	29	30	1	2
Office Closed	9:30 - 10:00 Morning Meeting	9:30 - 10:00 Morning Meeting	9:30 - 10:00 Morning Meeting	9:30 - 10:00 Morning Meeting		
9:30 - 10:00 Morning Meeting						
3	4	5	6	7	8	9
9:30 - 10:00 Morning Meeting	9:30 - 10:00 Morning Meeting	9:30 - 10:00 Morning Meeting	9:30 - 10:00 Morning Meeting	9:30 - 10:00 Morning Meeting		

**Schedules**

<input type="checkbox"/>	Name	Type	
<input type="checkbox"/>	Meeting	Time	<a href="#">Edit</a>
<input type="checkbox"/>	Office Closed	Holiday	<a href="#">Edit</a>

[Delete Selected](#) [Add New](#)



**Schedule Setup**

Name:   
 Type:  Holiday  Time  
 Colour:

[Create](#)

The schedule home page displays all the events that you have created for this site. On the calendar, it displays all the events and each instants of the event and then under the calendar, it displays all the schedules you have created. For example, if you create a schedule called bank holiday at the bottom it will just display bank holiday and what colour you have assigned to it. On the calendar, it will display a coloured box for each bank holiday. The calendar is being displayed in the month view but you can change it to week or day view. Using the arrows in the top right corner you can move the calendar back and forward so in month view it will take you to another month, then you can select on today to return to today's date.

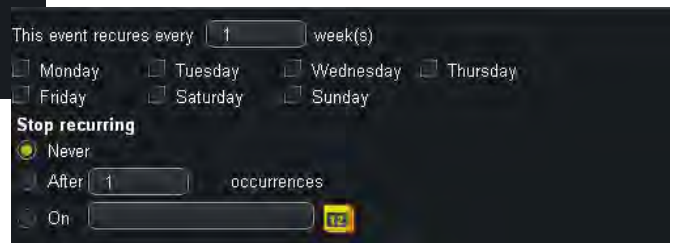
To create an event, using work hours as an example, you click on “Add New” and you will get another window open where you can create the schedule. You need to give the schedule a name and select whether it is holiday or time, in the instances of working hours, it would be a time. Then you need to select a colour and then click create. You will then be redirected to a new event window where you can create your new event.



This window is where you can select the event and what recurrence it has. You will need to input the name of the event, and whether it is all day event. If you uncheck this box you will be able to input a time that you want the schedule to have, so in our example you would use 09:00 – 17:00. You are also able to select the date it should start on if it recurs, if it doesn't then select the date you want the event to occur on. If you select recurrence one of four windows will be open.

### Daily

This is the daily recurrence window and you can select how often it recurs as well as how long until it


stops recurring.

### Weekly

This window allows you to setup weekly recurrence and you can set up on what days you want it to recur on. You can also set up how long until it stops recurring

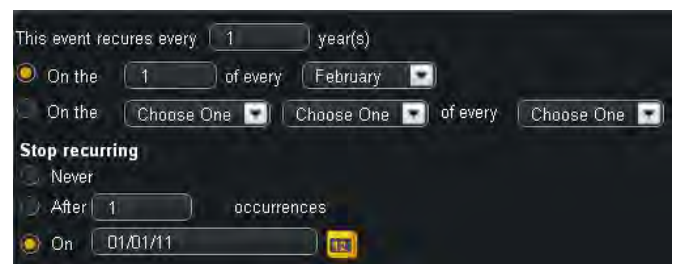
### Monthly

This is the monthly recurrence and you can set whether you want an event to occur on a specific date or on a specific day in the month (second Friday). You are also able to set up the duration of the recurrence.



### Yearly

The yearly window allows you to set recurrence on a yearly base. You can select what date you would like the event to recur on, or by date (the first Wednesday of every April). You are also able to set up for how long the recurrence lasts for.



Once you have selected all the details you wanted for a schedule and you have saved the event, you will be able to view the event on the calendar. If you want to edit an event, you can either select the schedule the event is under. You are also able to click on the individual event you want to update and this will open the event directly.

**Please note the following when creating a schedule:**

An All-Day Event is from 00:00 until 23:59 on the selected day.

To define hours (such as office hours), untick the "All Day Event" box and define the time. Also, select the "Weekly" option and tick all the days you wish to have selected.

Recommended if you want an out of hours' schedule - select all days apart from Saturday, as Monday morning would need to be covered.

### Example Schedule, Out of Hours (Weekends and 17:00 until 09:00 weekdays)

As we are choosing the times when calls will route to your defined alternative out of office number, we need to specify out of office times.

To do this, you'll create a schedule as you would do above. Then, when you are setting up the Event of this schedule, you should ensure that All Day Event is un-ticked and then select "Weekly". Select all days **except** Saturday. The start time should be 17:00 and the end time would be 09:00.

 Sunday has been selected as cover would be needed on Monday morning until 9am.

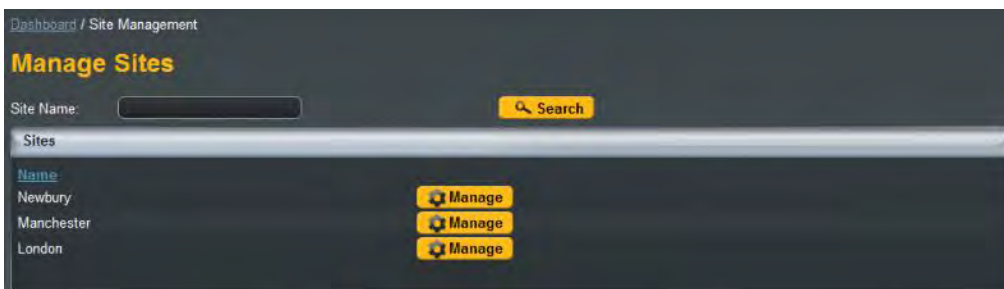
This now covers all days outside of business hours except for Saturday and Sunday until 17:00. Go back to Events and then select "Add New". Enter a name for this event, ensuring that "All Day Event" stays ticked and do not change the start or the end date. From the "Recurs" drop down, select "Weekly" and then select the Saturday and Sunday tick boxes and click "Create".

These schedules can now be used to create an out of hours' voicemail. If you create a hunt group with nobody assigned to it, select "Forward all calls to voicemail" under the voicemail settings, and then forward the out of hours calls on your main hunt group number to this hunt group, this effectively creates a dedicated out of hours' company voicemail.

### How to set up a schedule

Once in the Horizon GUI, select "Site Management"

Select the site which is to have the schedule



Select "Schedules"



Dashboard / Site Management / Manchester

## Manchester

Add User Create Group Current Site DDI

Manage Manchester

**Schedules**

Create and manage time schedules

**Schedules**

**Call Barring**

Setup the call barring options for this site

**Call Plan**

**Authorisation Account Codes**

Create and manage authorisation account codes

**Authorisation Codes**

**Music on Hold**

Set up the music that a person hears when put on hold

**Call Policy**

Override a sub set of call policy features for this site

**Call Policy**

**Manage Numbers**

Manage the numbers assigned to this site

**Manage Numbers**

You always create your schedules as "Open", so make sure that the "Open Hours" tab is selected and click "+ Add"

AnthonyTest Anthony Hilton Help | Change Password | Log Out

# HORIZON

Unlimited communications

Dashboard Users Site Management Call Groups Device Management Administration Recorded Calls Statistics

Dashboard / Site Management / Okehampton / Manage Schedules

## Manage Okehampton Schedule

Manage Okehampton

today May 2013 month week day

Mon	Tue	Wed	Thu	Fri	Sat	Sun
29	30 Perumal test	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

Open Hours Closed Hours

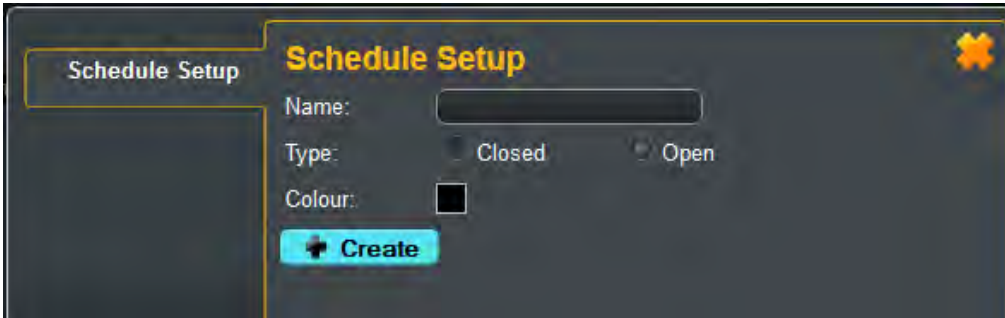
Schedules

Name	Type	
<input type="checkbox"/> Office Hours	Open	<b>Edit</b>
<input type="checkbox"/> Perumal	Open	<b>Edit</b>

Delete Selected **Add**

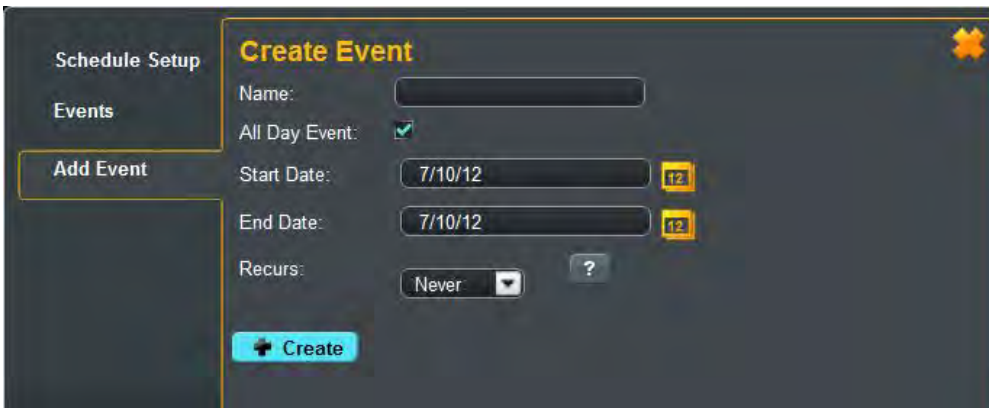
HORIZON Copyright © 2013

Name the Schedule something memorable. The schedule needs to be set to "Open", even if you are setting up a schedule for outside of business hours. Select the colour you would like to assign to the schedule for appearing on the calendar and then click "+ Create".



Now you can Add Events to the schedule, therefore building the schedule.

Name the event and if the event is all day, then keep this ticked. If it is between two times, untick the All-Day Event option and this will give you extra options under the Start and End Date fields which allows you to set the time. Select how often you want the event to occur and then click create.

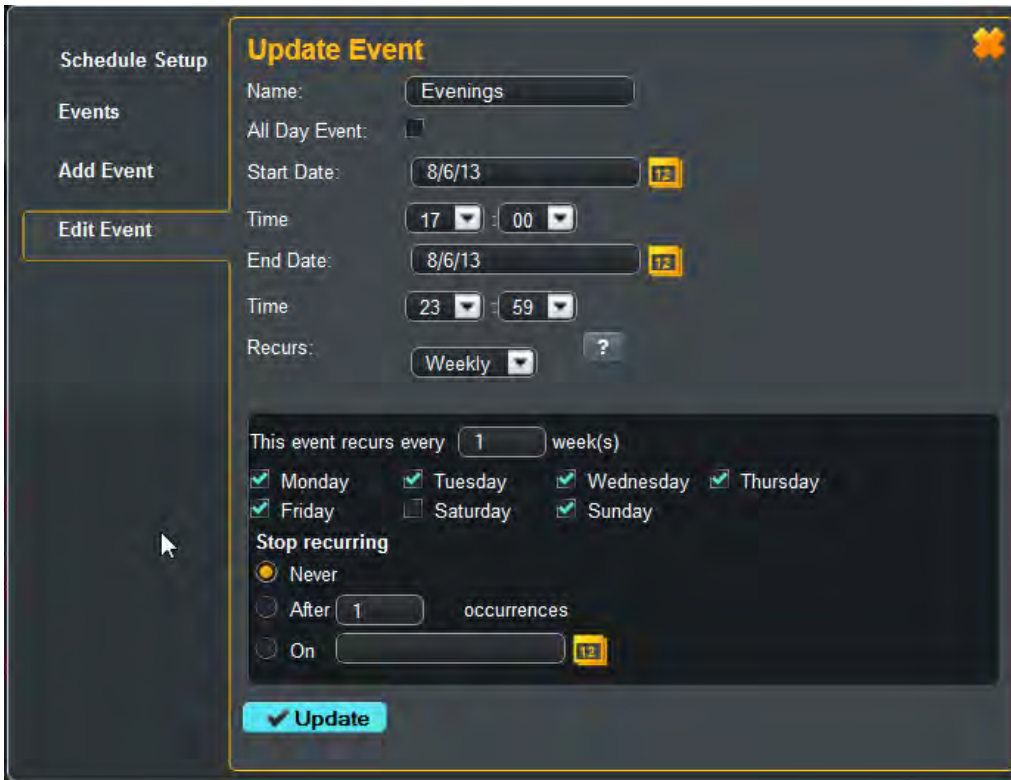


Please note the following when creating a schedule:

- An All-Day Event is from 00:00 until 23:59 on the selected day.
- To define hours (such as office hours), untick the "All Day Event" box and define the time. Also, select the "Weekly" option and tick all the days you wish to have selected.
- It is recommended if you want an out of hours' schedule - select all days apart from Saturday, as Monday morning would need to be covered.

#### **Example Schedule showing Out of Hours (Weekends and 17:00 until 09:00 weekdays)**

Your first event should cover week day evenings, in this case from 17:00 today until 09:00 tomorrow. We want this to recur every Monday, Tuesday, Wednesday, Thursday, Friday and Sunday and to never stop recurring.



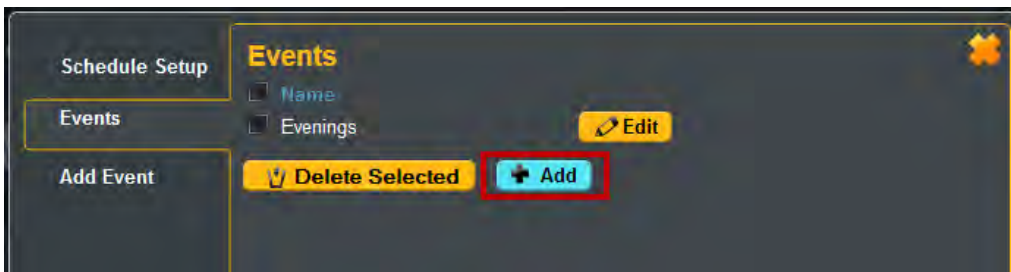
The screenshot shows the 'Update Event' form. On the left sidebar, 'Edit Event' is selected. The main form contains the following fields:

- Name: Evenings
- All Day Event:
- Start Date: 8/6/13
- Time: 17:00
- End Date: 8/6/13
- Time: 23:59
- Recurs: Weekly

Below these fields, it states: 'This event recurs every 1 week(s)'. The days of the week are listed with checkboxes: Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, and Sunday. Monday, Tuesday, Wednesday, Thursday, Friday, and Sunday are checked. Under 'Stop recurring', the 'Never' option is selected.

At the bottom of the form is a blue 'Update' button.

Select "Add" when on the Events screen.



The screenshot shows the 'Events' screen. On the left sidebar, 'Events' is selected. The main area displays a list of events with the following details:

- Name: [input field]
- Evenings:

There is an 'Edit' button next to the event. At the bottom of the main area, there are two buttons: 'Delete Selected' and 'Add'. The 'Add' button is highlighted with a red box.

For your second event, you need to cover from 00:00 until 09:00. We again want this to recur every Monday, Tuesday, Wednesday, Thursday, Friday and Sunday.

Schedule Setup

Events

Add Event

**Edit Event**

## Update Event

Name:

All Day Event:

Start Date:  12

Time:  :

End Date:  12

Time:  :

Recurs:  ?

This event recurs every  week(s)

Monday  Tuesday  Wednesday  Thursday

Friday  Saturday  Sunday

**Stop recurring**

Never

After  occurrences

On  12

✔ Update

We have left all day Saturday and Sunday from 09:00 until 17:00 that do not have a schedule, so again we create a new Event

Schedule Setup

Events

Add Event

## Events

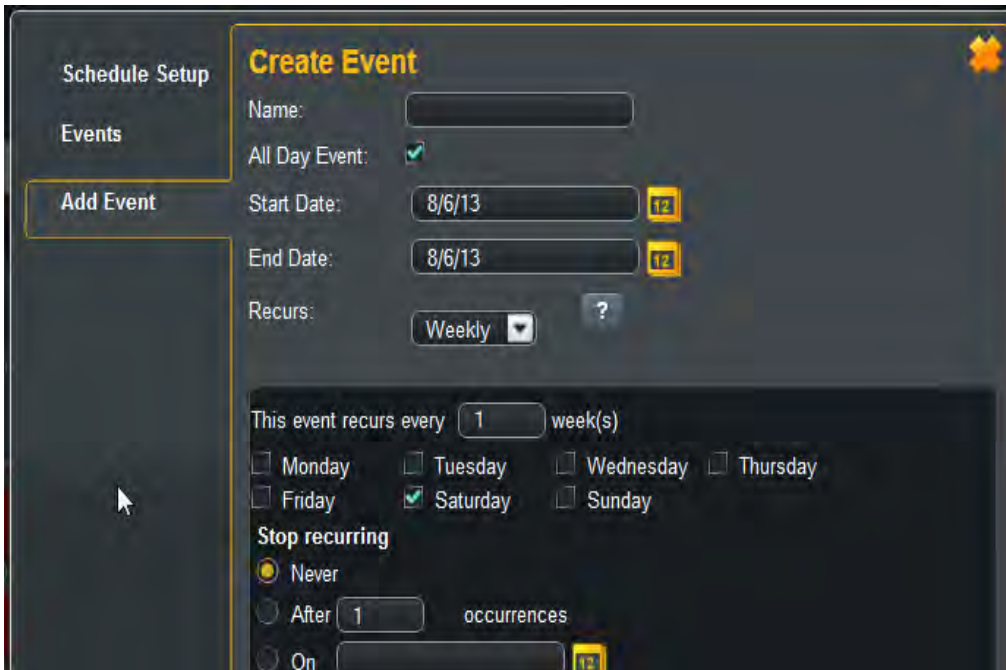
Name

Evenings ✎ Edit

🗑 Delete Selected
➕ Add

For Saturday, set up an All-Day Event, which is from 00:00 to 23:59 to recur every Saturday.





**Create Event**

Name:

All Day Event:

Start Date:

End Date:

Recurs:

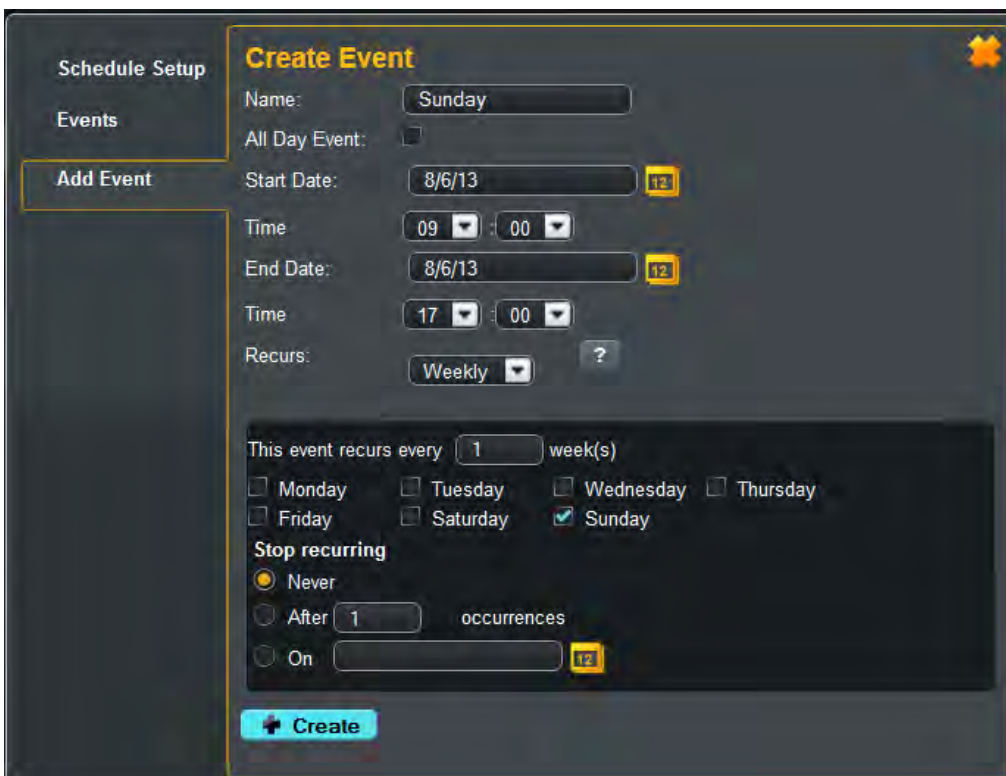
This event recurs every  week(s)

Monday  Tuesday  Wednesday  Thursday  
 Friday  Saturday  Sunday

**Stop recurring**

Never  
 After  occurrences  
 On

For Sunday, set up an event to run from 09:00 to 17:00 to recur every Sunday.



**Create Event**

Name:

All Day Event:

Start Date:

Time:  :

End Date:

Time:  :

Recurs:

This event recurs every  week(s)

Monday  Tuesday  Wednesday  Thursday  
 Friday  Saturday  Sunday

**Stop recurring**

Never  
 After  occurrences  
 On

**+ Create**

Please note that the schedule for Auto Attendants is slightly different, and this section of the page is only to serve as an example

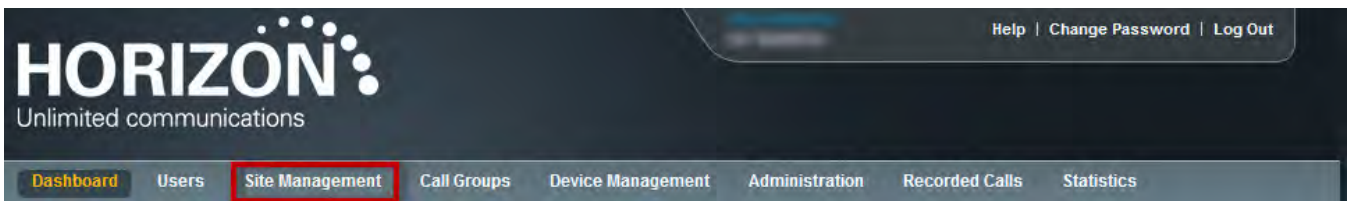
## Editing Schedules

The schedule allows you to define events so that some of the Horizon features can be different depending on the time and/or day, such as opening and closing hours. You can make these events a regular occurrence or you can also set up Holiday events to allow for different routing during different times of the year.

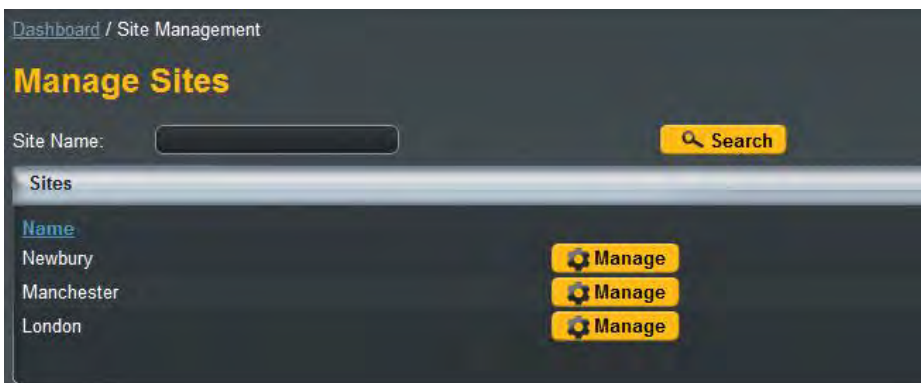
If you have already got schedules set up which you wish to edit, follow the below guide.

### Add Auto Attendant

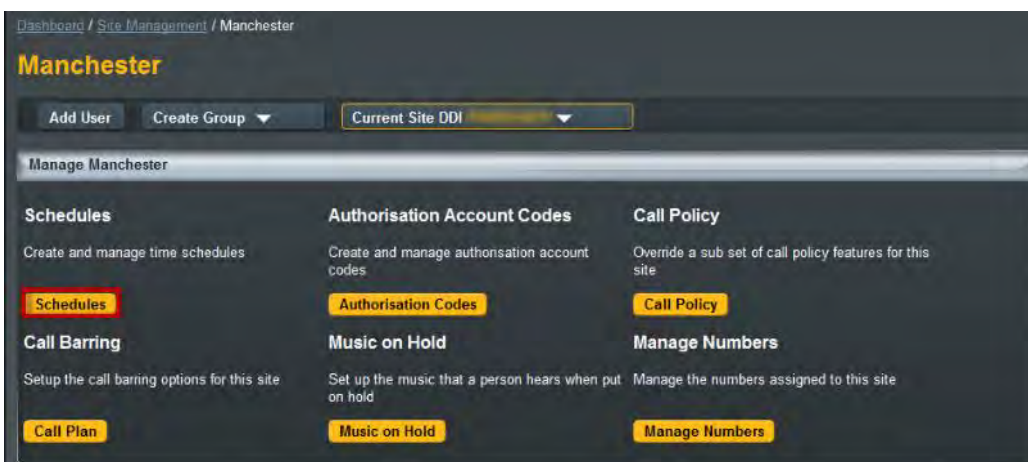
Once in the Horizon GUI, select "Site Management"



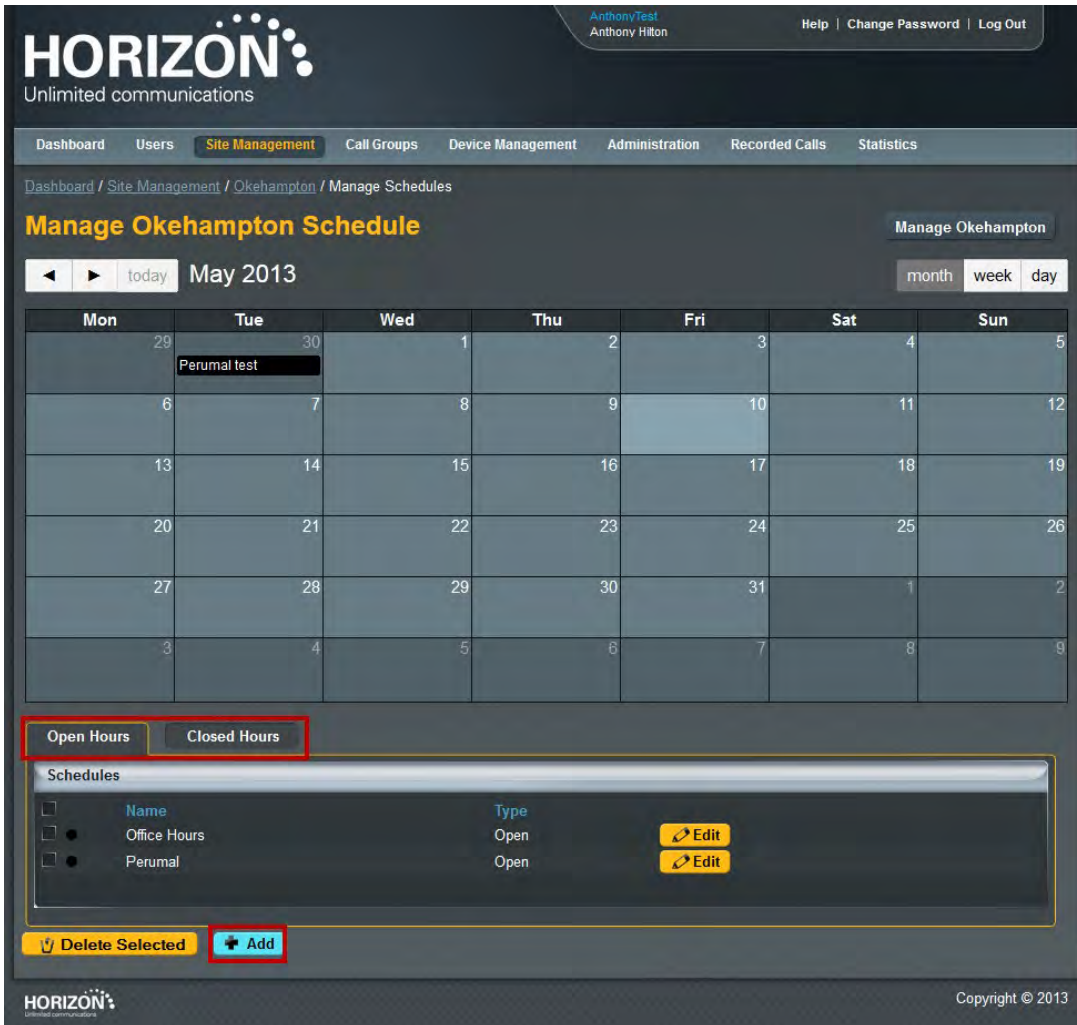
Select the Site of whose schedule you want to edit.



Select "Schedules".



Select "Edit"



**HORIZON**  
Unlimited communications

AnthonyTest  
Anthony Hilton

Help | Change Password | Log Out

Dashboard Users **Site Management** Call Groups Device Management Administration Recorded Calls Statistics

Dashboard / Site Management / Okehampton / Manage Schedules

### Manage Okehampton Schedule

Manage Okehampton

◀ ▶ today May 2013 month week day

Mon	Tue	Wed	Thu	Fri	Sat	Sun
29	30 Perumal test	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

Open Hours Closed Hours

Schedules

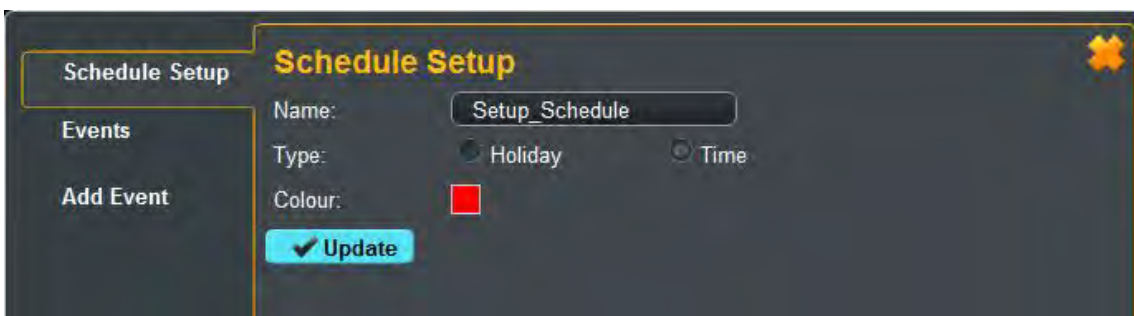
<input type="checkbox"/>	Name	Type	
<input type="checkbox"/>	Office Hours	Open	<a href="#">Edit</a>
<input type="checkbox"/>	Perumal	Open	<a href="#">Edit</a>

[Delete Selected](#) [Add](#)

HORIZON  
Unlimited communications

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"Schedule Setup" will allow you to change the name, type and colour of the schedule.



**Schedule Setup**

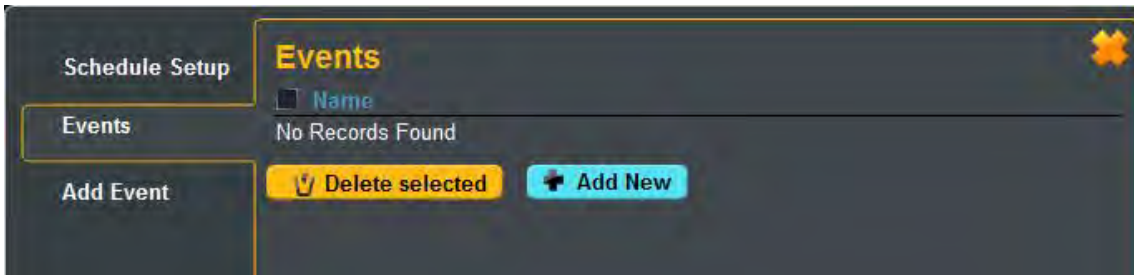
Name:

Type:  Holiday  Time

Colour:

[Update](#)

"Events" will allow you to delete an event by selecting the schedule's tick box and then press "Delete selected", or add a new schedule by clicking Add New.



"Add Event" will allow you to add an event to the schedule.



### Deleting Schedules

The schedule allows you to define events so that some of the Horizon features can be different depending on the time and/or day, such as opening and closing hours. You can make these events a regular occurrence or you can also set up Holiday events to allow for different routing during different times of the year.

If you have already got schedules set up which you wish to edit, follow the below guide.

#### Add Auto Attendant

Once in the Horizon GUI, select "Site Management"

Select the Site of whose schedule you want to edit.

Select "Schedules".

Select "Edit"

### Authorisation and Account Codes

Authorisation and accounts codes allow you to set up the need for authorisation on outgoing calls or the option of inputting an account code with outgoing calls. Authorisation and account code are only used for outgoing calls. You are only able to have one of these features active at one time and they need to be set up by the Administrator.

Please note that if an authorisation code is active, the functionality applies to all call types except 999 calls which can still be placed without the use of the code.

To enable this feature, click "Site Management".





**HORIZON**  
Unlimited communications

Test Engineer  
Joe Spadafora

Help | Change Password | Log Out

Dashboard | Users | **Site Management** | Call Groups | Device Management | Administration | Recorded Calls | Statistics

Add User | Create Group

**Groups**

- Auto Attendant (3)
  - Dave
  - Main Number
  - ManAutoAttendant
- Call Pickup (3)
- Call Parking (2)

**Calls per week**

Inbound | Outbound

**Subscription Summary**

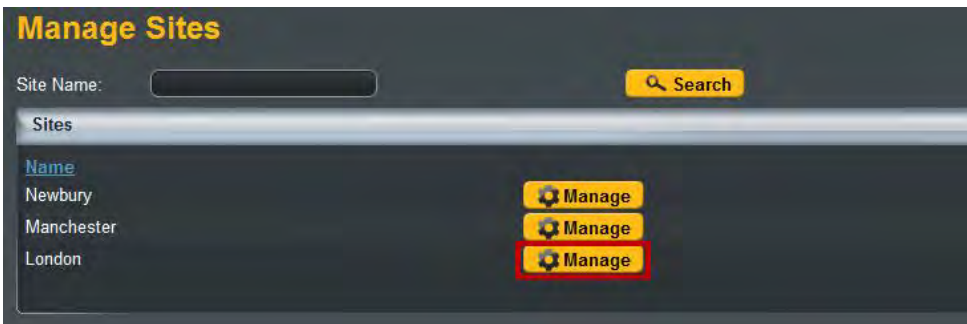
Name	Used	Available
Premium	38	0
Standard	11	11
GroupAdvancedSettings	5	2
Call Queue Group User	2	0
Voice Mail	44	0

**Manage**

**Top 10 Callers (Calls Received)**

Calls	Minutes
1. Manchester Queue (34)	
2. Test Queue (23)	
3. Test Hunt Group 1 (12)	
4. Pascal 335 (11)	

Select the Site which you wish to apply the Account Code to and click the "Manage" button.



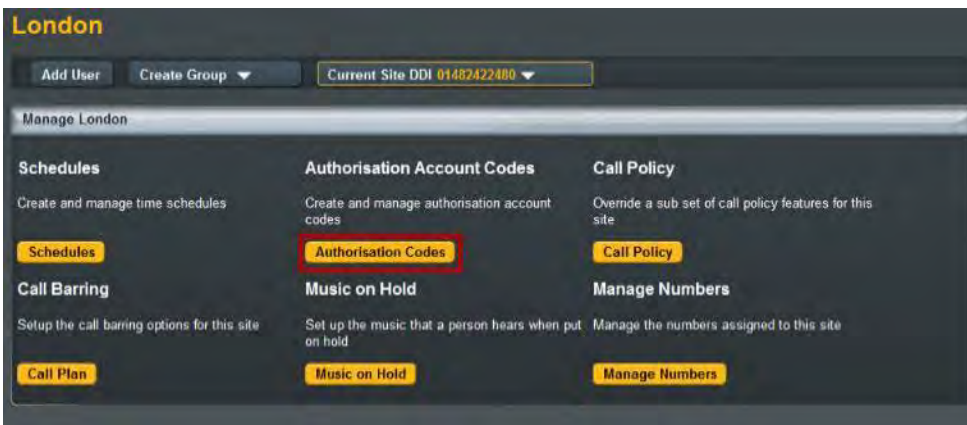
**Manage Sites**

Site Name:  **Search**

**Sites**

Name	Manage
Newbury	<b>Manage</b>
Manchester	<b>Manage</b>
London	<b>Manage</b>

Click the Authorisation Codes button.



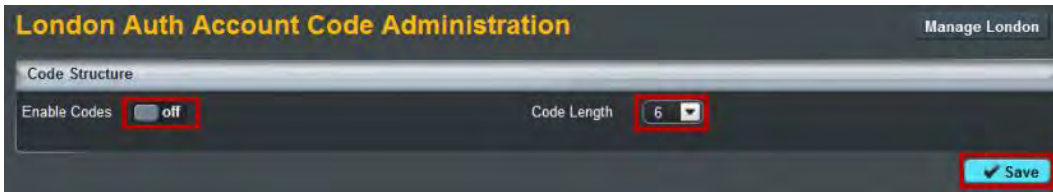
**London**

Add User | Create Group | Current Site DDI: 01482422480

**Manage London**

<p><b>Schedules</b></p> <p>Create and manage time schedules</p> <p><b>Schedules</b></p>	<p><b>Authorisation Account Codes</b></p> <p>Create and manage authorisation account codes</p> <p><b>Authorisation Codes</b></p>	<p><b>Call Policy</b></p> <p>Override a sub set of call policy features for this site</p> <p><b>Call Policy</b></p>
<p><b>Call Barring</b></p> <p>Setup the call barring options for this site</p> <p><b>Call Plan</b></p>	<p><b>Music on Hold</b></p> <p>Set up the music that a person hears when put on hold</p> <p><b>Music on Hold</b></p>	<p><b>Manage Numbers</b></p> <p>Manage the numbers assigned to this site</p> <p><b>Manage Numbers</b></p>

In the Code Length field, select how many digits you want the Authorisation Code to be (range is 2 to 14). Click the "Enable" button.

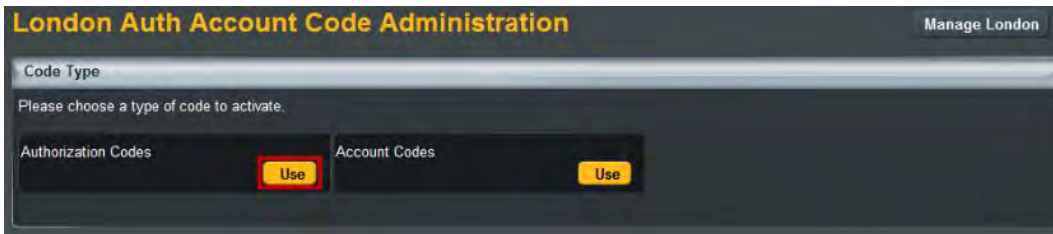


**London Auth Account Code Administration** Manage London

Code Structure

Enable Codes  off Code Length

In the Authorisation Codes table, select "Use".



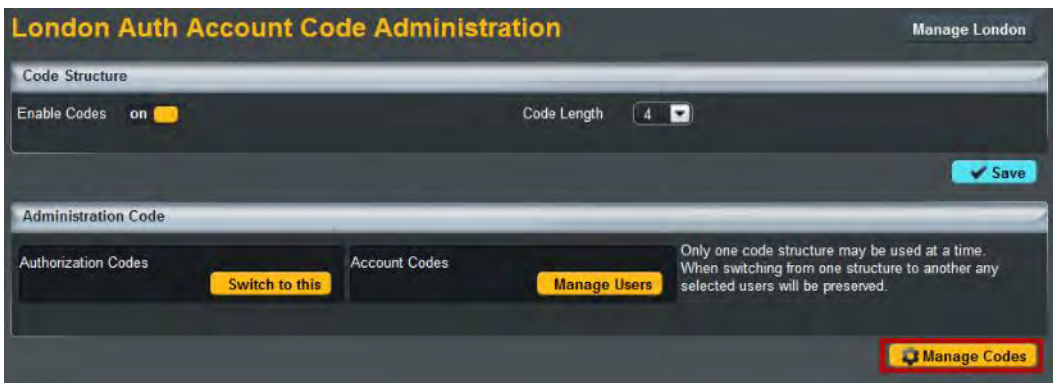
**London Auth Account Code Administration** Manage London

Code Type

Please choose a type of code to activate.

Authorization Codes  Account Codes

Click "Manage Codes"



**London Auth Account Code Administration** Manage London

Code Structure

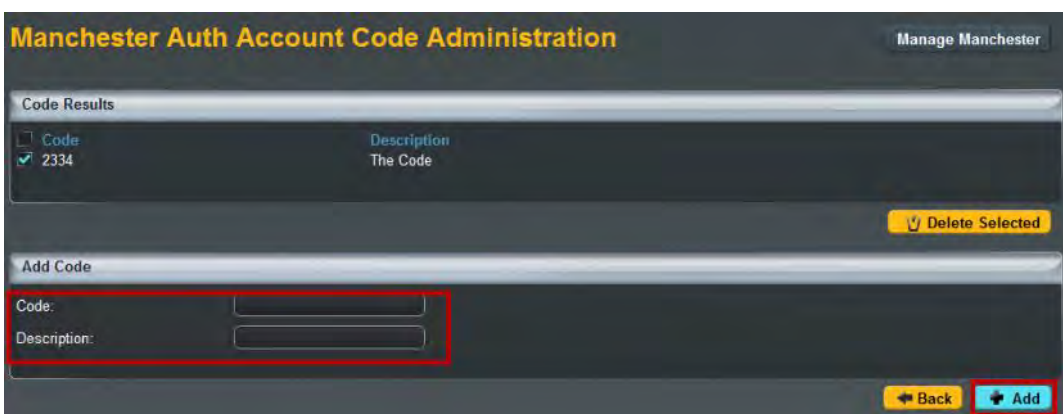
Enable Codes  on Code Length

Administration Code

Authorization Codes  Account Codes

Only one code structure may be used at a time. When switching from one structure to another any selected users will be preserved.

In the Add Code table, type in your desired code and a description to help you remember what the code is. Click the "Add" button.



**Manchester Auth Account Code Administration** Manage Manchester

Code Results

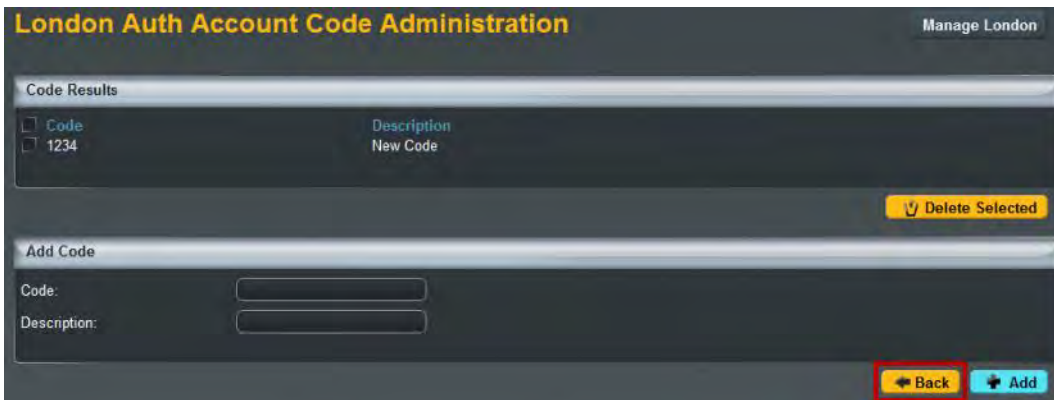
Code	Description
<input checked="" type="checkbox"/> 2334	The Code

Add Code

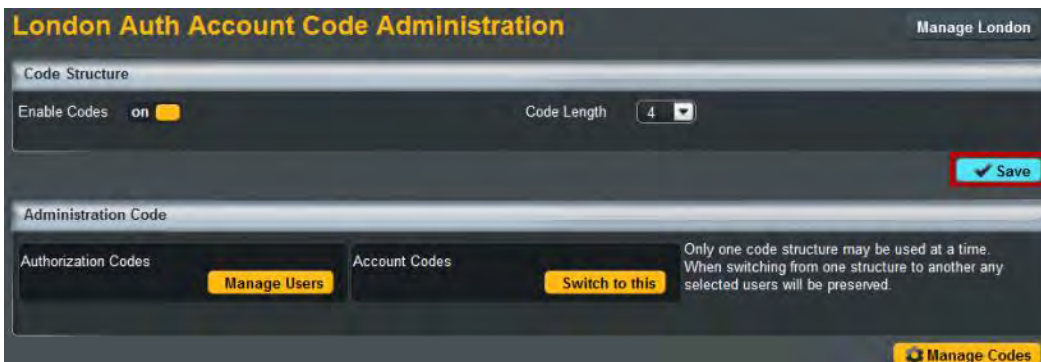
Code:

Description:

Click "Back".



Click Save.



## Manage Account Code Users

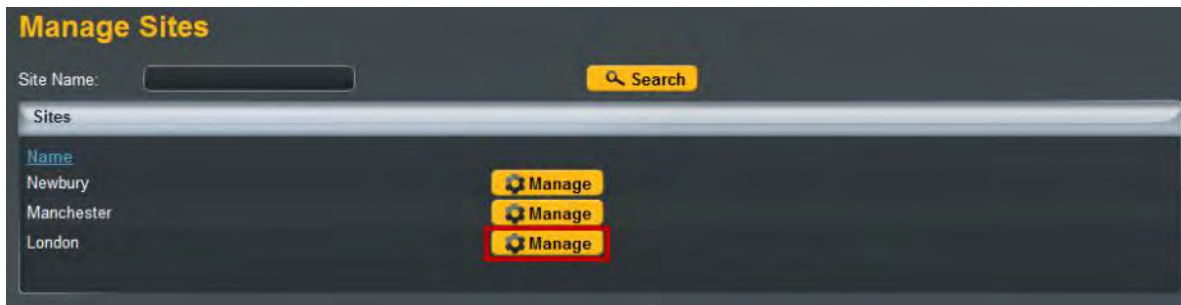
From this screen, you can put users into one of two groups; Mandatory or Optional.

Click "Site Management".

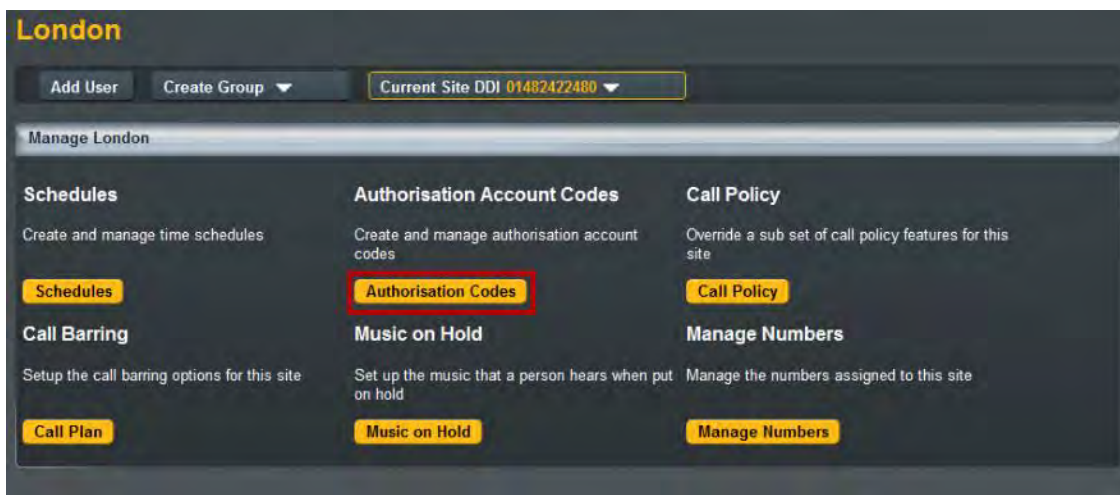




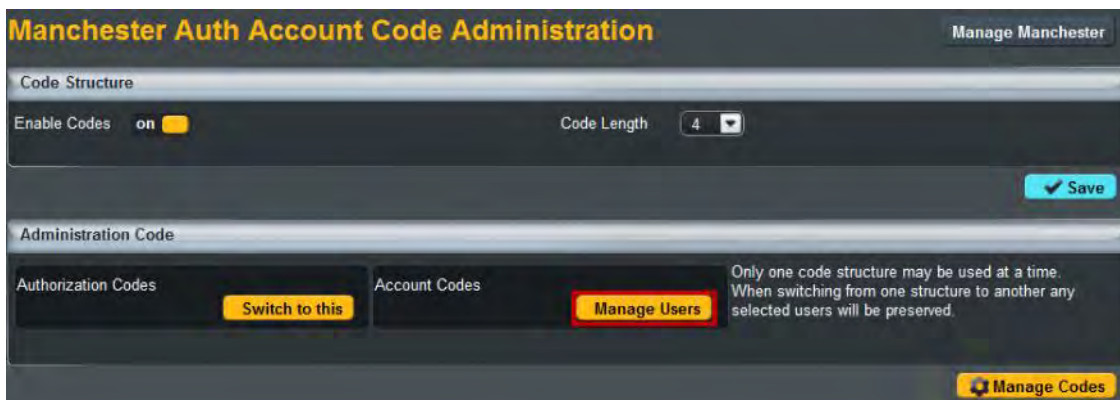
Select the Site which you wish to change the users for the Account Code to and click the "Manage" button.



Click the Authorisation Codes button.



Click the "Managed Users" button.



Select the users you want to be added to the appropriate list and click the relevant "Add Selected" button for Mandatory or Optional Users.



### Manchester Auth Code Administration Manage Manchester

Select Users

Search...

- Donald Duck
- Rob Roberts
- Paul Calf
- Neal Enlickmee
- Hannibal Lecter
- Paco 331
- Paul Newall
- Colin 525

**Mandatory**

Rob Roy ✕ Hobby Horse ✕ Mel Gibson ✕

**+ Add Selected**

**Optional**

**+ Add Selected**

To remove a user from a list, click the "X" that appears next to the user's name.

### Manchester Auth Code Administration Manage Manchester

Select Users

Search...

- Donald Duck
- Rob Roberts
- Paul Calf
- Neal Enlickmee
- Hannibal Lecter
- Paco 331
- Paul Newall
- Colin 525

**Mandatory**

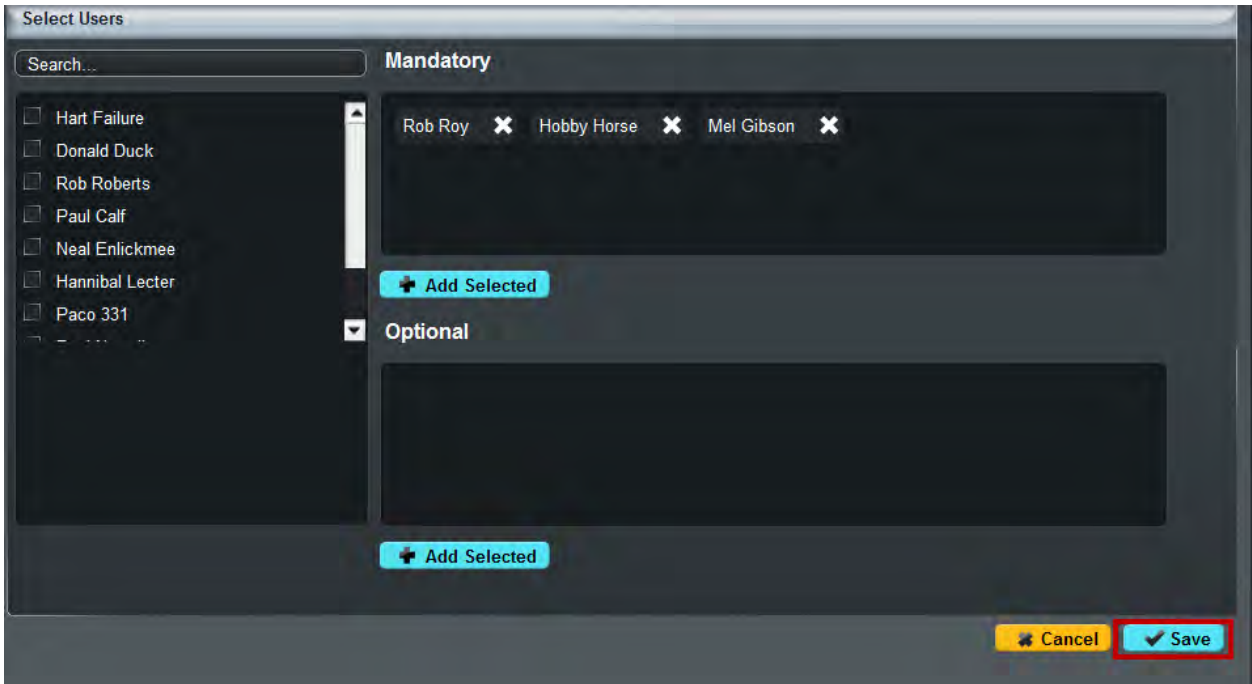
Rob Roy ✕ Hobby Horse ✕ Mel Gibson ✕

**+ Add Selected**

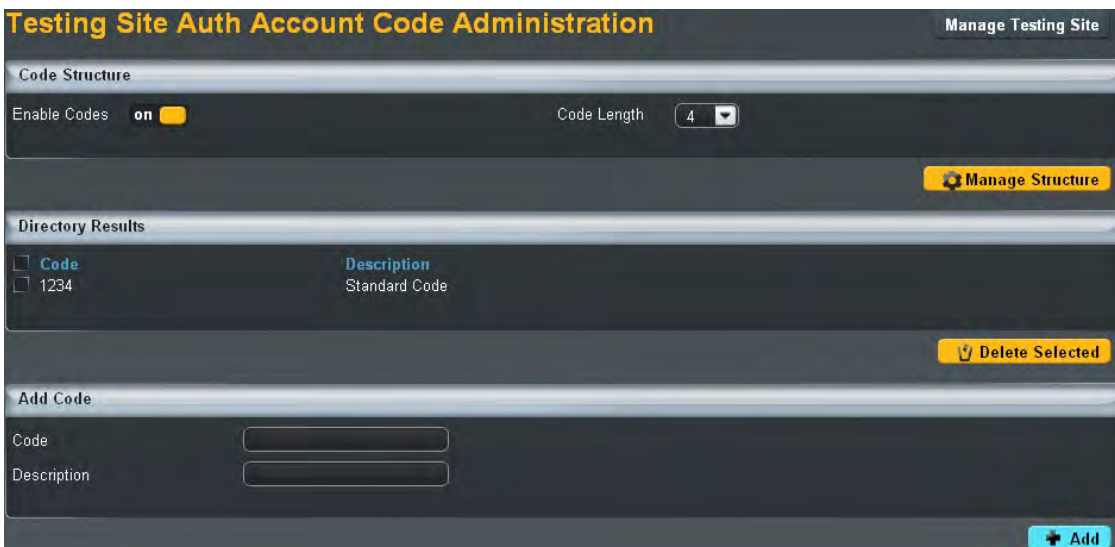
**Optional**

**+ Add Selected**

Click "Save" once you've made your changes.



You need to select the on/off switch so it is on, and then select how long you would like the code to be. To input a code, you need to enter what you would like the code to be and a description for the code, and then click “Add”.



To configure which option you would like and select what users you want in the group, you need to click on “Manage Structure”. This will allow you to select which type of code structure you want active and then manage users.

### Switch to Account Codes

From this screen, you can switch to Account Codes as only one code structure may be used at a time. When you switch from one structure to another, any selected users will be preserved.

Click "Site Management".



**HORIZON**  
Unlimited communications

Test Engineering  
Joe Spadafora

Help | Change Password | Log Out

Dashboard Users **Site Management** Call Groups Device Management Administration Recorded Calls Statistics

Add User Create Group

**Groups**

Auto Attendant (3)

Dave  
Main Number  
ManAutoAttendant

Call Pickup (3)

Call Parking (2)

**Calls per week**

Inbound Outbound

**Subscription Summary**

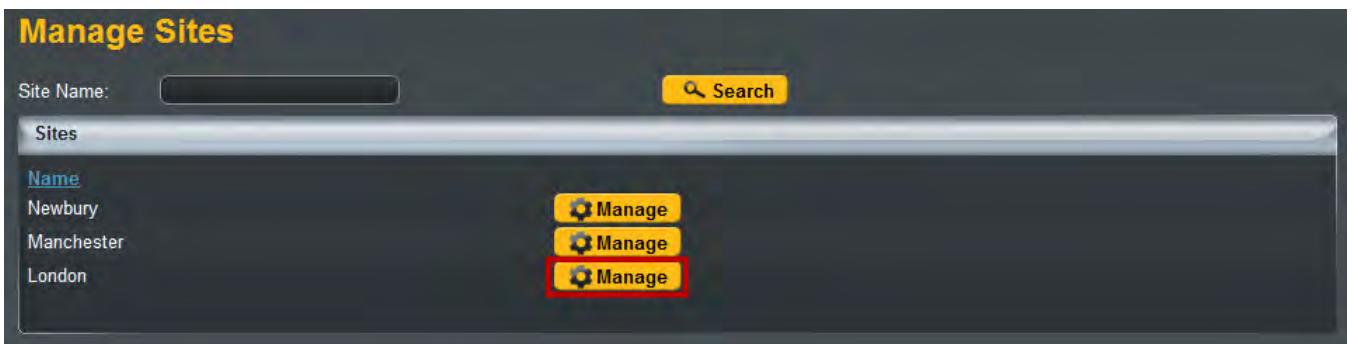
Name	Used	Available
Premium	38	0
Standard	11	11
GroupAdvancedSettings	5	2
Call Queue Group User	2	0
Voice Mail	44	0

Manage

**Top 10 Callers (Calls Received)**

Caller	Minutes
1. Manchester Queue	34
2. Test Queue	23
3. Test Hunt Group 1	12
4. Pascal 335	11

Select the Site which you wish to switch to Account Code for and click the "Manage" button



## Manage Sites

Site Name:

**Sites**

Name	Manage
Newbury	<input type="button" value="Manage"/>
Manchester	<input type="button" value="Manage"/>
London	<input type="button" value="Manage"/>

Click the Authorisation Codes button.

### London

Add User   Create Group ▼   Current Site DDI 01482422480 ▼

---

Manage London

<b>Schedules</b> Create and manage time schedules <b>Schedules</b>	<b>Authorisation Account Codes</b> Create and manage authorisation account codes <b>Authorisation Codes</b>	<b>Call Policy</b> Override a sub set of call policy features for this site <b>Call Policy</b>
<b>Call Barring</b> Setup the call barring options for this site <b>Call Plan</b>	<b>Music on Hold</b> Set up the music that a person hears when put on hold <b>Music on Hold</b>	<b>Manage Numbers</b> Manage the numbers assigned to this site <b>Manage Numbers</b>

Click the "Switch to this" button.

### London Auth Account Code Administration

Manage London

---

Code Structure

Enable Codes    Code Length

Save

---

Administration Code

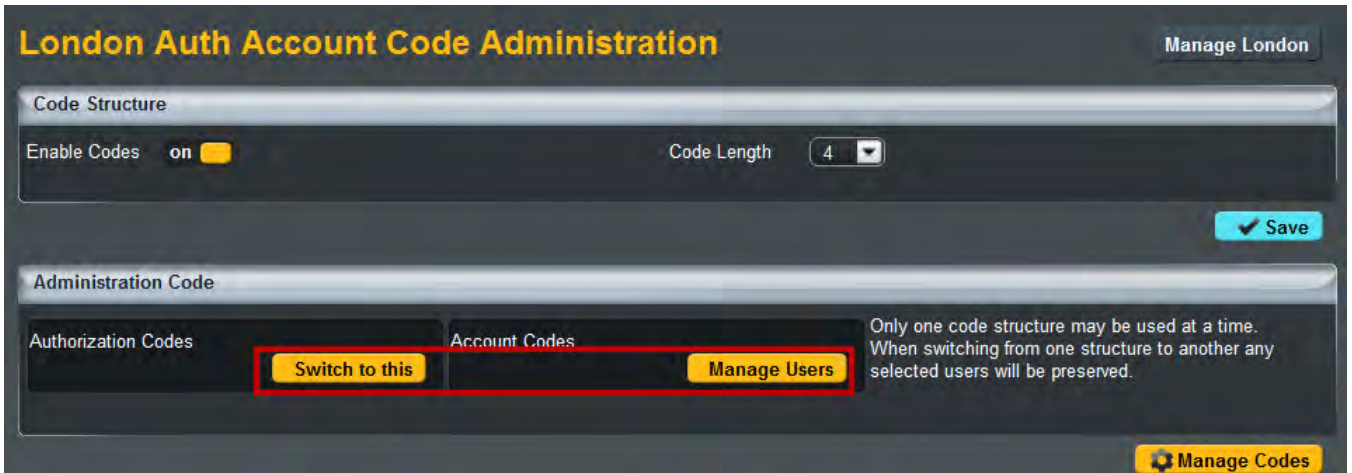
Authorization Codes <b>Manage Users</b>	Account Codes <b>Switch to this</b>
--	--

Only one code structure may be used at a time. When switching from one structure to another any selected users will be preserved.

Manage Codes

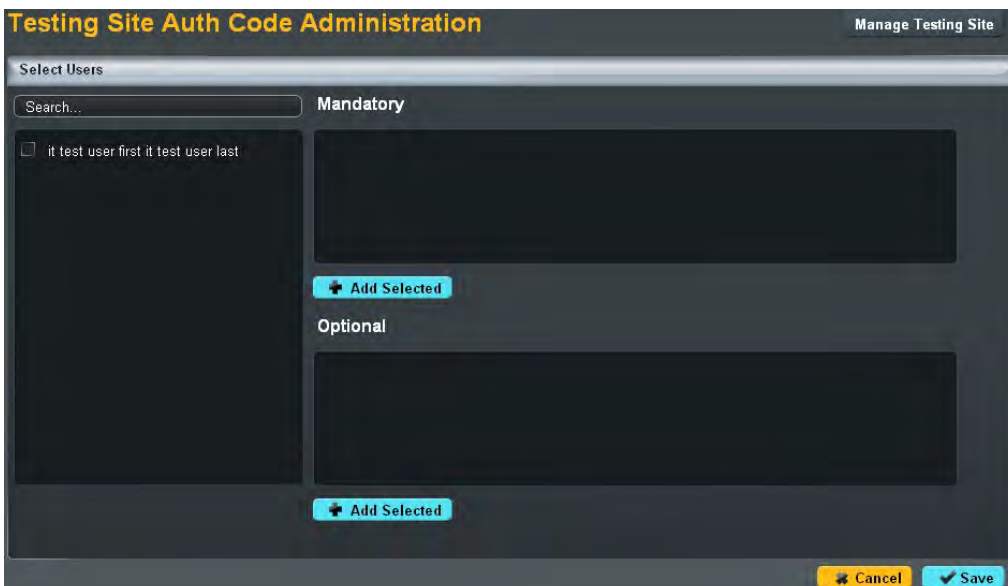
Once this has been switched, the Account Codes button will now show as "Manage Users" and the Authorisation Codes button will show as "Switch to this".





## Account Code

Using account codes enables the tracking of calls made outside the company by prompting users for an account code. For account code, you have two different types of users: ones that need to mandatory enter the account code and others who have the option of adding the code. When making a call, if users are in the mandatory group they will be asked to enter the account code before the call is connected. If the user is in the optional group, you have the option of making calls which are not monitored. For the account code to be tracked the user will need to enter \*71 then the account code they are using and finally the number they would like to ring. To add a contact to one of the options, you need to select what user you would like to add and then click the “Add Selected” button which is associated with the group.



## Set Up Account Code

Click "Site Management".



**HORIZON**  
Unlimited communications

Test Environment  
Jee Spadefora

Help | Change Password | Log Out

Dashboard Users **Site Management** Call Groups Device Management Administration Recorded Calls Statistics

Add User Create Group ▼

**Groups**

- Auto Attendant (3)
  - Dave
    - Main Number
    - ManAutoAttendant
- Call Pickup (3)
- Call Parking (2)

**Calls per week**

Inbound Outbound

**Subscription Summary**

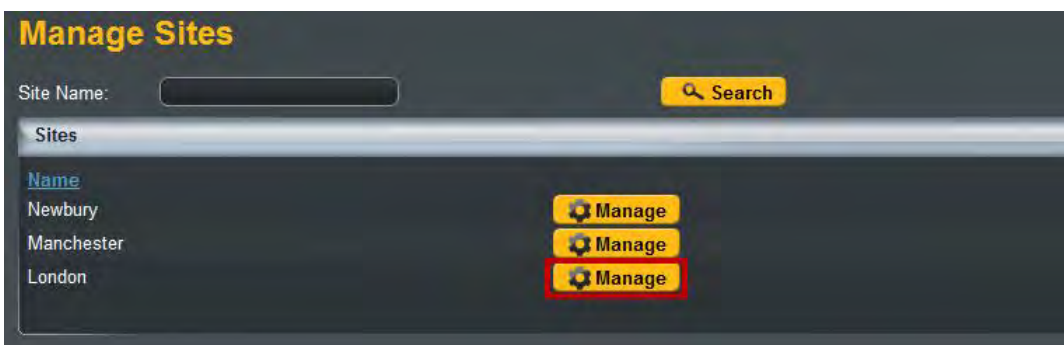
Name	Used	Available
Premium	38	0
Standard	11	11
GroupAdvancedSettings	5	2
Call Queue Group User	2	0
Voice Mail	44	0

Manage

**Top 10 Callers (Calls Received)**

Calls	Minutes
1. Manchester Queue (34)	
2. Test Queue (23)	
3. Test Hunt Group 1 (12)	
4. Pascal 335 (11)	

Select the Site which you wish to apply the Account Code to and click the "Manage" button.



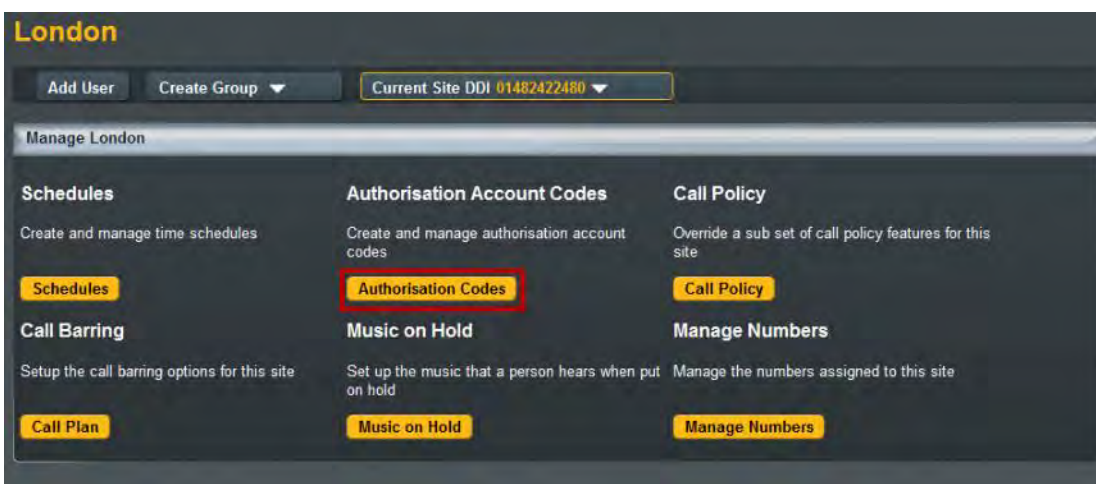
## Manage Sites

Site Name:

**Sites**

Name	Manage
Newbury	<input type="button" value="Manage"/>
Manchester	<input type="button" value="Manage"/>
London	<input type="button" value="Manage"/>

Click the Authorisation Codes button.



## London

Add User Create Group ▼ Current Site DDI 01482422480 ▼

**Manage London**

<p><b>Schedules</b></p> <p>Create and manage time schedules</p> <p><input type="button" value="Schedules"/></p>	<p><b>Authorisation Account Codes</b></p> <p>Create and manage authorisation account codes</p> <p><input type="button" value="Authorisation Codes"/></p>	<p><b>Call Policy</b></p> <p>Override a sub set of call policy features for this site</p> <p><input type="button" value="Call Policy"/></p>
<p><b>Call Barring</b></p> <p>Setup the call barring options for this site</p> <p><input type="button" value="Call Plan"/></p>	<p><b>Music on Hold</b></p> <p>Set up the music that a person hears when put on hold</p> <p><input type="button" value="Music on Hold"/></p>	<p><b>Manage Numbers</b></p> <p>Manage the numbers assigned to this site</p> <p><input type="button" value="Manage Numbers"/></p>

In the Code Length field, select how many digits you want the Account Code to be (range is 2 to 14). Click the "Enable" button

**London Auth Account Code Administration** Manage London

---

Code Structure

Enable Codes  off Code Length

In the Account Codes table, select "Use".

**London Auth Account Code Administration** Manage London

---

Code Type

Please choose a type of code to activate.

Authorization Codes <input type="button" value="Use"/>	Account Codes <input type="button" value="Use"/>
---	---

Click "Manage Codes"

**London Auth Account Code Administration** Manage London

---

Code Structure

Enable Codes  on Code Length

---

Administration Code

Authorization Codes <input type="button" value="Switch to this"/>	Account Codes <input type="button" value="Manage Users"/>	Only one code structure may be used at a time. When switching from one structure to another any selected users will be preserved.
--	--	---

In the Add Code table, type in your desired code and a description to help you remember what the code is. Click the "Add" button.

**London Auth Account Code Administration** Manage London

---

Code Results

Code	Description
No Records Found	

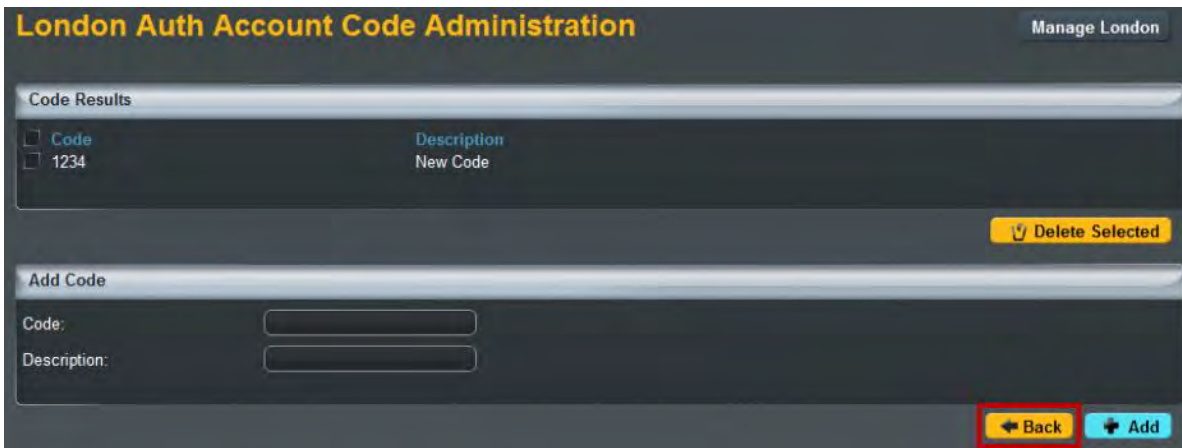
---

Add Code

Code:	<input type="text" value="1234"/>
Description:	<input type="text" value="New Code"/>



Click "Back".



**London Auth Account Code Administration** Manage London

**Code Results**

Code	Description
<input type="checkbox"/> 1234	New Code

Delete Selected

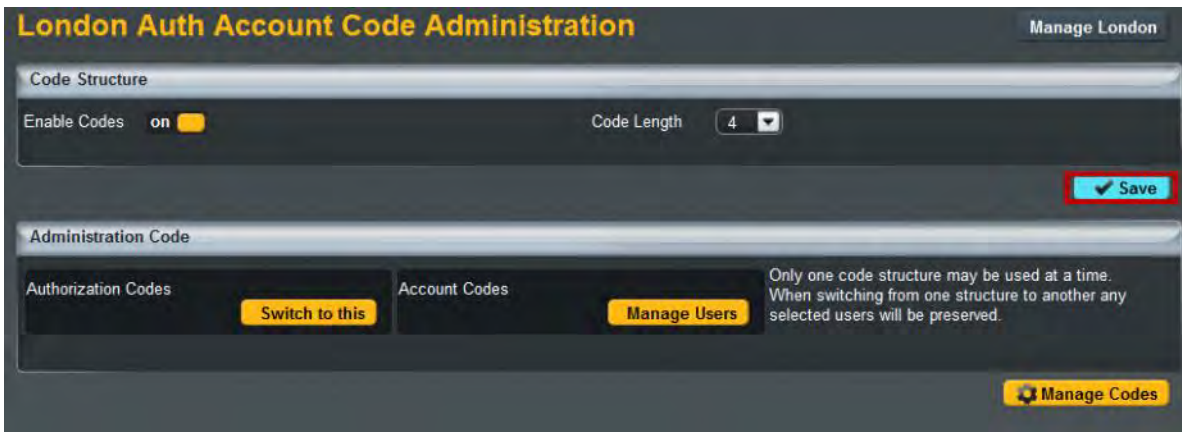
**Add Code**

Code:

Description:

Back Add

Click Save.



**London Auth Account Code Administration** Manage London

**Code Structure**

Enable Codes  Code Length

Save

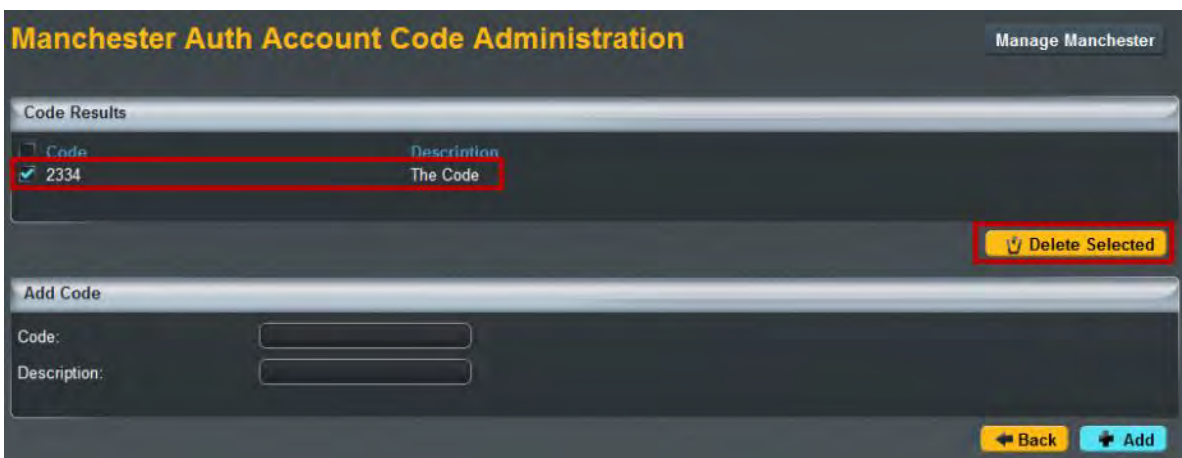
**Administration Code**

Authorization Codes Switch to this Account Codes Manage Users

Only one code structure may be used at a time. When switching from one structure to another any selected users will be preserved.

Manage Codes

To delete a code, you tick the box next to the code and then click "Delete Selected".



**Manchester Auth Account Code Administration** Manage Manchester

**Code Results**

Code	Description
<input checked="" type="checkbox"/> 2334	The Code

Delete Selected

**Add Code**

Code:

Description:

Back Add

To manage the users that need to dial the code, go to the 'Manage Account Code Users' section



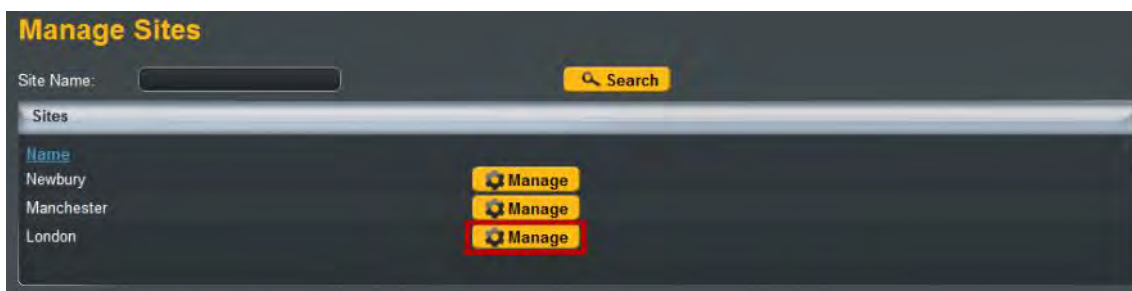
## Switch Off Account Codes

Click "Site Management".



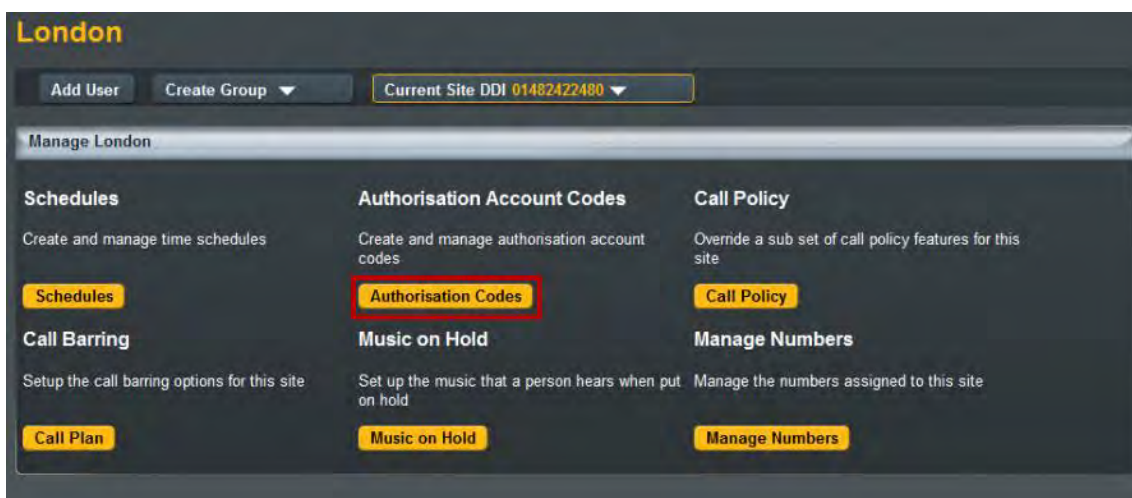
The screenshot shows the Horizon dashboard with the 'Site Management' menu item highlighted in red. The dashboard includes a navigation bar with 'Dashboard', 'Users', 'Site Management', 'Call Groups', 'Device Management', 'Administration', 'Recorded Calls', and 'Statistics'. Below the navigation bar, there are sections for 'Groups', 'Calls per week' (with a bar chart for Inbound and Outbound calls), 'Subscription Summary', and 'Top 10 Callers (Calls Received)'.

Select the Site which you wish to manage the Account Code for and click the "Manage" button.



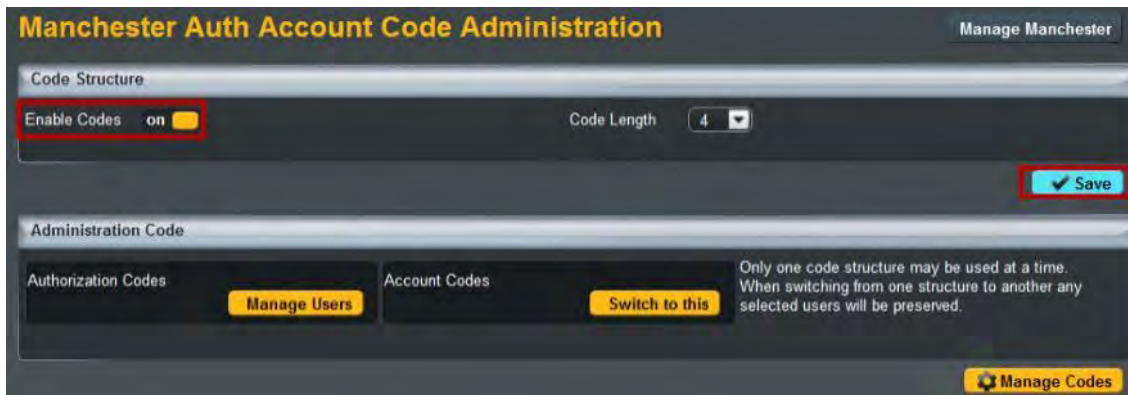
The screenshot shows the 'Manage Sites' page. It features a search bar for 'Site Name' and a list of sites: Newbury, Manchester, and London. Each site has a 'Manage' button next to it, which is highlighted in red in the image.

Click the Authorisation Codes button.



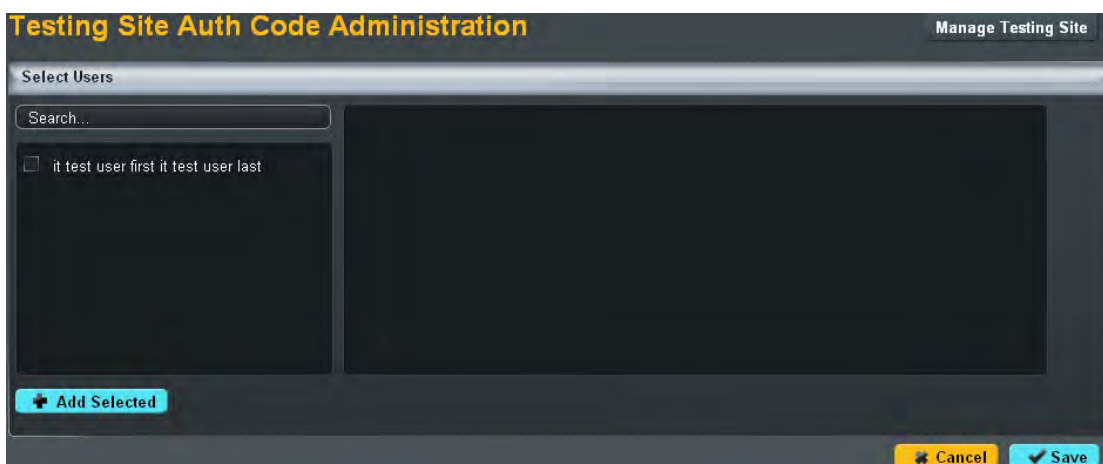
The screenshot shows the 'Manage London' page. It has a header with 'Add User', 'Create Group', and 'Current Site DDI 01482422480'. Below the header, there are several sections for configuration: Schedules, Authorisation Account Codes, Call Policy, Call Barring, Music on Hold, and Manage Numbers. The 'Authorisation Codes' button is highlighted in red.

Switch the "Enable Codes" button to "Off" and click "Save".



## Authorisation Code

Authorisation codes are used to perform authorisation of calls made outside the group by prompting users for an authorisation code. Calls are not connected unless a valid code is entered. All users within this group will be asked to enter the authorisation code before the call is connected. To add a contact to the group you need to select which contact you would like to add and then click "Add Selected".



## Switch to Authorisation Codes

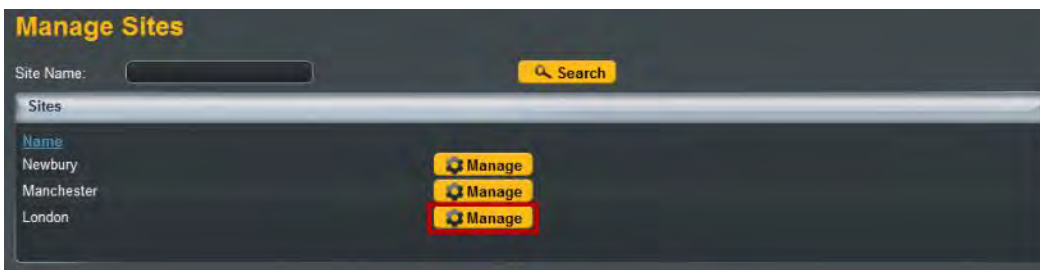
From this screen, you can switch to Authorisation Codes as only one code structure may be used at a time. When you switch from one structure to another, any selected users will be preserved.

Click "Site Management".



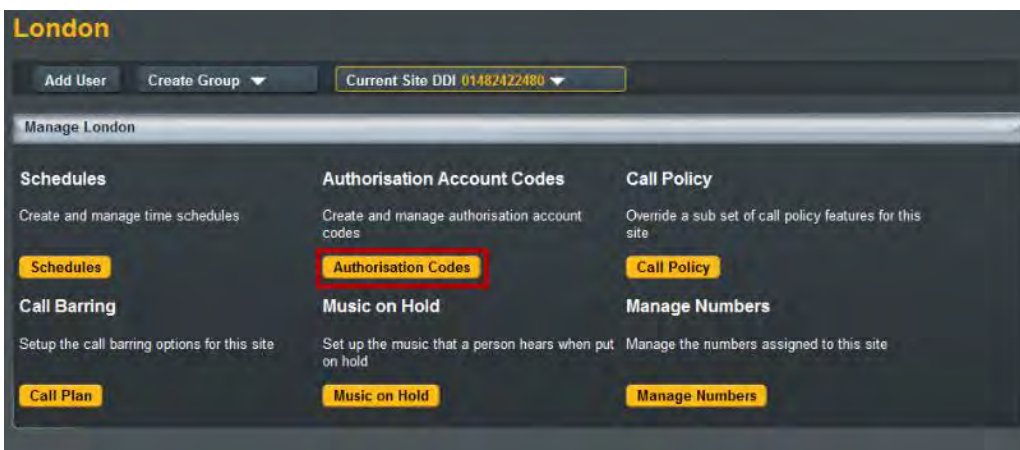
The screenshot shows the Horizon dashboard with the 'Site Management' menu item highlighted in red. The dashboard includes a navigation bar with 'Dashboard', 'Users', 'Site Management', 'Call Groups', 'Device Management', 'Administration', 'Recorded Calls', and 'Statistics'. Below the navigation bar, there are sections for 'Groups', 'Calls per week' (with a bar chart for Inbound and Outbound calls), 'Subscription Summary' (with a table of usage), and 'Top 10 Callers (Calls Received)'.

Select the Site which you wish to manage the Account Code for and click the "Manage" button.



The screenshot shows the 'Manage Sites' page. It features a search bar for 'Site Name' and a list of sites: Newbury, Manchester, and London. Each site has a 'Manage' button next to it, which is highlighted with a red box.

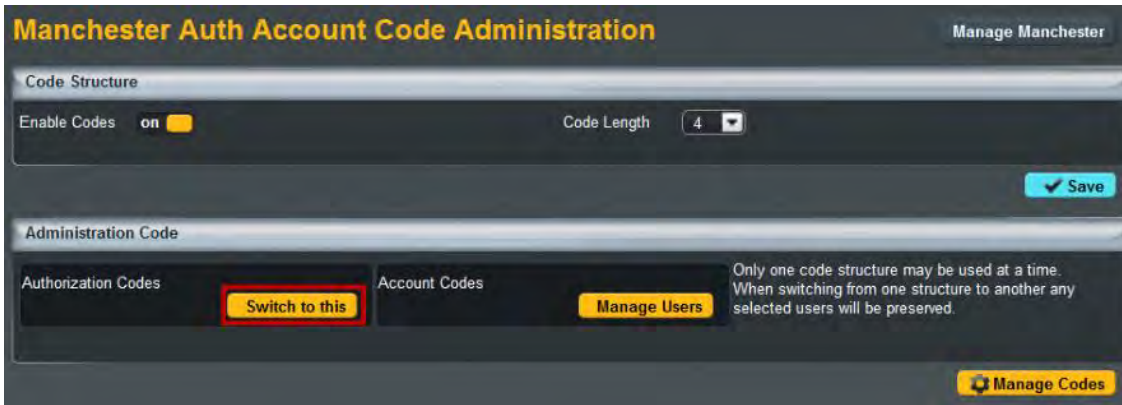
Click the Authorisation Codes button.



The screenshot shows the 'Manage London' page. It has a 'Current Site DDI' dropdown set to '01482422480'. Below this, there are several configuration sections: 'Schedules', 'Authorisation Account Codes', 'Call Policy', 'Call Barring', 'Music on Hold', and 'Manage Numbers'. The 'Authorisation Codes' button is highlighted with a red box.

Click the "Switch to this" button





**Manchester Auth Account Code Administration** Manage Manchester

**Code Structure**

Enable Codes  Code Length

Save

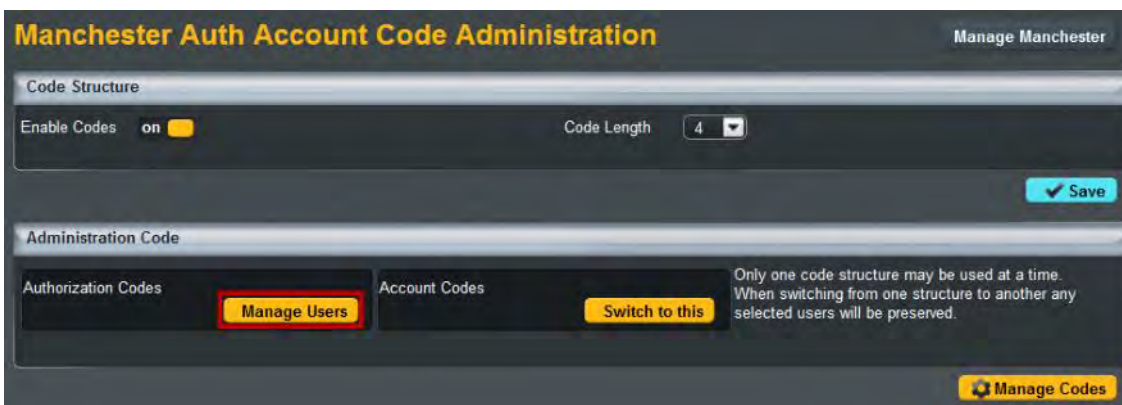
**Administration Code**

Authorization Codes **Switch to this** Account Codes **Manage Users**

Only one code structure may be used at a time. When switching from one structure to another any selected users will be preserved.

Manage Codes

Once this has been switched, the Authorisation Codes button will now show as "Manage Users" and the Account Codes button will show as "Switch to this".



**Manchester Auth Account Code Administration** Manage Manchester

**Code Structure**

Enable Codes  Code Length

Save

**Administration Code**

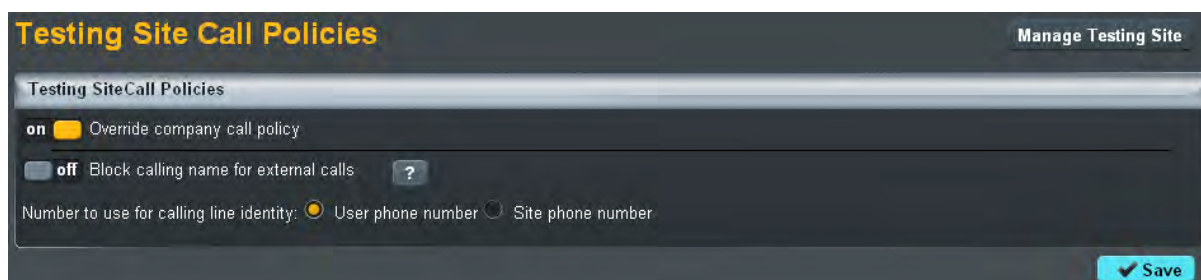
Authorization Codes **Manage Users** Account Codes **Switch to this**

Only one code structure may be used at a time. When switching from one structure to another any selected users will be preserved.

Manage Codes

## Call Policy

Call policy allows you to override the company's policies for each individual site; this allows you to vary the activation of blocking callers name for external calls for each site. To do this you need to set 'override company call policy' to on and then set the setting to whatever you would like it to be for the site you have selected. You are only able to select the display site phone number if the site DDI has been set.



**Testing Site Call Policies** Manage Testing Site

**Testing Site Call Policies**

Override company call policy

Block calling name for external calls 

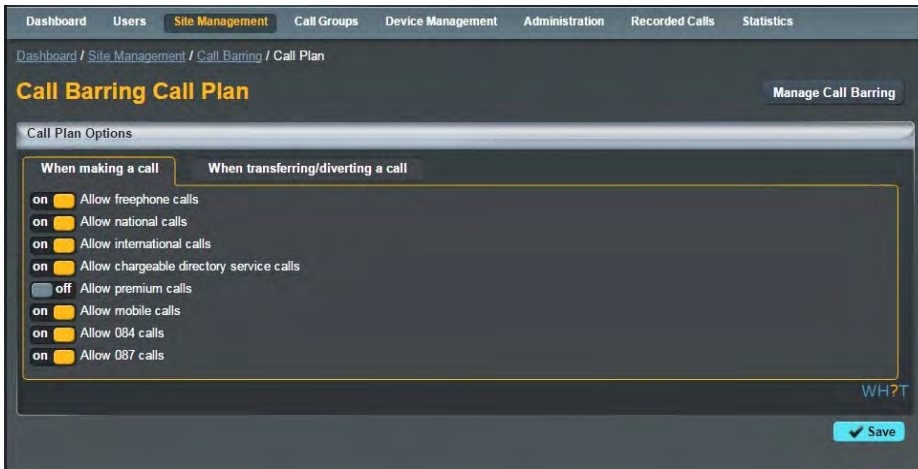
Number to use for calling line identity:  User phone number  Site phone number

Save

## Call Barring

You can set call barring for each site. This allows you to change whether a site can make certain types of call and in what instants they can be transferred.





You can edit several different features; you activate these features by clicking on the on/off switch:

- Allow Freephone calls
  - This allows users to make any calls that will not have a charge
- Allow national calls
  - This allows users to make any call to anywhere nationally
- Allow international calls
  - This allows users to make any international call
- Allow chargeable directory service calls
  - This allows users to dial services such as any 118 or 123
- Allow Premium calls
  - This allows users to dial any number beginning 09
- Allow 084 calls
  - This allows users to make an 084 call
- Allow 087 calls
  - This allows users to make an 087 call

## Hot Desking

This feature allows the user to use any phone and not just the one on their desk i.e. it allows users to switch between desks, based on their own needs. A hot desk needs to be set up on your site by the administrator so that the device can be assigned to a user.

**If you use the Polycom 450 and 650, when hot desking the extension will appear as the guest's extension number. Every other handset it will still appear as the host's extension number, even if the guest is logged in**

## Setup Hot Desking for a Site

By design, all users are added to the Horizon Platform as "Hosts" and "Guests". This provides the ability for all devices in all locations under one enterprise to be used in a hot desk environment.

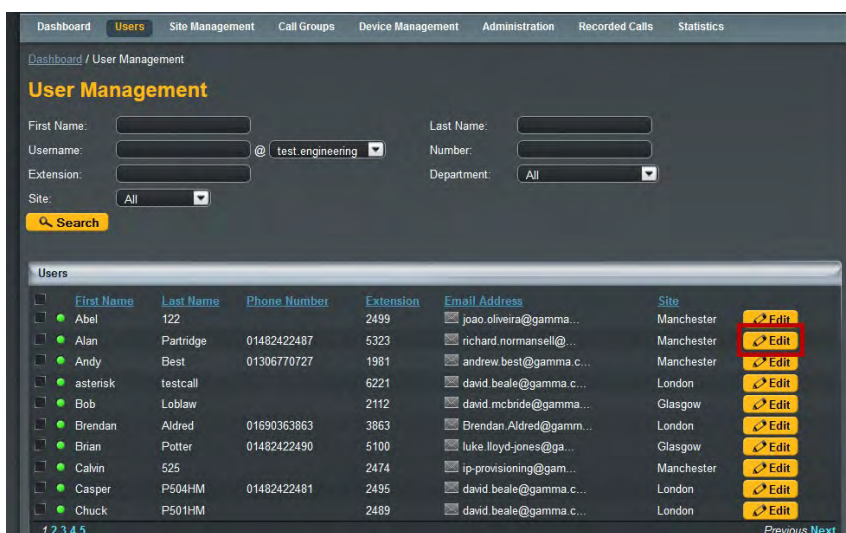
These are:

- Host - when this is designated to a user it allows other users with the "Guest" service assigned to them to associate their service profile with this user.
- Guest - when this is designated to a user it allows the user to associate their service profile with other devices that are assigned as a Host.

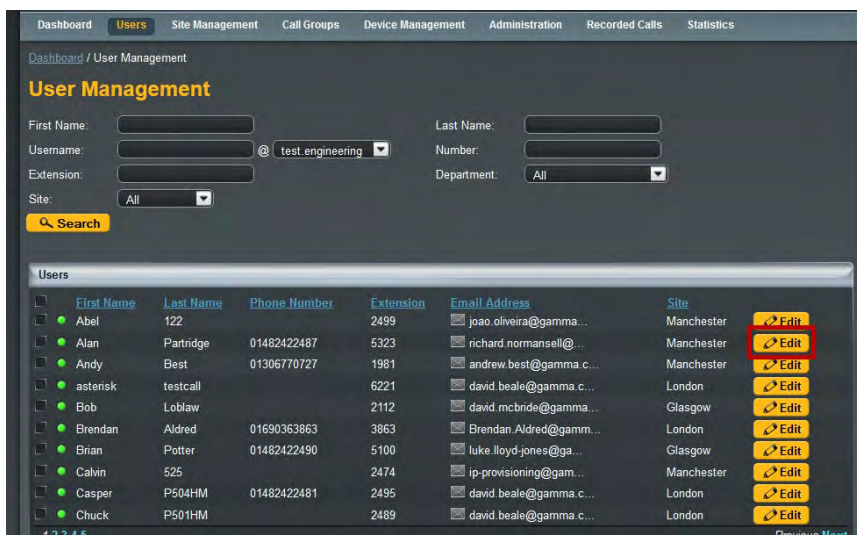
By design, all users are added to the Horizon Platform as Hosts and Guests. This provides the ability for all devices in all locations under one enterprise to be used in a hot desk environment.

For security purposes - there will be an option to disable a user from being used as a host device. To disable a user, please see the 'Disable and Enable Hot Desking' section.

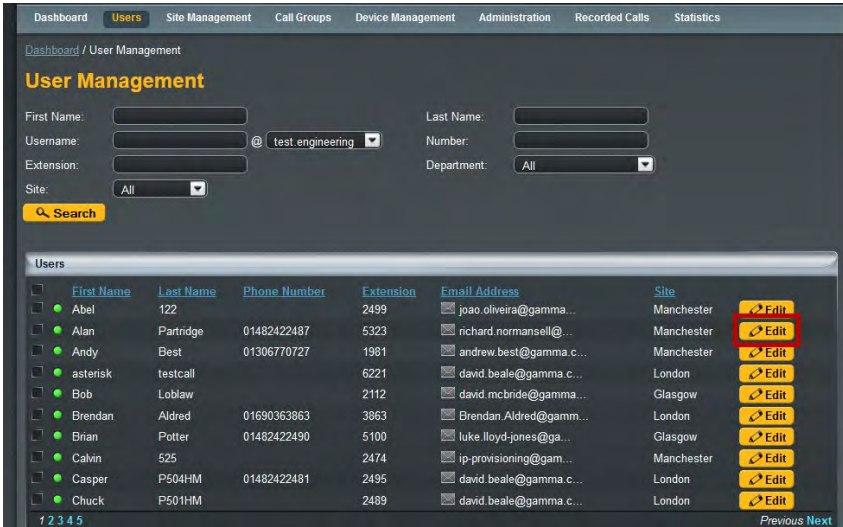
You can set up pre-configured hot desks which a user can come in and use as they need. To create a hot desk, select "List Users" from the Users drop down in the menu



Select the user whose handset you want to be set up for Hot Desking and click "Edit".



Click on "Profile" and then under the "Settings" table, ensure that Enable Hot Desk is set to "Yes" if you want this handset to be a Hot Desk, or "No" if you don't. Click Save.



Dashboard / User Management

## User Management

First Name:  Last Name:   
 Username:  @ test.engineering Number:   
 Extension:  Department: All  
 Site: All

[Search](#)

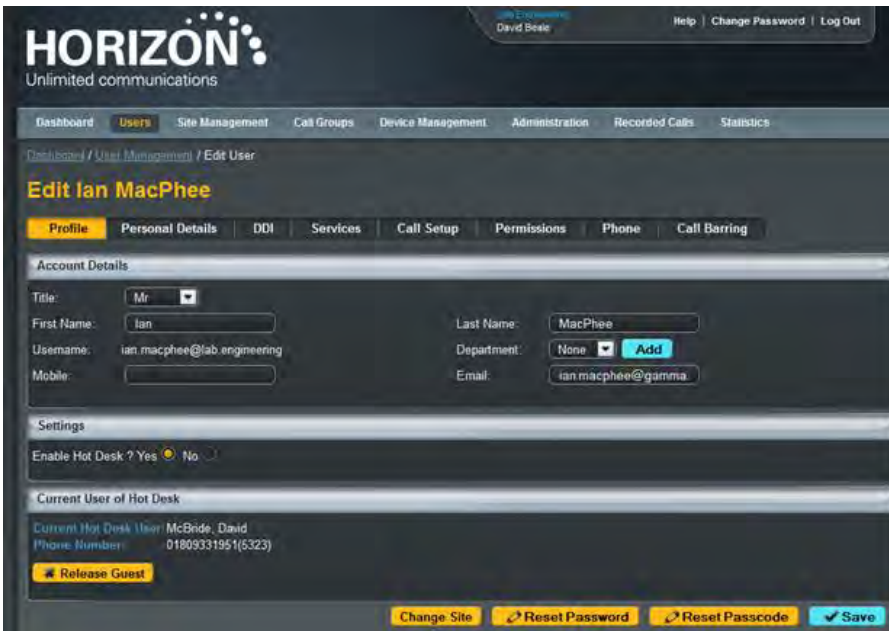
First Name	Last Name	Phone Number	Extension	Email Address	Site	
Abel	122		2499	joao.oliveira@gamma...	Manchester	<a href="#">Edit</a>
Alan	Partridge	01482422487	5323	richard.normansell@...	Manchester	<a href="#">Edit</a>
Andy	Best	01306770727	1981	andrew.best@gamma.c...	Manchester	<a href="#">Edit</a>
astanisk	testcall		6221	david.beale@gamma.c...	London	<a href="#">Edit</a>
Bob	Loblaw		2112	david.mcbride@gamma...	Glasgow	<a href="#">Edit</a>
Brendan	Aldred	01690363863	3863	Brendan.Aldred@gamm...	London	<a href="#">Edit</a>
Brian	Potter	01482422490	5100	luke.lloyd-jones@ga...	Glasgow	<a href="#">Edit</a>
Calvin	525		2474	ip-provisioning@gam...	Manchester	<a href="#">Edit</a>
Casper	P504HM	01482422481	2495	david.beale@gamma.c...	London	<a href="#">Edit</a>
Chuck	P501HM		2489	david.beale@gamma.c...	London	<a href="#">Edit</a>

1 2 3 4 5 [Previous](#) [Next](#)

## Disable and Enable Hot Desking

At Admin level, the Host can also force a disassociation with the Guest and also stop their handset from being used as a host.

To do this, you select "Users" from the menu. The "Profile" of the user includes the option to "Enable Hot Desk". Select Yes or No based on what you are wishing for, and click save.



HORIZON  
Unlimited communications

Dashboard / Users / Site Management / Call Groups / Device Management / Administration / Recorded Calls / Statistics

Dashboard / User Management / Edit User

## Edit Ian MacPhee

[Profile](#) [Personal Details](#) [DDI](#) [Services](#) [Call Setup](#) [Permissions](#) [Phone](#) [Call Barring](#)

Account Details

Title: Mr  
 First Name: Ian Last Name: MacPhee  
 Username: ian.macphee@lab.engineering Department: None [Add](#)  
 Mobile: Email: ian.macphee@gamma

Settings

Enable Hot Desk? Yes  No

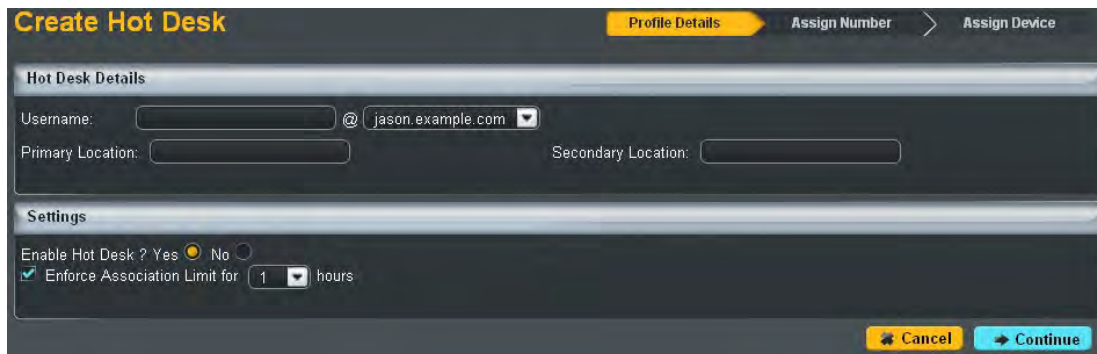
Current User of Hot Desk

Current Hot Desk User: McBride, David  
 Phone Number: 01809331951(5323)

[Release Guest](#)

[Change Site](#) [Reset Password](#) [Reset Passcode](#) [Save](#)

## Create New Hot Desk



**Create Hot Desk** Profile Details Assign Number Assign Device

**Hot Desk Details**

Username:  @ jason.example.com

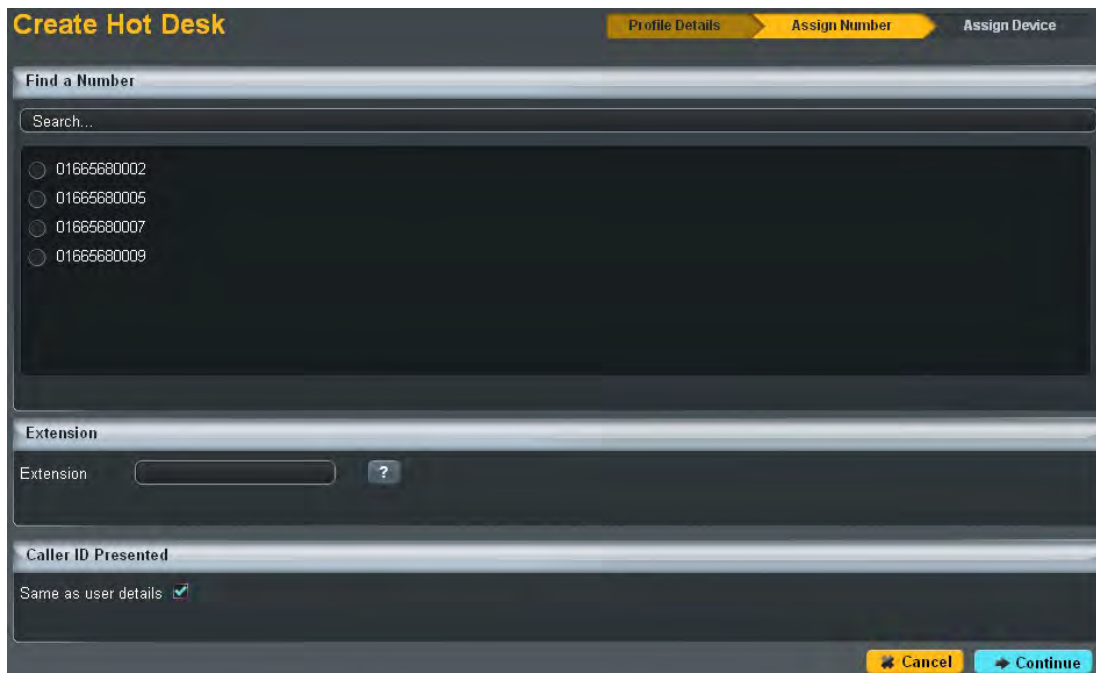
Primary Location:  Secondary Location:

**Settings**

Enable Hot Desk ? Yes  No

Enforce Association Limit for  hours

Once you have completed these settings click “Continue” and then you will be moved to the next page where you will need to assign the hot desk with a number and an extension. You are also able to select what will be displayed on the phone and in the directory by changing the caller id.



**Create Hot Desk** Profile Details Assign Number Assign Device

**Find a Number**

Search...

- 01665680002
- 01665680005
- 01665680007
- 01665680009

**Extension**

Extension  ?

**Caller ID Presented**

Same as user details

The final section is to assign a device to the hot desk; you need to select what vendor it is, what model and what codec it is using. You will also need to input the mac address for the device. If you have available device, then you can assign that device to the desk.



### Create Hot Desk

Profile Details    Assign Number    **Assign Device**

**Assign Device**

Vendor:

Model:

Codec:

Mac:

## Login to Hot Desk on Horizon User – Administrator

From the Users drop down in the menu, select "List Users".

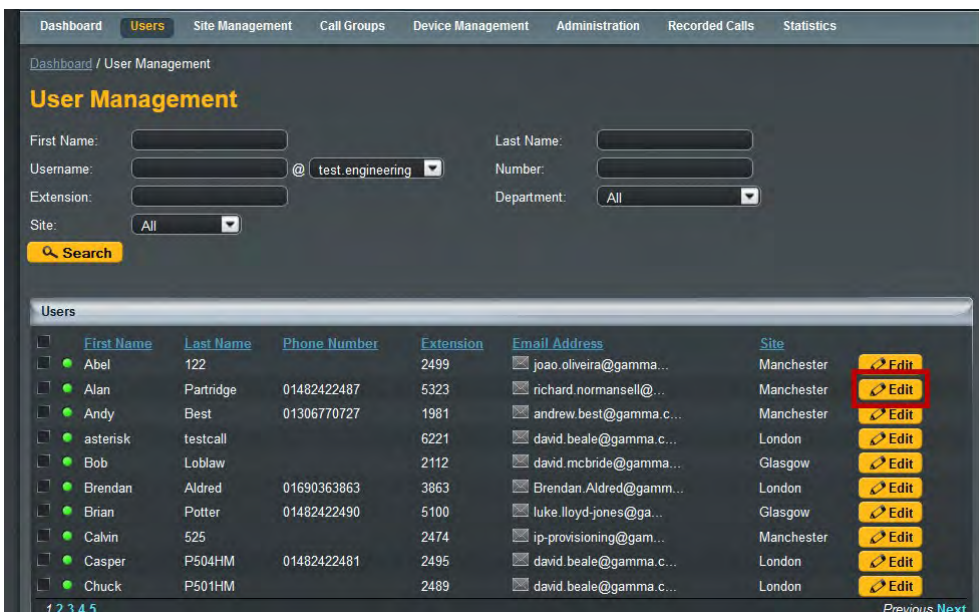


The screenshot shows the Horizon Administrator dashboard. The 'Users' menu is open, and 'List Users' is highlighted with a red box. The dashboard also displays a 'Calls per week' bar chart, a 'Subscription Summary' table, and a 'Top 10 Callers' list.

Name	Used	Available
Premium	34	5
Standard	9	13
GroupAdvancedSettings	4	3
Call Queue Group User	2	0
Voice Mail	36	9

Rank	Caller	Minutes
1	David Holland (28)	
2	Pascal 335 (27)	
3	Mark G - Desk (17)	
4	Manchester TSC (15)	
5	Horizon Test FD (14)	
6	Donald Duck (13)	
7	Glasgow_queue (6)	

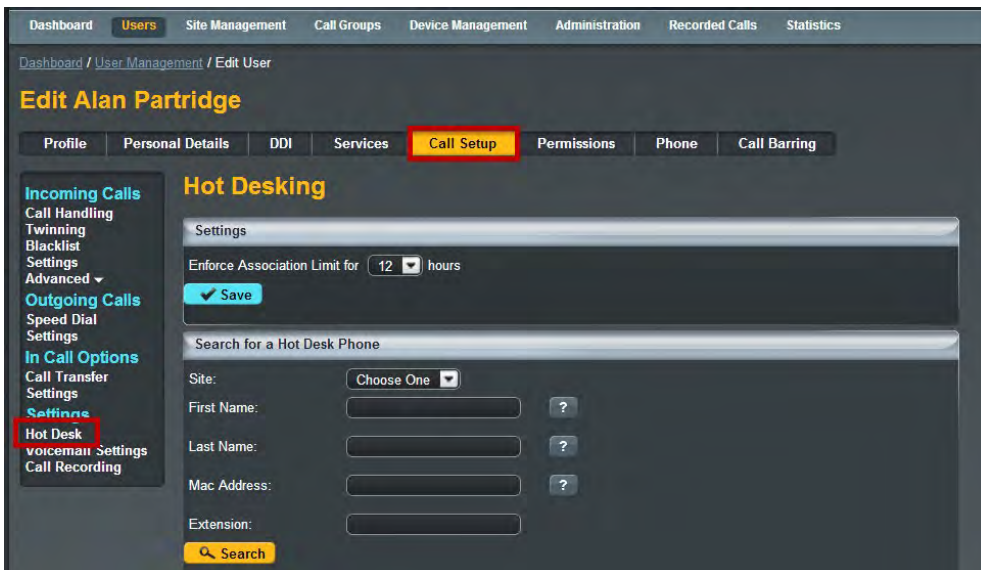
Select the user whose handset you want to be hot desk and click "Edit".



The screenshot shows the 'User Management' page in the Horizon Administrator. It includes search filters for First Name, Last Name, Username, Extension, Site, and Department. Below the filters is a table of users with columns for First Name, Last Name, Phone Number, Extension, Email Address, and Site. The 'Edit' button for the user 'Alan Partridge' is highlighted with a red box.

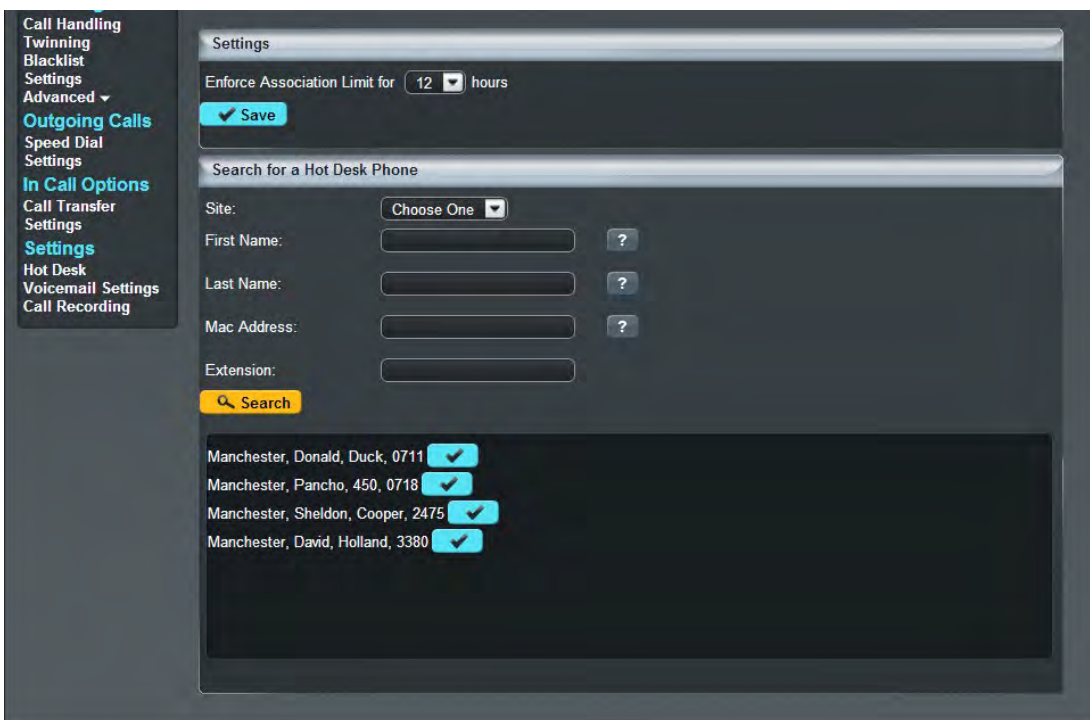
First Name	Last Name	Phone Number	Extension	Email Address	Site	Action
Abel	122		2499	joao.oliveira@gamma...	Manchester	Edit
Alan	Partridge	01482422487	5323	richard.normansell@...	Manchester	Edit
Andy	Best	01306770727	1981	andrew.best@gamma.c...	Manchester	Edit
asterisk	testcall		6221	david.beale@gamma.c...	London	Edit
Bob	Loblaw		2112	david.mcbride@gamma...	Glasgow	Edit
Brendan	Aldred	01690363863	3863	Brendan.Aldred@gamm...	London	Edit
Brian	Potter	01482422490	5100	luke.lloyd-jones@ga...	Glasgow	Edit
Calvin	525		2474	ip-provisioning@gam...	Manchester	Edit
Casper	P504HM	01482422481	2495	david.beale@gamma.c...	London	Edit
Chuck	P501HM		2489	david.beale@gamma.c...	London	Edit

Click on "Call Setup" and then under the "Settings" table, select "Hot Desk".



To search for a hot desking phone, you can use on the hosts First Name, Last Name, Extension and MAC address. Once you've clicked search, the available Hosts are displayed below Host.

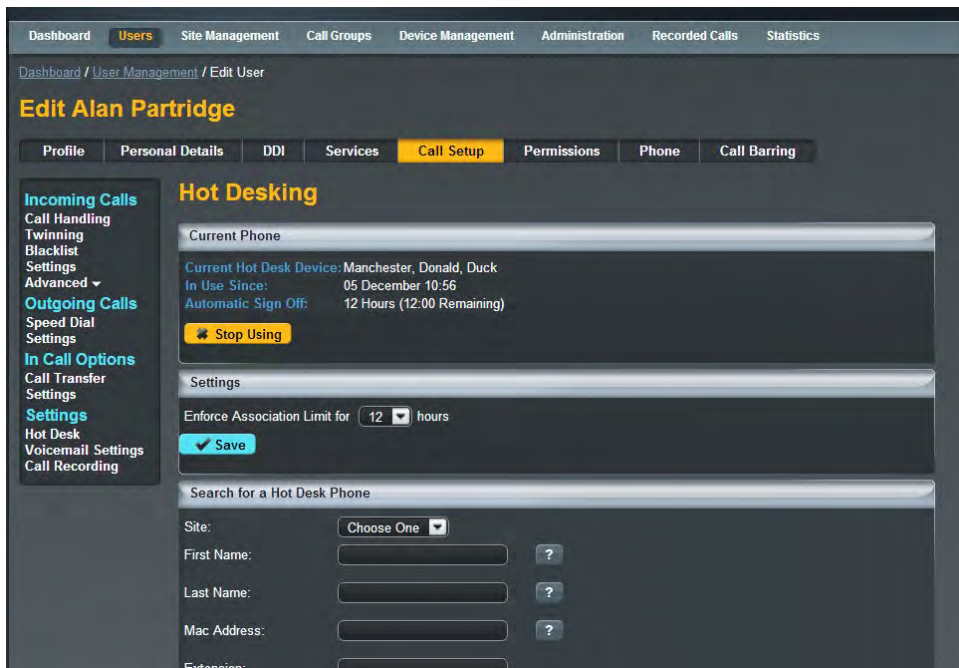
To make the association, you simply click on the blue tick next to the Host you want to hot-desk with.



Once you've selected which Host you want to hot-desk, the next page gives further detail on the association. From here you can see what the current hot-desk device is, how long you've been connected and how much time you've got remaining before you are automatically logged off.

You can "Enforce Association Limit" on this screen as well, which will log you out automatically after the time that you set (this is a minimum of 1 hour and a maximum of 12 hours).

You can also end the hot-desking session here by selecting "Stop Using".



## Login to Hot Desk on Polycom Handsets

Before you can use the soft key, the device profile needs to be edited on the Broadsoft Application Server and the following attributes to be added:

- feature.hoteling.enabled="1"
- hoteling.reg="1"

Press "GuestIn"



Enter your Voice Portal User ID and Password and press OK



If successful, the screen will look like the image across from this step. The time limit is based on those inherited from the Host device. The maximum limit is 12 hours.

To log out, select "GuestOut"



If invalid login credentials are entered 5 times, the account will be locked

### **Login to Hot Desk on Horizon Voice Portal**

#### Requirements

- The voice portal is accessed by a user account with the Guest service assigned.
- The voice portal is accessed from the host user's device (it must have the Host service assigned and enabled).

Access the voice portal using their allocated user name and password.

If the Guest has not been associated with the device previously, you'll need to hit the escape ('\*') key and enter your own credentials.

If you are already associated with the device, simply enter your user credentials.

Select option 7 - "Access Hotelling"



Select one of the following options:

- 1 - the operator will check if there is an on-going association with this Host.
- 2 - the Guest an associate with the host (the association limit value is inherited from the host)
- 3 - the Guest can end the association with the host.

Once the association has been made with the host phone, Guests using Polycom 650 & 450 handsets will visibly see their own extension number on the Host device display. Guests using other handsets will continue to see the display name and extension number of the Host.

## Music on Hold

Music on Hold allows an administrator to set up and maintain an audio source that can be played to held parties when calls are on hold.

Music on hold is set up on a per site basis so you are unable to set up music on hold for the whole company.

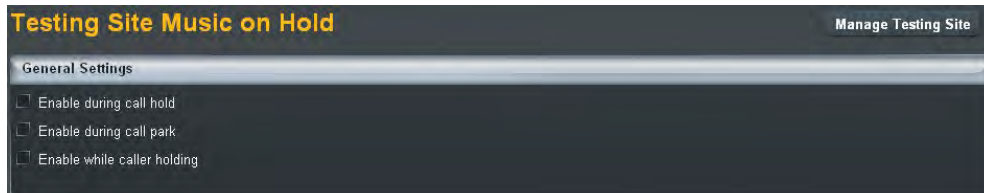
It can also be set up so that you have different music on hold whether the call is coming from an internal or external phone. You are also able to select if the music plays depending on the state of the caller.

**Please note that Gamma accepts no responsibility for the gathering of copyrights and licenses required for the music held within the Horizon system.**

When creating a file for use with Horizon it needs to be in the following format:

- .wav
- encoded with CCITT u-Law
- formatted at 8 KHz sample rate, 8 bit mono, 7 kb/sec

The short code for deactivation of music on hold per call is \*60.



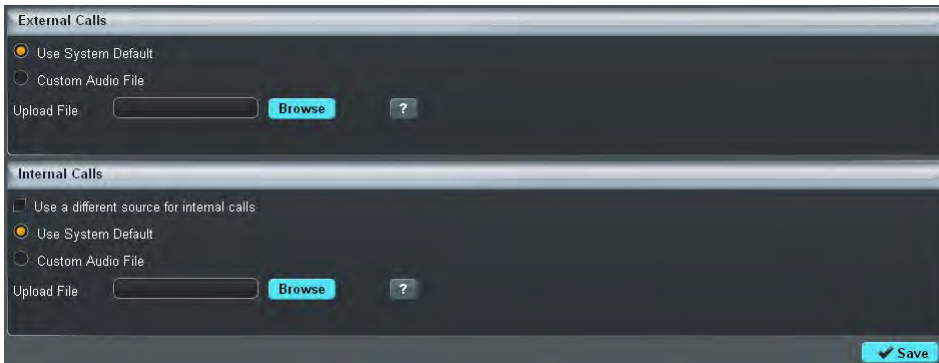
You can use either the system default or upload a custom audio file.

To keep the system default, select 'use system default' to upload a custom file you need to select custom audio file then uploads your file.

To upload a file, you click on "Browse" and then select the file you would like to upload.

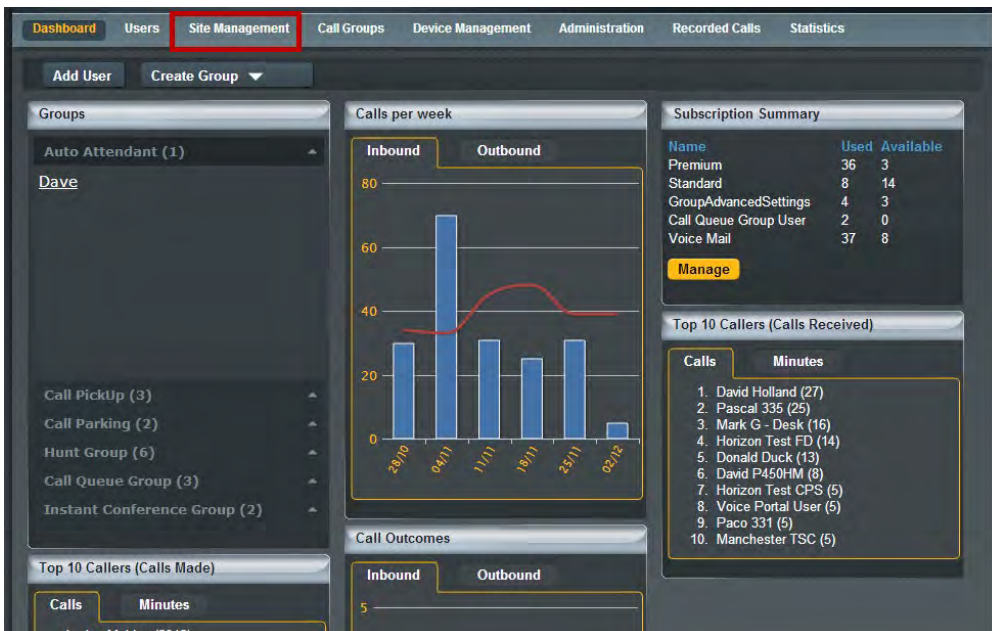
Uploaded files must be in WAV format and encoded with CCITT a-Law and needs to be formatted at 8.000 kHz, 8 Bit Mono, 7 kb/sec.

For internal calls, to use a different type of music on hold, you need to select the checkbox at the top of the internal calls section; otherwise external calls will be defaulted for both.

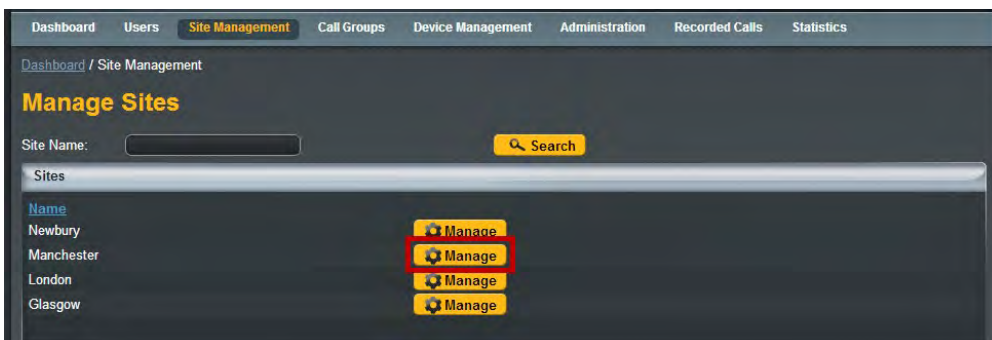


## To set up Music on Hold

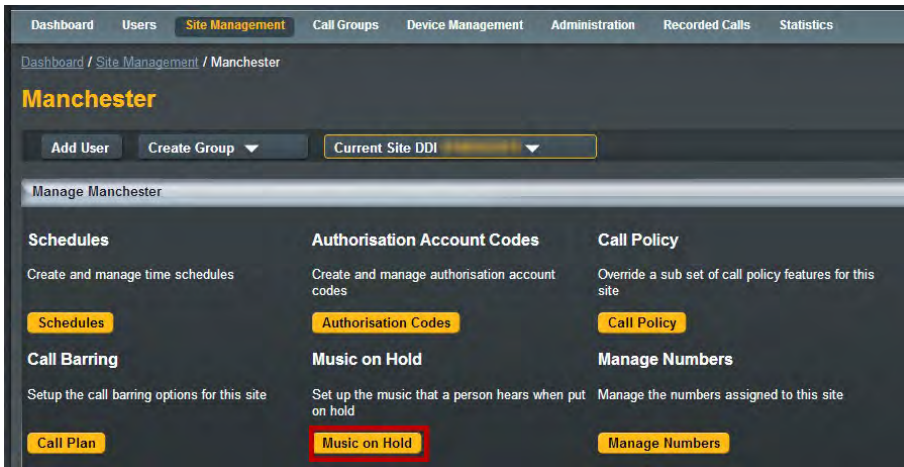
Select "Site Management"



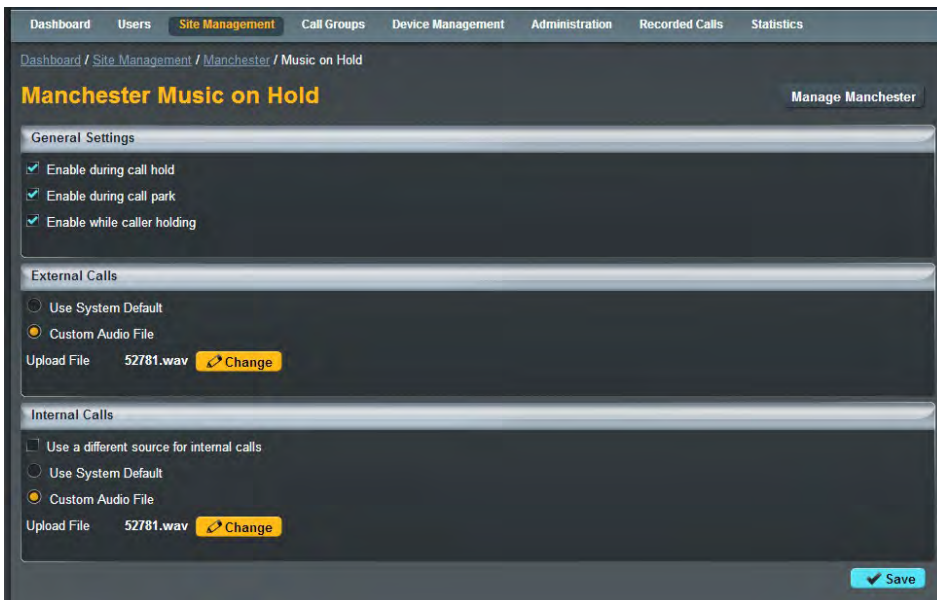
Select the site that you want the Music on Hold for, and click the "Manage" button.



Select "Music on Hold".



From here, you can select when you want Music on Hold to be enabled, if you want to use the System Default or if you want to have a custom audio file for External and Internal calls.



## Create an Audio File

You can create your own audio recordings and upload these to Horizon to use. You will need to convert the audio file to a recognised format once you've created the audio file.

To create an audio file, you'll need the following:

- A PC
- A Microphone (USB Connection Recommended)
- Audio Recording Software.

What software to use:

There are numerous recording packages available online for free and at a cost.

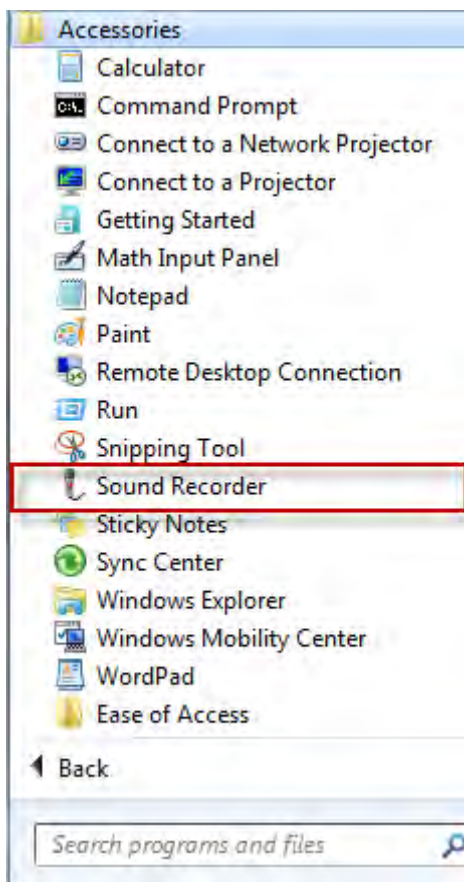
Windows has a basic application installed called [Sound Recorder](#) which can be found under Start > All Programs > Accessories > Entertainment > Sound Recorder.

Another good quality free package is [Audacity](http://audacity.sourceforge.net/) which can be downloaded from here:

This is a not a Gamma product and we can offer no support or advice on using this software.

### Sound Recorder

Open the application by going to Start Menu > All Programs > Accessories > Entertainment > Sound Recorder



Click the record button and begin your recording.



When you have finished your recording, click on the stop button.

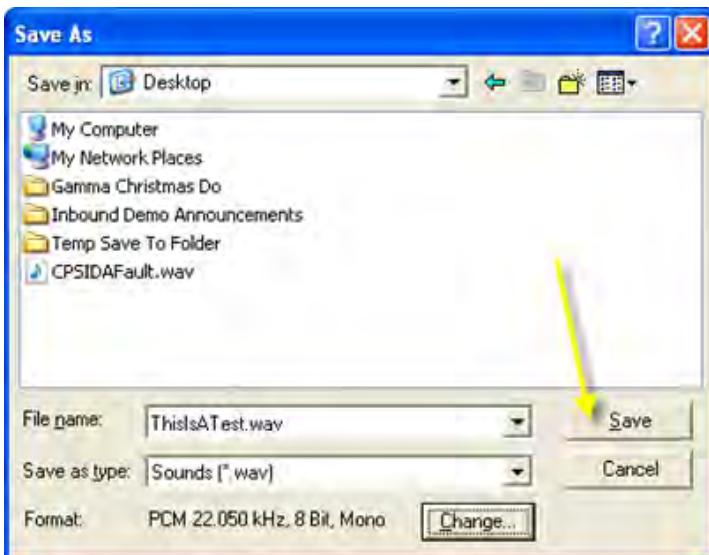




To play your recording back press the Play button. If you are happy click on File > Save As.



Choose a location to save the file, enter a name and click save



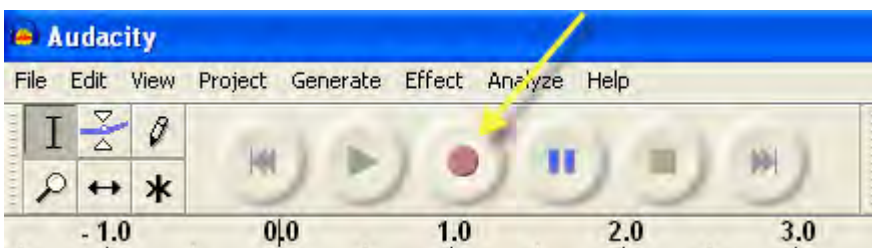
If you've found that when you're recording that no audio is being picked up, then click on Edit > Audio Properties. From the drop-down menu ensure the correct device is selected under Sound Recording.



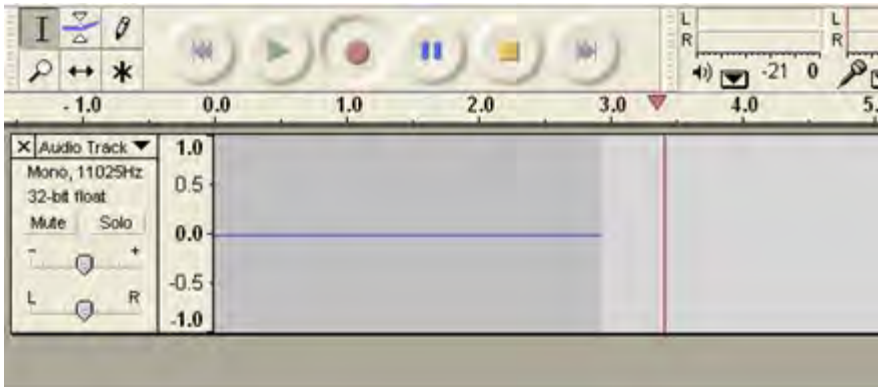
## Audacity

Audacity can be downloaded, free of charge, from <http://audacity.sourceforge.net/>. It is more powerful than Windows Sound Recorder and has lots of advanced features.

Open Audacity



Click on the record button to begin your recording.



The red bar will move along the screen and the blue line will show the level of recording.



When the recording is finished press the stop button.

You can then click File > Save Project As..., this will let you save it as an .aup file. This will open in Audacity and allow you to carry on working on the project.

You can also click 'Export as MP3' – this will save your recording as an .mp3 file. This will save your project as an .mp3 file which can then be played using a variety of software.

Horizon does not recognise mp3 files but you can convert audio files page to a suitable file for Horizon.

### Convert Audio File

An audio file which you want to use and upload to the Horizon portal needs to be in a certain file format with certain attributes. This guide gives you advice on how to convert the file, as well as information on what the file attributes are to be. We have provided information for several programmes.

#### Converting programme - SoX (SOund eXchange).

**This is a guide on how to use 3rd Party software. Gamma offer no further support to SoX. If you require further assistance, please use the SoX website.**

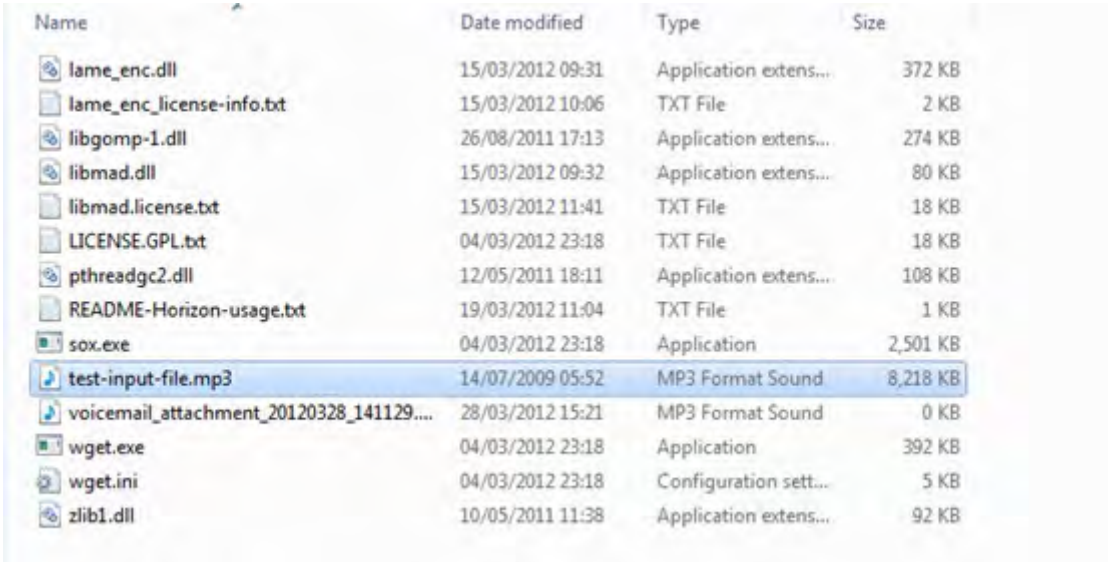
Once you've downloaded SoX, unzip the file and this will create a directory for SoX. You do not need to do anything further after you've unzipped the file, as the program will work straight from this directory.

The file attributes that are required for audio files that can be uploaded and used in the Horizon portal are:

- .wav format
- Encoded with CCITT u-Law
- Formatted at 8.000 kHz, 8 Bit mono, 7 kb/sec

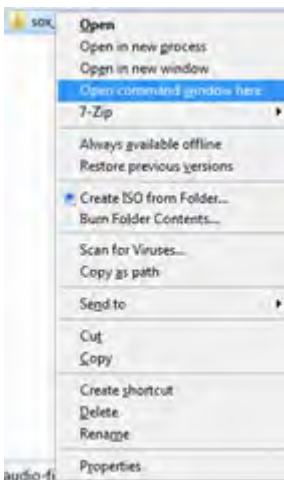
Below is a step by step guide on how to get a file with these attributes.

Copy the sound file that you wish to use (either mp3 or wav) into the SoX directory that has been created when you've unzipped the file. See the screenshot for an example.



Name	Date modified	Type	Size
lame_enc.dll	15/03/2012 09:31	Application extens...	372 KB
lame_enc_license-info.txt	15/03/2012 10:06	TXT File	2 KB
libgomp-1.dll	26/08/2011 17:13	Application extens...	274 KB
libmad.dll	15/03/2012 09:32	Application extens...	80 KB
libmad.license.txt	15/03/2012 11:41	TXT File	18 KB
LICENSE.GPL.txt	04/03/2012 23:18	TXT File	18 KB
pthreadgc2.dll	12/05/2011 18:11	Application extens...	108 KB
README-Horizon-usage.txt	19/03/2012 11:04	TXT File	1 KB
sox.exe	04/03/2012 23:18	Application	2,501 KB
test-input-file.mp3	14/07/2009 05:52	MP3 Format Sound	8,218 KB
voicemail_attachment_20120328_141129....	28/03/2012 15:21	MP3 Format Sound	0 KB
wget.exe	04/03/2012 23:18	Application	392 KB
wget.ini	04/03/2012 23:18	Configuration sett...	5 KB
zlib1.dll	10/05/2011 11:38	Application extens...	92 KB

Open a command prompt in your "sox" directory. To do this, if you press and hold the <shift> button and then right click on the "SoX" directory, then click the "Open command window here" option.



When command prompt has loaded up, type in the following command:

```
sox.exe -V test-input-file.wav -e u-law -r 8000 -c 1 test-output-file.wav
```

At command prompt invoke the following command, making sure that the correct input file is named and your required output file too.

Make sure that the correct input file is named. In this example, this is the "test-input-file.wav" area of code.

Also, make sure that your required output file is named what you want as well. This is the last bit of code, in this example "test-output-file.wav".

The output of command prompt should look like this:



```

C:\Windows\system32\cmd.exe
sox.exe: SoX v14.4.0
sox.exe WARN mp3-util: MAD lost sync

Input File      : 'test-input-file.mp3'
Channels       : 2
Sample Rate    : 44100
Precision     : 16-bit
Duration      : 00:05:50.61 = 15461989 samples = 26295.9 CDDA sectors
File Size     : 0.41M
Bit Rate      : 192k
Sample Encoding: MPEG audio (layer I, II or III)
Comments      :
Title=Kalimba
Artist=Mr. Scruff
Album=Ninja Tuna
Tracknumber=1
Year=2008
Genre=52

Output File    : 'test-output-file.wav'
Channels       : 1
Sample Rate    : 8000
Precision     : 14-bit
Duration      : 00:05:50.61 = 2804096 samples = 26295.9 CDDA sectors
Sample Encoding: 8-bit u-law
Endian Type    : little
Reverse Nibbles: no
Reverse Bits   : no
Comments      :
Title=Kalimba
Artist=Mr. Scruff
Album=Ninja Tuna
Tracknumber=1
Year=2008
Genre=52

sox.exe INFO sox: effects chain: input      44100Hz  2 channels
sox.exe INFO sox: effects chain: channels  44100Hz  1 channels
sox.exe INFO sox: effects chain: rate     8000Hz  1 channels
sox.exe INFO sox: effects chain: dither   8000Hz  1 channels
sox.exe INFO sox: effects chain: output   8000Hz  1 channels
sox.exe WARN rate: rate clipped 5 samples; decrease volume?
sox.exe WARN dither: dither clipped 3 samples; decrease volume?

```

You've created the file that will be able to be used in Horizon and are now able to upload this to use. The file will be created in the SoX directory that you've been working from since you've downloaded the application.

### Converting programme – Audacity

This is a guide on how to use 3rd Party software. Gamma offer no further support to Audacity. If you require further assistance, please use the Audacity website.

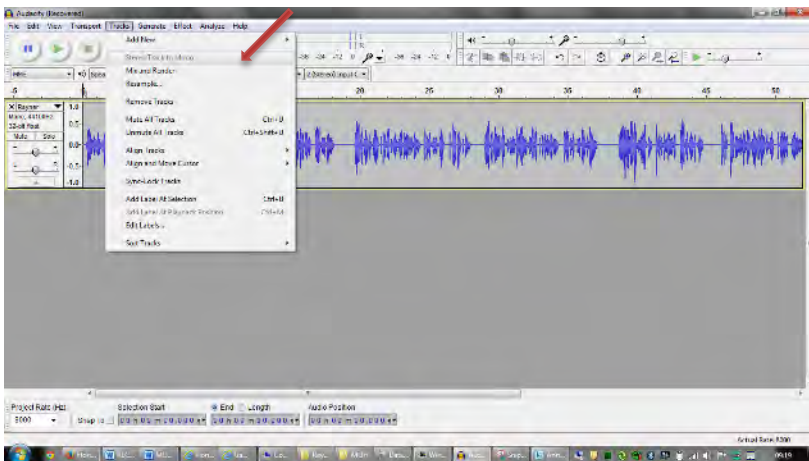
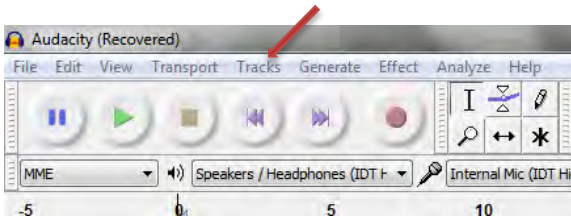
We found the following format works well with Audacity:

- Mono
- 8000KHZ
- 32 Bit float
- U Law

You can edit the audio file by:

1. Change from Stereo to Mono
2. Change the Sample Rate
3. Change the Bit Rate
4. Change the Audio format
5. Export File

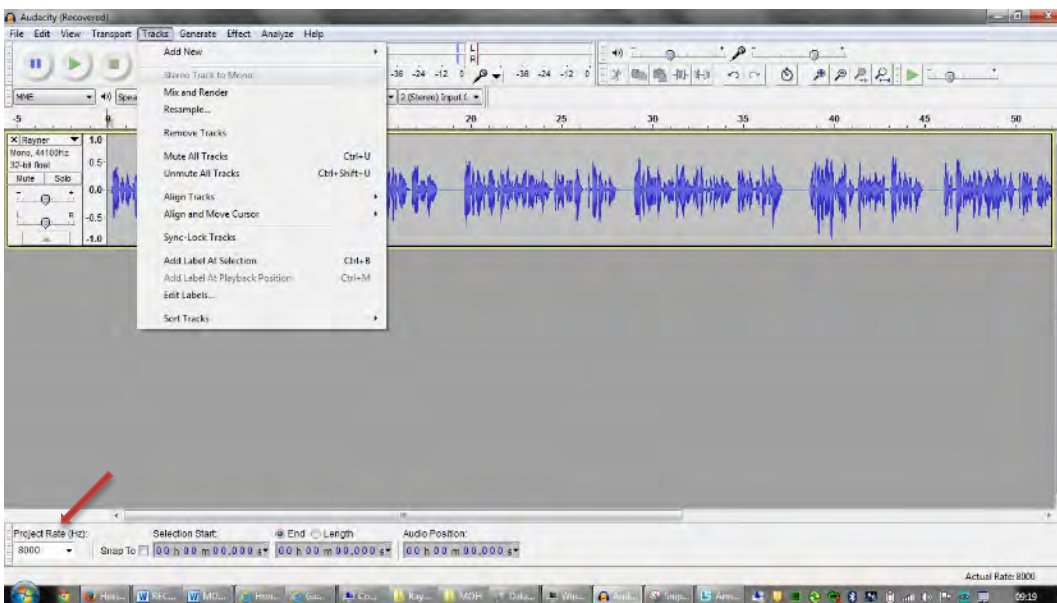
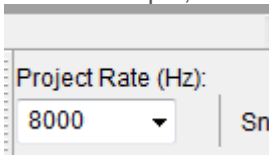
You will need to change it to Mono by selecting **Tracks** tab and then select Stereo to Mono



The Sample rate will need to be changed. Go to the resample tab and set to 8000

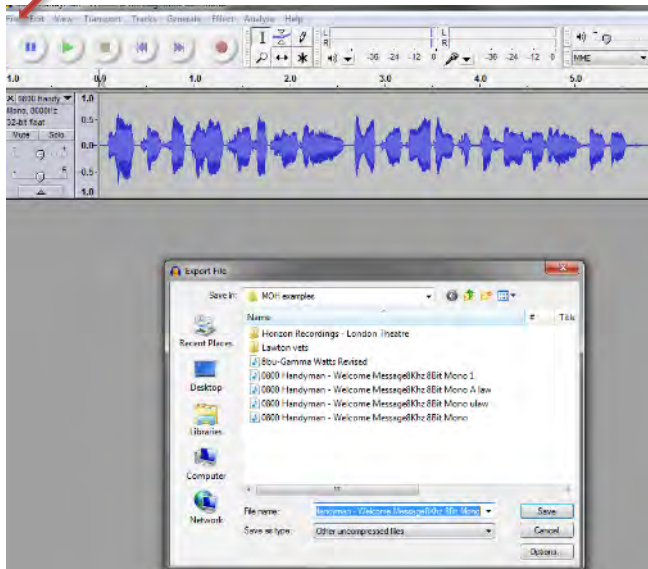
You can also change the Bit Rate at the bottom of the page (Project Rate).

In this example, it was set to 8000.



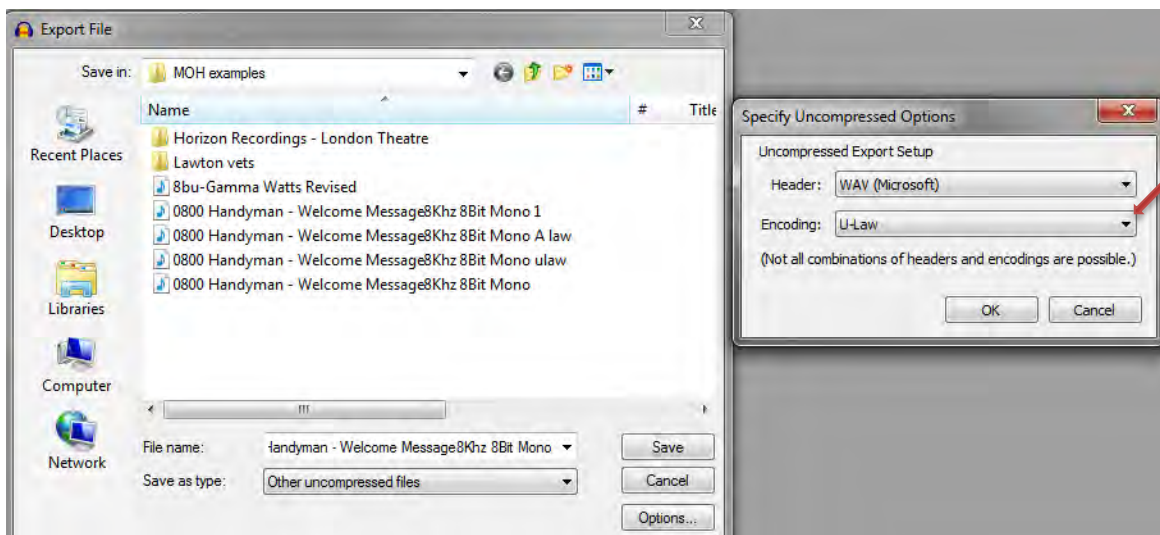
To change the file from Alaw to Ulaw, go to **File Export** and then save the file type as other uncompressed files.

Select options



Then save as a Wav file by selecting the Header as WAV (Microsoft)

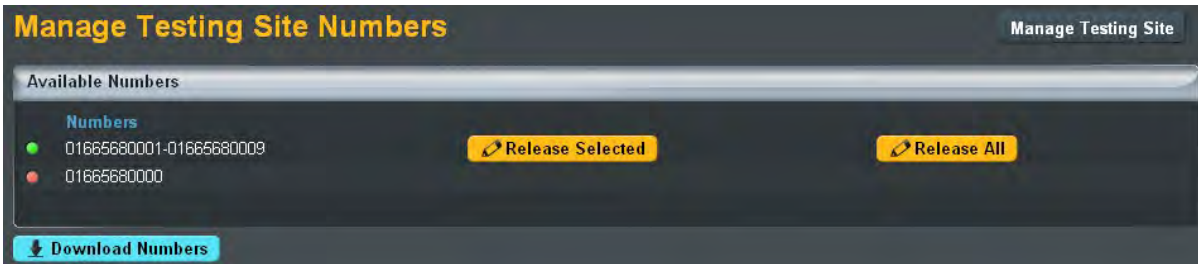
Select the encoding as ULaw



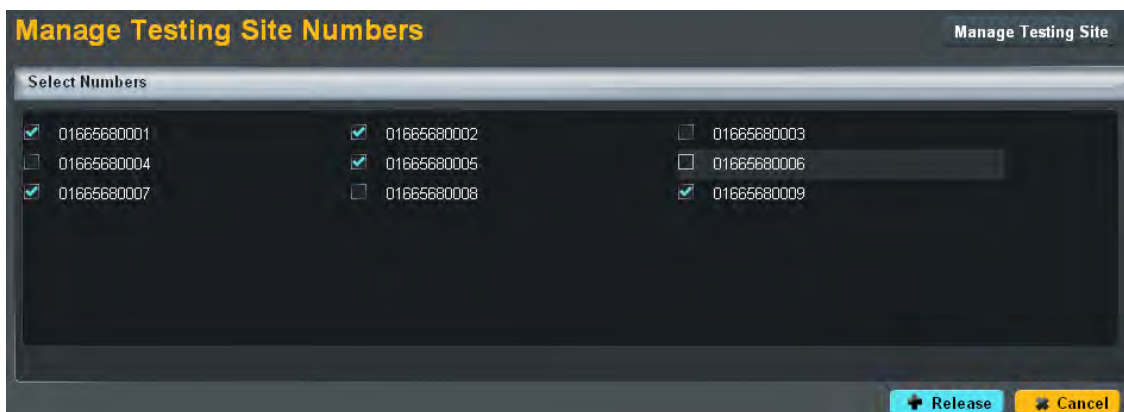
Save the file and upload it to Horizon.

## Manage Numbers

'Manage Numbers' allows you to see all the numbers that are allocated to that site and see whether they are free or being used by a user or service. This screen allows you to release any numbers, which are assigned to that site, and then you can reassign them to another site. Numbers are displayed as either a range of numbers or individual numbers and you can choose to either release the full range or select number individually.



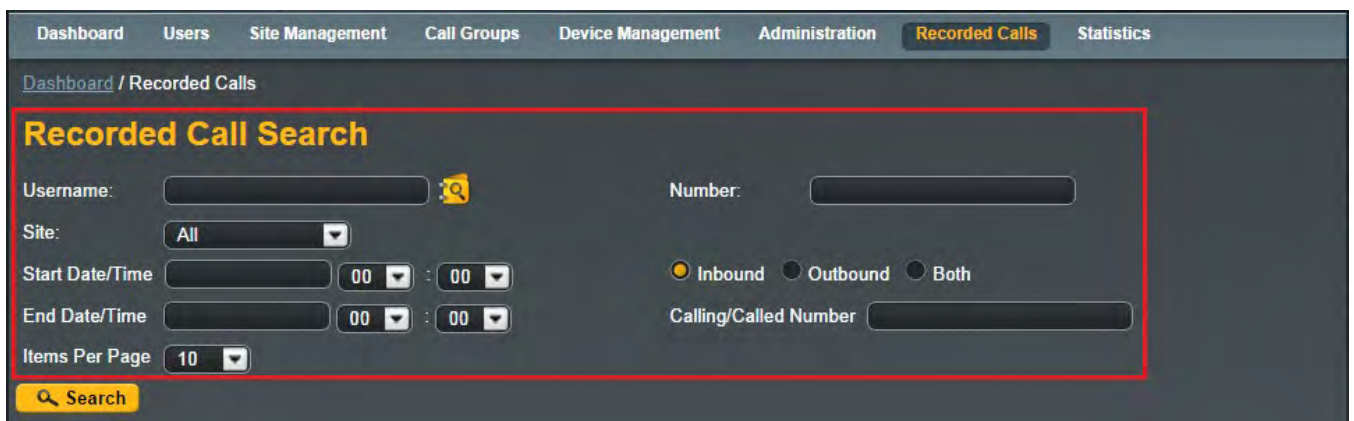
To release a number, you click on 'release selected', or 'release all' depending on which option you want. If you click release all it will simply release all numbers for reallocation. If you click on release selected, you will be taken to a screen where you will be asked to select which numbers you want to select. Once you have selected all the numbers you click on release and then all the numbers will be available to reallocate to a new site. If you want to see how to reallocate numbers, go to the Number Management section under administrative features.



## Recorded Calls

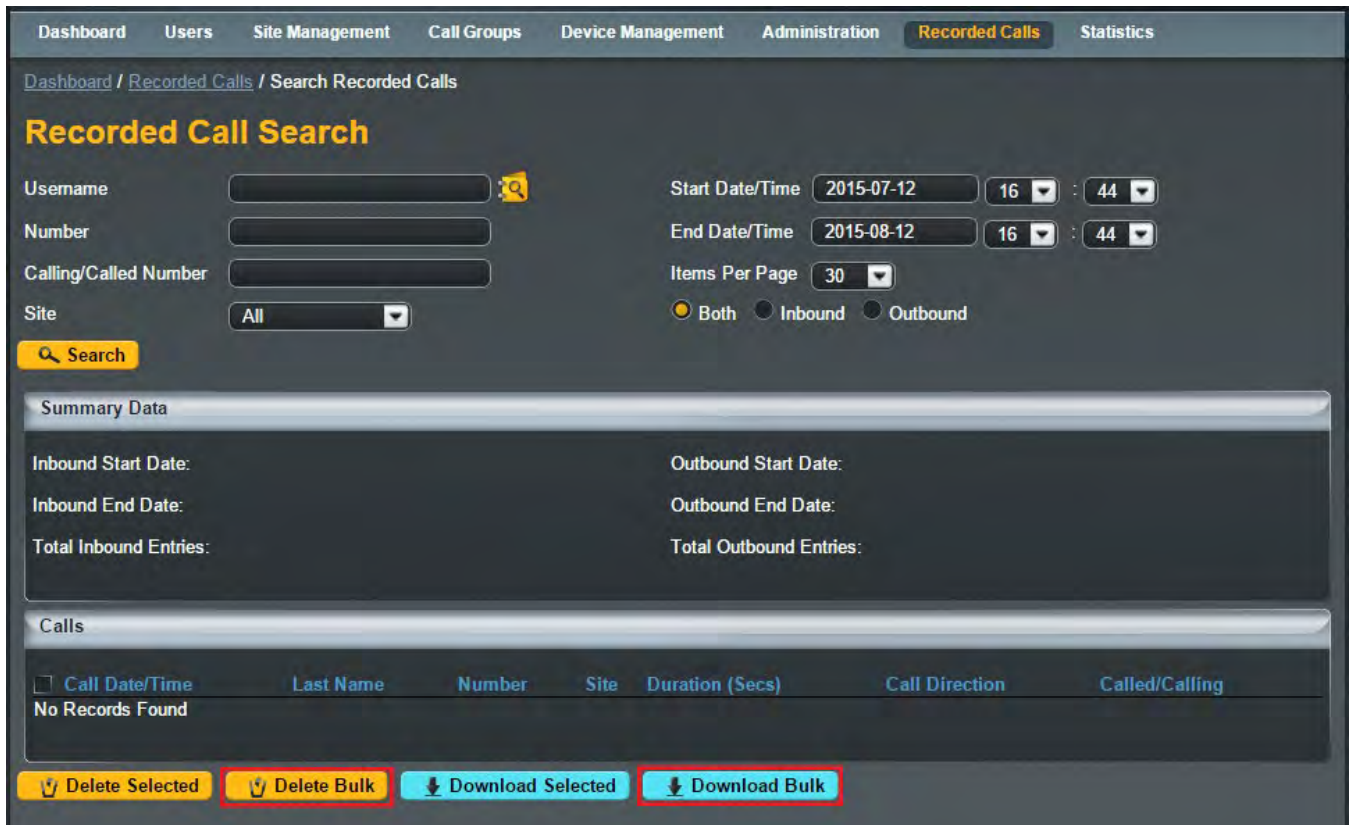
Recorded calls allow you to be able to view and download calls that have been made to an outside number. You can set up the recorded call via call setup and decide how many of the calls you want recording. You can search for call recordings across multiple users.

You will be able to select whether you want to download inbound or outbound calls, a start date and time or a particular phone number.





Once you have selected the search criteria you want and have clicked the “Search” button, you will be able to view all calls to fit your criteria. To download a call just check the call or calls you would like to download and then click “download selected” or “download bulk”.




This can be used once a search has been made and the results displayed on screen. You can download up to 1,000 inbound calls or up to 1,000 outbound calls at once. You can also delete up to 1,000 call recordings at once. You will be able to see which recordings have been downloaded in bulk within the summary panel showing the timestamp of the first and the last call recording downloaded by the search.

Please be aware the time taken to download will vary depending on the size and amount of the files.

Dashboard / Recorded Calls / Search Recorded Calls


## Recorded Call Search

Username  
 Start Date/Time   :

Number 
 End Date/Time   :

Calling/Called Number 
 Items Per Page

Site 
 Both  Inbound  Outbound

 Search

**Summary Data**

Inbound Start Date:	2015-06-11 11:56:01	Outbound Start Date:	2015-05-13 08:50:10
Inbound End Date:	2015-08-12 11:45:57	Outbound End Date:	2015-08-05 09:37:03
Total Inbound Entries:	50	Total Outbound Entries:	376

Please note that:

- The Admin user must be logged onto the Horizon GUI for the download to be completed successfully
- When a user selects 'both' for the direction, the calling/called field will be disabled
- The 'Available downloads' button is always visible even if the user does not have recordings available
- the Horizon GUI can only display results for 3 months' worth of searches. If a search is requested above this time, a warning message will appear. If recordings for more than 3 months are required, then two searches would need to be performed
- Horizon call recordings can be stored for 3, 6 or 12 months with the default being 3 months

If you download a single file you will receive a file in an mp3 format, if you download a selection you will get a zip file with multiple mp3 files. Depending on your browser, it will depend on where the file will go. For Firefox and Chrome, it will go to your download folder or where ever you have assigned your download files to go to. For Internet Explorer and Opera, you will be asked where they would like to save the file. For Safari, the default download location will be either your documents or download folder, this will different if you have changed it.

The mp3 files name includes basic information about the call each section is separated by an underscore and it is in this order:

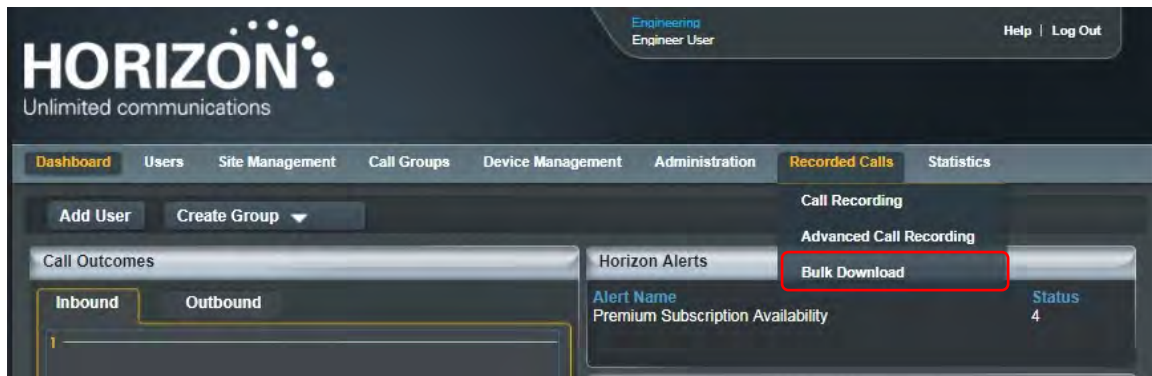
- DDI for the person making the call
- DDI for the person receiving the call
- The date the call was made
- The time the call was made.

So, if you want to search for a recording to a certain number you will need to perform a file search and search for the number.

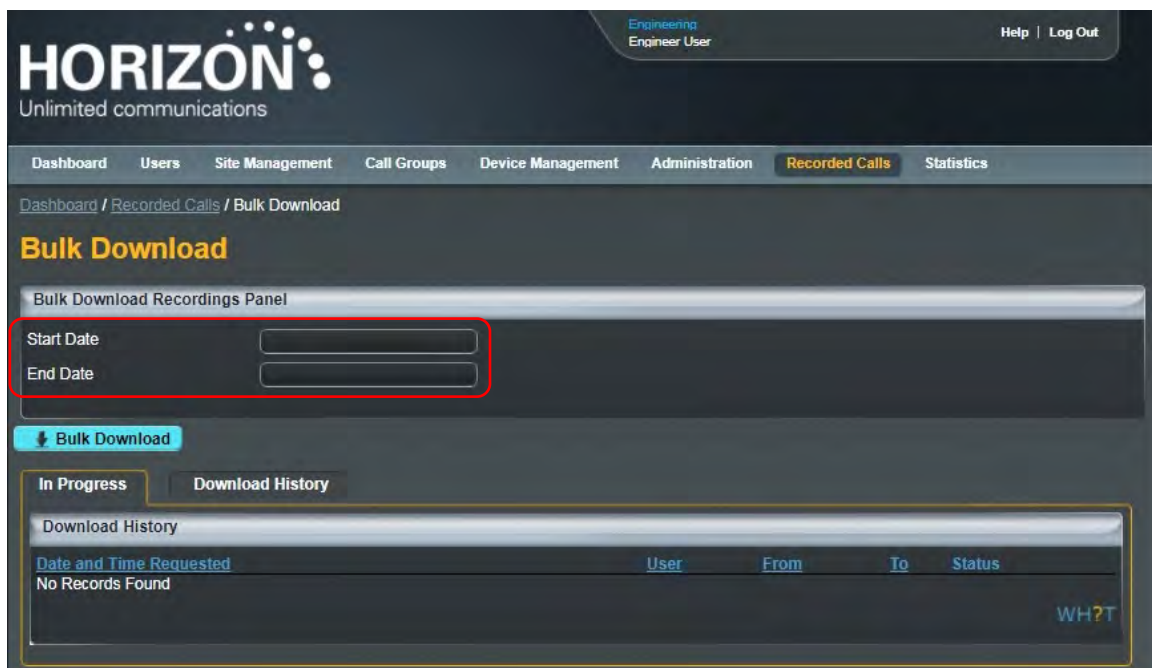
### Bulk call recording download and delete

This service allows an administrator to select up to a 14-day consecutive period and the entire volume of recordings associated to the specified period is downloaded to the administrator's PC desktop in the form of a ZIP file. Once the batch has downloaded the administrator will then have the option to delete the call recordings from the storage platform via the History tab.

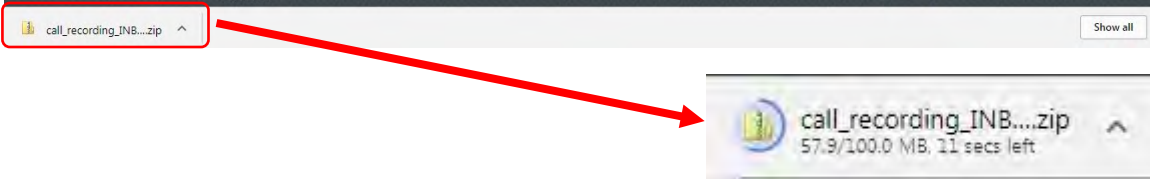
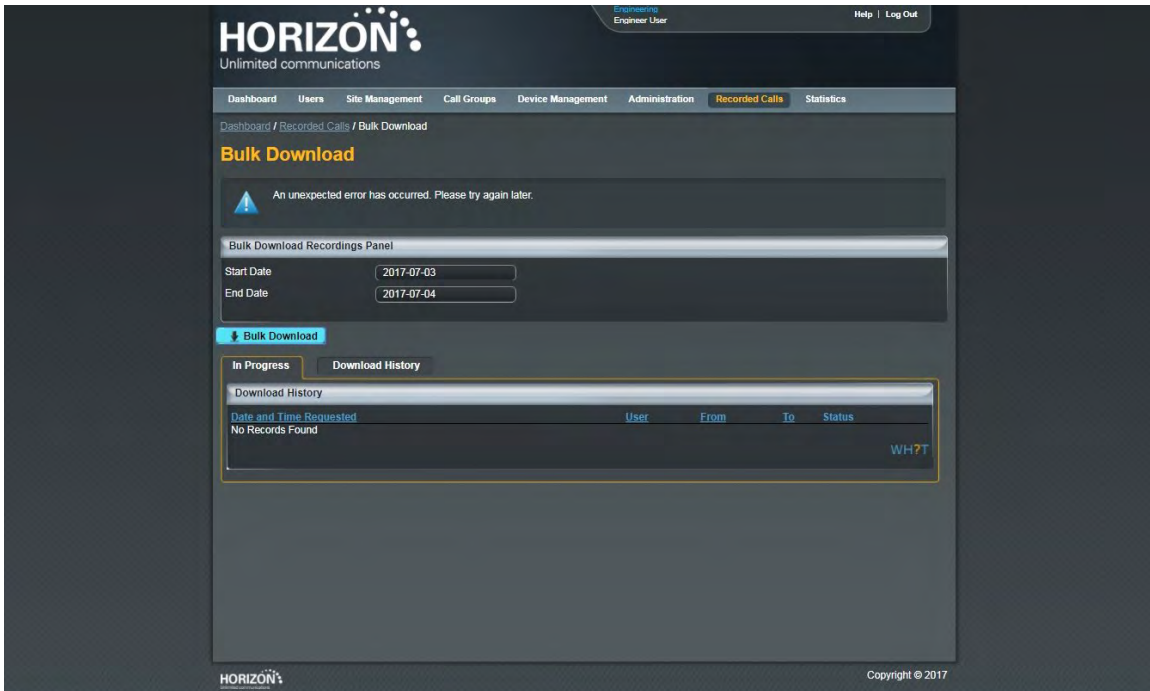
The following provides an overview of the service and its use. The service can be accessed by navigating to the Recorded Calls tab and selecting Bulk Download



This will then take the user through to the main Bulk Download page where the user can request downloads. To request a download, enter the required date range and hit Bulk Download



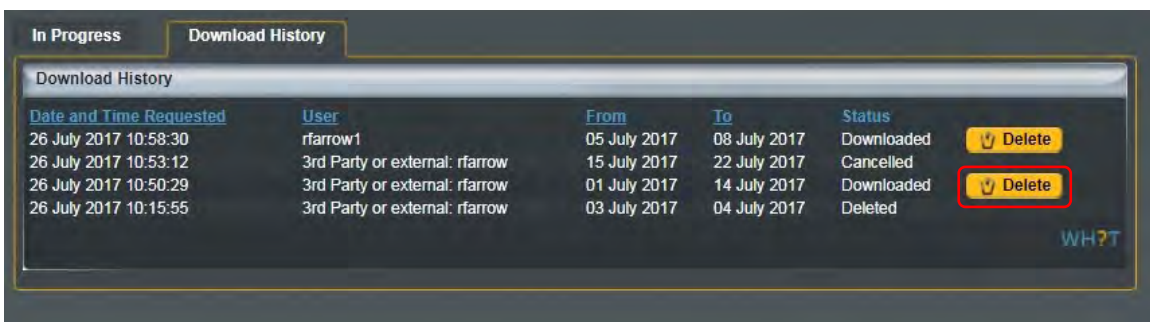
This will then start to download the recordings to the user's browser.



The download pop up will provide information on the file size and the time outstanding to complete the request.

Once the download has completed the ZIP file can be extracted and saved to a location of the administrator's choice.

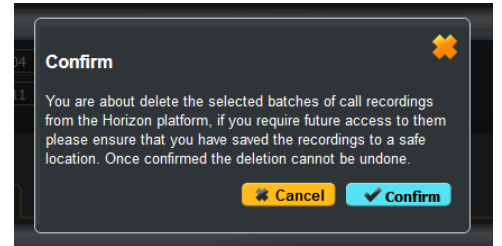
There is also a Download History section that will provide key information about the date and time a Bulk Download request was made, who made it, the date range selected and status. An administrator is also given the option to delete the recordings from the storage facility should they wish to. To delete recording between the From and To dates simply click the delete button.



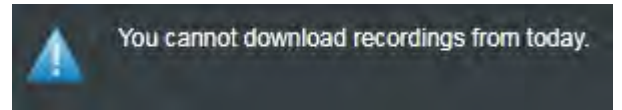


If delete is selected the user will receive this prompt asking them to confirm the deletion before the recordings are removed from the platform.

The 'In Progress' tab will show Call Recording downloads that are in progress and once completed they will appear on the Download History tab.

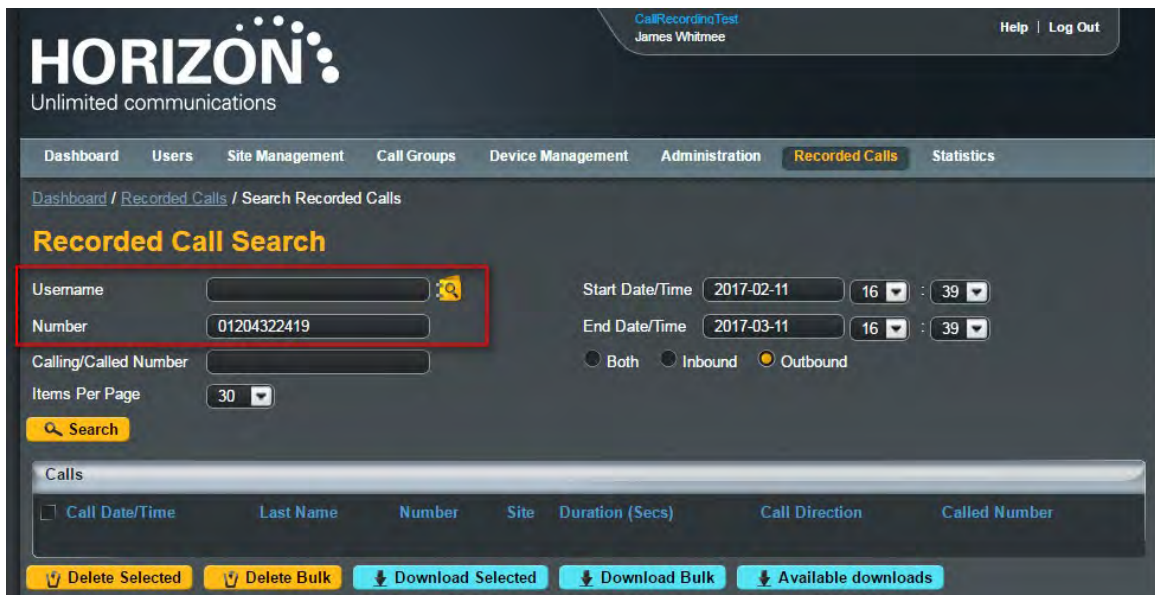


A user will not be able to download the current day recordings to ensure that recordings that have not been downloaded and saved cannot be accidentally deleted.



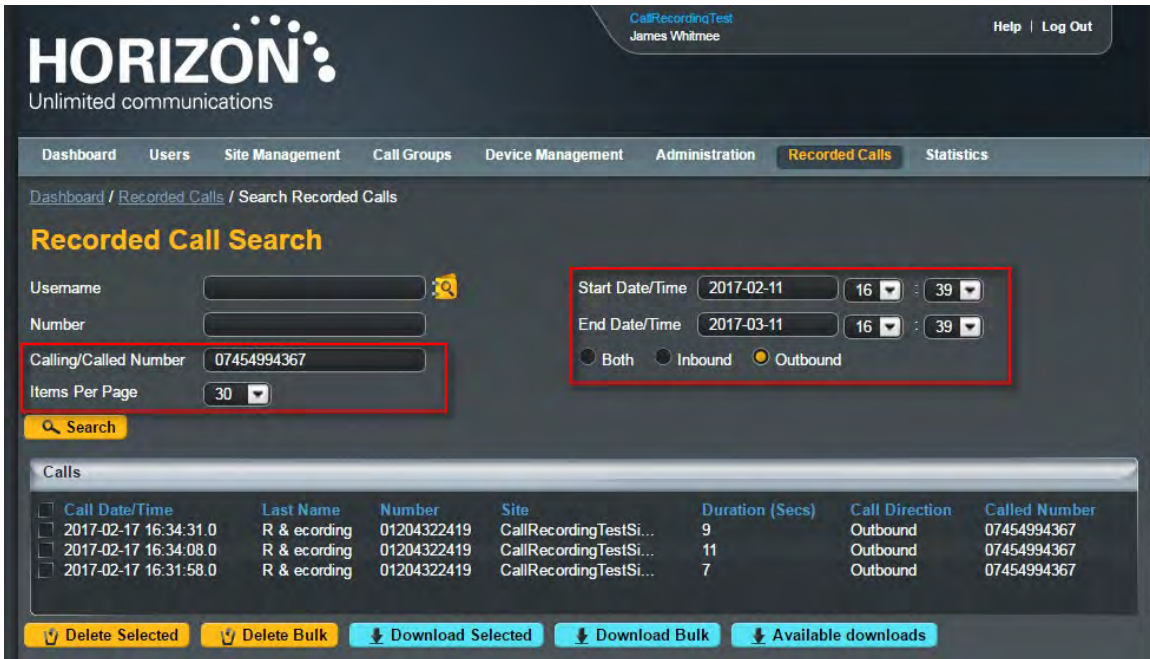
### Deleted users and call recording

When a user is deleted or the number is unassigned from a user or call group, the administrator is limited when searching for their recordings. You are unable to search for numbers recordings using either the number or the username fields.



The recordings will only be visible when searching against:

- Calling/Called Number
- Start Date/Time
- End Date/Time
- Direction



**Recorded Call Search**

Username:

Number:

Calling/Called Number:


Items Per Page:

Start Date/Time: 2017-02-11 16:39

End Date/Time: 2017-03-11 16:39

Both  Inbound  Outbound

Call Date/Time	Last Name	Number	Site	Duration (Secs)	Call Direction	Called Number
2017-02-17 16:34:31.0	R & eording	01204322419	CallRecordingTestSi...	9	Outbound	07454994367
2017-02-17 16:34:08.0	R & eording	01204322419	CallRecordingTestSi...	11	Outbound	07454994367
2017-02-17 16:31:58.0	R & eording	01204322419	CallRecordingTestSi...	7	Outbound	07454994367

 441618488239\_448081788000\_20170327\_155304\_O

The filename contains the number\_calling number\_being\_called yymmdd hhmmss<I/O>, where O = outbound and I= inbound.

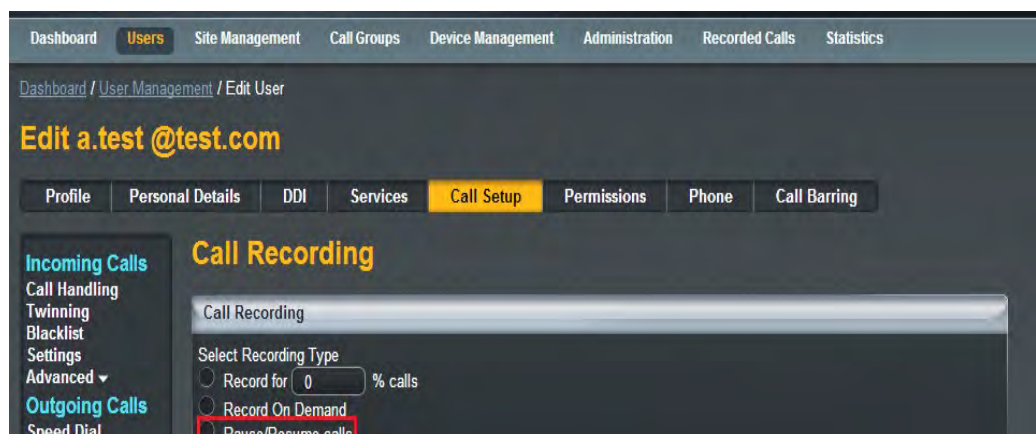
## Call Recording Users

To set up call recording for a user you need to go to the call set up page for that user and select “call recording” from the menu.

You can set up so that the caller can decide when the call is recorded, if pause/resume is required or select a percentage of calls that are recorded.

You just need to select the option you want for that user and then click “save”. To record a call on demand the person making the call needs to input \*1 at any point during the call. This feature is only available if you have given call recording to the DDI of a user.

For pause and resume, the command is \*3 to pause and \*7 to resume.



**Edit a.test@test.com**

Profile Personal Details DDI Services **Call Setup** Permissions Phone Call Barring

**Call Recording**

Select Recording Type

Record for 0 % calls

Record On Demand

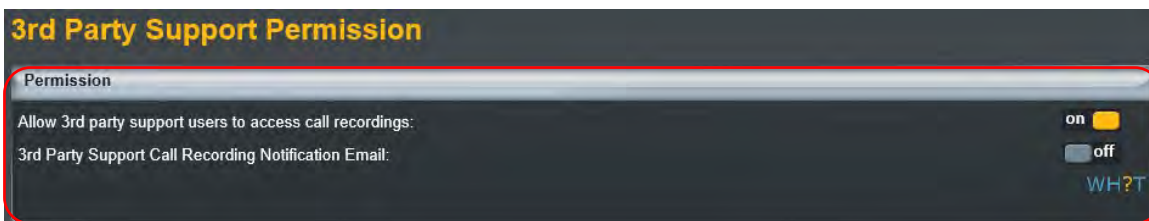
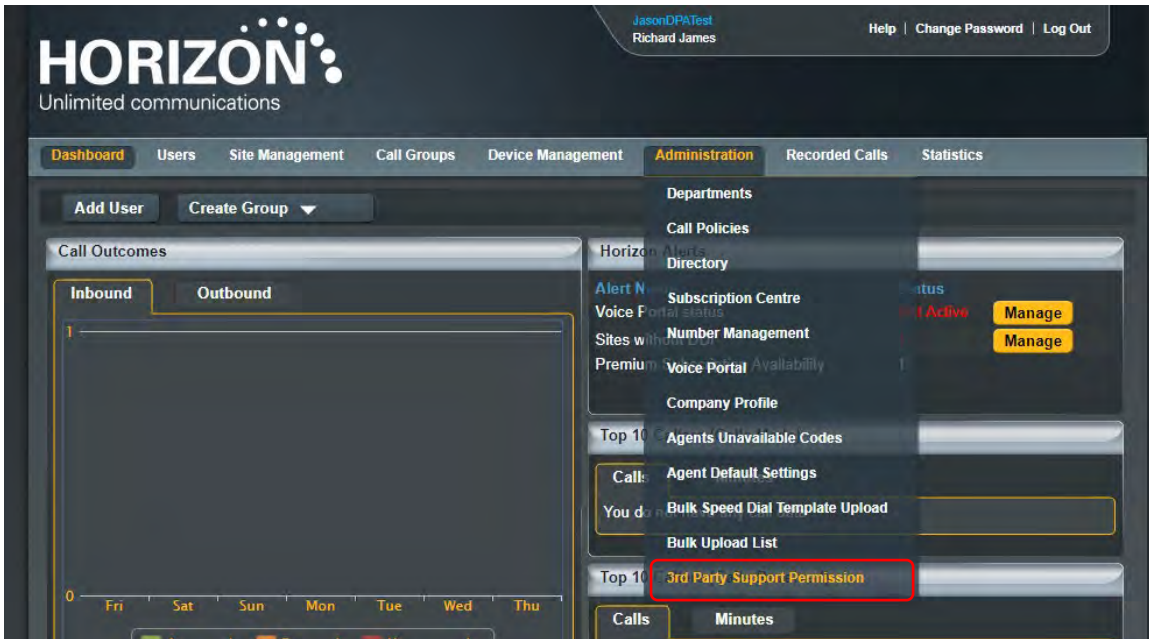
Pause/Resume calls

Please note that call recording is possible for both inbound and outbound calls, over users, hunt groups and auto attendants. The call recording storage is chargeable and that 900 Megabytes is approximately 4,500 to 5,000 minutes assuming approximately 185kbyte per minute.

## Access and notification control to call recordings

It is possible for the Horizon Administrator to decide if any support users can access the customer's call recording download and delete options. There is also the option to notify all company Administrators if a support user has entered a company's call recording area.

Any company Administrator entering a valid username and password via the Horizon portal directly will always see the Recorded Calls tab and be presented with the 3rd Party Support Permission option under the Administration drop down.



The Horizon portal also provides an audit log of who is enabling and disabling the options.



Dashboard Users Site Management Call Groups Device Management **Administration** Recorded Calls Statistics

Dashboard / Administration / 3rd Party Support Permission

## 3rd Party Support Permission

**Permission**

Allow 3rd party support users to access call recordings:  on

3rd Party Support Call Recording Notification Email:  off

WH?T

**Permission History**

Name	Operation	Status	Date
Roy Farrow	Call Recording Access	On	2017-11-03 14:12:38
Roy Farrow	Call Recording Access	Off	2017-11-03 14:12:35
Roy Farrow	Call Recording Notification Email	Off	2017-11-03 14:12:27
Roy Farrow	Call Recording Notification Email	On	2017-11-03 14:12:23
Roy Farrow	Call Recording Access	On	2017-11-03 14:08:31

Please note these options will only appear on the portal if the company has call recording enabled.


**Permission**

Allow 3rd party support users to access call recordings:  on

3rd Party Support Call Recording Notification Email:  on

WH?T

If an Administrator chooses to enable the notification email as below then every time a support user attempts to search, download or delete from within the call recordings area, an email will be sent to all Administrators as detailed below. It will detail the ID of the user, what action they performed and the date it happened.



## Your Call Recordings have been accessed

A 3rd party user has recently accessed your companies call recordings. The details are:

User: rfarrow

Accessed Date/Time: 03/11/2017 at 14:40

Searched Date/Time: from 01/11/2017 to 02/11/2017

If you have any queries about this please contact your Service Provider.

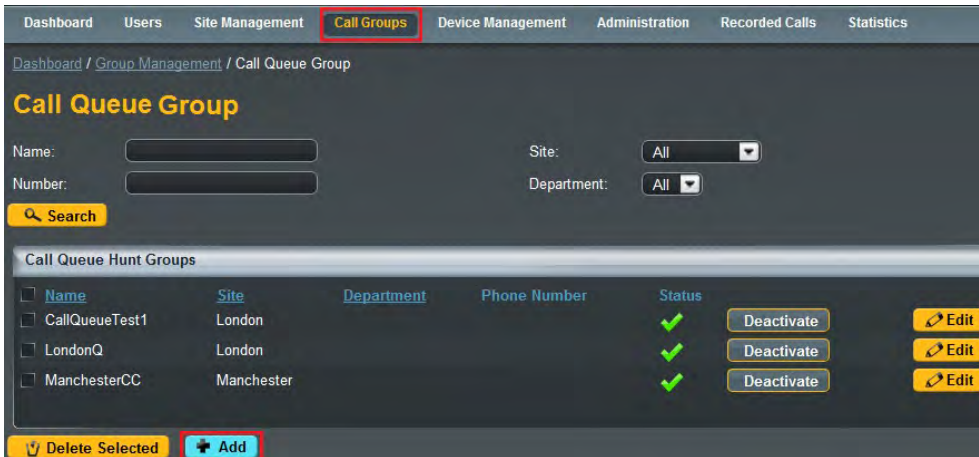
Thank you



## Call Queuing

Call Queuing subscriptions will show in the subscription centre to be assigned to specific users who will use the group.

To then establish a Call Queue Group, you simply need to go to the “Group Management” section, and click on “Call Queue Group”, and “Add”



Dashboard / Group Management / Call Queue Group

### Call Queue Group

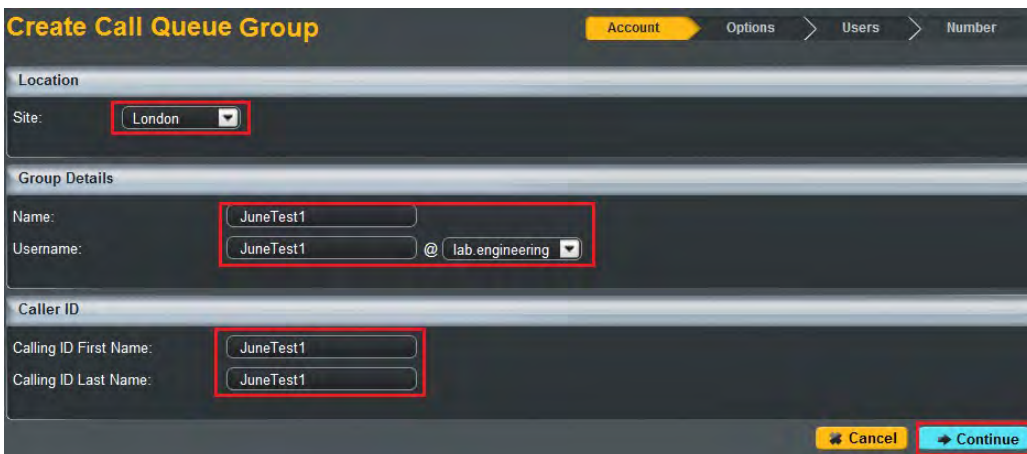
Name:  Site: All

Number:  Department: All

Call Queue Hunt Groups

<input type="checkbox"/>	Name	Site	Department	Phone Number	Status	
<input type="checkbox"/>	CallQueueTest1	London			✓	<input type="button" value="Deactivate"/> <input type="button" value="Edit"/>
<input type="checkbox"/>	LondonQ	London			✓	<input type="button" value="Deactivate"/> <input type="button" value="Edit"/>
<input type="checkbox"/>	ManchesterCC	Manchester			✓	<input type="button" value="Deactivate"/> <input type="button" value="Edit"/>

This will then put you into the setup wizard for the Call Queue Group, where you can assign the Call Queue Group to a site, and provide it with a name and Calling ID for presenting calls to the handsets.



### Create Call Queue Group

Account > Options > Users > Number

Location

Site: London

Group Details

Name: JuneTest1

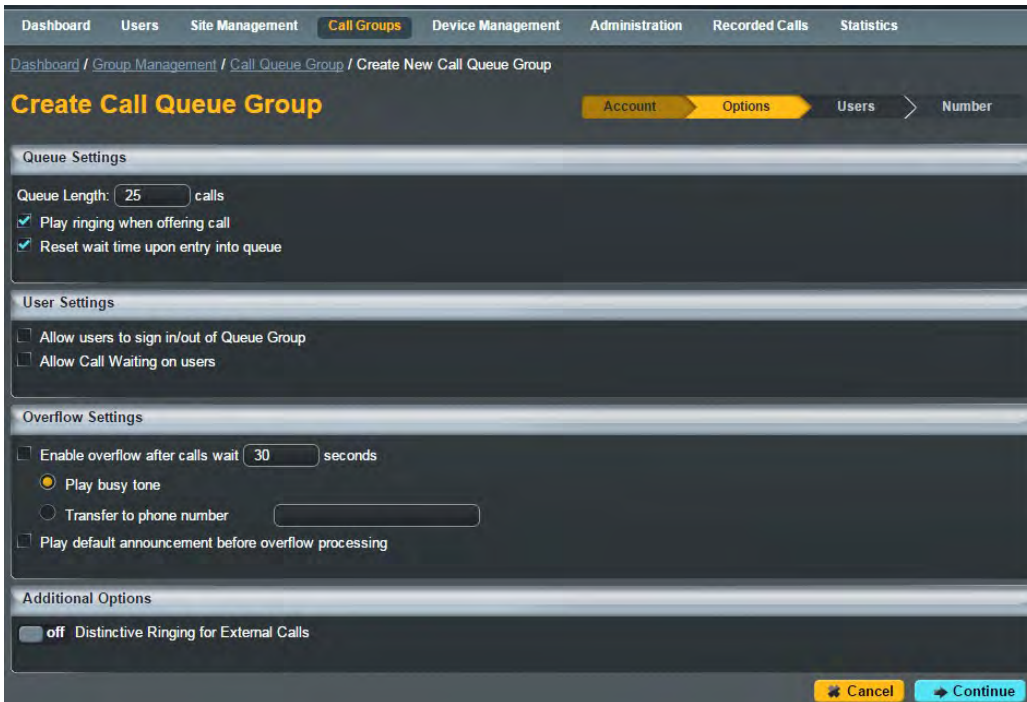
Username: JuneTest1  @ lab.engineering

Caller ID

Calling ID First Name: JuneTest1

Calling ID Last Name: JuneTest1

Clicking on ‘continue’, you can then set up the Call Queue settings, allowing you to establish the size of the queue, whether you would like constant ring tone or announcements, and overflow settings.



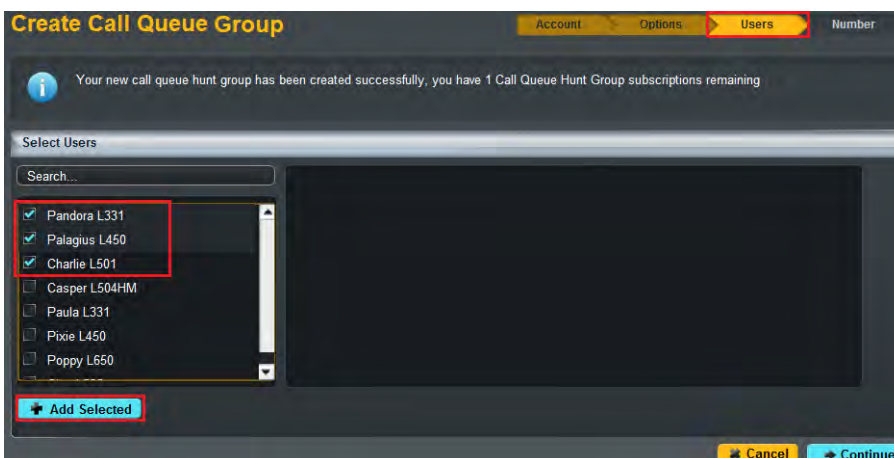
The screenshot shows the 'Create Call Queue Group' form in the Horizon Administrator interface. The form is divided into several sections:

- Queue Settings:** Queue Length: 25 calls.  Play ringing when offering call.  Reset wait time upon entry into queue.
- User Settings:**  Allow users to sign in/out of Queue Group.  Allow Call Waiting on users.
- Overflow Settings:**  Enable overflow after calls wait 30 seconds.  Play busy tone.  Transfer to phone number.  Play default announcement before overflow processing.
- Additional Options:**  Distinctive Ringing for External Calls.

At the bottom right, there are 'Cancel' and 'Continue' buttons.

Overflow settings should always be set as this will define the treatment of the call should the queue be full (i.e. 26<sup>th</sup> caller) or encounter other unavailability.

Clicking on continue will then establish the group and allow you to allocate users.

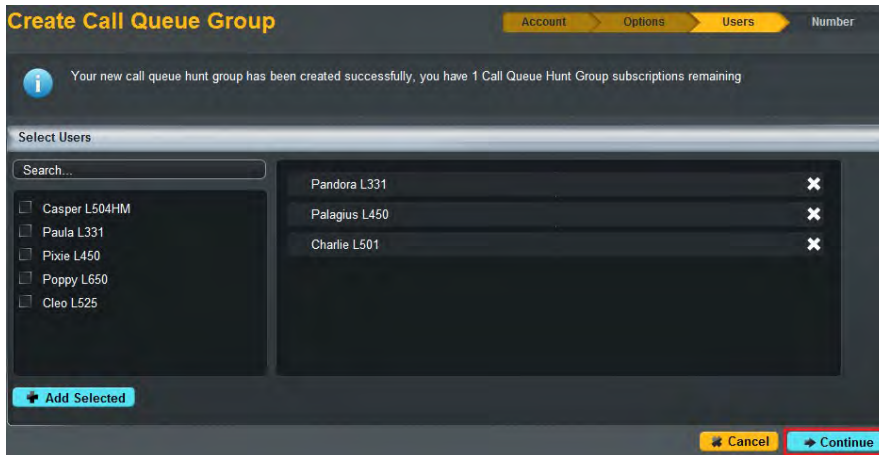


The screenshot shows the 'Select Users' step in the 'Create Call Queue Group' process. The 'Users' tab is selected in the breadcrumb navigation. A message at the top states: "Your new call queue hunt group has been created successfully, you have 1 Call Queue Hunt Group subscriptions remaining". Below this is a 'Select Users' section with a search box and a list of users:

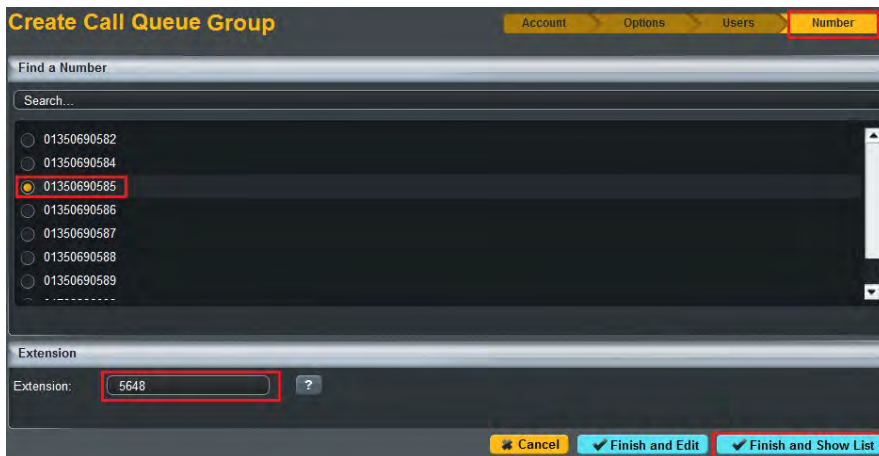
- Pandora L331
- Palagius L450
- Charlie L501
- Casper L504HM
- Paula L331
- Pixie L450
- Poppy L650

At the bottom left, there is an 'Add Selected' button. At the bottom right, there are 'Cancel' and 'Continue' buttons.

The Call Queue Group when dialled will ensure all users are contacted through a simultaneous call to them, routing to the first user to answer

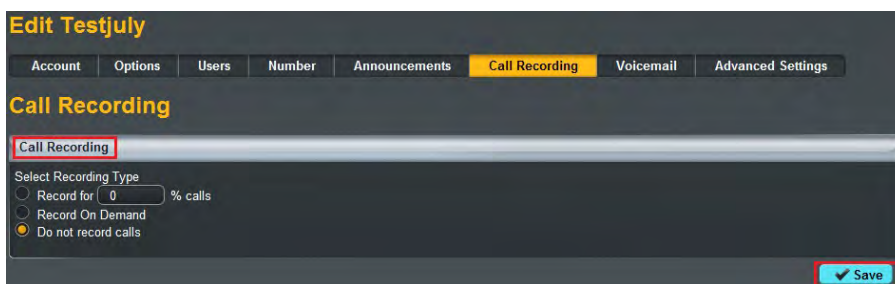


Finally, once users are assigned you simply need to assign an available number and extension to the service, and click “Finish and Show List”

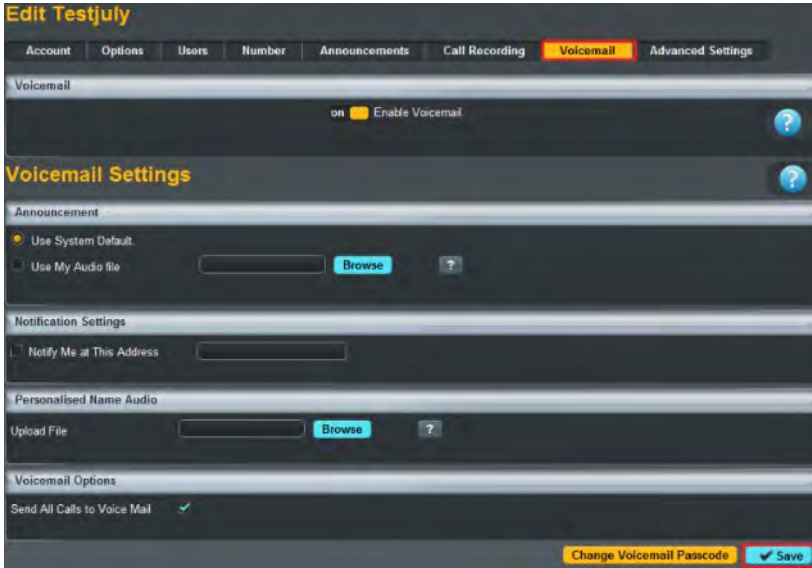


Your Call Queue Group is now established, and further editing i.e. to add announcements or the ability to deactivate the group is then made available

Further actions can then be taken through editing the Call Queue Group.

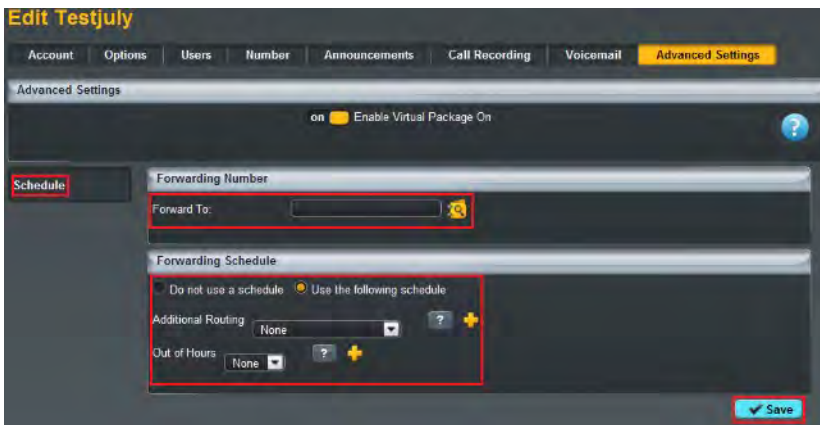


Call recording can be implemented through the “Call Recording” tab, however it should be noted that this will record the full call including time on hold if implemented.



Voicemail can also be enabled, and the option to send all queued calls to Voicemail applied.

Once a Voicemail is enabled in the system further options are also available under the Options tab to allow a user to Dial 0 (as default) to breakout from the queue and leave a Voicemail against the Group Voicemail.

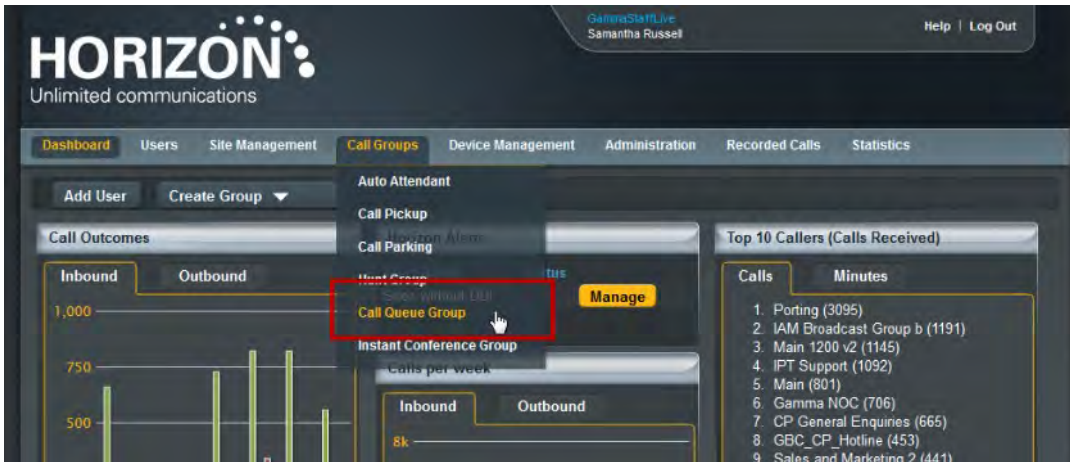


Finally, if a schedule is to be applied to enable the calls to be forwarded to another number outside of core opening hours this can also be enabled assuming the additional advanced settings tab has been applied.

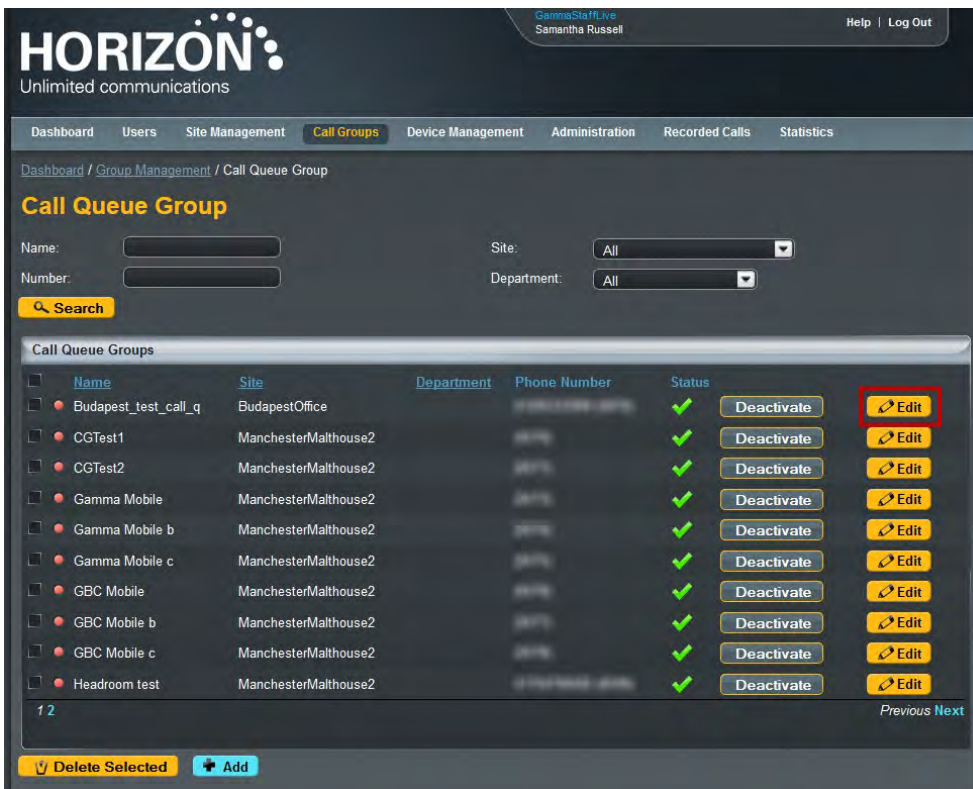
## Add Users to Call Queue Groups

From the Call Groups drop down in the menu, select "Call Queue Group".

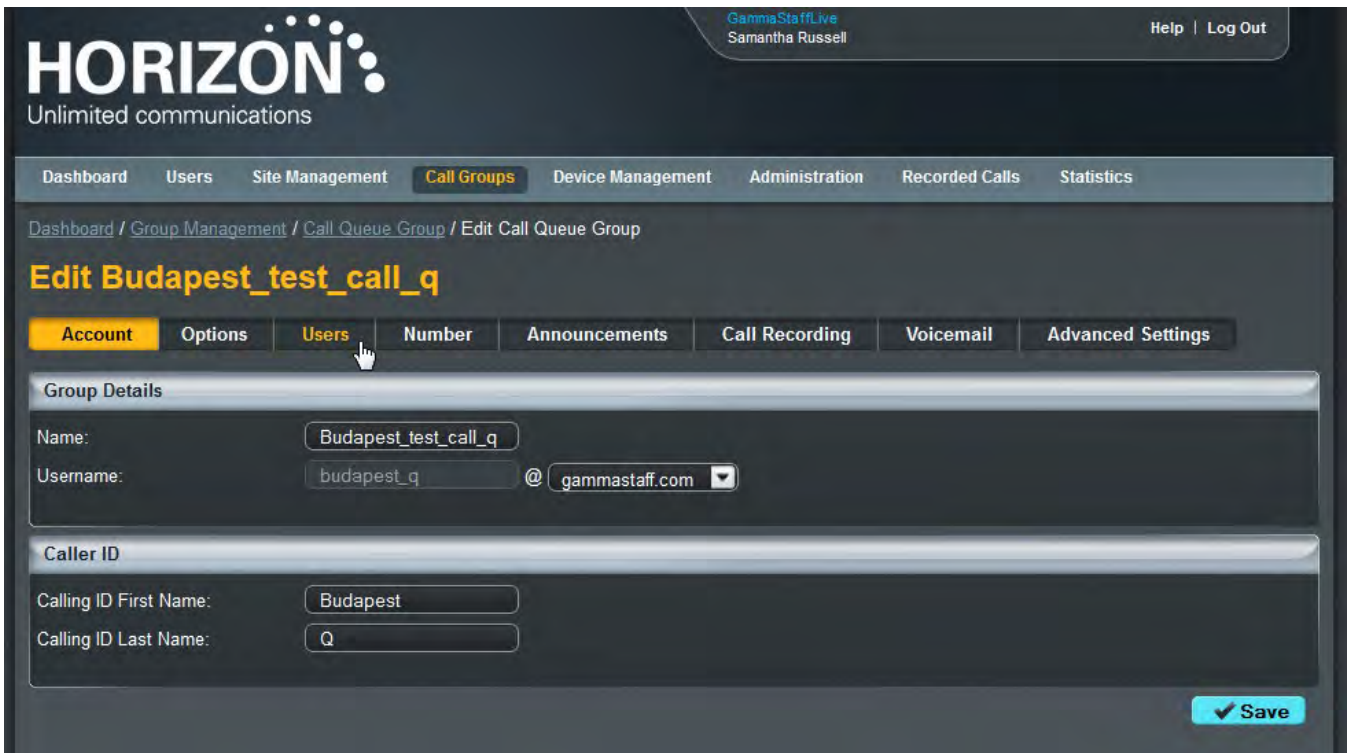




Select the Call Queue Group that you want to add a user to and click on the "Edit" button.

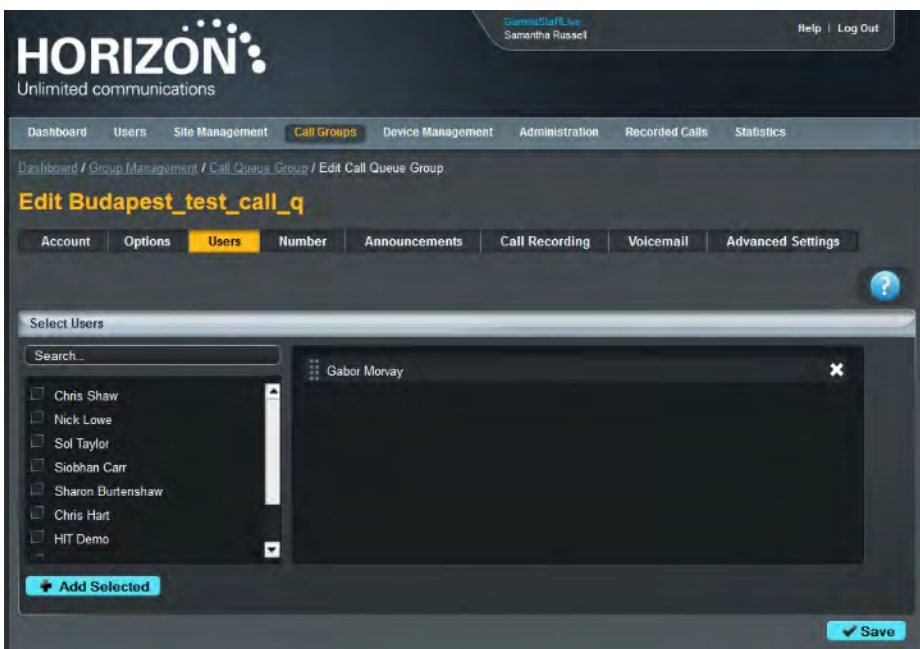


Click "Users"



If you want to remove a use, click on the "X" next to the user name.

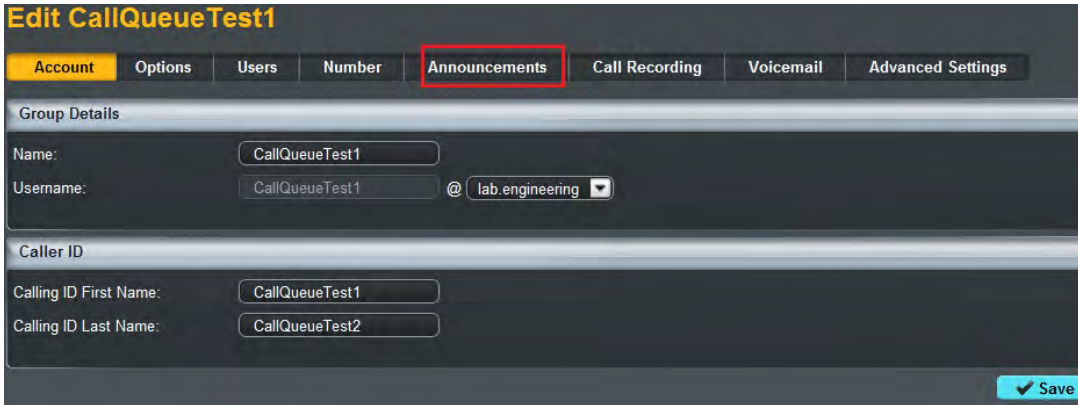
Click "Save" once you're done.



### Adding announcements to a Call Queue Group

Once a Call Queue Group is established, and you have not selected to implement constant ringtone, the standard Horizon announcements will be implemented.

If you would like to upload your own custom announcements this can be actioned through editing the Call Queue Group and clicking on the announcement tab.



**Edit CallQueueTest1**

Account Options Users Number **Announcements** Call Recording Voicemail Advanced Settings

Group Details

Name: CallQueueTest1

Username: CallQueueTest1 @ lab.engineering

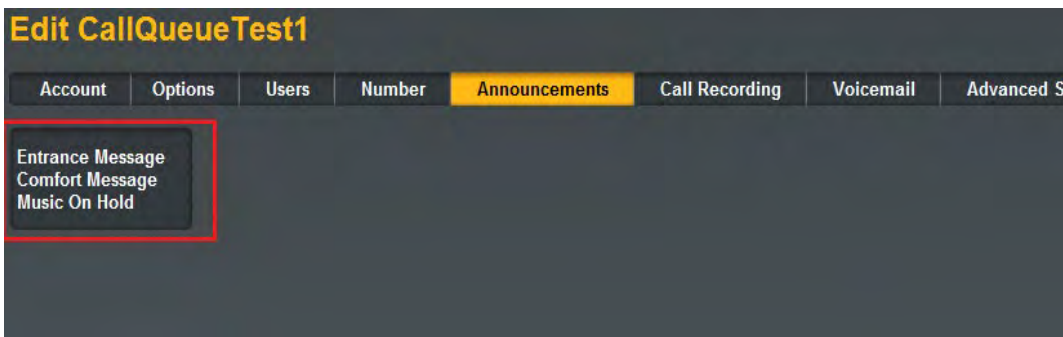
Caller ID

Calling ID First Name: CallQueueTest1

Calling ID Last Name: CallQueueTest2

Save

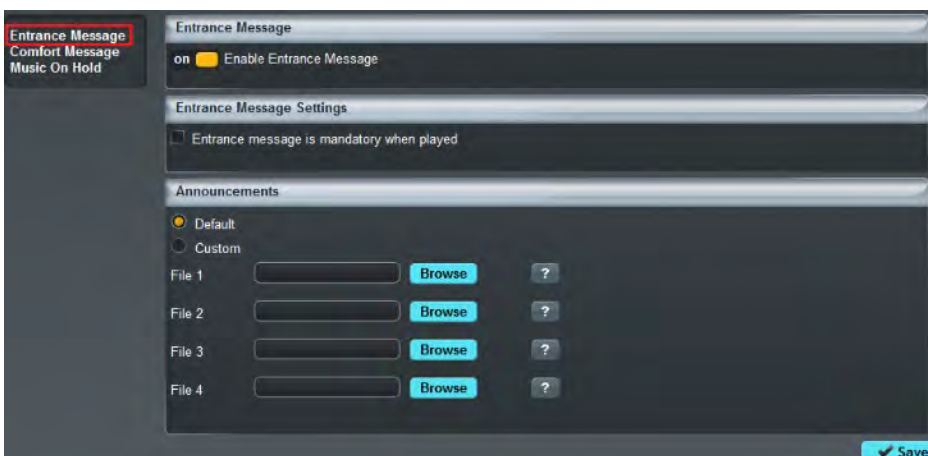
Within here you can then enable or disable the announcements, as well as uploading the custom files for the various types of messages



**Edit CallQueueTest1**

Account Options Users Number **Announcements** Call Recording Voicemail Advanced Settings

Entrance Message  
Comfort Message  
Music On Hold



**Entrance Message**  
Comfort Message  
Music On Hold

on  Enable Entrance Message

Entrance Message Settings

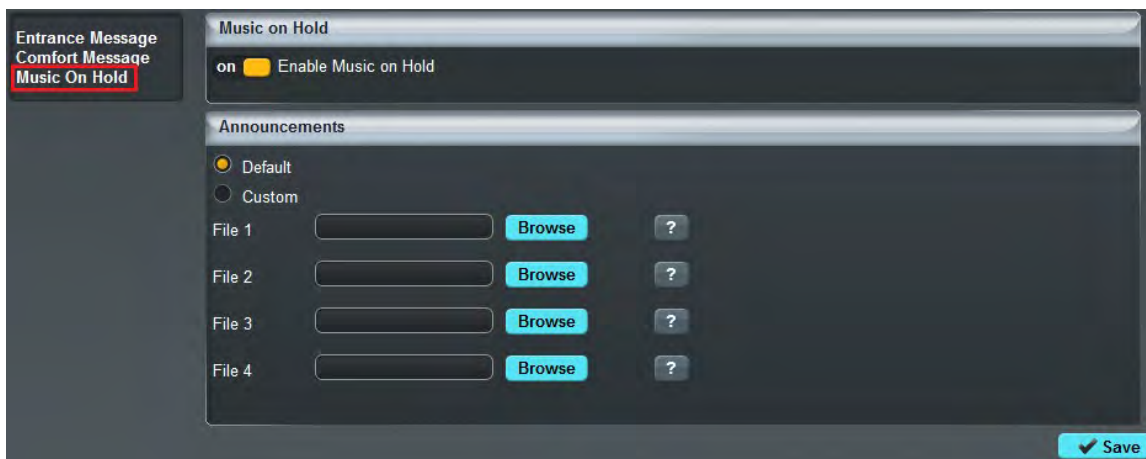
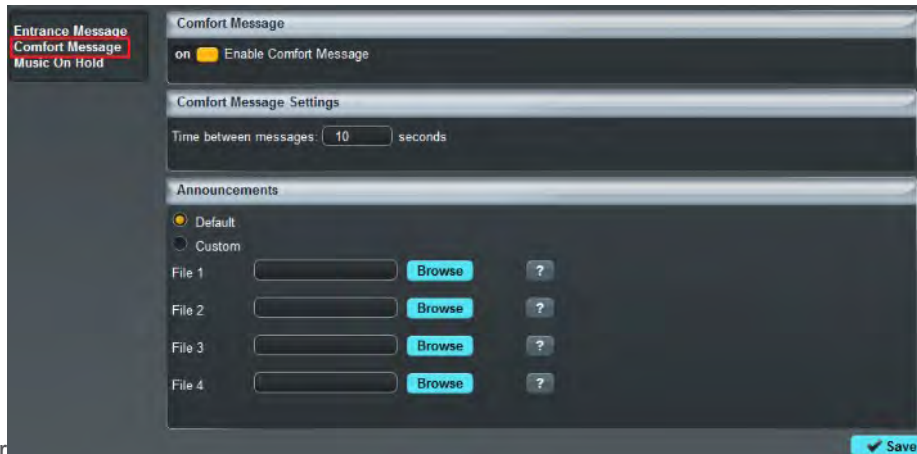
Entrance message is mandatory when played

Announcements

Default  
 Custom

File 1	<input type="text"/>	Browse	?
File 2	<input type="text"/>	Browse	?
File 3	<input type="text"/>	Browse	?
File 4	<input type="text"/>	Browse	?

Save



All messages uploaded will be played in sequence and looped for the length of time the user is on hold. Audio files must be uploaded in the following format:

- .wav format
- Encoded with CCITT u-Law
- Formatted at 8.000 kHz, 8 Bit Mono, 7kb/sec

### Setup Voicemail for a Call Queue Group

From the Call Groups menu item, select Call Queue Groups.





Dashboard | Users | Site Management | **Call Groups** | Device Management | Administration | Recorded Calls | Statistics

Auto Attendant  
Call Pickup  
Call Parking  
**Hunt Group**  
Call Queue Group

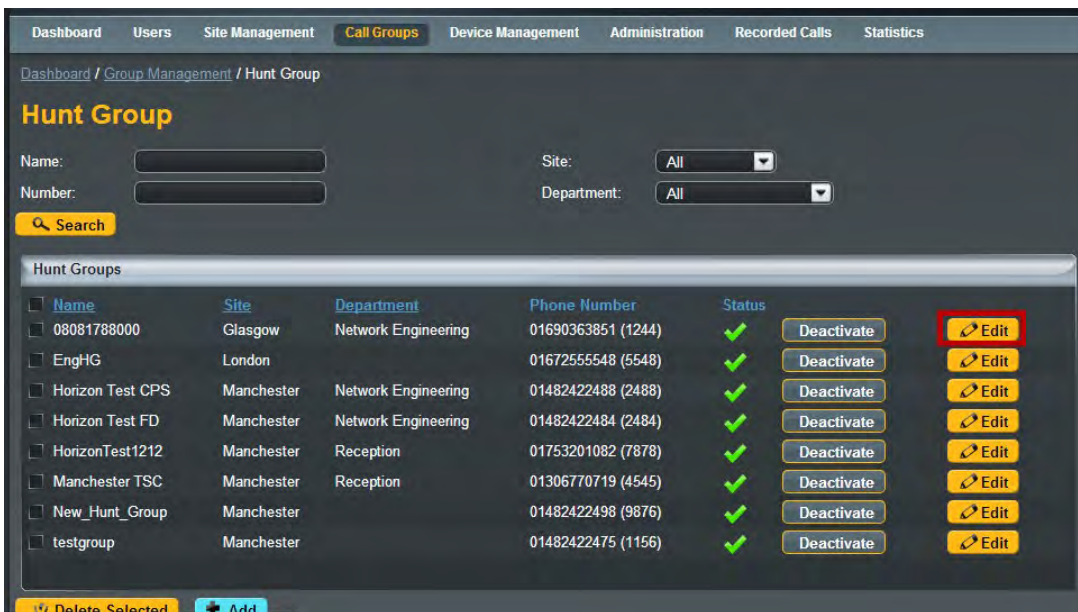
Subscription Summary

Name	Used	Available
Premium	38	1
Standard	9	13
GroupAdvancedSettings	4	3
Call Queue Group User	2	0
Voice Mail	40	5

Top 10 Callers (Calls Received)

Calls	Minutes
1. David Holland	(27)
2. Donald Duck	(19)
3. Pascal 335	(19)
4. Voice Portal User	(10)
5. David P450HM	(10)
6. Brian Potter	(9)
7. 08081788000	(5)
8. Paco 331	(5)
9. Mark G - Desk	(4)
10. Andy Best	(3)

Select the Call Queue Group that you want to set up Voicemail for and click "Edit".



Dashboard | Users | Site Management | **Call Groups** | Device Management | Administration | Recorded Calls | Statistics

Dashboard / Group Management / Hunt Group

## Hunt Group

Name:  Site:

Number:  Department:

Name	Site	Department	Phone Number	Status	Action
<input type="checkbox"/> 08081788000	Glasgow	Network Engineering	01690363851 (1244)	✓	<input type="button" value="Deactivate"/> <input type="button" value="Edit"/>
<input type="checkbox"/> EngHG	London		01672555548 (5548)	✓	<input type="button" value="Deactivate"/> <input type="button" value="Edit"/>
<input type="checkbox"/> Horizon Test CPS	Manchester	Network Engineering	01482422488 (2488)	✓	<input type="button" value="Deactivate"/> <input type="button" value="Edit"/>
<input type="checkbox"/> Horizon Test FD	Manchester	Network Engineering	01482422484 (2484)	✓	<input type="button" value="Deactivate"/> <input type="button" value="Edit"/>
<input type="checkbox"/> HorizonTest1212	Manchester	Reception	01753201082 (7878)	✓	<input type="button" value="Deactivate"/> <input type="button" value="Edit"/>
<input type="checkbox"/> Manchester TSC	Manchester	Reception	01306770719 (4545)	✓	<input type="button" value="Deactivate"/> <input type="button" value="Edit"/>
<input type="checkbox"/> New_Hunt_Group	Manchester		01482422498 (9876)	✓	<input type="button" value="Deactivate"/> <input type="button" value="Edit"/>
<input type="checkbox"/> testgroup	Manchester		01482422475 (1156)	✓	<input type="button" value="Deactivate"/> <input type="button" value="Edit"/>

Click on "Voicemail" from here you can edit the Settings, and if you want to enable voicemail.

Dashboard Users Site Management **Call Groups** Device Management Administration Recorded Calls Statistics

Dashboard / Group Management / Hunt Group / Edit Hunt Group

## Edit 08081788000

Account Options Select Users Assign Number Call Recording **Voicemail** Advanced Settings

**Voicemail**

on  Enable Voicemail ?

### Voicemail Settings ?

**Announcement**

Use Default with Personalised Name Audio   ?

Use My Audio file   ?

**Notification Settings**

Notify Me at This Address

**Voicemail Options**

Send All Calls to Voice Mail

Send Busy Calls to Voice Mail

Send Unanswered Calls to Voice Mail

## Alternative Number Presentation

There are three options for number presentation from Horizon:

- Presenting a number which has been assigned to the Company
- Presenting a number which has been assigned to the site
- Presenting any number that conforms to the regulations specified in Ofcom's General Conditions and these include 01, 02, 03, 07, 08 and +44 numbers

The maximum length of the alternative number is 19 digits and the minimum length allowed is 2 (i.e. just the prefix).

Please note that with a +44 prefix, only the following are allowed:

- +441
- +442
- +443
- +447
- +448

The following numbers are not allowed:

- 070, 076, +4470 and +4476
- 00 – international number
- 09 – premium rate numbers

In summary, Ofcom's General Conditions mean the number must be:

- A dial able number or
- A number that has been received from the public network and passed on unchanged
- It will have been allocated either to the caller or if allocated to a 3<sup>rd</sup> party, only used with the 3<sup>rd</sup> party's explicit permission
- It must not be a number that generates and excessive call charges (i.e. one prefixed 090 or 091)
- It is supported by an underlying network number and service

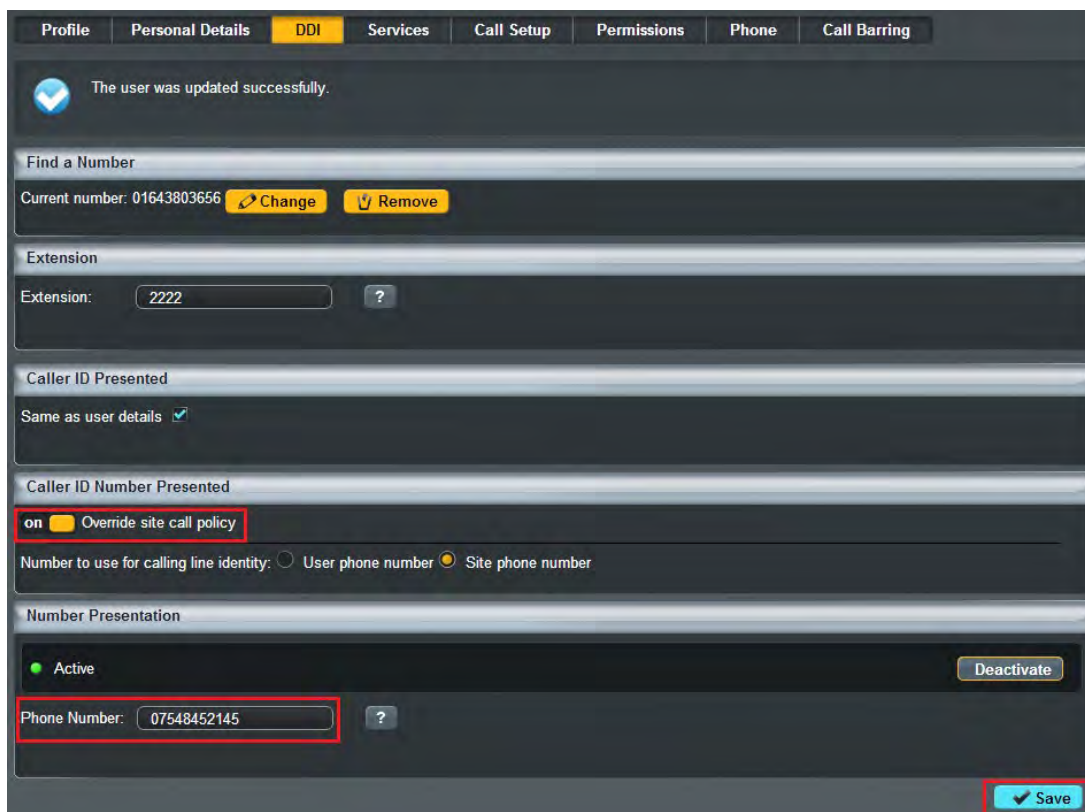
For calls to the Emergency Services Operator, we will continue to pass through the Horizon site number allocated by the company administrator where the address information has been provided.

If alternative number presentation is required, we do need to receive a signed Number Presentation Statement confirming that the number complies with the Ofcom General Conditions.

### Implementation of Alternative Number Presentation

This functionality can be controlled at the user level, provided the company administrator has granted suitable permissions. This means, where users are working on specific marketing campaigns for example, they are in control of the number presented without the need to raise IT support requests.

From the administrator's view, a new field has been added under the DDI section under the existing presentation options.



The screenshot shows the 'DDI' tab in the administrator interface. A notification at the top states 'The user was updated successfully.' Below this, there are several sections for configuring the user's DDI:

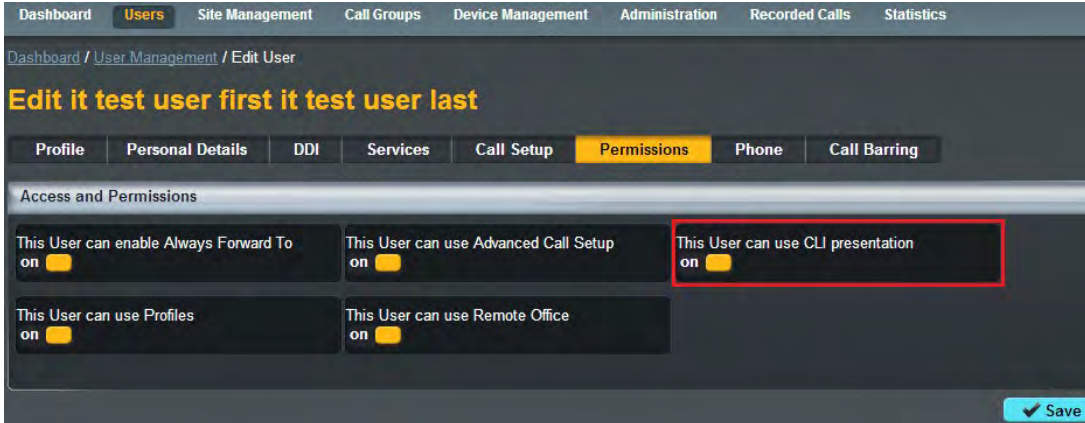
- Find a Number:** Shows the current number '01643803656' with 'Change' and 'Remove' buttons.
- Extension:** A text input field containing '2222' and a help icon.
- Caller ID Presented:** A checkbox labeled 'Same as user details' which is checked.
- Caller ID Number Presented:** A section with a red box around the 'on' label and the 'Override site call policy' checkbox, which is checked. Below it are radio buttons for 'User phone number' and 'Site phone number'.
- Number Presentation:** A section with a green dot and the label 'Active', and a 'Deactivate' button. Below it is a 'Phone Number' text input field containing '07548452145' and a help icon, which is highlighted with a red box.

A red box at the bottom right highlights the 'Save' button.

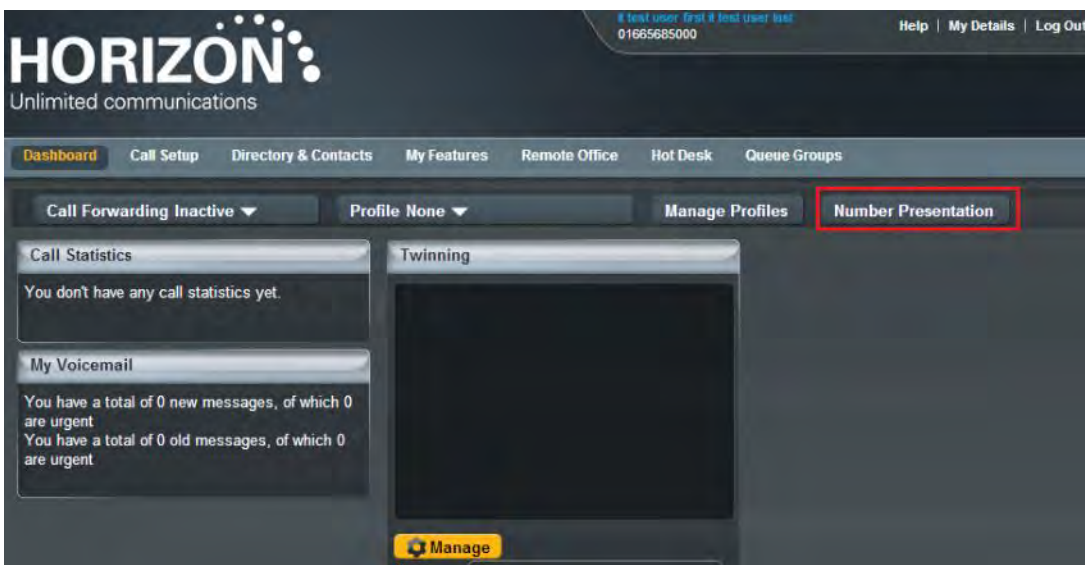
Using this section, the new functionality can be activated, amended and then saved, or if required, deactivated so that the default site or company presentation is used.



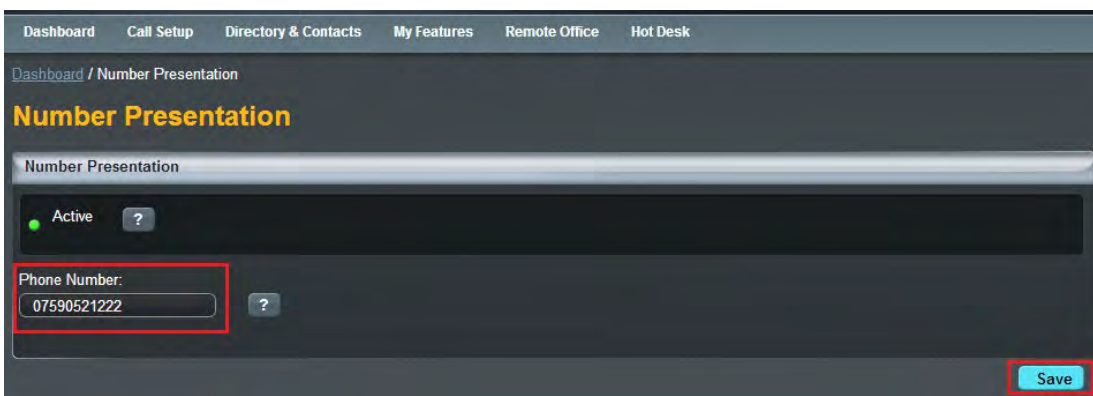
The administrator also has a permission option where they can grant the user the ability to control their own number presentation.



If this is selected a new button will appear on the dashboard of the user's access – as per below.



When clicked, the user can then access the screen to activate, and amend.





Please note that where the service is not active, the previous defaults of either a company or site CLI will be presented for outgoing call for this user.

## Nuisance Call Management for Horizon Call Groups

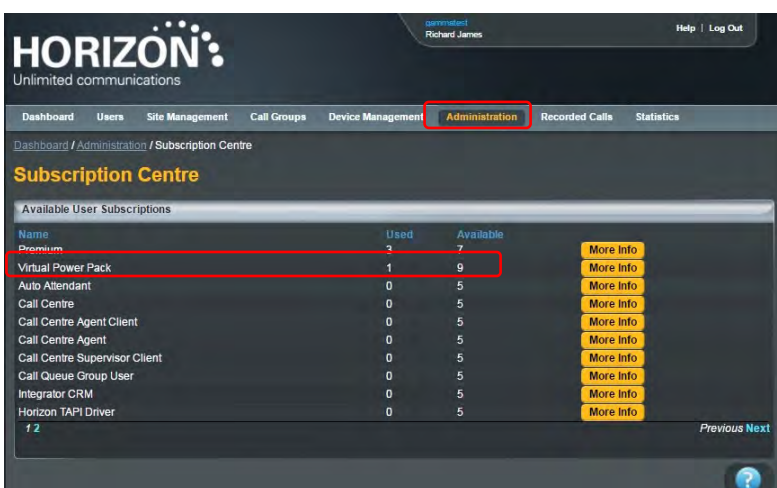
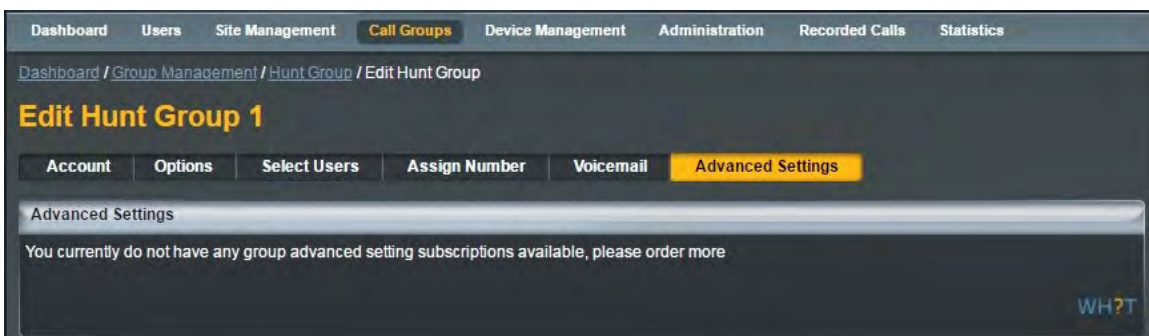
Nuisance call management provides the ability to reject incoming calls from a user defined list and/or anonymous numbers directly via the Hunt, Auto Attendant, Call Queue and Call Centre type call groups as part of the Advanced Settings option.

Incoming calls with a caller ID found to exactly match a number on the Blacklist will be rejected with an appropriate announcement before automatically terminating the call. The end user can enter up to a maximum of 12 numbers onto the Blacklist per Call Group instance.

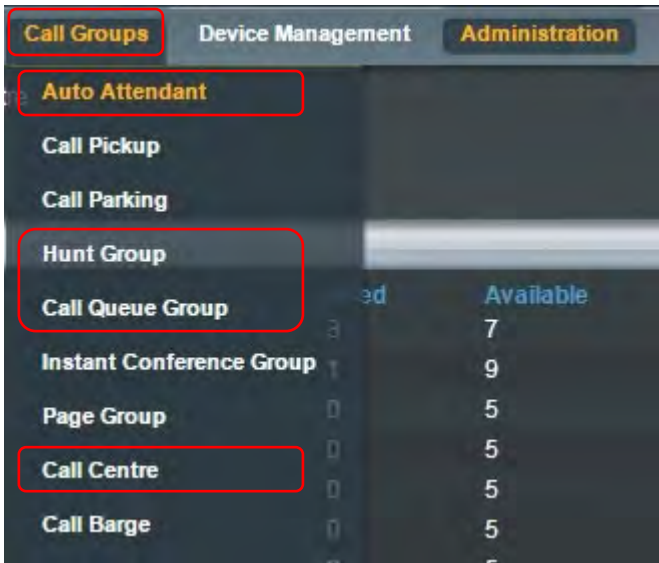
Incoming calls where the caller ID is anonymous or withheld can also be set to reject to an appropriate announcement before being terminated.

Please note that the announcements are system wide and cannot be customised on a per Company or Call Group basis.

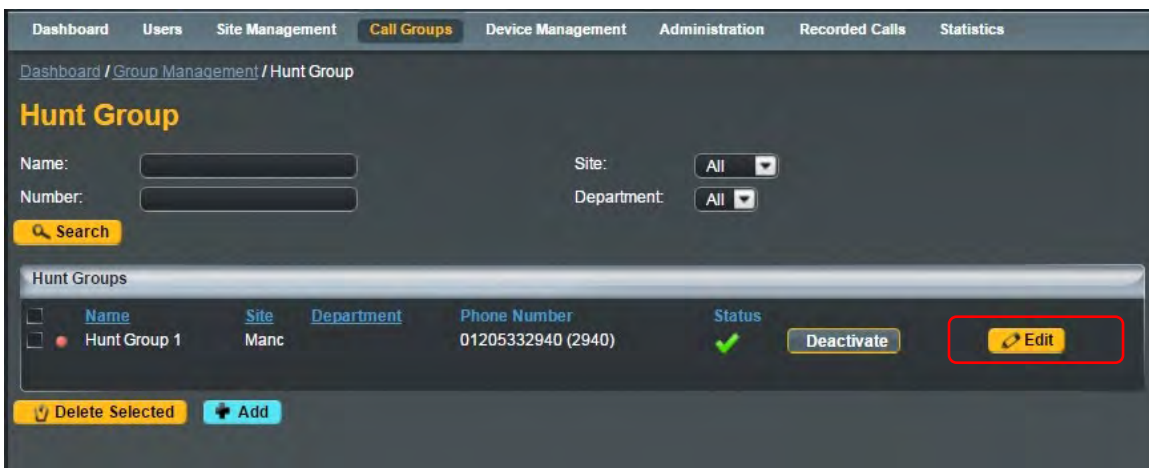
Nuisance Call Management is available to a Company as part of the Virtual Power Pack (VPP) subscription and you can check if there are any spare VPP's to assign via the Administration>Subscription Centre menu on the Horizon Portal.



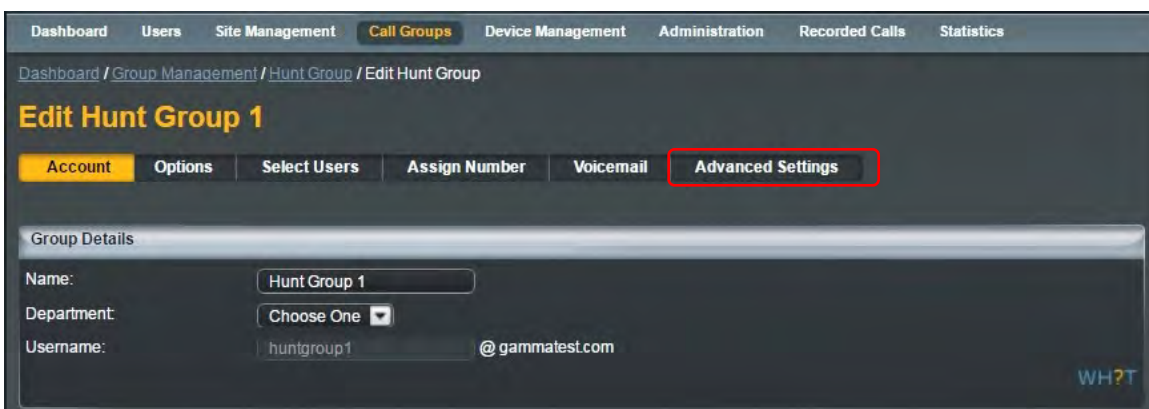
To configure NCM, select the Call Group type from the drop-down menu on the Horizon Portal and choose the specific category the Call Group number is configured as.



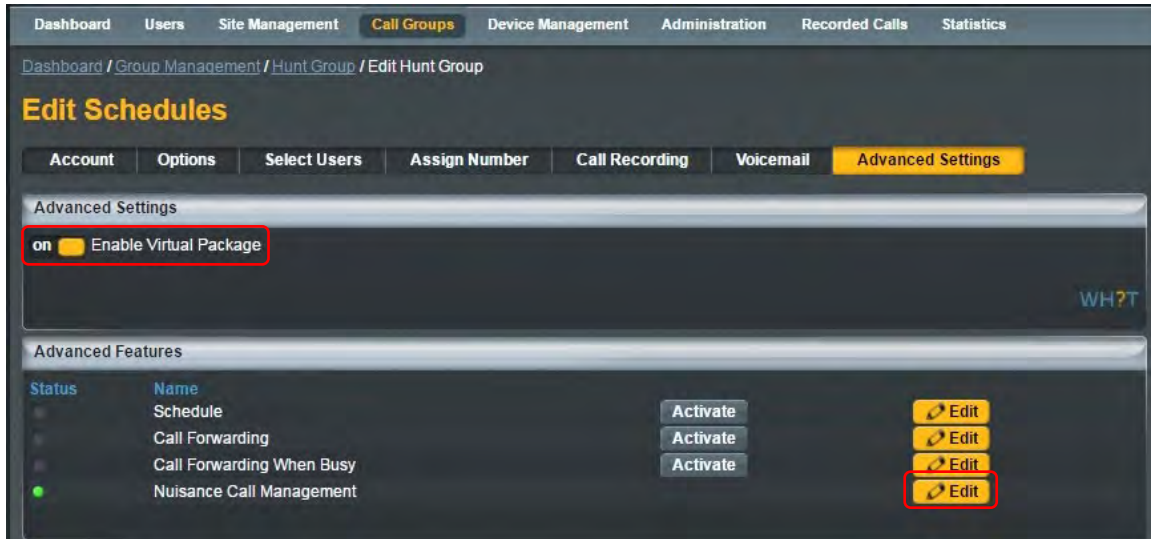
To set up the NCM option for a Call Group find the particular group you wish to modify and click edit

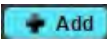




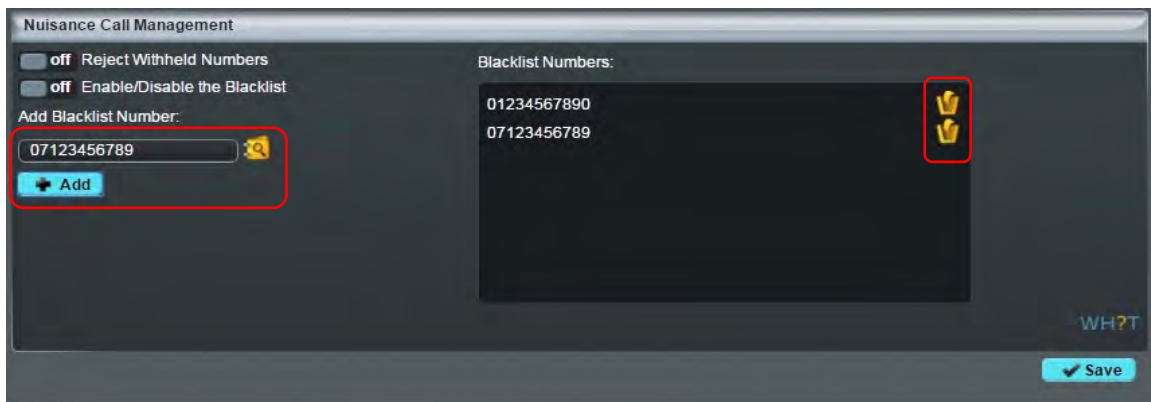
The NCM feature can be found under the Advanced Settings tab for all four Call Group types.



If not already, enable the Virtual Package by toggling the button to on and the relevant options will appear for the Call Group. Click on the Nuisance Call Management edit button for the configuration panel.



You can add specific numbers to the Blacklist of numbers by typing them freehand into the highlighted panel and clicking the button, there is also  the option to add numbers from the Company Directory via the  icon. To delete a number from the Blacklist click the  icon.



To enable or disable the NCM feature you now just need to toggle the appropriate button between on and off. The options are:



Will only reject those incoming calls where the callers ID exactly matches a number in the Blacklist

Will reject those incoming calls where the callers ID exactly matches a number in the Blacklist or the callers ID is anonymous or withheld.

Will only reject those incoming calls where the callers ID is anonymous or withheld.



## Device Customisation – setting up a user

The handset customisation includes two key options for both handsets and expansion units:

- Assigning line or Busy Lamp Field (BLFs) keys
- Assigning soft keys to the device which are the action keys across the bottom of the screen

From the Users drop down in the menu, select "List Users".

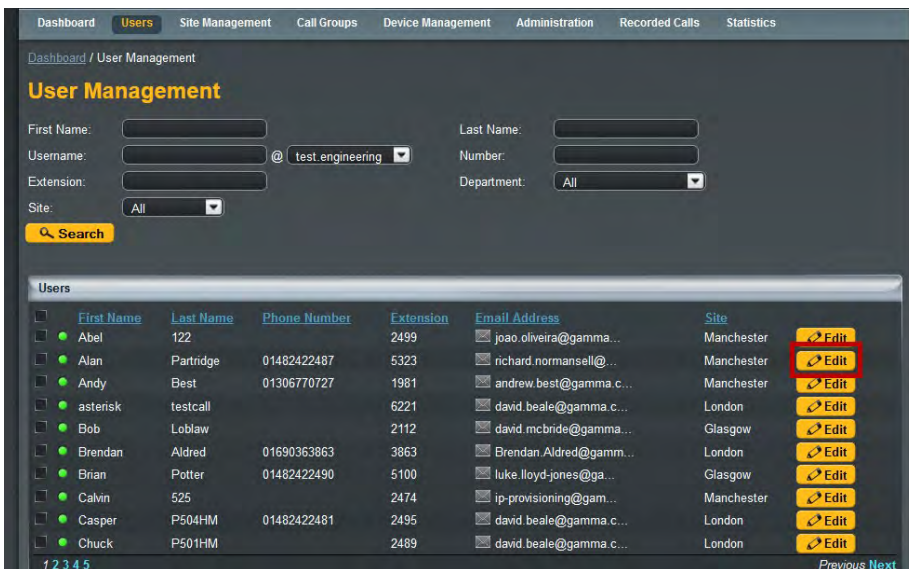


The screenshot shows the Horizon dashboard with the 'Users' menu open. The 'List Users' option is highlighted with a red box. The dashboard also displays a 'Calls per week' bar chart, a 'Subscription Summary' table, and a 'Top 10 Callers' list.

Name	Used	Available
Premium	34	5
Standard	9	13
GroupAdvancedSettings	4	3
Call Queue Group User	2	0
Voice Mail	36	9

Rank	Caller	Minutes
1.	David Holland	28
2.	Pascal 335	27
3.	Mark G - Desk	17
4.	Manchester TSC	15
5.	Horizon Test FD	14
6.	Donald Duck	13
7.	Glasgow_queue	6

Select the user you wish to give access to and click "Edit".

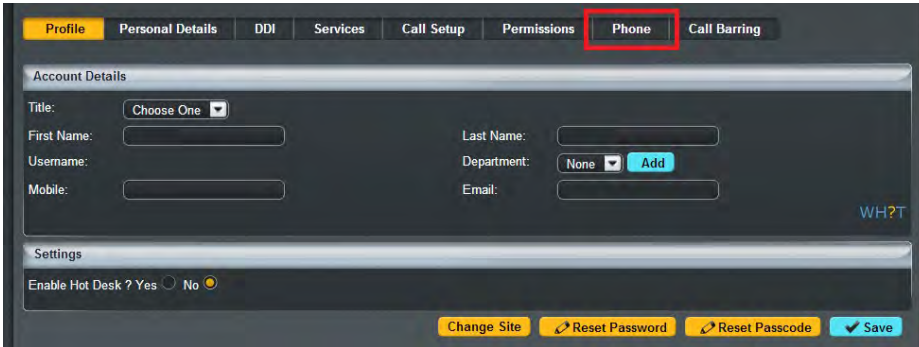


The screenshot shows the 'User Management' page in the Horizon dashboard. It includes a form for adding or editing a user and a table of existing users. The 'Edit' button for the user 'Alan' is highlighted with a red box.

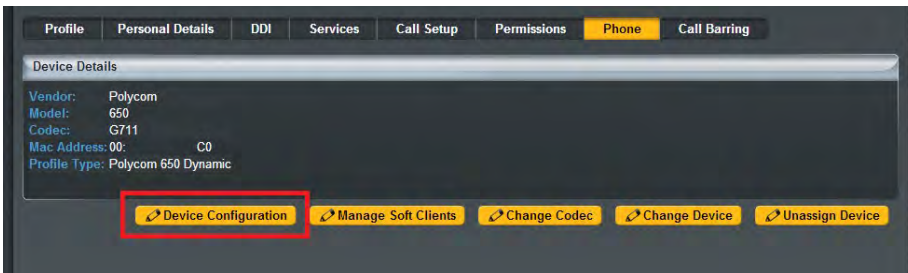
First Name	Last Name	Phone Number	Extension	Email Address	Site	Action
Abel	122		2499	joao.oliveira@gamma...	Manchester	Edit
Alan	Partridge	01482422487	5323	richard.normansell@...	Manchester	Edit
Andy	Best	01306770727	1981	andrew.best@gamma.c...	Manchester	Edit
asterisk	testcall		6221	david.beale@gamma.c...	London	Edit
Bob	Loblaw		2112	david.mcbride@gamma...	Glasgow	Edit
Brendan	Aldred	01690363863	3863	Brendan.Aldred@gamm...	London	Edit
Brian	Potter	01482422490	5100	luke.lloyd-jones@ga...	Glasgow	Edit
Calvin	525		2474	ip-provisioning@gam...	Manchester	Edit
Casper	P504HM	01482422481	2495	david.beale@gamma.c...	London	Edit
Chuck	P501HM		2489	david.beale@gamma.c...	London	Edit

Click "Phone" to bring up the specific options for the User.





Click "Device Configuration" to access the options.



## Call Paging

Call Paging is a feature that allows a user to call numerous users all at the same time with one way audio (i.e. only the caller can speak). This only works if the user has an IP phone assigned to a user and not a soft client. Once a call is placed then all handsets set up to receive a call in the call paging group will be answered automatically on loud speaker

Please note that there is a limit of 100 users regardless of the size of the Horizon company so for example if a company had 20 users and had a page group which had 6 page groups nested within it and if all 20 users are added to these groups, it will not work as the cumulative number of users will go above 100.

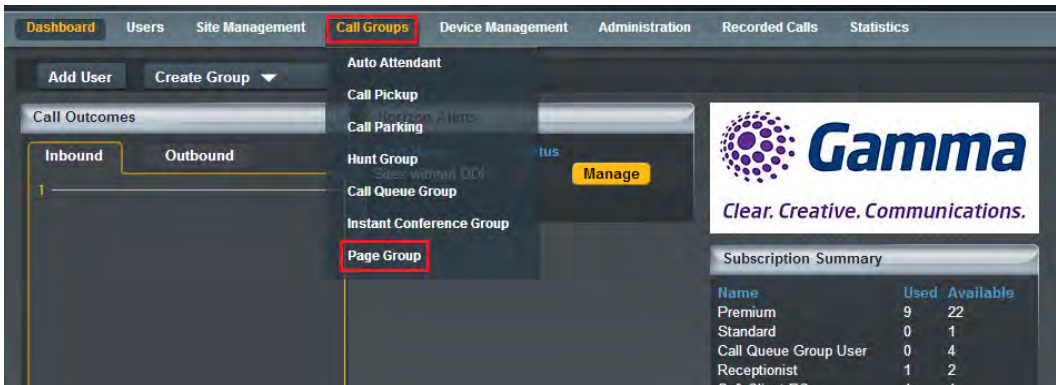
There is no site level limitation on users in a page group and any user in a company can belong to any page group.

**Before you start this process, you need to make sure that you have added the Call Paging subscription.**

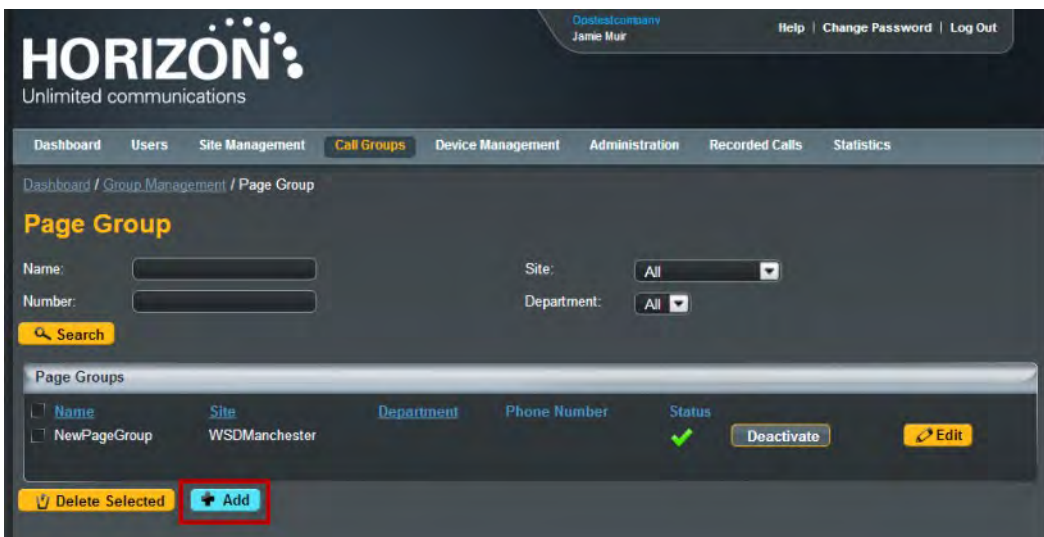
The basic process is:

- 1) Create and name a group
- 2) Define the users who can send call pages (sending users)
- 3) Define the will be receiving the call pages (receiving users)
- 4) Define the extension for the call group
- 5) Save the group

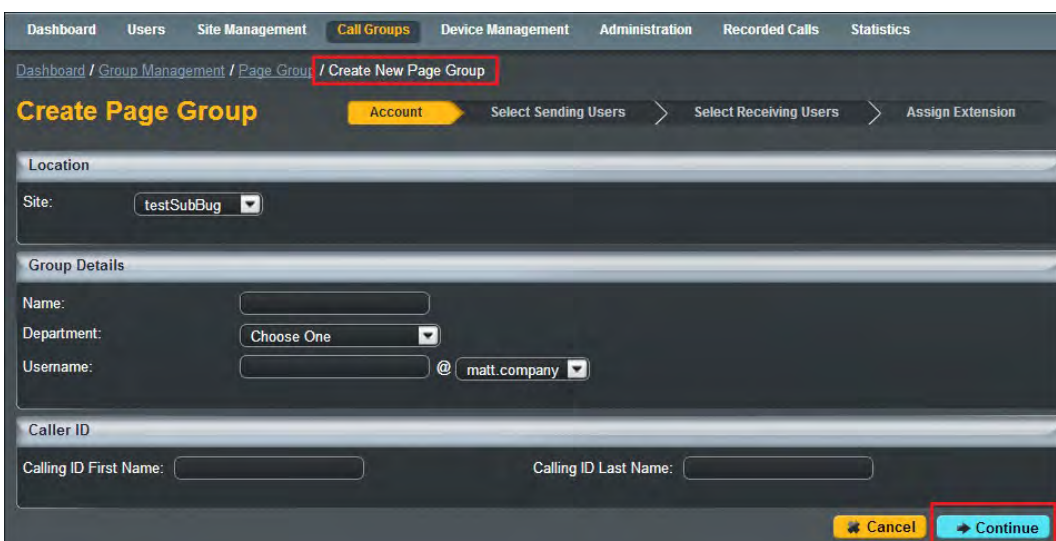
Under 'Call Groups' select Page Group



Click "+ Add"

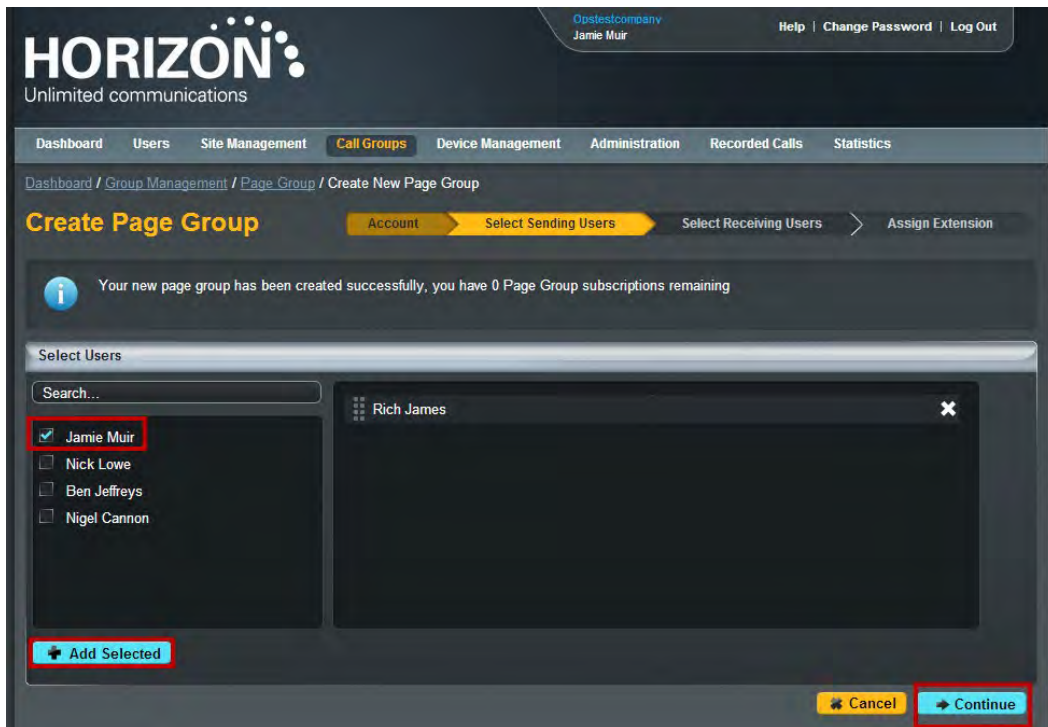


Select the Site that you want the Call Paging group to be on, enter the name of the group and user name, and how you'd like it to appear on the screen of your Horizon device.

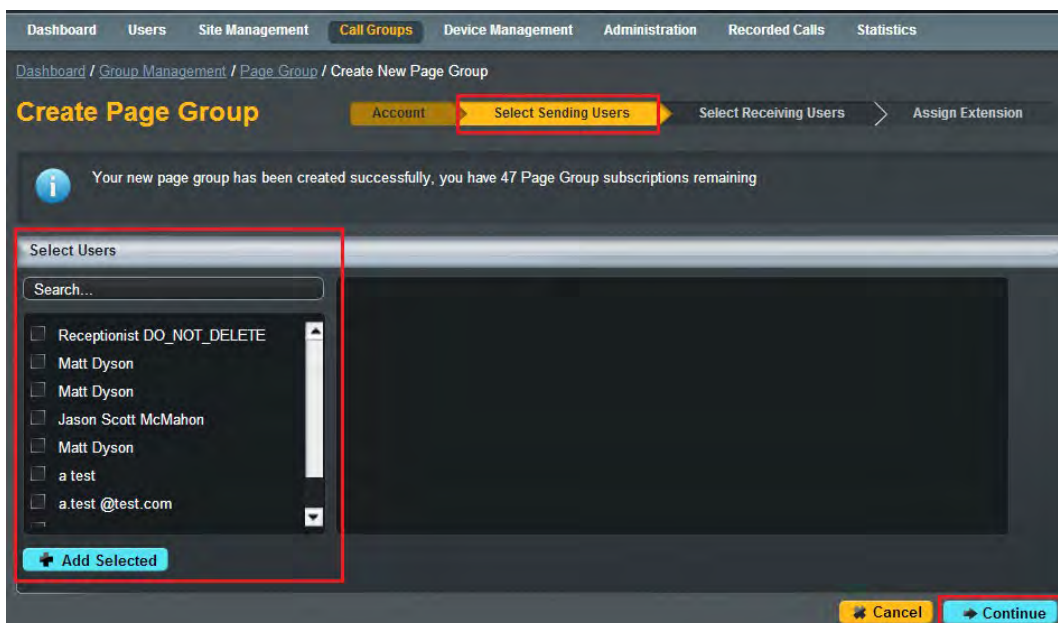


You can now select your "Sending users". These are your users that can make a call from this group to those "Receiving User" (see next step).

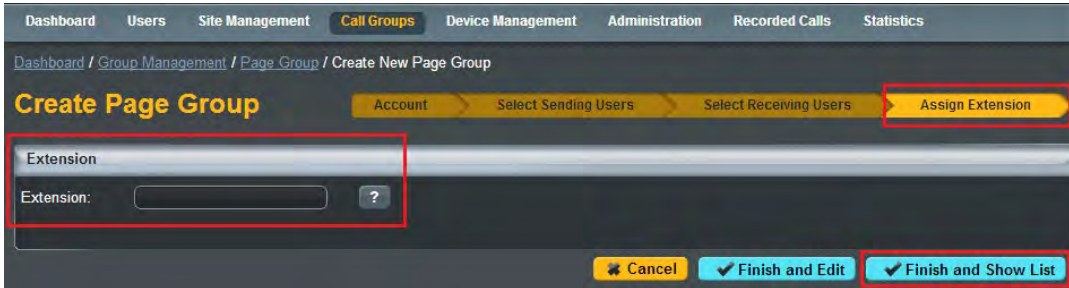
Add everyone that you want to be able to send a call page and then "+Add Selected" and once all users are in the right-hand table you can click "Continue"



You can now select the "Receiving Users", these will be the people that get the call page when the call page extension is dialled



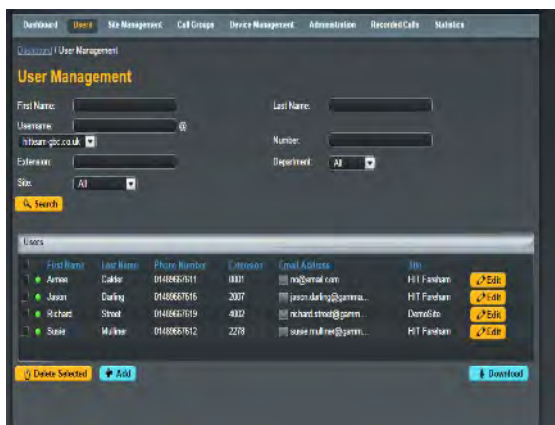
Now you should give the group a unique extension number so that when it is dialled by one of the "Sending Users" a call is initiated to all the "Receiving Users" in the group.



## Blacklist Numbers

It is only possible to blacklist a certain number at user level. It is not possible to set a blacklist at company or site level.

Go to the main dashboard and then select user management. Then click edit on the desired user.



Then click call set up



Dashboard **Users** Site Management Call Groups Device Management Administration Recorded Calls Statistics

Dashboard / User Management / Edit User

## Edit Jason Darling

Profile Personal Details DDI Services Call Setup Permissions Phone Call Barring

Account Details

Title:

First Name:  Last Name:

Username:  Department:

Mobile:  Email:

Settings

Enable Hot Desk ? Yes  No

Select Blacklist from list on the left

Dashboard **Users** Site Management Call Groups Device Management Administration Recorded Calls Statistics

Dashboard / User Management / Edit User

## Edit Jason Darling

Profile Personal Details DDI Services **Call Setup** Permissions Phone Call Barring

**Incoming Calls**

- Call Handling
- Twinning
- Blacklist
- Settings
- Advanced ▾

**Outgoing Calls**

- Speed Dial
- Settings

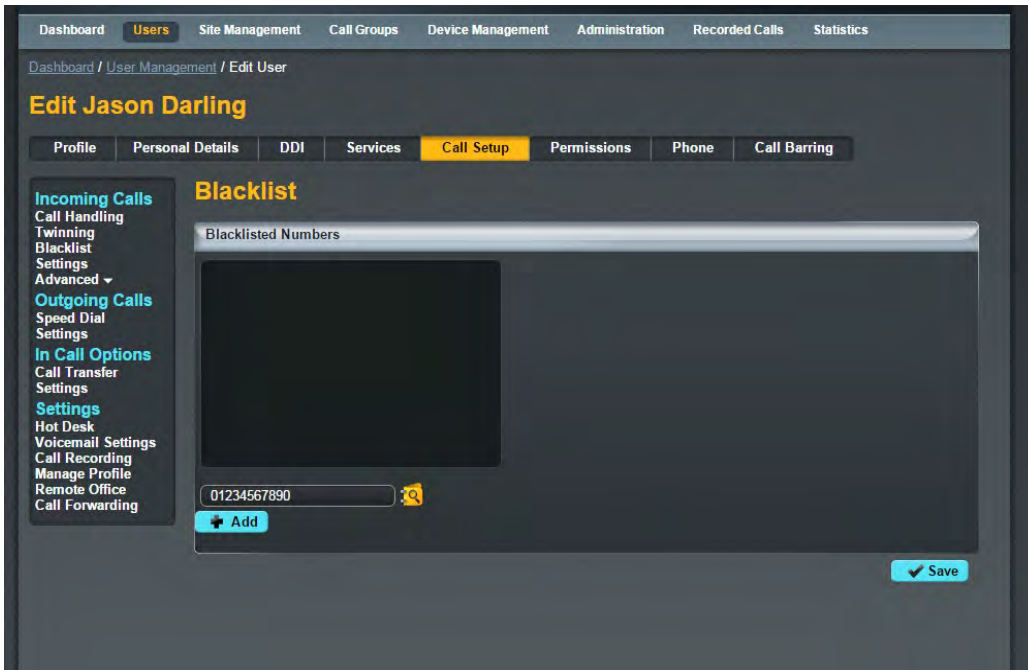
**In Call Options**

- Call Transfer
- Settings

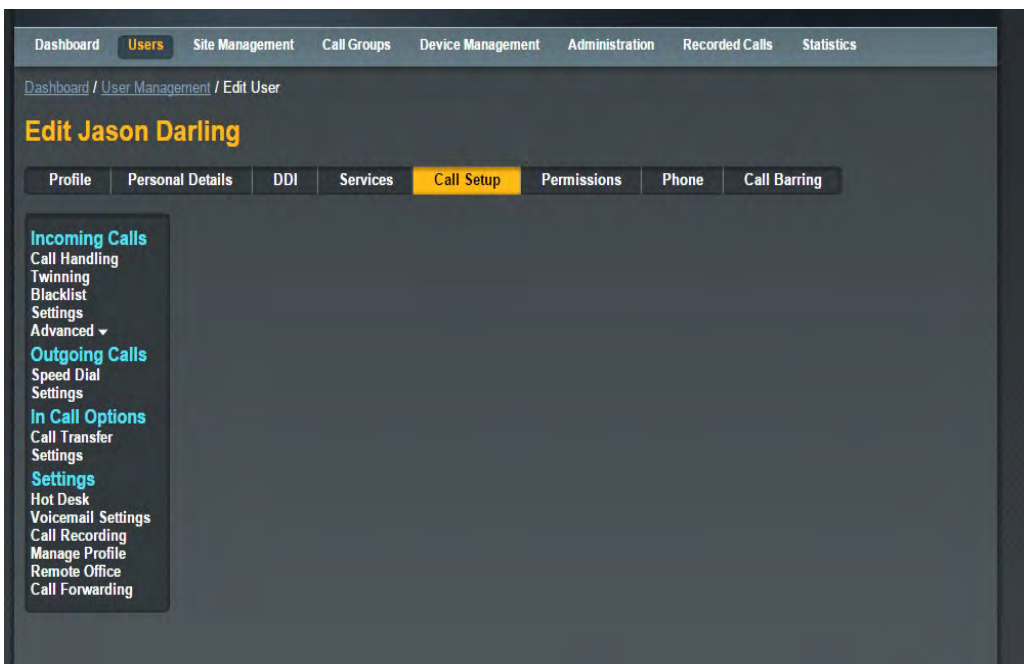
**Settings**

- Hot Desk
- Voicemail Settings
- Call Recording
- Manage Profile
- Remote Office
- Call Forwarding

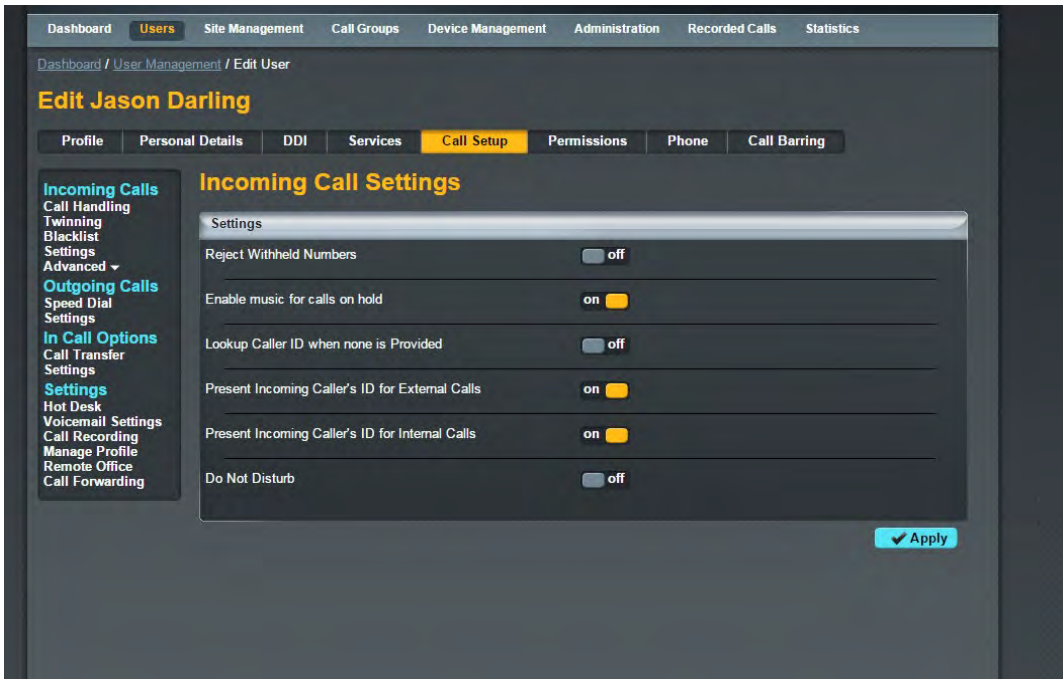
Enter the number to be blacklisted in the field and select add and then save



If you want to reject calls that have the DDI withheld, select Settings



Then enable the 'Reject withheld' numbers option and click Apply



## Receptionist Soft Client

The receptionist soft client will help you to manage incoming calls over a single or multiple sites. It provides the ability to:

- Monitor incoming calls to key numbers over all Horizon sites
- Monitor fixed or dynamic users over all Horizon sites
- Monitor call queues and adjust priority of callers within these queues
- Add notes to contacts to show related information such as leave
- Establish and manage conference calls in the site

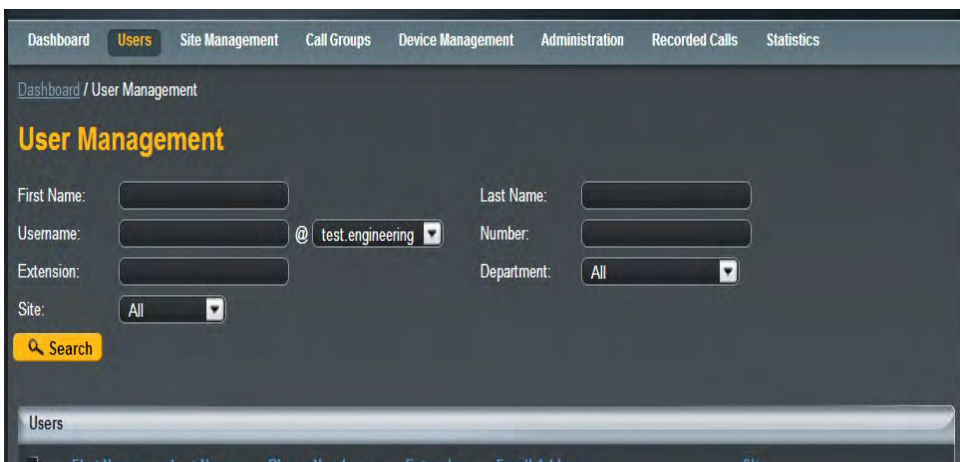
Please note there is a separate Receptionist soft client user guide which details how to use the soft client functionality and should be read in conjunction with this administrator user guide. The information below details the administrator functions to assign the bolt-on and reset the user's password.

### Assign the Receptionist Soft Client bolt-on to a user

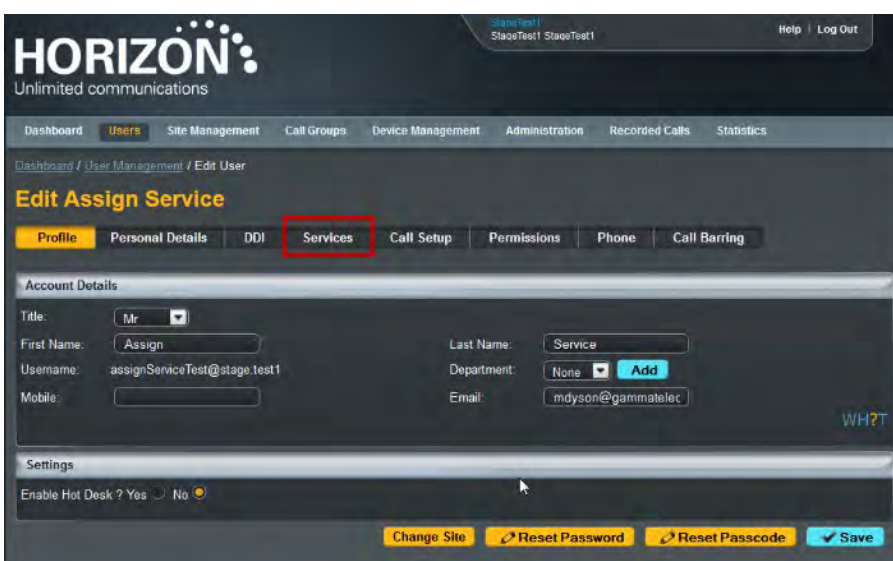
Click "Users" and then "List Users".



Select the user which you wish to add or remove the receptionist soft client bolt-on for and click the "Edit" button.



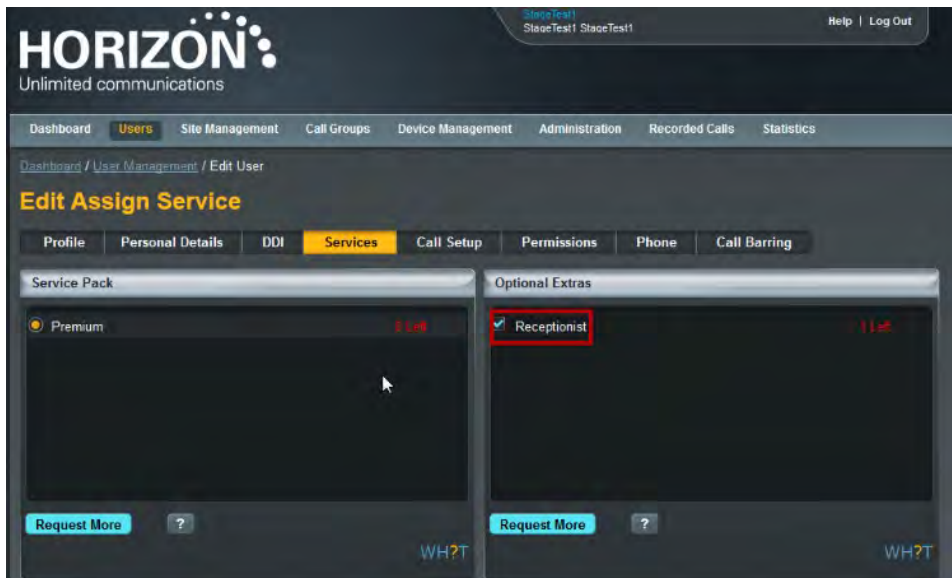
Click the "Services" link.





In the Optional Extras table, you'll see 'Receptionist'. If this is not appearing, then you should request more bolt-ons by clicking on the 'request more' link.

Once you've ticked the Receptionist option then click "Save". This then assigns the Receptionist bolt on to that user.



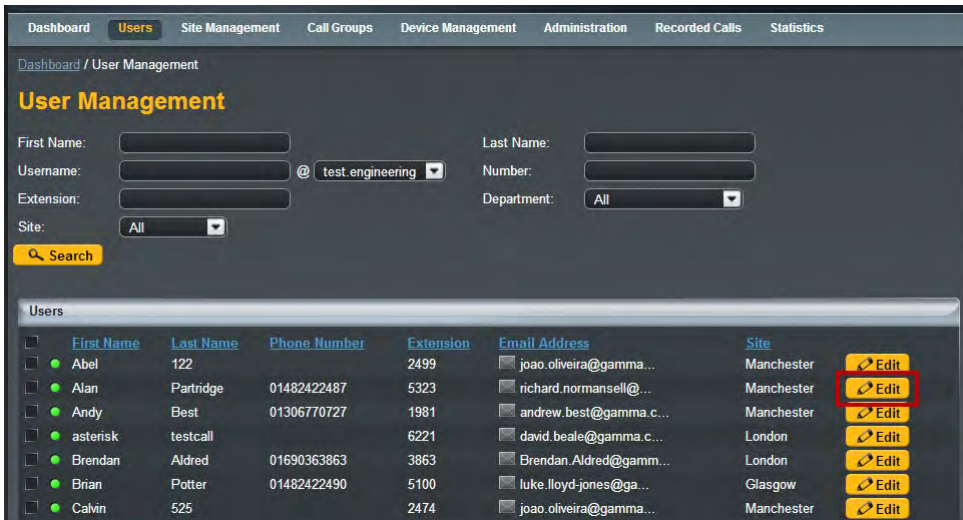
The user is sent an email with their logon details including the password. Unfortunately, the password cannot be changed but it can be saved once the user logs onto the soft client.

### Reset Receptionist Password

Click "Users" and then "List Users".



Select the user which you wish to reset the password for and click the "Edit" button.



Dashboard / User Management

## User Management

First Name:  Last Name:

Username:  @ test\_engineering Number:

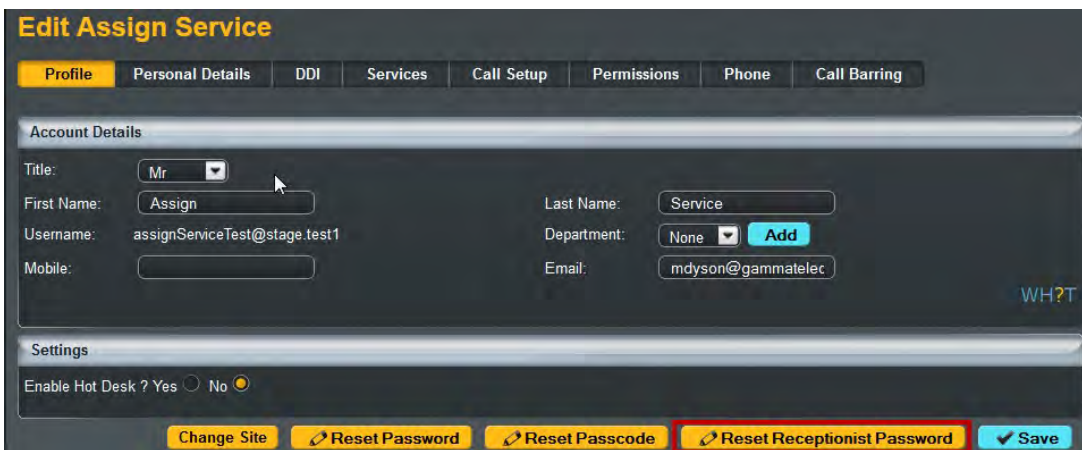
Extension:  Department: All

Site: All

[Search](#)

First Name	Last Name	Phone Number	Extension	Email Address	Site	
Abel	122		2499	joao.oliveira@gamma...	Manchester	<a href="#">Edit</a>
Alan	Partridge	01482422487	5323	richard.normansell@...	Manchester	<a href="#">Edit</a>
Andy	Best	01306770727	1981	andrew.best@gamma.c...	Manchester	<a href="#">Edit</a>
asterisk	testcall		6221	david.beale@gamma.c...	London	<a href="#">Edit</a>
Brendan	Aldred	01690363863	3863	Brendan.Aldred@gamm...	London	<a href="#">Edit</a>
Brian	Potter	01482422490	5100	luke.loyd-jones@ga...	Glasgow	<a href="#">Edit</a>
Calvin	525		2474	joao.oliveira@gamma...	Manchester	<a href="#">Edit</a>

On the "Profile" page click "Reset Receptionist Password".



## Edit Assign Service

Profile | Personal Details | DDI | Services | Call Setup | Permissions | Phone | Call Barring

Account Details

Title: Mr

First Name: Assign Last Name: Service

Username: assignServiceTest@stage.test1 Department: None [Add](#)

Mobile:  Email: mdyson@gammatelec

Settings

Enable Hot Desk? Yes  No

[Change Site](#) [Reset Password](#) [Reset Passcode](#) [Reset Receptionist Password](#) [Save](#)

## Managing the favourites or "fixed" contacts

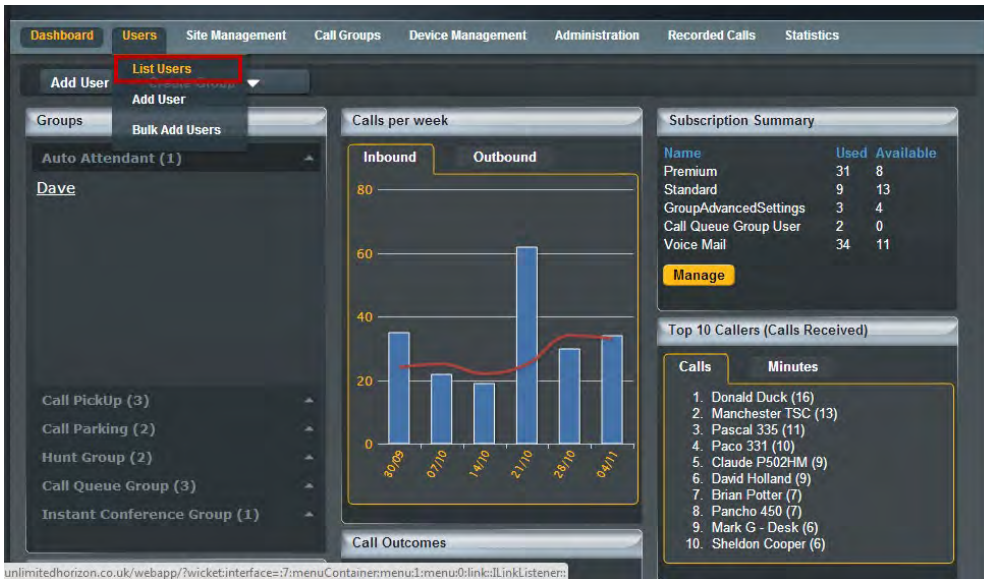
Within the contact section on the Receptionist soft client, there is a "Favourites" tab which allows you to have up to 200 fixed contacts that will always be visible without the need to dynamic monitor them via the address book.



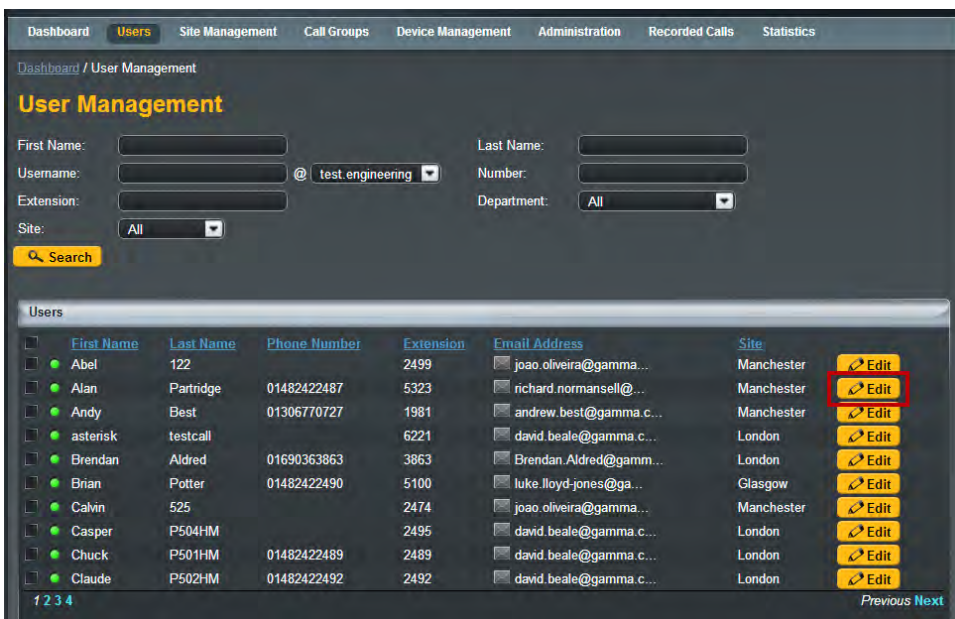
## Contacts

[Search](#) [Favorites](#) [Corporate Dire...](#) [Company Dire...](#) [Personal Direc...](#) [Speed Dial](#) [Queues](#)

To manage this list, Click "Users" and then "List Users".

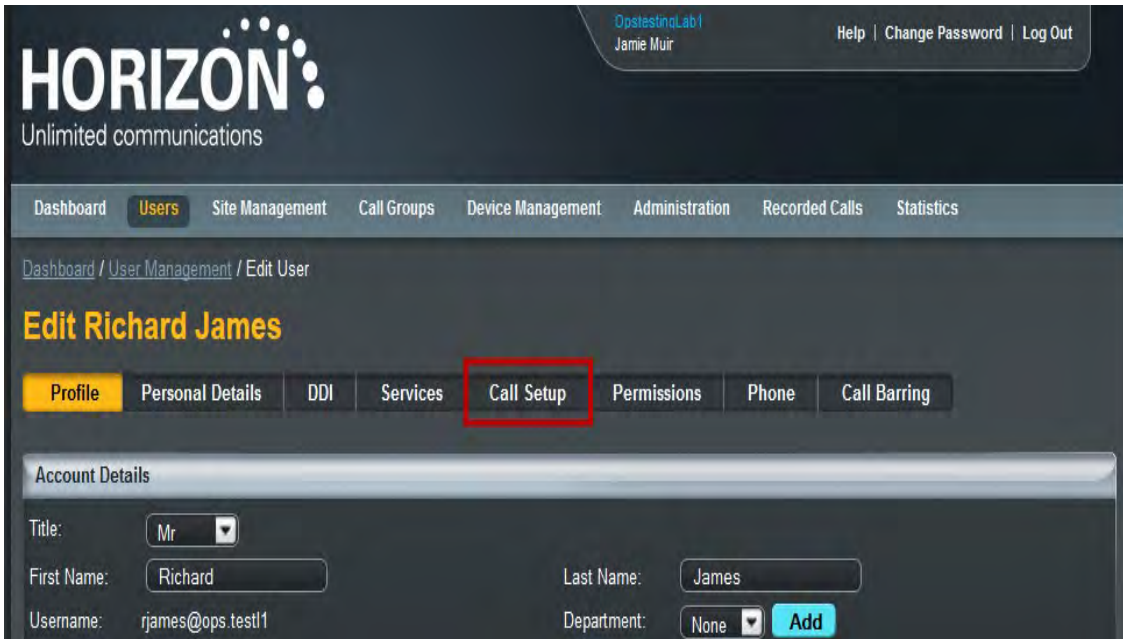


Select the user which you wish to reset the password for and click the "Edit" button.



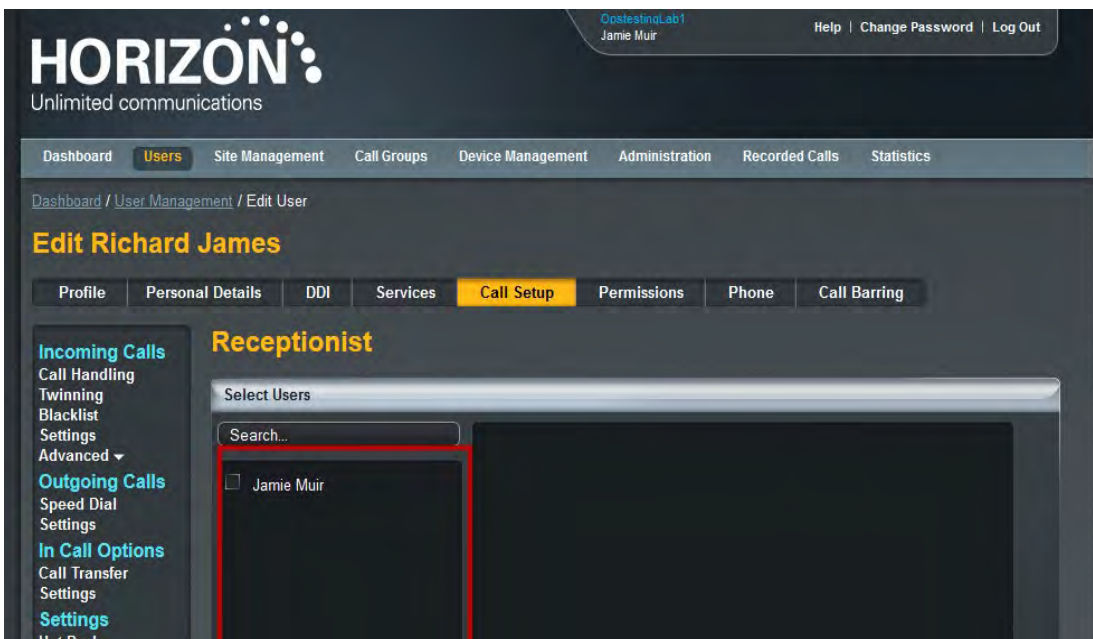
Click "Call Setup" from the menu bar.





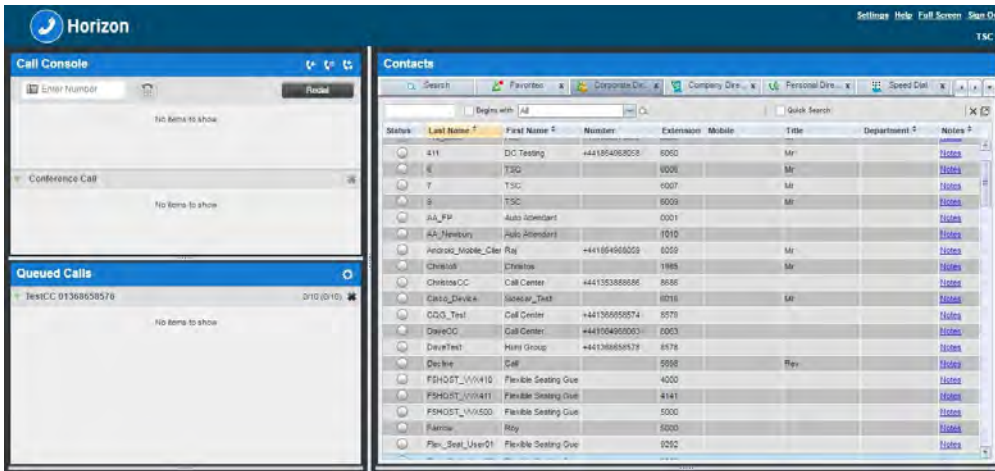
Select "Receptionist" from the "Settings" menu. This will then present you with a list of users on the left-hand side which you can add as a favourite. This is done by selecting the tick box and of all the users you want to add and then click "Add Selected". This will move the user over to the right side.

Click "Save".



Log into your Receptionist soft client and your new favourites will be showing under the favourites tab.





## Desktop and Mac Soft Client

The desktop and Mac soft clients allow the user to make and receive calls from their PC (using an appropriate headset), as well as quickly accessing key settings for their Horizon service. This is an ideal bolt-on for users who often work remotely from different locations where it is not practical to install a handset or who are regularly on the move with access to Wi-Fi (e.g. hotel stays).

In addition, the desktop soft client also provides presence and instant messaging between users who also have the desktop soft client (or mobile soft client).

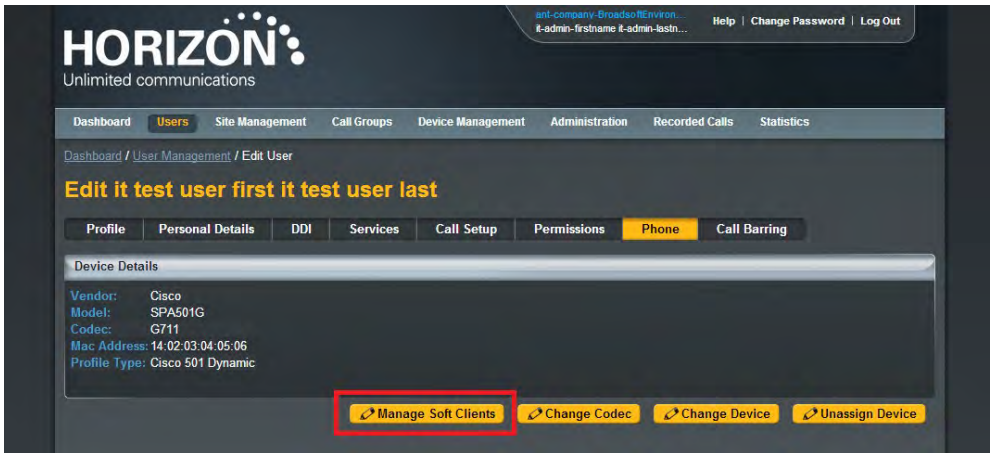
The key features provided are as follows:

- Make and receive calls
- Instant messaging and presence (includes Group Chat with up to 4 participants)
- Horizon company directory (with Click to Call from soft client or desk phone)
- Call history (with Click to Call from soft client or desk phone)
- Desktop dialler
- Settings management
  - Twinning
  - Remote office
  - Forward calls
  - DND
  - Withhold my number

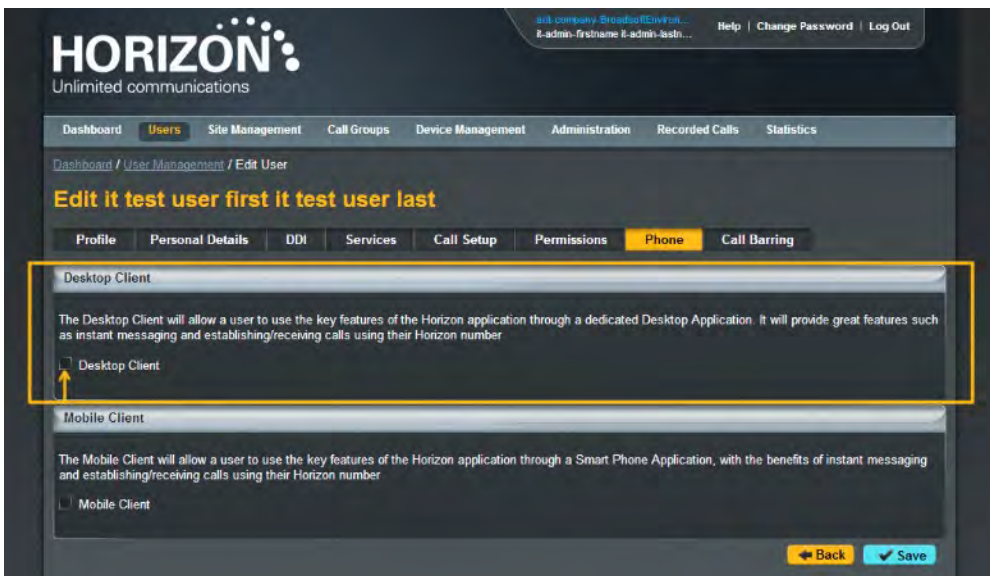
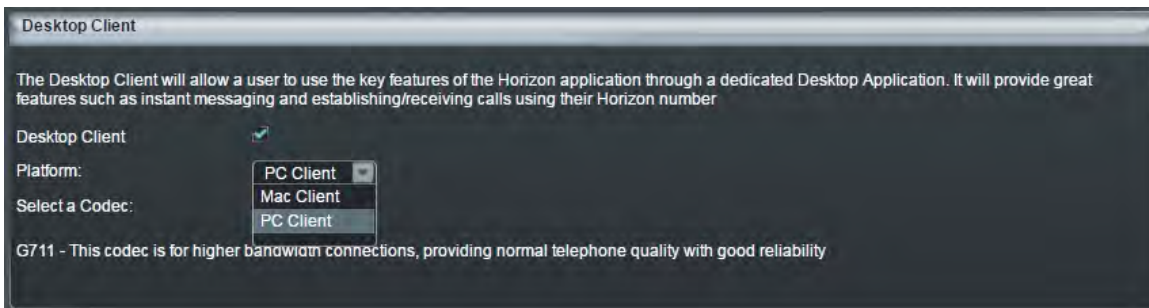
Please note there is a separate desktop soft client user guide which details how to use the soft client functionality and should be read in conjunction with this administrator user guide. The information below details the administrator functions applicable for this soft client.

## Assign the Desktop Soft Client bolt-on to a user

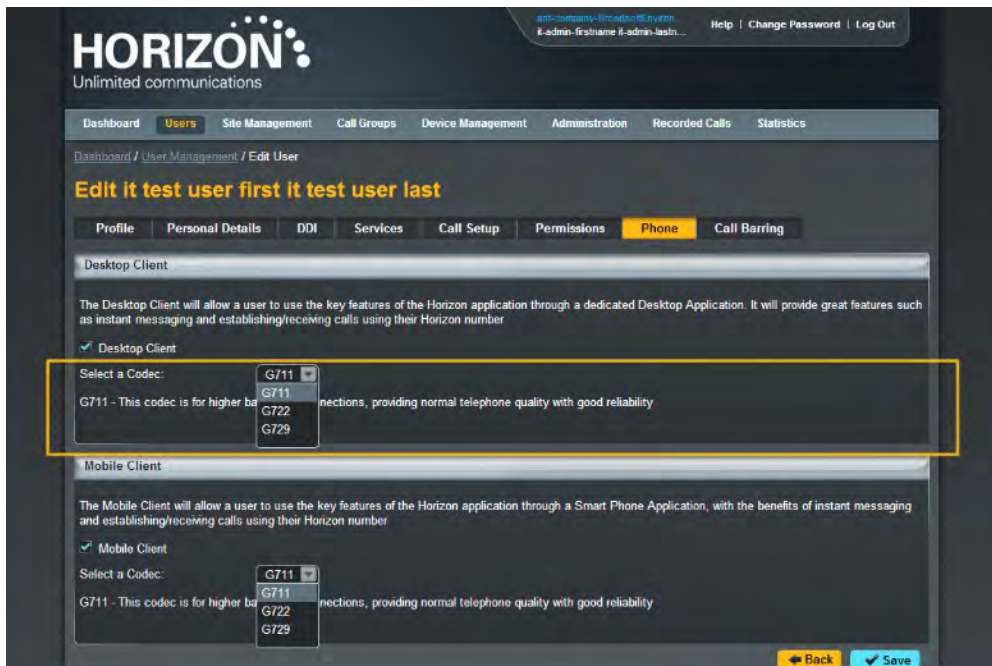
In the 'Phone' tab, select the 'Manage Soft Clients' button.



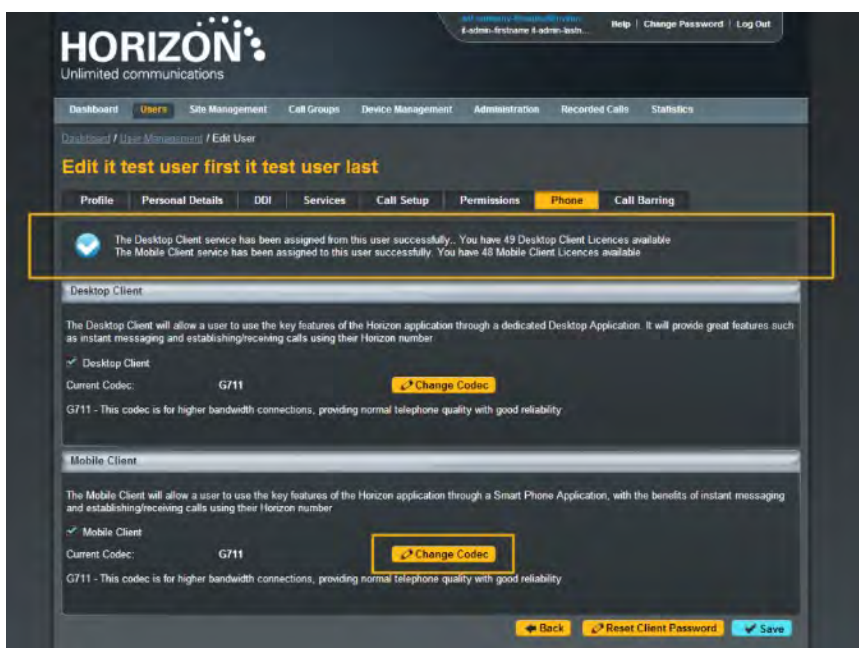
Tick the 'Desktop Client' check box to assign the user the relevant desktop (PC) or Mac soft client.



Select the appropriate Codec from the drop-down list.



You can now change the Codec, if you wish, or save to confirm. You will see a confirmation notice which also advises how many bolt on licenses you have remaining.



**Please note:** A local install will require admin rights on the relevant machine for the initial installation of an executable file (.exe). Users must check with their network administrators before installing the software, as some users may not be able to run .exe files.

The client can be also deployed using Microsoft Group Policy Management Tool.



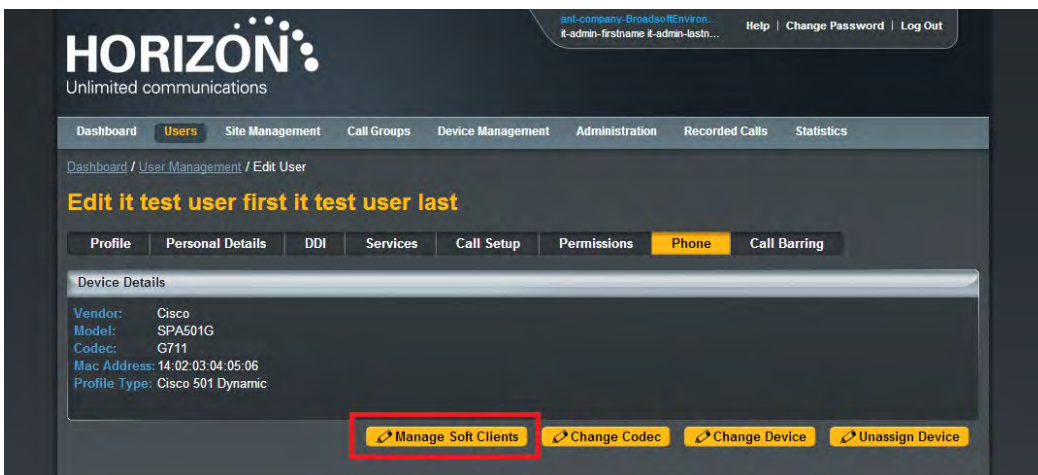
## Mobile Soft Client

The mobile soft client app allows a user to make and receive calls on a mobile device, as well as accessing key settings for their service. It provides all the same functionality as the desktop soft client above, except for Click to Call and Group Chat. This is an ideal bolt-on for users who often work remotely or who are regularly on the move with access to Wi-Fi (e.g. hotel stays).

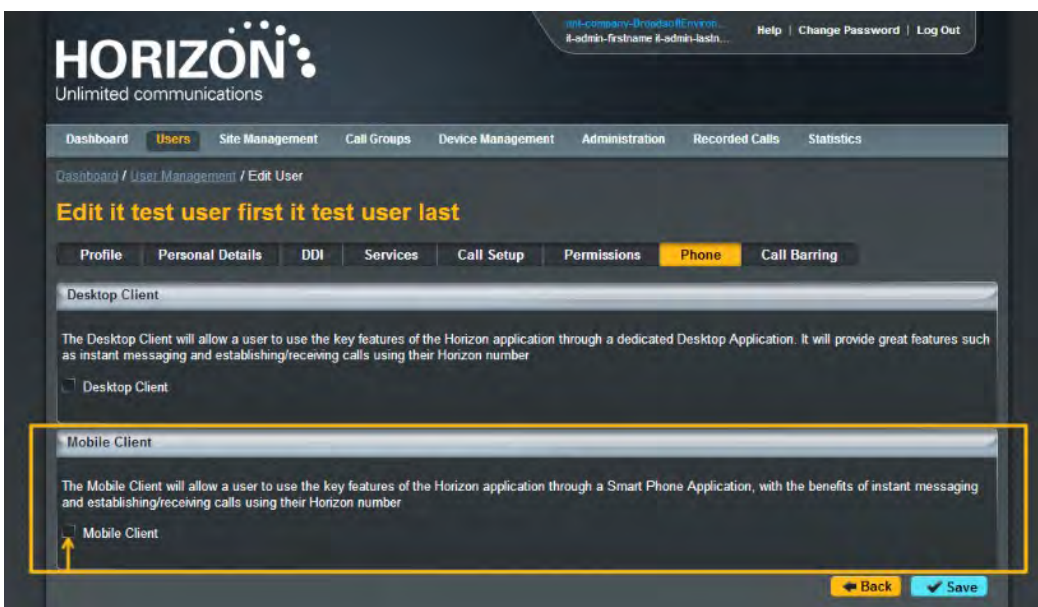
Please note there is a separate mobile soft client user guide which details how to use the soft client functionality and should be read in conjunction with this administrator user guide. The information below details the administrator functions applicable for this soft client.

### Assign the Mobile Soft Client bolt-on to a user

In the 'Phone' tab, select the 'Manage Soft Clients' button.



Tick the 'Mobile Client' check box to assign the user the Mobile Client.

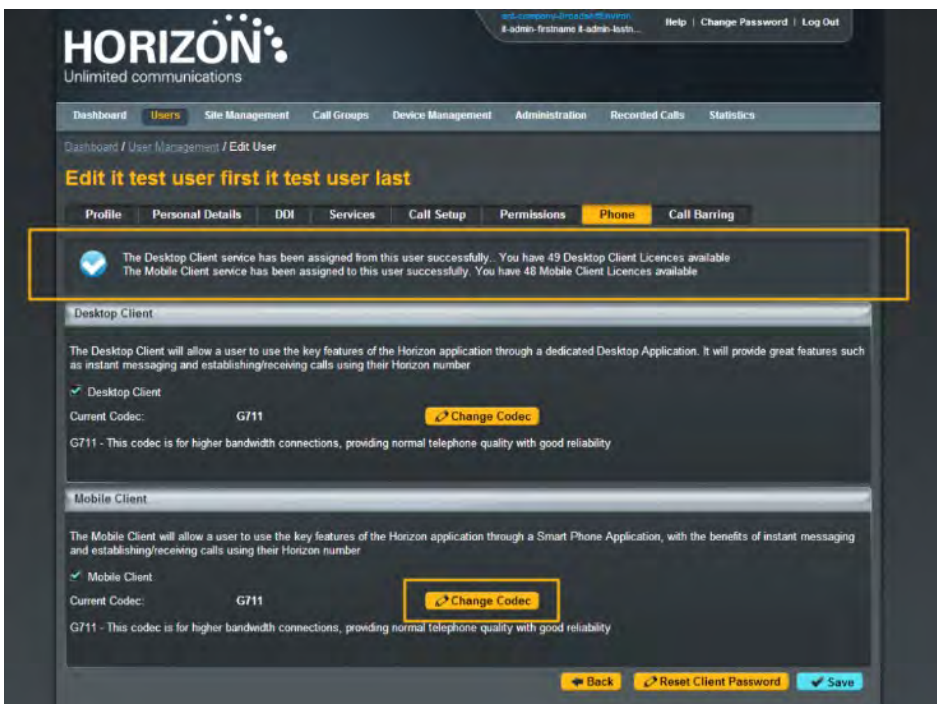


Select the appropriate Codec from the drop-down list





You can now change the Codec, if you wish, or save to confirm. You will see a confirmation notice which also advises how many bolt on licenses you have remaining.



## Integrator Soft Client

Integrator is a powerful desktop soft client that allows a user to control their Horizon service from their desktop without having to log into their Horizon portal or navigate through phone menus. In addition, the software integrates with a user's Microsoft Outlook programme making contacts easily accessible and drillable from Outlook and the

desktop. This provides any business user with significant productivity gains with finding and dialling contacts made quick and easy using the click to dial functionality from the desktop.

Accessing key features and settings becomes very quick and easy, and finding and dialling contacts very fast - helping users to work more efficiently and be more productive. Telephony presence (with Click to Dial) is also provided for up to 20 work colleagues definable by each user. Furthermore, for those businesses who use Microsoft Lync®, they will enjoy the benefit provided by the integration of Horizon's phone status with a user's Lync status (on a call or Do Not Disturb).

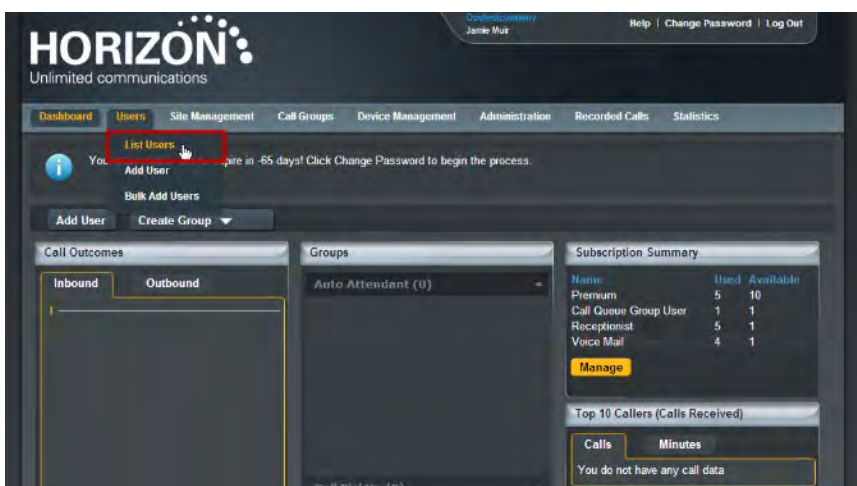
Key features provided are:

- Click to Dial from Outlook ®
- Screen popping from Outlook ® contacts and Horizon Company Directory
- Desktop Address with Click to Dial (searches Horizon Company Directory and Outlook Contacts)
- Click to Dial from web pages
- In-call control features – hang up, hold, deflect, consult and transfer
- Desktop contacts search with Click to Dial
- Desktop call history
- Desktop feature control – Do Not Disturb and Forward All Calls
- Telephony Presence (with Click to Dial)
- Desktop Recent Call Search
- Integration with MS Lync ® status (on a call or DND)

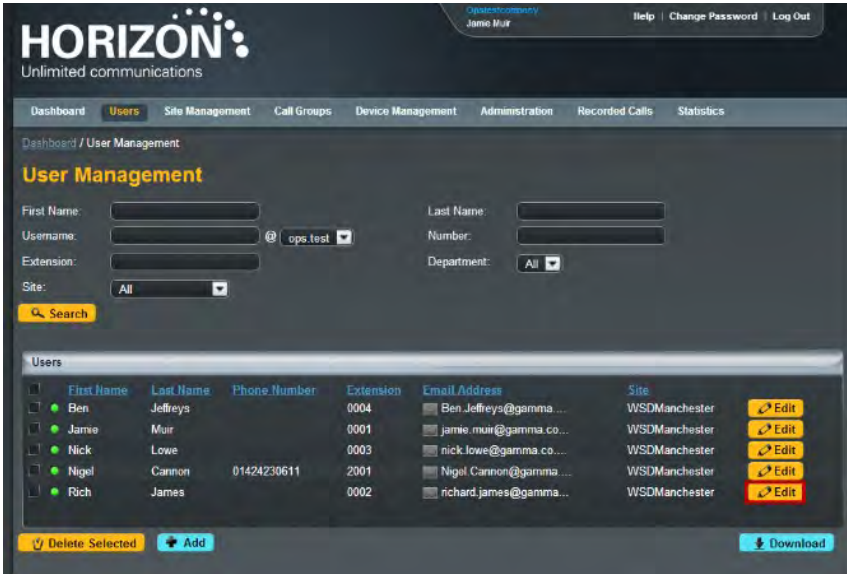
Please note there is a separate Integrator soft client user guide which details how to use the soft client functionality and should be read in conjunction with this administrator user guide. The information below details the administrator functions applicable for this soft client.

### Assign the Integrator Soft Client bolt-on to a user

The Integrator soft client can be selected from the Users section on the Horizon Administrator portal.



You can allocate the soft client to specific user accounts using 'Edit End User Permissions'. Select "Edit" on the user you want to use Integrator.



**Horizon**  
Unlimited communications

Dashboard / **Users** / Site Management / Call Groups / Device Management / Administration / Recorded Calls / Statistics

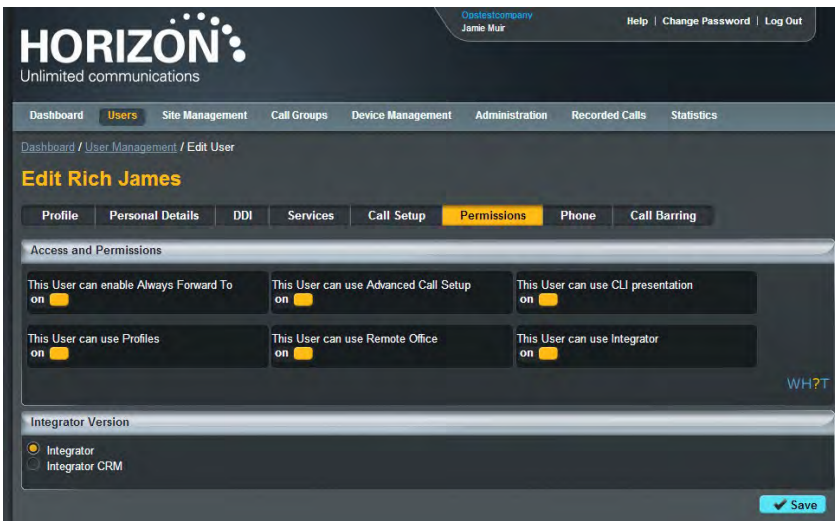
Dashboard / User Management

### User Management

First Name:  Last Name:   
 Username:  @ ops.test Number:   
 Extension:  Department: All  
 Site: All

First Name	Last Name	Phone Number	Extension	Email Address	Site	
Ben	Jeffreys		0004	Ben.Jeffreys@gamma...	WSDManchester	<input type="button" value="Edit"/>
Jamie	Muir		0001	jamie.muir@gamma.co...	WSDManchester	<input type="button" value="Edit"/>
Nick	Lowe		0003	nick.lowe@gamma.co...	WSDManchester	<input type="button" value="Edit"/>
Nigel	Cannon	01424230611	2001	Nigel.Cannon@gamma...	WSDManchester	<input type="button" value="Edit"/>
Rich	James		0002	richard.james@gamma...	WSDManchester	<input type="button" value="Edit"/>

Select "Permissions"



**Horizon**  
Unlimited communications

Dashboard / **Users** / Site Management / Call Groups / Device Management / Administration / Recorded Calls / Statistics

Dashboard / User Management / Edit User

### Edit Rich James

Profile / Personal Details / DDI / Services / Call Setup / **Permissions** / Phone / Call Barring

Access and Permissions

This User can enable Always Forward To  on

This User can use Advanced Call Setup  on

This User can use CLI presentation  on

This User can use Profiles  on

This User can use Remote Office  on

This User can use Integrator  on

Integrator Version

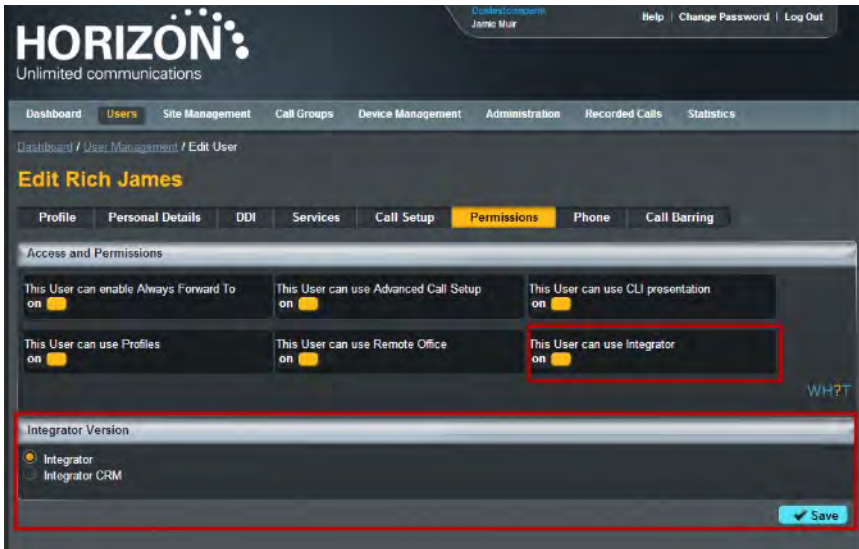
Integrator

Integrator CRM

Click on the switch that corresponds to "This User can use Integrator". This will then load up an "Integrator Version" table at the bottom of the page. Select the version of Integrator that you wish.

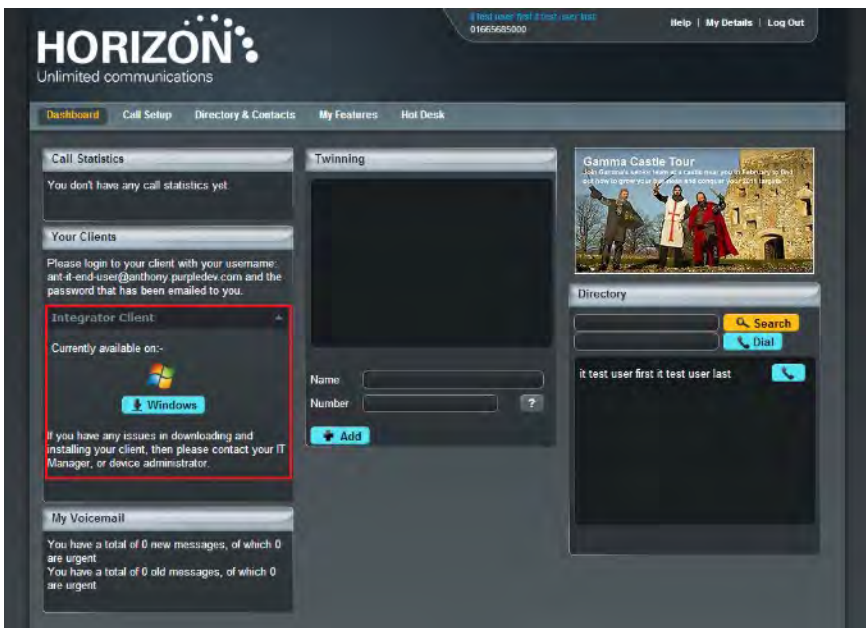
Both versions will appear here, but will be greyed out if you've not selected it at Company level

Click Save.



Once the user has been allocated the feature by the administrator, they will be sent an email / emails from the Horizon system. The confirmation email will contain a link that the user needs to follow to download the client locally.

Alternatively, the user can access the download link from the end user Horizon portal.



Once downloaded the user should follow the on-screen instructions provided by the executable file. Further information is available in the Integrator User Guide.

**Please note:** A local install will require admin rights on the relevant machine for the initial installation of an executable file (.exe). Users must check with their network administrators before installing the software, as some users may not be able to run .exe files.

The client can be also deployed using Microsoft Group Policy Management Tool.



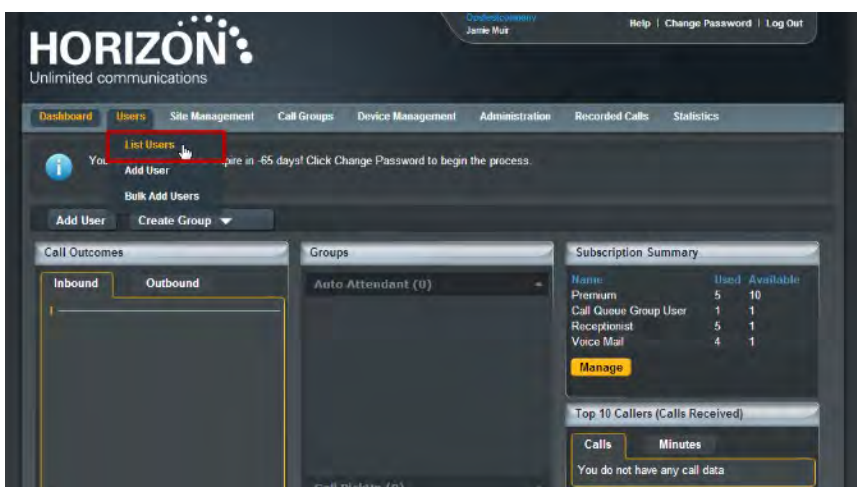
## Integrator CRM Soft Client

Integrator CRM provides the full functionality and associated benefits of Integrator, as well as providing integration with 20 of the top Customer Relationship Management (CRM) systems in the UK market today. The additional CRM functionality provides screen popping and Click to Dial from the chosen CRM and integrates it with certain desktop features such as desktop contacts searching.

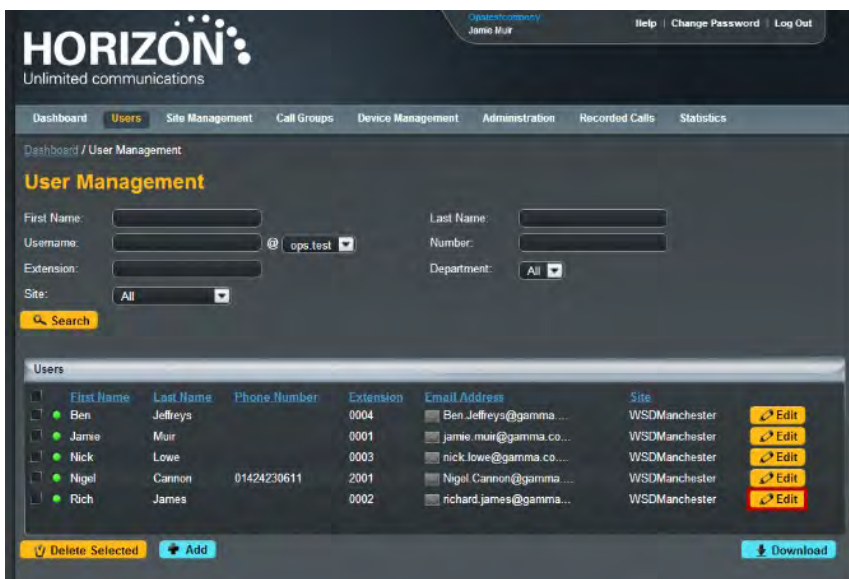
Please note there is a separate Integrator soft client user guide which details how to use the soft client functionality and should be read in conjunction with this administrator user guide. The information below details the administrator functions applicable for this soft client.

### Assign the Integrator CRM Soft Client bolt-on to a user

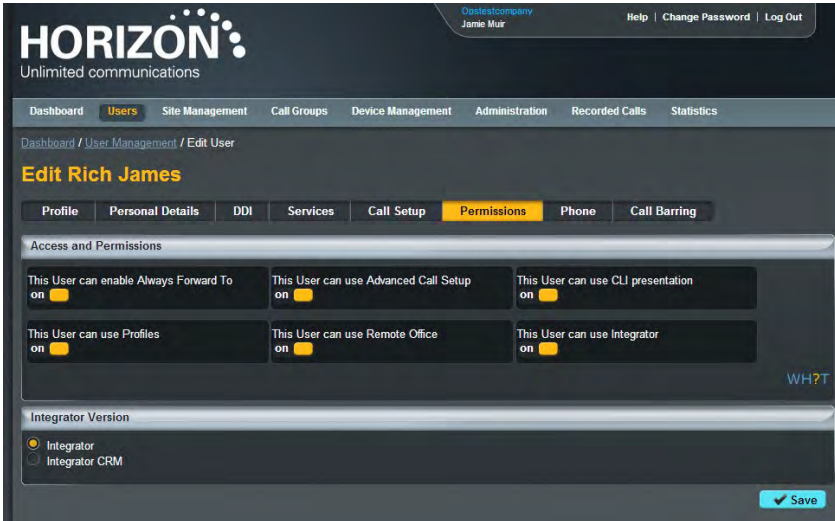
The Integrator CRM soft client can be selected from the Users section on the Horizon Administrator portal.



You can allocate the soft client to specific user accounts using 'Edit End User Permissions'. Select "Edit" on the user you want to use Integrator.



Select "Permissions"



**HORIZON**  
Unlimited communications

Dashboard / Users / Site Management / Call Groups / Device Management / Administration / Recorded Calls / Statistics

Dashboard / User Management / Edit User

**Edit Rich James**

Profile / Personal Details / DDI / Services / Call Setup / **Permissions** / Phone / Call Barring

Access and Permissions

This User can enable Always Forward To on <input type="checkbox"/>	This User can use Advanced Call Setup on <input type="checkbox"/>	This User can use CLI presentation on <input type="checkbox"/>
This User can use Profiles on <input type="checkbox"/>	This User can use Remote Office on <input type="checkbox"/>	This User can use Integrator on <input type="checkbox"/>

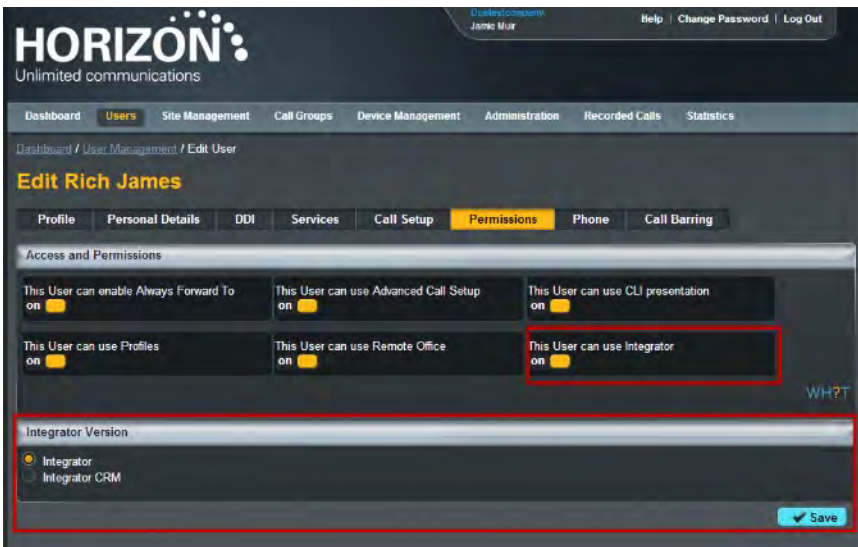
Integrator Version

Integrator  
 Integrator CRM

Click on the switch that corresponds to "This User can use Integrator". This will then load up an "Integrator Version" table at the bottom of the page. Select the version of Integrator that you wish.

Both versions will appear here, but will be greyed out if you've not selected it at Company level

Click Save.



**HORIZON**  
Unlimited communications

Dashboard / Users / Site Management / Call Groups / Device Management / Administration / Recorded Calls / Statistics

Dashboard / User Management / Edit User

**Edit Rich James**

Profile / Personal Details / DDI / Services / Call Setup / **Permissions** / Phone / Call Barring

Access and Permissions

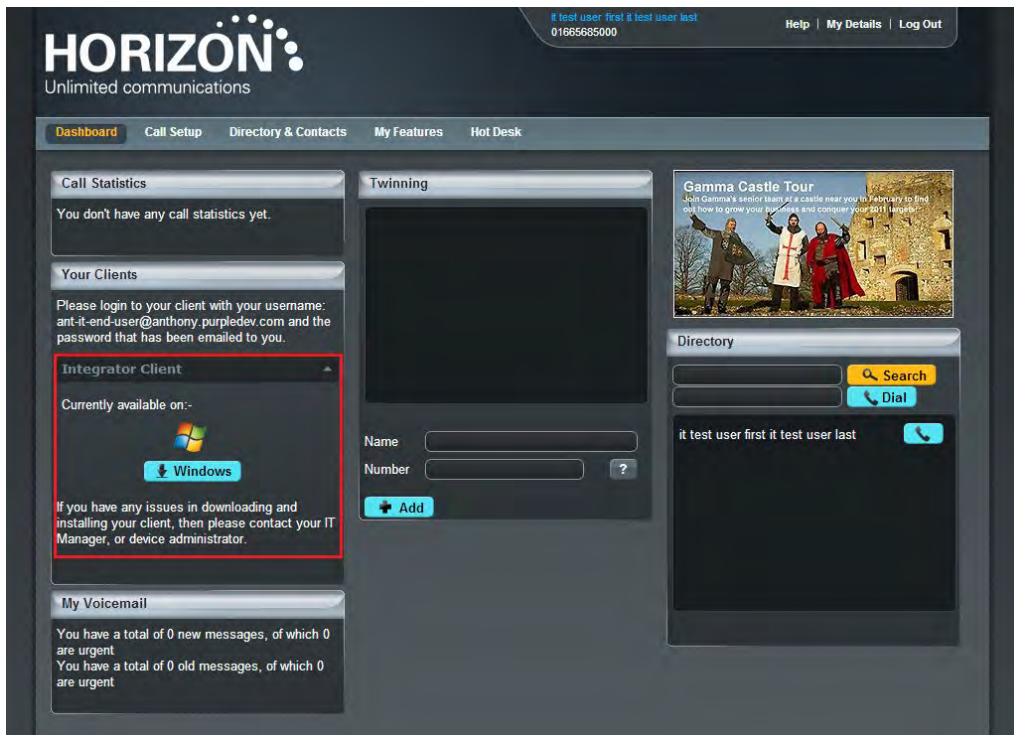
This User can enable Always Forward To on <input type="checkbox"/>	This User can use Advanced Call Setup on <input type="checkbox"/>	This User can use CLI presentation on <input type="checkbox"/>
This User can use Profiles on <input type="checkbox"/>	This User can use Remote Office on <input type="checkbox"/>	This User can use Integrator on <input type="checkbox"/>

Integrator Version

Integrator  
 Integrator CRM

Once the user has been allocated the feature by the administrator, they will be sent an email / emails from the Horizon system. The confirmation email will contain a link that the user needs to follow to download the client locally.

Alternatively, the user can access the download link from the end user Horizon portal.



Once downloaded the user should follow the on-screen instructions provided by the executable file. Further information is available in the Integrator User Guide.

**Please note:** A local install will require admin rights on the relevant machine for the initial installation of an executable file (.exe). Users must check with their network administrators before installing the software, as some users may not be able to run .exe files.

The client can be also deployed using Microsoft Group Policy Management Tool.

## Horizon TAPI Driver

The Horizon TAPI driver has been designed to complement Horizon and provides simple telephony and call control integration via applications that can make use of a TAPI interface. There are number of CRM applications that are known to have TAPI interfaces and the known applications that are compatible with Horizon are as below:

CRM	Market
Acquaint CRM	Housing
Agenda5	Virtual office
Agent Pro	Property
AlarmMaster	Security
Arcus	Automotive/Transport
Cabmate	Automotive/Transport
Cash for Windows 2015.2.3	Logistics/ERP
Cash for Windows 3.25.1	Logistics/ERP
CTI Data Connector for Salesforce	General CRM
Encore Live	Property
Entersoft 4.0.24.7	General CRM
FinPlan 9.4.1	Financial/Insurance
genesisWorld	General CRM
Goliath	Logistics/ERP
InfoCabs	Automotive/Transport
INTRACALL 3.1	General CRM
Legrand CRM 5	General CRM
Legrand CRM 6	General CRM
nCall	Virtual office

CRM	Market
NetHelpDesk	Help desk
Orange	Property
Orderwise 2014	Logistics/ERP
orgAnice 2010	General CRM
Practice Management	Vet
Prof.ITplus 1.0.5	Retail
Promoserve	Hospitality
ProspectSoft Crm 6	General CRM
ProspectSoft Crm 6.52	General CRM
Reapit 10	Property
Rentman	Property
Saturn	Financial/Insurance
Simma CMS Net 4	Construction
System for Dentists 6.15.6.0	Dental
Tankerbase	Automotive/Transport
Tradium	General CRM
Vebra Alto	Property
Vebra Live	Property
XDS 9 Build 31	Automotive/Transport

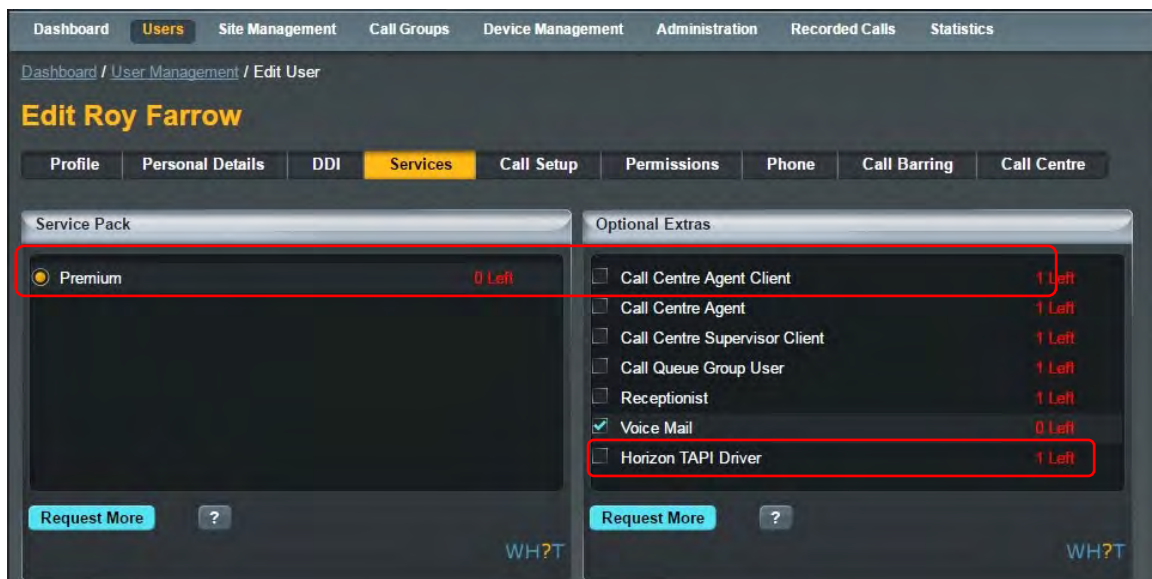
The extent of the integration is entirely dependent on the specific application and Gamma cannot provide any advice, help and assistance in configuring the application. The onus is on the application vendor or the customer's IT team to make use of the TAPI driver interface.

In order to install the TAPI driver, the user will need administrative rights to the PC.

**Note:** The TAPI driver is a 1st party service only and the Horizon TAPI Driver cannot be used in a 3<sup>rd</sup> party mode.

The TAPI driver **can** be used in conjunction with the standard Horizon Integrator but **not** the CRM version and for clarity the Horizon TAPI does not provide any end user features, for example click to dial. It is simply a middleware driver and all capability is dependent on the CRM application itself.

To assign the subscription to a user logon on the Horizon portal and the subscription will now be available to assign via the Users> Services tab.



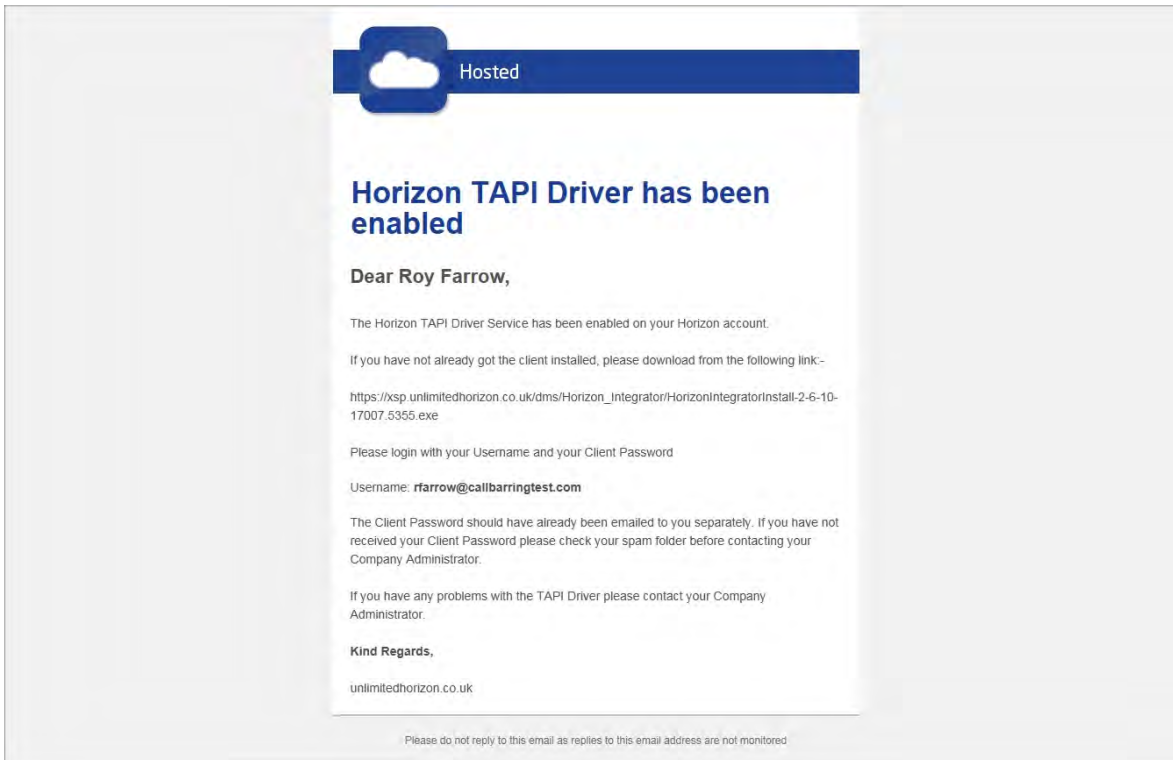
The screenshot shows the 'Edit Roy Farrow' user page in the Horizon portal. The 'Services' tab is selected, displaying two columns: 'Service Pack' and 'Optional Extras'. In the 'Service Pack' column, the 'Premium' service is selected with a radio button and shows '0 Left'. In the 'Optional Extras' column, the 'Horizon TAPI Driver' service is selected with a checked checkbox and shows '1 Left'. Red boxes highlight the 'Premium' service and the 'Horizon TAPI Driver' checkbox. Other optional extras include 'Call Centre Agent Client', 'Call Centre Agent', 'Call Centre Supervisor Client', 'Call Queue Group User', and 'Receptionist', each with '1 Left'.

Check the box next to the Horizon TAPI driver subscription and hit save to assign the service.

Once the TAPI subscription has been assigned to the user, they may receive up to two emails

In all cases, they will receive a welcome message and a link to download the software plus the user name.





A second will be sent to provide the password **unless** they are already a client user (i.e. Integrator, Receptionist etc.) in which case their existing client password should be used.



Once the user has received the above notifications they can then follow the Horizon TAPI user guide to install and configure the software.

## Soft Clients Passwords

A single password (**that is separate to a user's Horizon portal password**) is generated per user by the system for use with ALL software clients (Integrator, Integrator CRM, Desktop soft client and the mobile soft client). If a user is using more than one client (Integrator and the mobile soft client, for example) then only the assignment of the first client will result in a password being generated; this will be received before a confirmation email with download instructions. For all subsequent clients, only the confirmation email will be sent.

## Using 3G and 4G networks with Soft Clients

**Please carefully consider the following advice on the use of mobile and desktop clients:**

We cannot guarantee any aspect of setting up and conducting a Horizon call over any mobile network, whether using a Horizon mobile client or desktop client on a tethered laptop. Mobile networks provide no prioritisation of signalling and voice payload packets and some networks will either block or slow down VoIP packets.

Before you report a call quality or availability issue on a desktop or mobile client, please ensure you have checked that a mobile network is not being used to connect to the platform, as we are unable to provide support for such incidents.

Using the clients over 3/4G will consume data that may either result in charges being raised by your mobile operator or be counted against your monthly data allowance.

The amount of data transferred during a call will be dependent on codec used:

Codec	Duration of call		
	5 min	10 min	30 min
<b>G711</b>	4.1 MB	8.3 MB	24.8 MB
<b>G729</b>	1.5 MB	3 MB	9 MB

## Using Wi-Fi Networks with Soft Clients

**Please carefully consider the following advice on the use of desktop and mobile clients:**

We cannot guarantee the call quality when Horizon calls are made over Wi-Fi, owing to limitations of Wi-Fi as a transport mechanism for VoIP packets. We also expect the quality of Wi-Fi connections to vary (office Wi-Fi, home Wi-Fi and public Wi-Fi hotspots).

You need to consider how Horizon is used over Wi-Fi and your user expectations must be set accordingly.

- For office Wi-Fi, although this should be business grade, we do not recommend that Wi-Fi is the only way to access the Horizon platform; a wired service should always be available.
- We expect home Wi-Fi to perform reasonably well but this will depend on other applications being used at the same time.
- Public Wi-Fi will vary a great deal and will dependant on the number of users using the serving access point and subsequent bandwidth contention.

## Call Centre Options

Horizon Call Centre is an extensive range of inbound call centre capabilities that can be configured and managed via the Horizon web portal. This additional bolt-on enables businesses to easily manage their call centre environments, boost productivity of call centre agents and the overall efficiency of their call centre and help them deliver a first-rate service to their customers.

### Horizon Call Centre key features and benefits:

- Queue up to 50 calls at one time - to help ensure your customers don't lose calls
- Flexible and intelligent call distribution - so the right calls get through to the right people
- Easily take calls for multiple departments from one device
- Agents can quickly and seamlessly escalate difficult queries to a senior member of staff
- Track staff performance – including number of calls received and activity completed
- Report on different periods throughout the day - to help identify peak periods and potential additional resource needs
- Agent Log in/out
- Agent Available/Unavailable/Wrap Up
- Full reporting available using with the Akixi 2000 functionality

There are three options available:

- **Call Centre agent** is required for every user that is part of a call centre (i.e. agents as well as supervisors) and is charged as a monthly rental per user
- **Agent soft client** is optional and is a way of answering calls using the PC i.e. logging in/out, changing agent status and escalating calls. It is the only way to log an agent into multiple call centres (logging in from a handset will log an agent into all call centres at once)
- **Supervisor soft client** is optional and allows monitoring of call queues, call barge and monitoring agents in one place

The Call Centre bolt-on can be used with all Polycom VVX handsets and the Cisco 504 to enable agents to log in/out via the handset.

It also provides the following features:

### Agent ACD State

Agent state is used to determine the agent's availability to take calls. Agents can set their state through the web portal or through a client.

### Agent Guard Timer Settings

The guard timer allows a configurable delay between the time an agent becomes available and the time a call is delivered to the agent.

### Agent Hold and Retrieve

This feature prevents agents from putting a call centre call on hold and leaving the caller on hold indefinitely. The agent must take the call off hold or return the call to the queue.

### **Agent Sign-in/Sign-out**

Agents can log in and out from the call centre so that calls are only presented to agents who are on duty

### **Agent Unavailable Codes**

When agents change their ACD status to unavailable, they may be required to provide the reason for their unavailability by entering an unavailable code. Administrators can also define default codes to be assigned to agents who become unavailable

### **Allow Agents to Join Call Centres**

This setting determines whether agents can join a call centre.

### **Allow Call Waiting on Agents**

This will allow a call to wait while an agent is currently on a call

### **Allow Calls to Agents in Wrap Up State**

In peak times, this can be used to get calls through to agents even if they are on “wrap up”

### **Basic Announcements**

The queued callers are provided with an initial greeting, followed by music or advertisements and periodic comfort announcements. All announcements can be played in audio or video format, based on the call centre profile and the capabilities of the caller's endpoint.

### **Bounced Calls**

Calls that are delivered to an agent but not answered as specified, are prioritized ahead of other non-bounced calls in the queue.

### **Call Centre Access**

This feature allows agents to join call centres to which they are assigned using the GUI, Agent Client or Akixi if joining the call centre is enabled.

### **Call Centre Support for Agent and Supervisor Clients**

There will be specific clients on the desktop available for agents and supervisors.

### **Call Distribution to Agents**

When at least one agent is available to receive calls, incoming calls are handled per the selected policy, which can be one of the following: circular, linear (regular), simultaneous, uniform, or weighted call distribution.

### **Call Escalation to Supervisor**

Agents can escalate a call to a supervisor by dialling #83 (default). The current call is placed on hold.

### **Call Queuing**

When all call centre agents are busy, incoming calls can be queued until they can be presented to an available agent

### **Distinctive Ringing**

Distinctive Ringing can be provided to an agent when the call is routed from the call centre. The Distinctive Ringing policy has precedence over the Priority Alert service assigned and configured to a user who is also an agent. The



agent's Priority Alert service does not modify Distinctive Ringing set by the Call Centre service when the call comes from the call centre

### Emergency Escalation

Agents can emergency escalate a call to a supervisor by pressing a key. The original call is not placed on hold and the supervisor is immediately conferenced into the call.

### Geographic Distribution

The Call Centre service allows agents to be geographically distributed so agents can answer calls from home, a satellite office, or any other location in a transparent fashion.

### Outlook Contact Integration

Contracts from outlook will be available in the clients

### Overflow

When a call centre cannot accept any more calls or when calls are not handled within a specified amount of time, these overflow calls can be forwarded to a configurable overflow phone number, receive busy treatment, or be provided with a ringing tone.

### Set Maximum ACD Wrap-up Timer

An agent can set their own wrap up time, with the maximum predetermined by the administrator

### Standard Agent Availability Setting

Agents can be configured to have their state automatically changed to unavailable after a configurable number of bounced calls, upon activation of Do Not Disturb service, or when they are answering or receiving personal calls

### Stranded Calls

When all agents in the call centre group log out, queued calls can be automatically sent to the specified phone number, receive busy treatment, or left in the queue

### Supervisor Support

Supervisors can be assigned to more than one call centre and can select the call centres and agents they want to supervise.

### Uniform Call Distribution Priority Scope

The Call Centre service can use call centre or agent scope to determine the next available agent when using the Uniform Call Distribution policy

### Voice Mail

A call centre will have voice mail available.

### Akixi Reporting for Call Centre

In addition to the standard Akixi reporting, the following reports are available if the Akixi ACD agent licenses are taken:

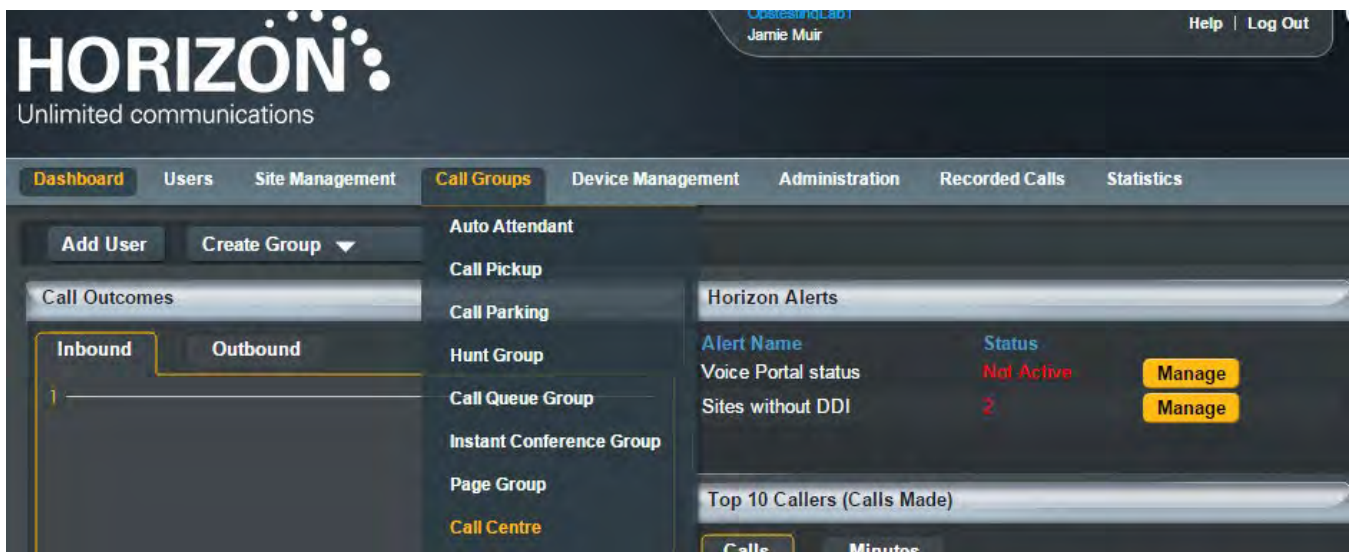
- **Hunt Group List** - includes stats on agents signed in, in 'available' and 'n/a' state plus reporting on ACD counts and times
- **ACD Agent** – reporting on the group that the agent is logged into, current ACD state plus supervisors can sign agents in and out

- **ACD wall board** – provides additional tiles for agent’s availability and wrap-up
- **ACD N/A code usage** - summarises the reasons for agent’s non-availability
- **Presence /ACD agent BLF** – allows the supervisor to change agent’s state or for the agent to view the state of their colleagues

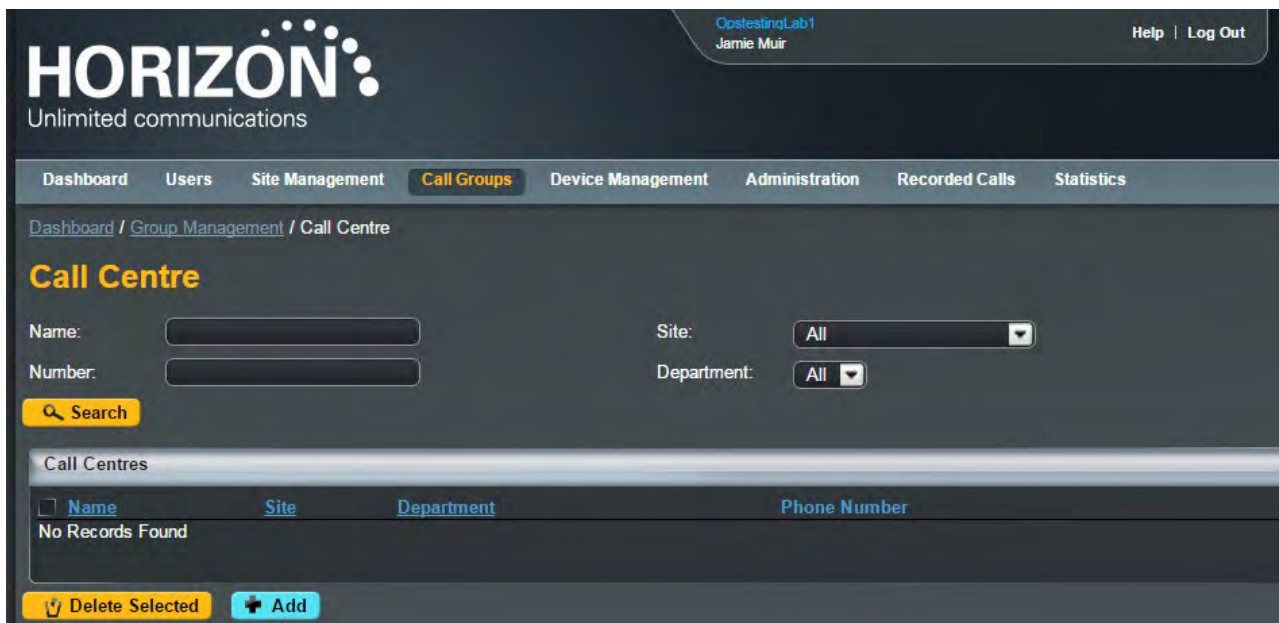
More information on the Call Centre functionality and set up can be found in the separate Horizon Call Centre User Guide.

## Setting up a Call Centre

From the Call Groups drop down in the menu, select "Call Centre".

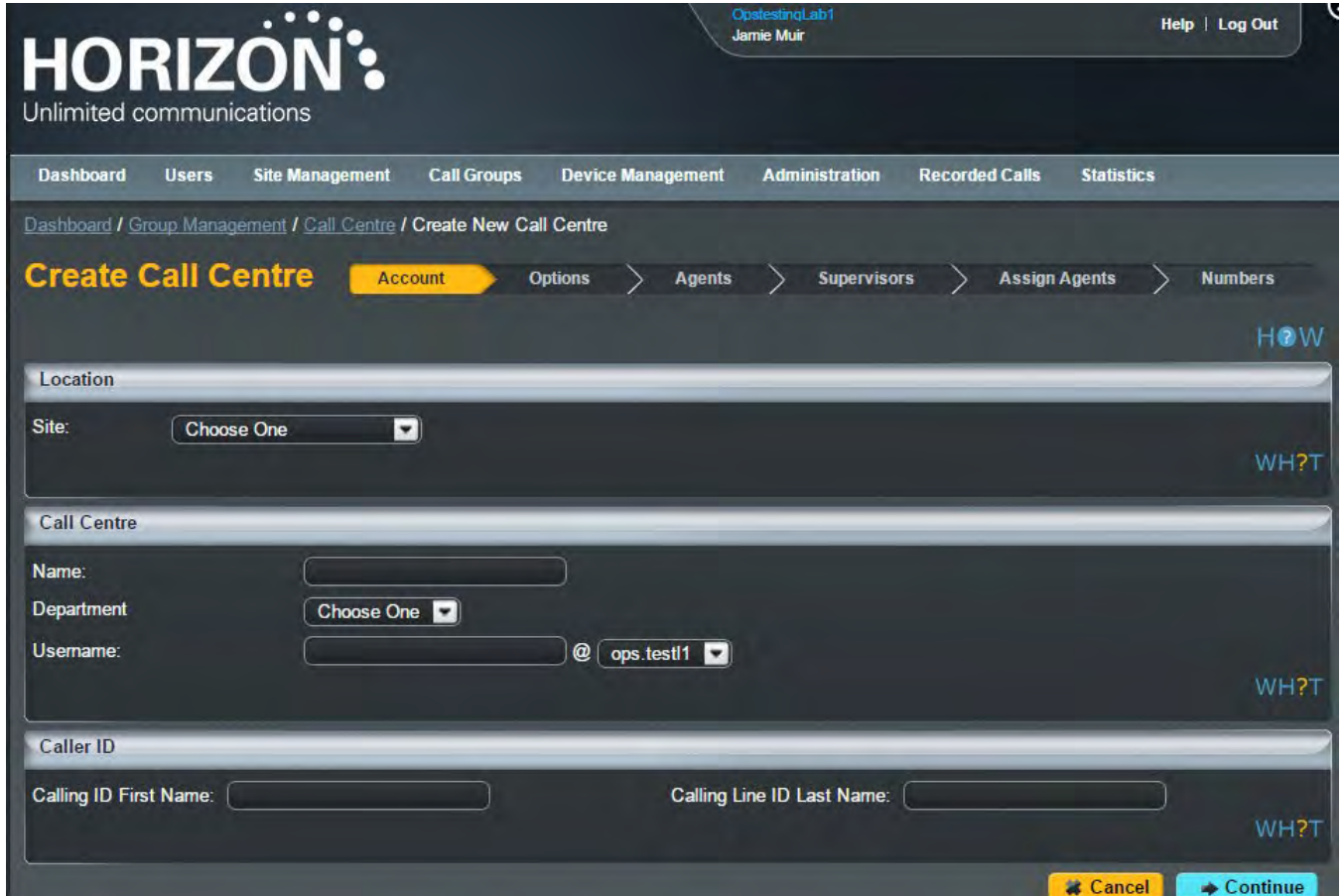


Click "Add" to add a new Call Centre.



You'll now be presented with the wizard to get the basic settings of your call centre set up.

Select the Site that you want the Call Centre to be on, and give the Call Centre a unique name and username.



The different settings determine how the calls are sent to each agent. The options are:

Circular:	sends calls in a fixed order. The call is sent to the first available user on the list, starting with the user following the last user to receive a call
Regular:	sends calls to users in the order they are listed. The call is sent to the first user in the list, always starting with the first user.
Simultaneous:	sends calls to all users within a group. The first user to pick up the phone will have the call routed to them.
Uniform:	sends calls to the user who has been idle the longest. Once a call is completed that user will be moved to the bottom of the list. Calls received but not routed through the Hunt Group will not be applied to this routing.
Weighted:	sends calls to users based on weighted % of calls to answer. For example, out of 10 calls 2 users may be weighted as 40% and 60% meaning 4 calls and 6 calls are delivered as defined to the associated users.

**Queue Length** is the number of calls that can be queued at one time. Each caller will move ahead in the queue, as calls ahead of them are answered. This can be a maximum of 50.

**Play ringing when offering call** allows callers to either hear ringing or an entrance message.

**Reset caller statistics upon entry to queue** is used for reporting, and is useful if you are purely measuring performance of the call centre. This will reset the caller's statistics, such as wait time, upon the call entering the call centre.

**Allow agents to join Call Centres** allow agents to choose which call centres to join using the GUI, Agent Client or Akixi. If this feature is off, then when the agent signs in they will automatically join all call centres at once.

**Allow Call Waiting on agents** give the options for agents to have a 2nd call waiting while on a call. Might be used if a DDI call need to get through, but most call centres would not allow this and it is not recommended.

**Enable maximum ACD wrap-up timer: X seconds** gives Agents the option to select wrap up, which will give them a short period before the next call comes through (The maximum time is 3600 seconds / 60 minutes). This may be used to place an order or carry out some administration following the previous call. This option sets the maximum amount of time an agent can be on wrap up.

**Automatically set agent state to (Available or Unavailable or Wrap-Up) after call** this determines what happens after a call. The agent can remain in available, ready for the next call or automatically switch to unavailable where they would have to switch to available themselves. Wrap up is also an option.

Here the agents for the call centre are selected. Any user who has the Call Centre agent license associated with them will appear on the list on the left.

Click on the users required, then press add selected. They will then move to the box on the right.

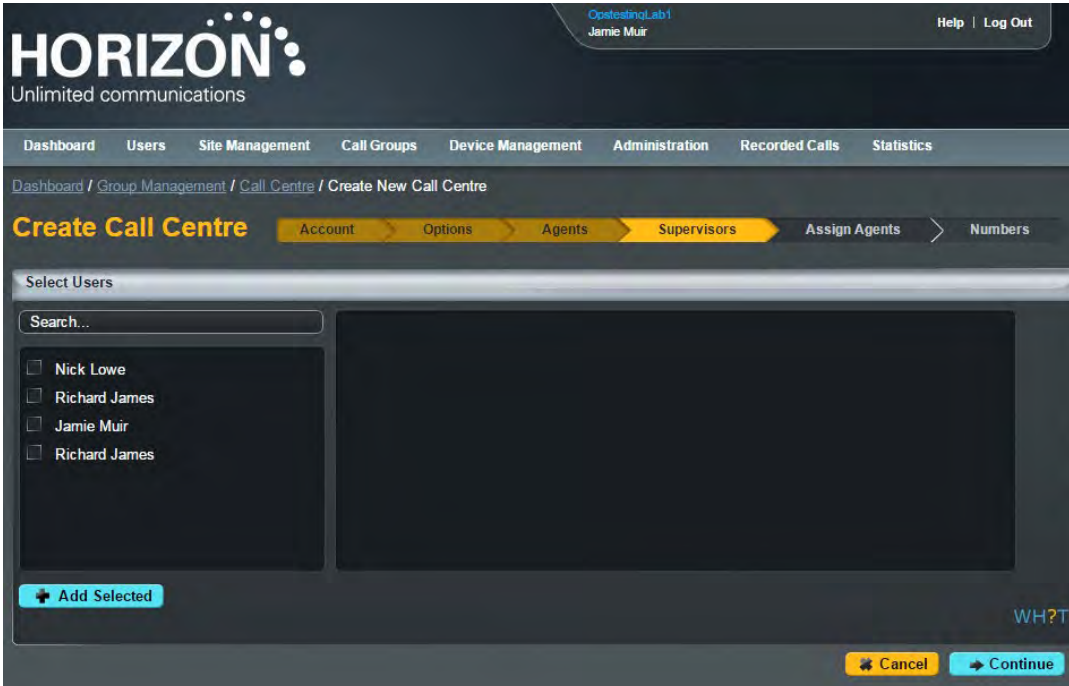
The "Barge-In Exempt" feature is disabled for all the assigned Agents, so the supervisors will be able to Barge-In to their calls. For the agent to be able to use the call centre application (agent client), the "Call Centre Agent Client" must be assigned to this user.

Next the Call Centre supervisors are selected. The list on the left will contain all users. A supervisor does not need a Call Centre Agent License. Simply select which users are required, hit add selected and they will appear on the box on the right of the screen.

A supervisor can monitor agents, all queues and have calls escalated to them. The "Call Centre Supervisor Client" licence must be assigned to this user to activate this functionality.

Without the Supervisor Client, a user who is selected as a Supervisor can still have calls escalated to them, but cannot monitor queues or agents.





**HORIZON**  
Unlimited communications

OpTestingLab1  
Jamie Muir

Help | Log Out

Dashboard Users Site Management Call Groups Device Management Administration Recorded Calls Statistics

Dashboard / Group Management / Call Centre / Create New Call Centre

**Create Call Centre** Account Options Agents **Supervisors** Assign Agents Numbers

Select Users

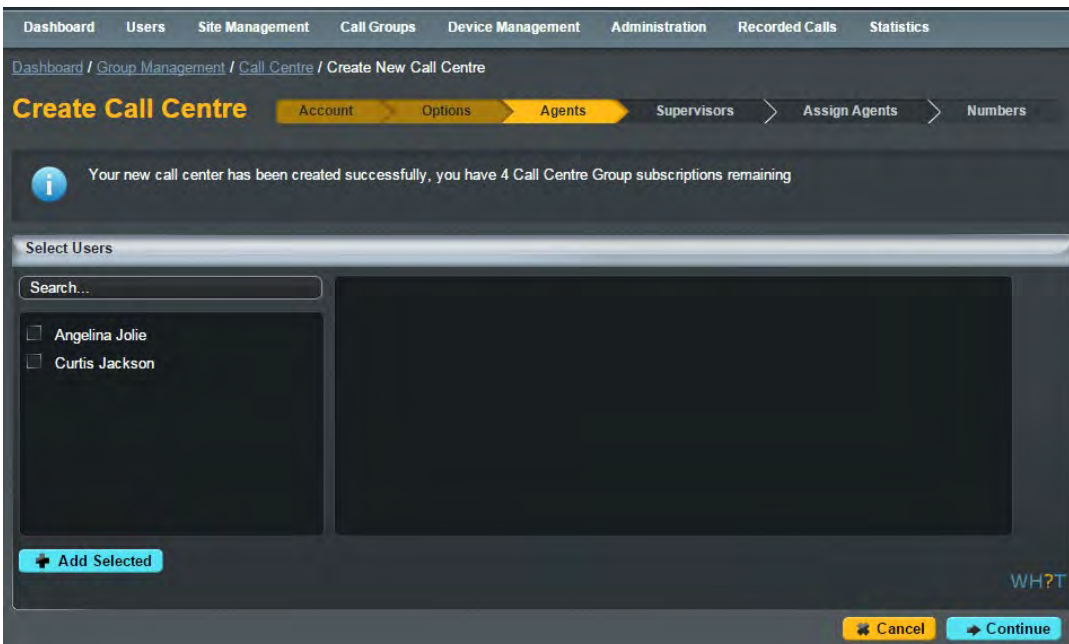
Search...

- Nick Lowe
- Richard James
- Jamie Muir
- Richard James

+ Add Selected

WH?T

Cancel Continue



Dashboard Users Site Management Call Groups Device Management Administration Recorded Calls Statistics

Dashboard / Group Management / Call Centre / Create New Call Centre

**Create Call Centre** Account Options Agents Supervisors **Assign Agents** Numbers

**i** Your new call center has been created successfully, you have 4 Call Centre Group subscriptions remaining

Select Users

Search...

- Angelina Jolie
- Curtis Jackson

+ Add Selected

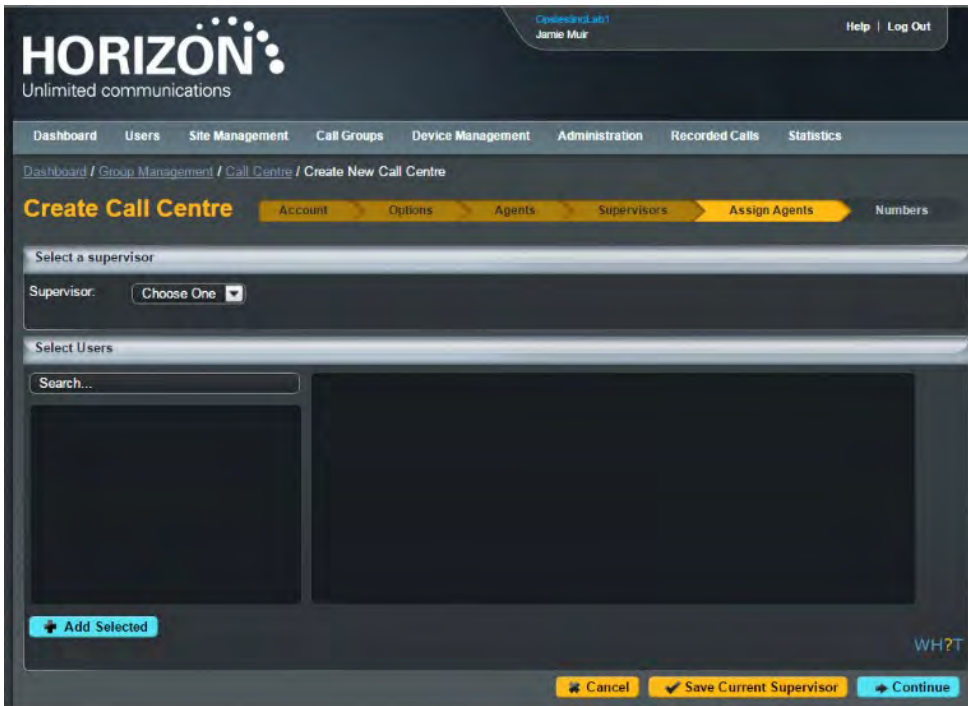
WH?T

Cancel Continue

Here the Horizon administrator can assign the agents to be managed by specific supervisors. Each supervisor can supervise any agent and each agent can have more than one supervisor.

Select the supervisor from the dropdown menu, then choose which agents they will manage from the users that will appear in the left-hand box. Once done, click Add Selected and they will appear on the right-hand side of the screen

Press the "Save Current Supervisor" button, then repeat for each supervisor

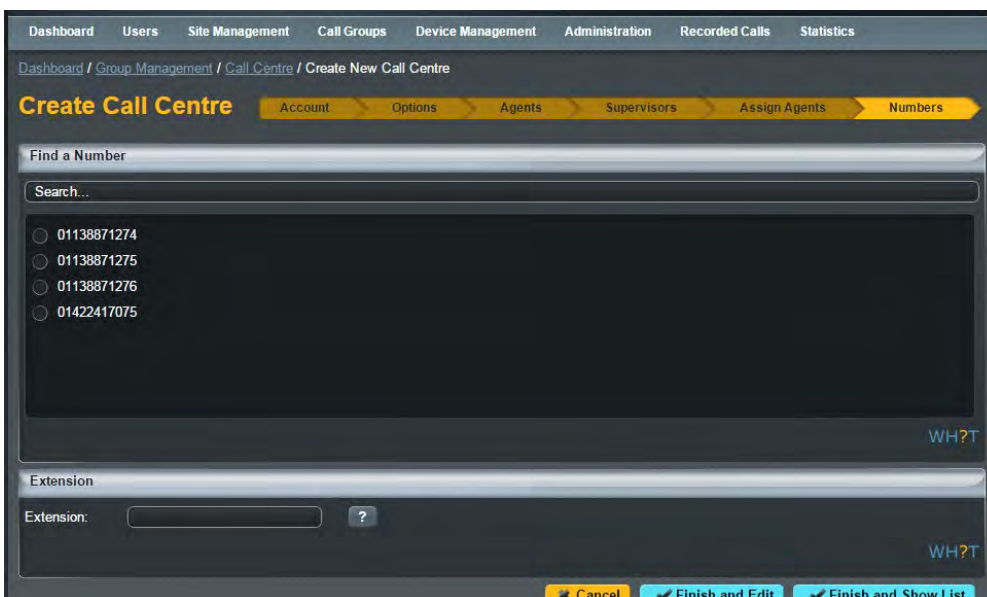


This is the last step where the administrator must select the phone number and extension for the call centre.

The screen will show the list of phone numbers available. The extension can be typed in.

Worth noting for the call centre, an outbound call from an agent will not display the Phone Number selected here. This is for inbound calls only.

Once you've done this you've completed the setup of your call centre with its basic functionality

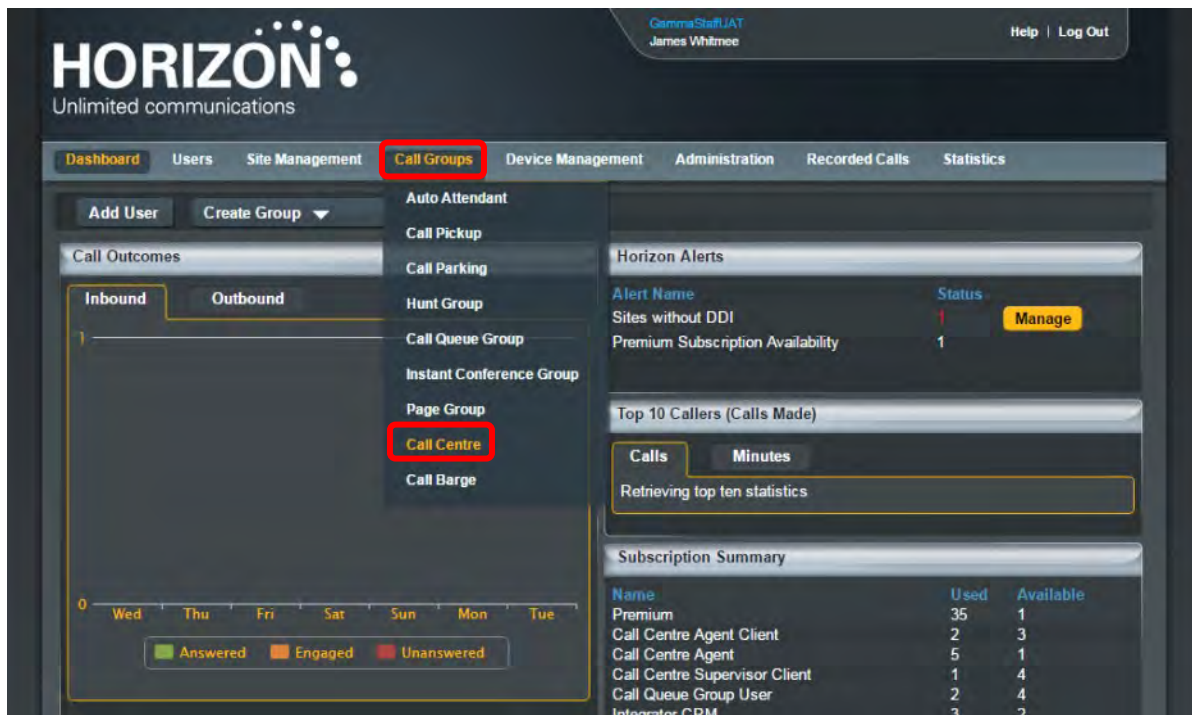


## Estimated Wait Timer option for Call Queues

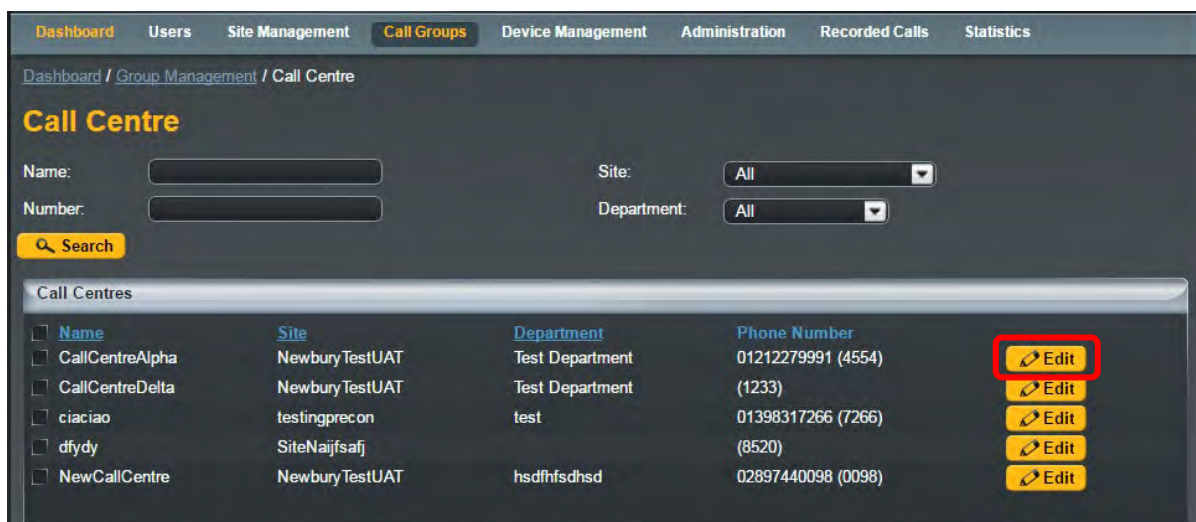
Estimated wait message (EWM) provides an option to enable playing EWM periodically and there is a field to specify the message playing frequency in seconds. This field can be set between 10 and 600 seconds.

By default, the service will be left in a disable condition.

To configure the EWM service please go to the Horizon Company>Call Groups> Call Centre

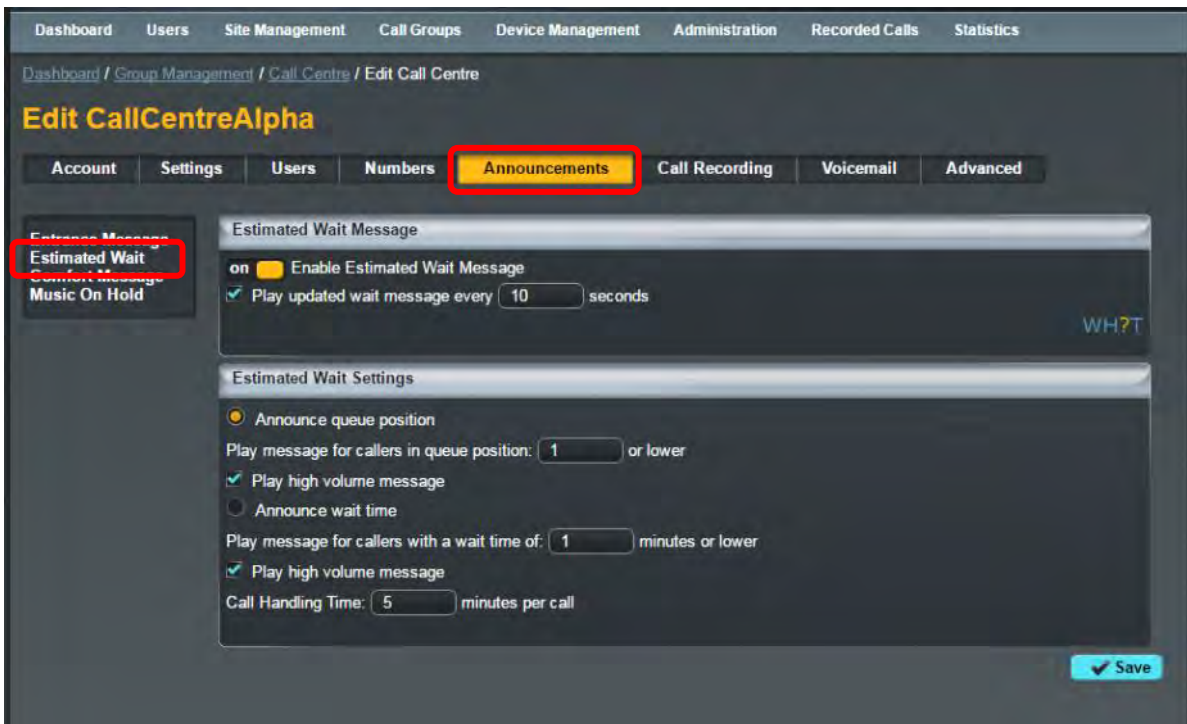


Find and select the Call Centre you wish to edit



Then go to the Announcements>Estimated Wait area of the Horizon GUI and set the "Play updated wait message every" field value (anything between 10 and 600 seconds is valid) and then from here you have the option to either:

Enable the Announce the queue position or Announce the wait time to callers in the queue.



The estimated wait time is calculated as below:

$$EWT = ([\text{position in queue} * \text{average call handling time}] / [\text{number of agents available or wrap-up}]).$$

If the EWM option is selected, the following behaviours are applied for the EWM announcement and the service will operate to the below conditions:

- The EWM announcement is played periodically when the call is queued or when the call is bounced back to the queue because an agent is unavailable
- The EWM announcement is played periodically at the specified interval
- The estimated wait time or queue position is re-evaluated immediately before an announcement is played
- The updated EWM announcement is not played when the queued call reaches the high-volume threshold. The high-volume announcement is played instead, if enabled. Once the queued call transitions out of the high-volume condition, the EWM announcement is played again
- The updated EWM announcement is stopped when the agent is available, the call is offered to the agent, and the caller hears ring back (if play ringing when offering call is enabled). The updated EWM announcement is played again if the call bounced back to the queue
- The updated EWM announcement is stopped when the overflow condition is met, such as when a call has been waiting in the queue longer a configured threshold. The overflow announcement is played if configured
- The updated EWM announcement is stopped when the caller terminates the call.
- The updated EWM announcement is not played if the Stranded Call policy chooses not to leave the call in the queue



- The updated EWM announcement is played before or after the comfort message announcement if they conflict; however, it does not interrupt/replace the comfort message
- The updated EWM announcement is played with music playing in between the announcements if Music on Hold is enabled
- The updated EWM announcement is played with digit collection enabled to allow the caller to escape the queue by pressing a digit. For instance, pressing “0” when the EWM announcement is playing or during digit collection duration allows the call to exit the queue. Any other key pressed is ignored

### **Announce queue positions**

When Play Updated EWM is selected, the periodic queue position announcement adheres to the following conditions:

- If the queue position is less than or equal to the specified queue position X, the position of the call in the queue is played back in the EWM announcement. The announced queue position is immediately calculated before an announcement is played
- If the position in the queue is higher than the specified queue position X and the play high volume message option is enabled, the high-volume message is played to the caller
- If the position in the queue is higher than the specified queue position X and the play high volume message option is not enabled, no announcement is played to the caller
- If the position in the queue transitions out of the high-volume condition, the announced queue position is immediately calculated before an announcement is played

### **Announce wait time**

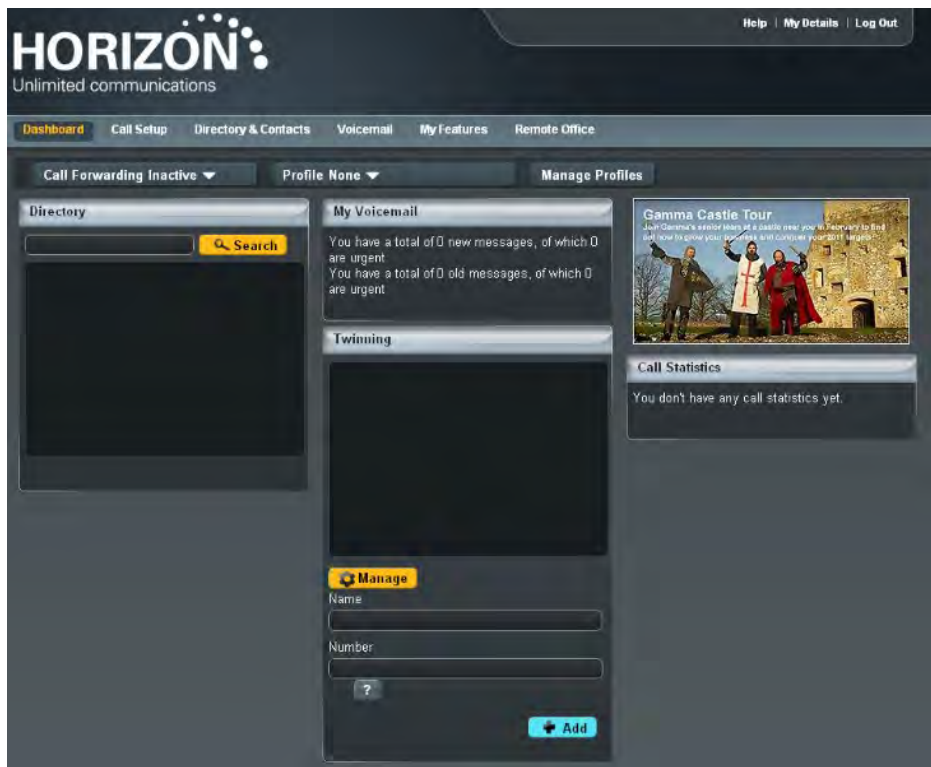
When the Play Updated EWM is “true”, the periodic estimated wait time announcement adheres to the following conditions:

- If the estimated wait time is less than or equal to the specified X minutes, the estimated wait time is announced to the caller. The estimated wait time is immediately evaluated before an announcement is played
- If the estimated wait time is higher than the specified X minutes and the play high volume message option is selected, the high-volume message will be played to the caller
- If the estimated wait time is higher than the specified X minutes and the play high volume message option is not selected, no announcement is played to the caller
- If the estimated wait time transitions out of the high-volume condition, the announced wait time is immediately calculated before an announcement is played

## End User Features

This section details the features that an end user would have available to them if the administrator has given them permissions to view advanced options. If that feature is turned off then they will only be able to change call handling via the user's login, but will still be able to change all of these features via an administrative login.

This is the homepage for end users; this is where they can set up all the settings they would like. From here you can go into call setup, to configure and activate different features, and you are also able to create your own directory. The home page gives you a few quick options that you can perform.



## Call Forward

The Call Forwarding feature allows you to forward incoming calls to several your choice, or to a voicemail message box. Users have the option to activate and deactivate the service by dialling a feature access code or configuring the service via their web interface or simply pressing a key on the phone. If activated a user must specify the forwarding number.

Call forwarding can only be set up by the Administrator.

Short codes:

*52*	Anonymous Call Rejection (ACR)	*53*	Call Waiting
*77	Anonymous Call Rejection Activation	*43	Call Waiting Persistent Activation
*87	Anonymous Call Rejection Deactivation	#43	Call Waiting Persistent Deactivation
#8	Automatic Call Back Deactivation	*54*	Calling Line ID Delivery Blocking

#9	Automatic Call Back Menu Access	*67	Calling Line ID Delivery Blocking per Call
*72	Call Forwarding Always Activation	*31	Calling Line ID Delivery Blocking Persistent Activation
*73	Call Forwarding Always Deactivation	#31	Calling Line ID Delivery Blocking Persistent Deactivation
*21*	Call Forwarding Always Interrogation	*65	Calling Line ID Delivery Per Call
*21	Call Forwarding Always to Voicemail Activation	*70	Cancel Call Waiting
#21	Call Forwarding Always to Voicemail Deactivation	*99	Clear Voice Message Waiting Indicator
*90	Call Forwarding Busy Activation	*57	Customer Originated Trace
*91	Call Forwarding Busy Deactivation	*55	Direct Voicemail Transfer
*67*	Call Forwarding Busy Interrogation	*97	Directed Call Pickup
*40	Call Forwarding Busy to Voicemail Activation	*80	Diversion Inhibitor
#40	Call Forwarding Busy to Voicemail Deactivation	*78	Do Not Disturb Activation
*92	Call Forwarding No Answer Activation	*79	Do Not Disturb Deactivation
*93	Call Forwarding No Answer Deactivation	#58	Group Call Park
*61*	Call Forwarding No Answer Interrogation	*66	Last Number Redial
*41	Call Forwarding No Answer to Voicemail Activation	*12	Location Control Activation
#41	Call Forwarding No Answer to Voicemail Deactivation	*13	Location Control Deactivation
*94	Call Forwarding Not Reachable Activation	*60	Music on Hold Per Call Deactivation
*95	Call Forwarding Not Reachable Deactivation	*610	No Answer Timer
*63*	Call Forwarding Not Reachable Interrogation	*71	Per Call Account Code
*88	Call Park Retrieve	*51	Selective Call Rejection (Blacklist)
*68	Call Park	*75	Speed Dial 100
*98	Call Pickup	*74	Speed Dial 8
*11	Call Retrieve	*62	Voicemail Portal Access
#92#	Call Return from Number Deletion	*86	Voicemail Retrieval
*69	Call Return Number Deletion		

## Set up Call Forwarding via the GUI

Click "Users" and then "List Users"

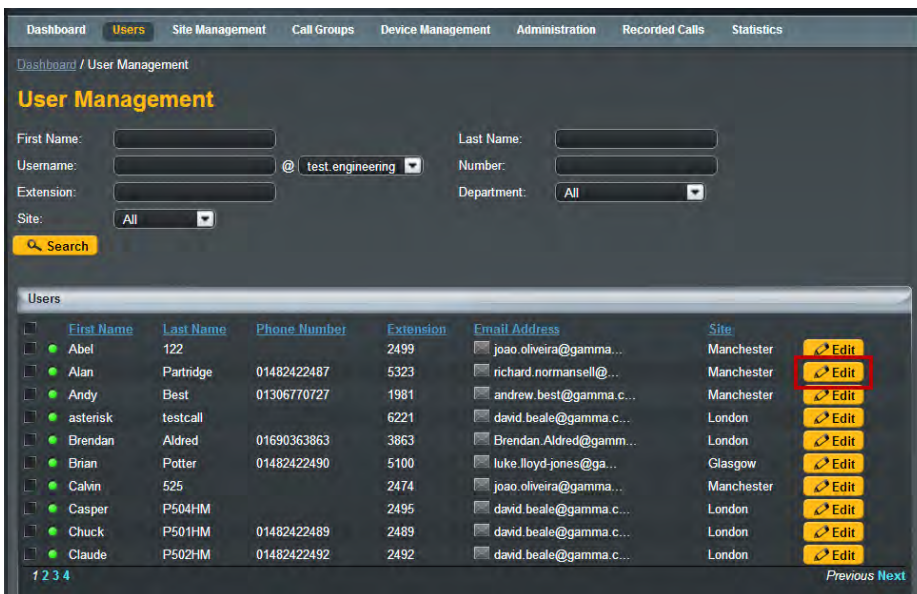


The screenshot shows the Horizon GUI with the 'Users' menu item highlighted in the top navigation bar. A dropdown menu is open under 'Users', and 'List Users' is highlighted in red. The main dashboard area displays various metrics including 'Calls per week' (Inbound and Outbound bar charts), 'Subscription Summary' table, and 'Top 10 Callers (Calls Received)' table.

Name	Used	Available
Premium	31	8
Standard	9	13
GroupAdvancedSettings	3	4
Call Queue Group User	2	0
Voice Mail	34	11

Rank	Caller	Minutes
1	Donald Duck	16
2	Manchester TSC	13
3	Pascal 335	11
4	Paco 331	10
5	Claude P502HM	9
6	David Holland	9
7	Brian Potter	7
8	Pancho 450	7
9	Mark G - Desk	6
10	Sheldon Cooper	6

Select the user which you wish to apply the Call Forwarding feature to and click the "Edit" button.

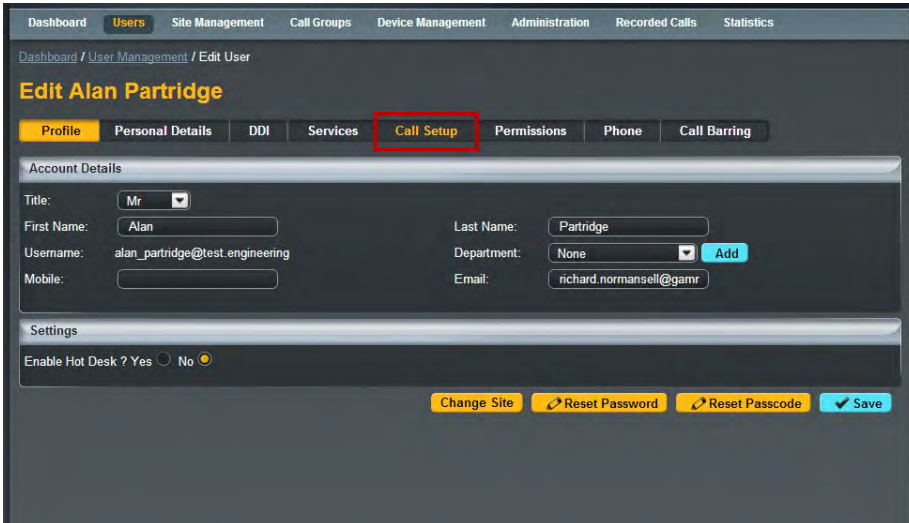


The screenshot shows the 'User Management' page in the Horizon GUI. It includes a search form with fields for First Name, Last Name, Username, Extension, and Site. Below the search form is a table of users with columns for First Name, Last Name, Phone Number, Extension, Email Address, and Site. The 'Edit' button for the user 'Andy Best' is highlighted in red.

First Name	Last Name	Phone Number	Extension	Email Address	Site	Action
Abel	122		2499	joao.oliveira@gamma...	Manchester	Edit
Alan	Partridge	01482422487	5323	richard.normansell@...	Manchester	Edit
Andy	Best	01306770727	1981	andrew.best@gamma.c...	Manchester	Edit
asterisk	testcall		6221	david.beale@gamma.c...	London	Edit
Brendan	Aldred	01690363863	3863	Brendan.Aldred@gamm...	London	Edit
Brian	Potter	01482422490	5100	luke.lloyd-jones@ga...	Glasgow	Edit
Calvin	525		2474	joao.oliveira@gamma...	Manchester	Edit
Casper	P504HM		2495	david.beale@gamma.c...	London	Edit
Chuck	P501HM	01482422489	2489	david.beale@gamma.c...	London	Edit
Claude	P502HM	01482422492	2492	david.beale@gamma.c...	London	Edit

Click the "Call Setup" link.





Dashboard **Users** Site Management Call Groups Device Management Administration Recorded Calls Statistics

Dashboard / User Management / Edit User

## Edit Alan Partridge

Profile Personal Details DDI Services **Call Setup** Permissions Phone Call Barring

Account Details

Title:

First Name:  Last Name:

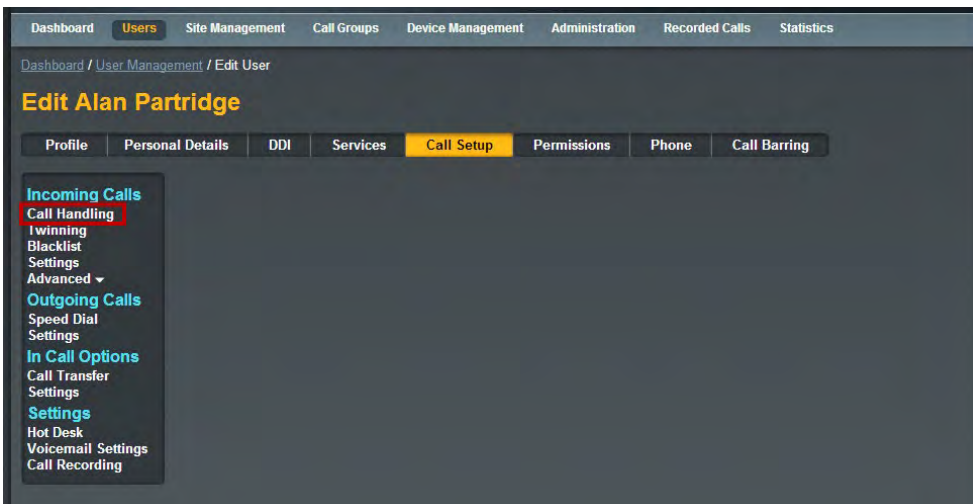
Username:  Department:

Mobile:  Email:

Settings

Enable Hot Desk ? Yes  No

Select "Call Handling" and within the Incoming Calls menu.



Dashboard **Users** Site Management Call Groups Device Management Administration Recorded Calls Statistics

Dashboard / User Management / Edit User

## Edit Alan Partridge

Profile Personal Details DDI Services **Call Setup** Permissions Phone Call Barring

**Incoming Calls**

- Call Handling**
- Incoming
- Blacklist
- Settings
- Advanced

**Outgoing Calls**

- Speed Dial
- Settings

**In Call Options**

- Call Transfer
- Settings

**Settings**

- Hot Desk
- Voicemail Settings
- Call Recording

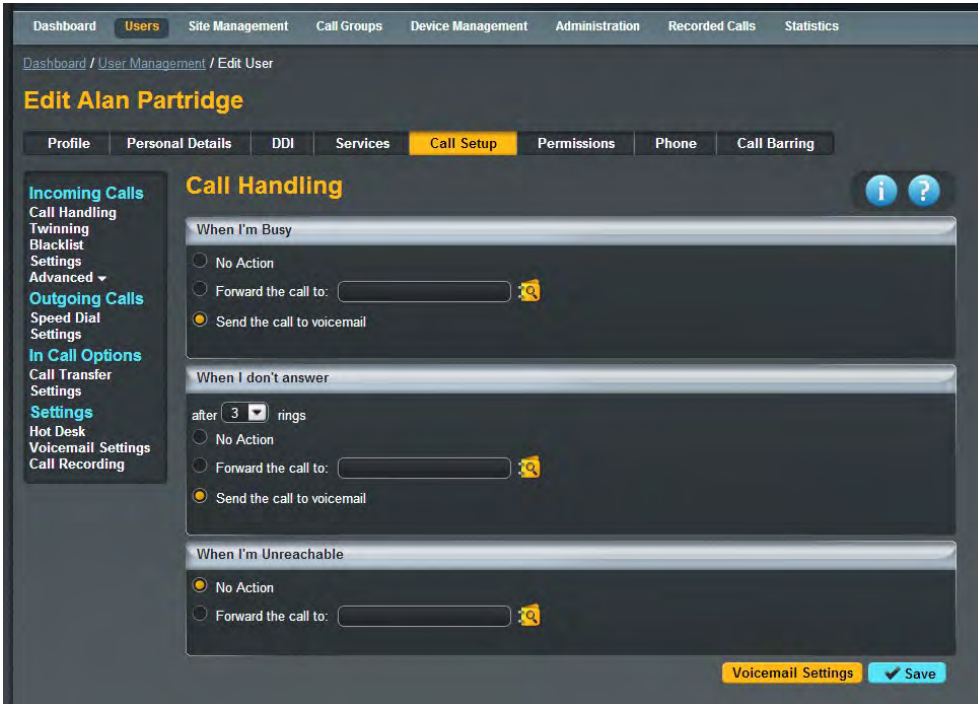
From the Call Handling menu, you can edit the Call Forwarding features. These are:

**When I'm Busy** - you can forward calls to voicemail or a specific number when you are on another call.

**When I Don't Answer** - you can forward calls to voicemail or a specific number when you don't answer after a certain number of rings.

**When I'm Unreachable** - you can forward calls to a specific number (not voicemail) when your handset is not registered or powered on (e.g. If your internet access is down, incoming calls would go to this number).

Click "Apply" when you are happy with your changes.



## Profiles

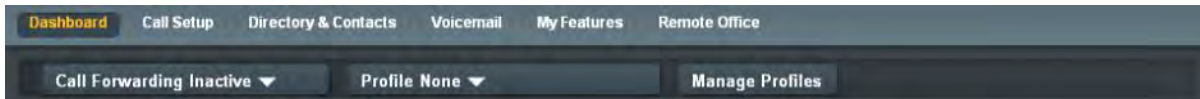
Profiles allow you to pre-configure settings of different way of dealing with incoming calls. You can set up to four different profiles depending on the type of situation.

- Available In Office
  - This profile is for users working from their desks where their devices are located. The users can redirect incoming calls to voice mail when they are busy, or unable to answer the call. Alternatively, users can choose to have their calls redirected to a selected phone number or URL (for example, to an Auto Attendant)
- Available - Out of office
  - This profile is for users working away from their desks for an extended period. In this case, users are interested in getting all their calls sent to their temporary locations.
- Busy
  - This profile is for users who are temporarily unavailable to take calls, for instance when they are in a meeting. In this context, users are interested in screening their calls so only the most important ones come through. Hence, the busy profile allows the users to select up to three parties for which calls can come through.
- Unavailable
  - This profile is to be used outside of business hours, or while users are on vacation or holidays. In this case, users are interested in sending all their calls directly to voice mail or to a specified phone number and provide callers with a distinctive greeting, informing them of their unavailability, or regular business hours.

Each profile includes preferences for managing the relevant incoming call functions (for example: Call Forwarding, Busy, No Answer Always and Selective Voice Messaging, Simultaneous Ringing and Call Notify which can be configured through a single easy-to-use web page).

If a user elects to use Pre-set Availability Profiles, then this takes preference over all other service settings associated with processing incoming calls

To select a profile there is a drop down under the main menu and is called profile, this feature will only be available if your administrator gave you permission to use them.



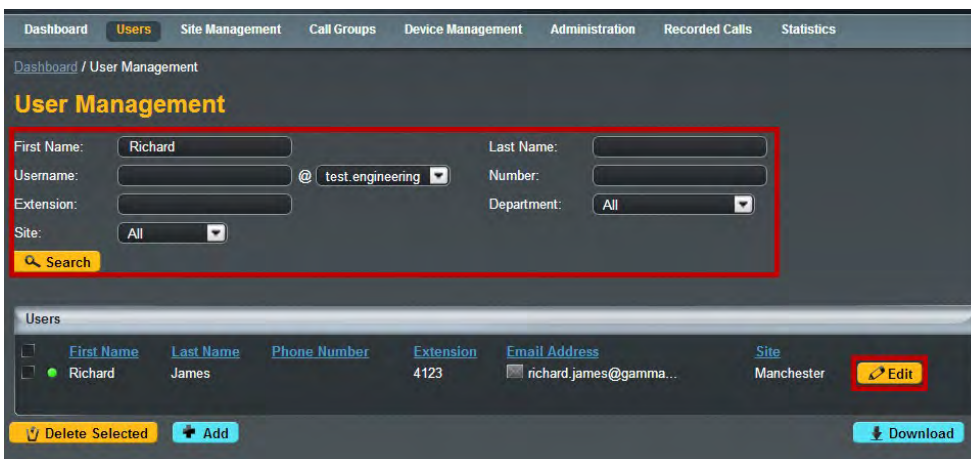
You can also click on the manage profile button and that will take you to the profile page and you can also activate and deactivate your profiles from there. This is also the page where you can edit what the four different profiles do by clicking on the "Edit" button.

## Setup Availability Profiles

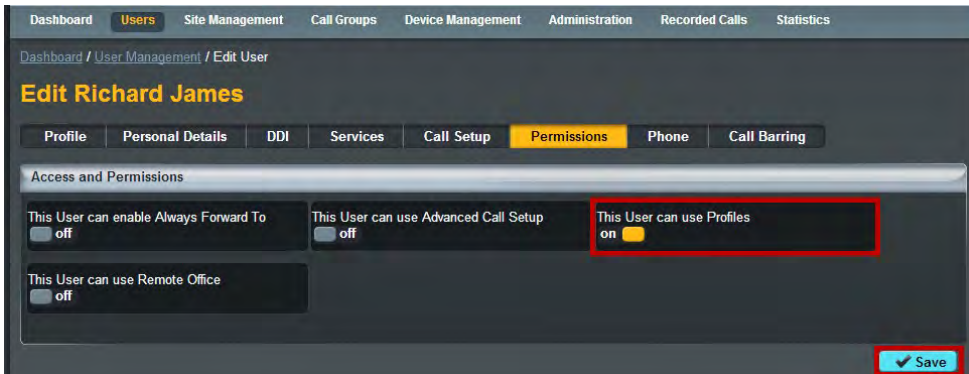
Select "Users" and then "List Users".



Search for the User that you want to set up Profiles for, and then click the "Edit" button.

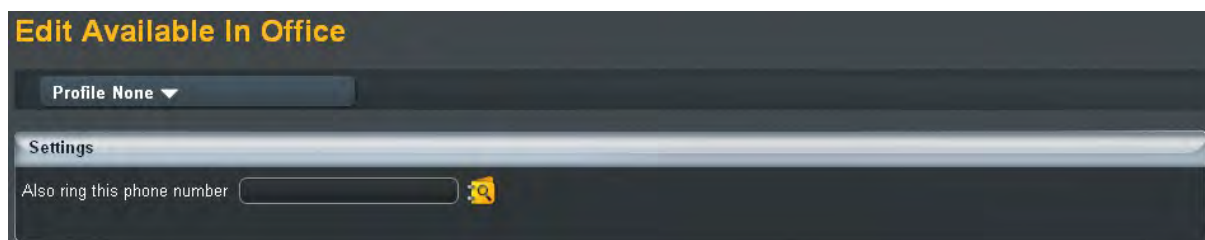


Ensure that "This User can use Profiles" is turned "On" if you want the user to be able to use Profiles, or "Off" if you don't want a user to use Profiles.

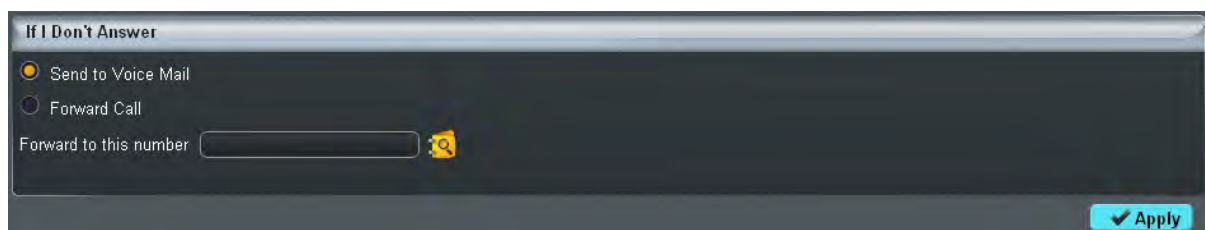


### Available in Office

Available in office has three different features you can configure depending on your needs. These are a general setting, what happens when you are busy and when you don't answer. Settings allows you to enter another number so it rings that number at the same time, you could use your mobile for example. You can search your directory using the directory model window to select a number.



You are also able to select whether you want to send the call to voice mail or to forward it to another number. If you want to send it to voice mail you must have the voice mail set up. This feature can be set for when you are busy, on a call, or when you don't answer. To save all setting that you have set up, click on the "Apply" button.



### Available Out of Office

In 'available out of office', you can set whether you want the call to go to voice mail or be forwarded to another number. If you select send to voice mail you need to have your voice mail set up. To forward to another number select that option and then input the number you would like the call to be forwarded to. You are also able to set up an e-mail system, where you receive an e-mail if someone calls, just select the checkbox and input your e-mail address.




### Edit Available Out Of Office

Profile Available Out Of Office ▼

**Settings**

Send to Voice Mail

Forward Call

Forward to this number  

Also send me an email at:

## Busy


If you select your profile to busy you can set your number to go to voice mail, but you can make up to 3 different numbers forwarded to a new number. To send all calls to voice mail select the check box send all calls to voice mail. Note for this feature to work you need to have your voice mail set up. Then if you want a number to be diverted to your mobile, service or another user then input the number you would like it to be forwarded to. Then add up to three numbers you want to be forwarded to, you can either enter the numbers or search your directory. You can also set it up to send you an e-mail when you receive a call.

### Edit Busy

**Settings**

Send all calls to Voice Mail

But forward the following numbers to:



Also send me an email at:

## Unavailable

The unavailable profile allows you to send calls to voice mail and then forward up to three numbers to another number. It also allows you to set up a different greeting message. To send calls to voice mail, select the check box that sends calls to voice mail. Note that you need to have voice mail set up for this feature to work. Then if you want to forward up to three numbers to a new number then fill in the text box of where you would like it to be forwarded to, and then add up to three new numbers. You can either add a known number or search your directory for a contact that you would like to be forwarded to the alternative number. If you want to select a different greeting message, there are two options at the bottom of the page and select one of them depending on what you would like the message to be.

### Edit Unavailable

**Settings**

Send all calls to Voice Mail

But forward the following numbers to:



Have Voicemail take the call using:

No Answer Greeting

Unavailable Greeting

## Directory and Contacts

The end user's directory is a place where you can add, edit or view all contacts that you have added as well as other users within the same company. You are also able to view contacts that your administrator has added. You are only able to edit and delete the contacts that you have added.




### Directory & Contacts

First Name:  Last Name:

Number:  Extension:

Department:

#### My Directory

<input type="checkbox"/> First Name	Last Name	Number	Email		
<input type="checkbox"/> Jane	Smith	(5432)	Jsmith@hotmail.co.uk		
<input type="checkbox"/> John	Smith	01665680004 (7646)	JohnSmith@hotmail.com		<input type="button" value="Edit"/>
<input type="checkbox"/> Justin	Small	07464563456			<input type="button" value="Edit"/>
<input type="checkbox"/> stuart	smillie	0785464645634			<input type="button" value="Edit"/>

## Add a Contact

To add a new contact, you need to click "Add New Contact" which will take you to the page where you fill in the details of a contact. To add a new contact, you only need to add a first and last name as well as the number they can be contacted on. You can also add an extension and an e-mail to the user if you require extra details about them.

### New Contact

**Contact Details**

First Name:  Last Name:

Number:  Extension:

Email:

## My Features

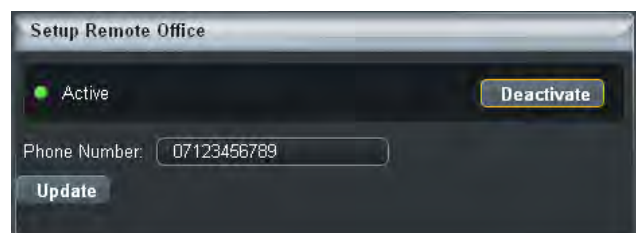
The 'my features' page displays all the features that you currently have available. You can select a feature and it will give you a small description about the feature. The features have been separated into the different categories depending if it affects an incoming call, an outgoing call or changes something while you are in a call.



## Remote Office

This service enables users to access and use their horizon profile and services from any device, online, or offline, such as a mobile phone. This feature can be turned on or off by the administrator, and from an end users screen, the feature can be found on the main menu, if it is active.

To set up a remote office you just need to input a phone number, be it a mobile or a hotel number, and then click on the activate button. Once active it will state that it is active and you will be able to deactivate it or upgrade if you want to change the number.

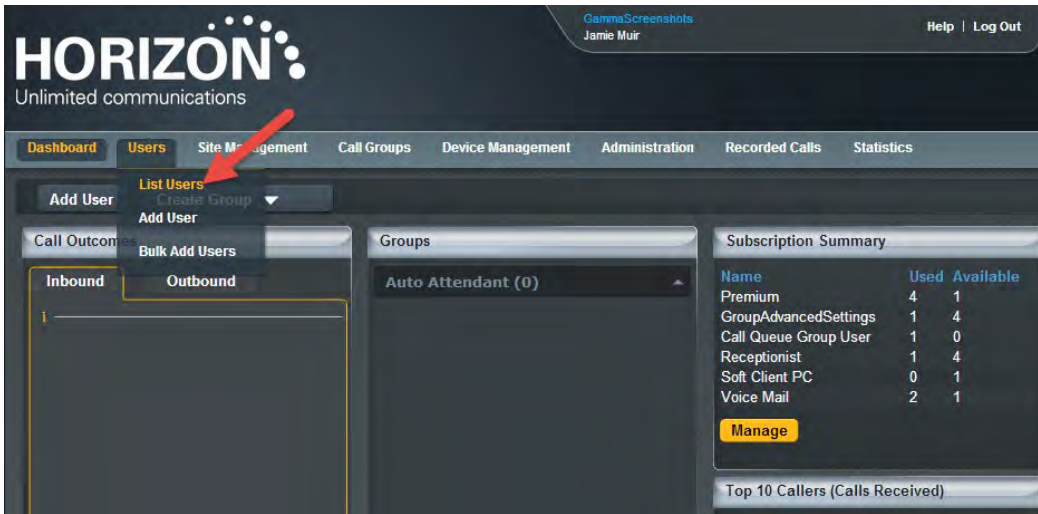


Remote office allows a Horizon user to use any phone as their 'Horizon phone' - meaning they won't need to pay locally for calls and their Horizon number will be presented on outgoing calls. This can be particularly useful in the likes of hotels, where calls can often be costly.

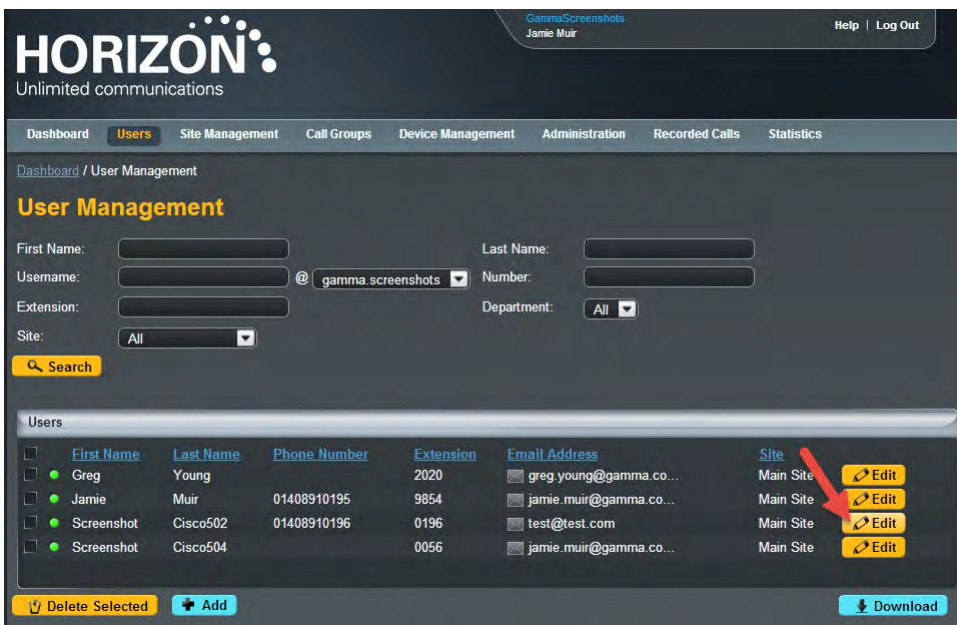
## How to give a user permission to use the feature

Log into the Horizon company as an Admin directly through <http://www.unlimitedhorizon.co.uk>.

Select users > list users.

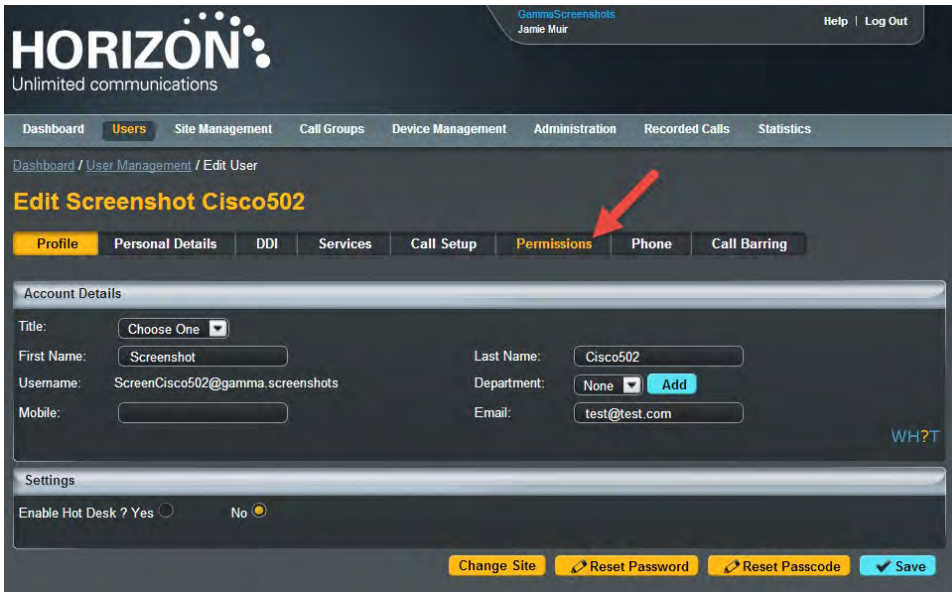


Locate the relevant user and click 'edit'.



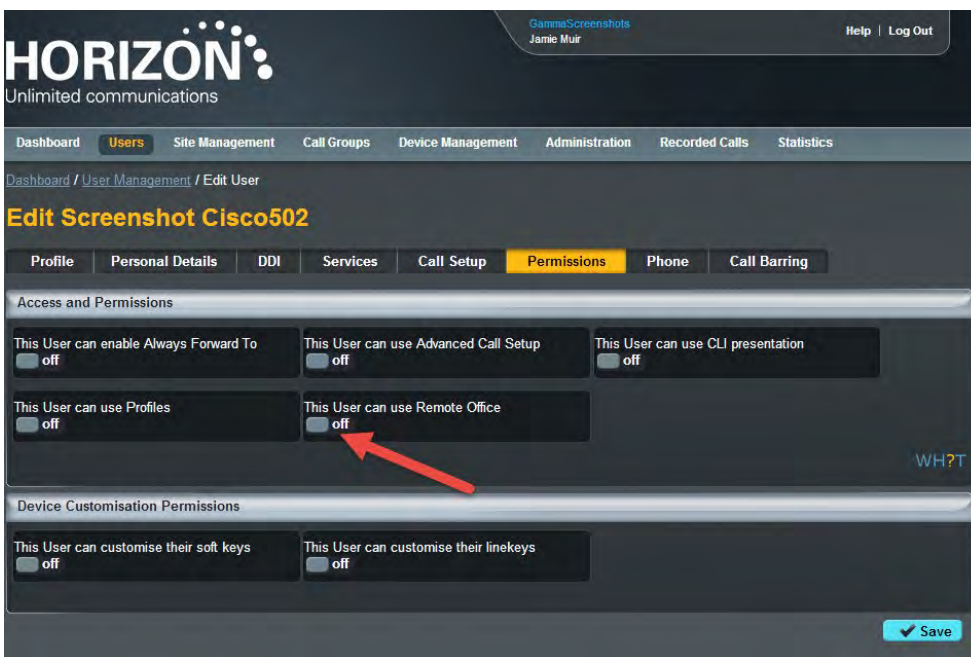
Click 'Permissions'.





The screenshot shows the Horizon user management interface. The user 'Cisco502' is being edited. The 'Permissions' tab is selected, indicated by a red arrow. The interface includes a navigation menu with options like 'Dashboard', 'Users', 'Site Management', 'Call Groups', 'Device Management', 'Administration', 'Recorded Calls', and 'Statistics'. The 'Edit Screenshot Cisco502' page has tabs for 'Profile', 'Personal Details', 'DDI', 'Services', 'Call Setup', 'Permissions', 'Phone', and 'Call Barring'. The 'Account Details' section contains fields for Title, First Name, Last Name, Username, Department, Mobile, and Email. The 'Settings' section has a radio button for 'Enable Hot Desk?'. At the bottom, there are buttons for 'Change Site', 'Reset Password', 'Reset Passcode', and 'Save'.

The permission 'This user can use Remote Office' can be set to on, to give the user access, or off to restrict access. Admin users can always enable/disable this for end users.

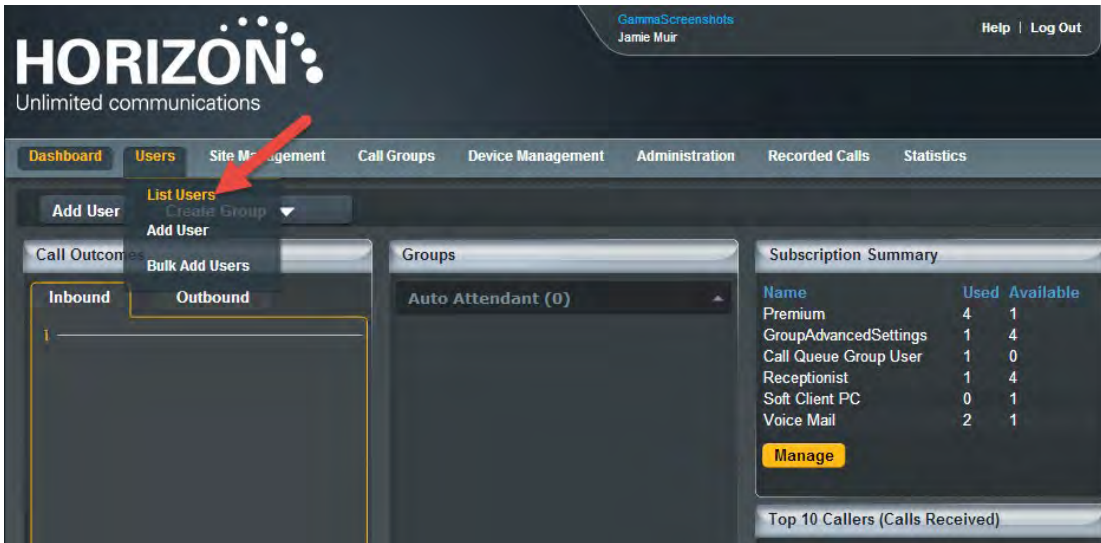


The screenshot shows the 'Access and Permissions' section of the user management interface. The 'Permissions' tab is selected. The 'Remote Office' permission is highlighted with a red arrow. The interface includes a navigation menu with options like 'Dashboard', 'Users', 'Site Management', 'Call Groups', 'Device Management', 'Administration', 'Recorded Calls', and 'Statistics'. The 'Edit Screenshot Cisco502' page has tabs for 'Profile', 'Personal Details', 'DDI', 'Services', 'Call Setup', 'Permissions', 'Phone', and 'Call Barring'. The 'Access and Permissions' section contains several toggle switches for various permissions, all currently set to 'off'. The 'Device Customisation Permissions' section also contains toggle switches for 'soft keys' and 'linekeys', both set to 'off'. At the bottom, there is a 'Save' button.

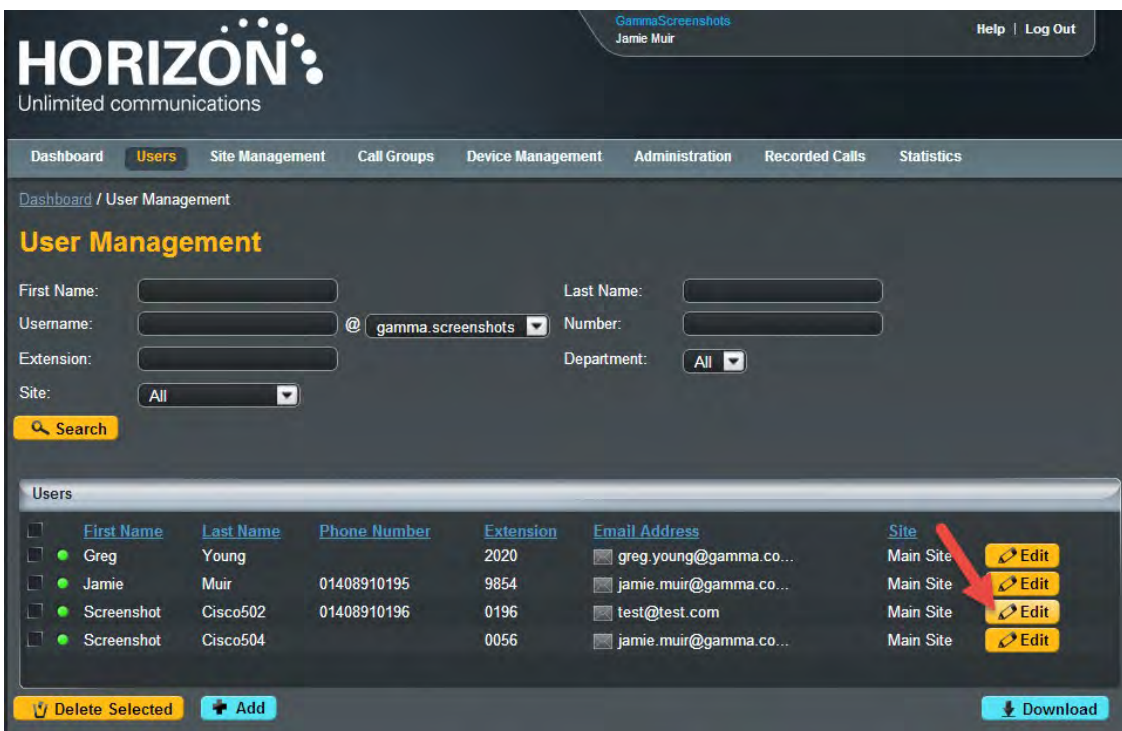
### How to enable/disable the feature as an Admin

Log into the Horizon company as an Admin directly through <http://www.unlimitedhorizon.co.uk>

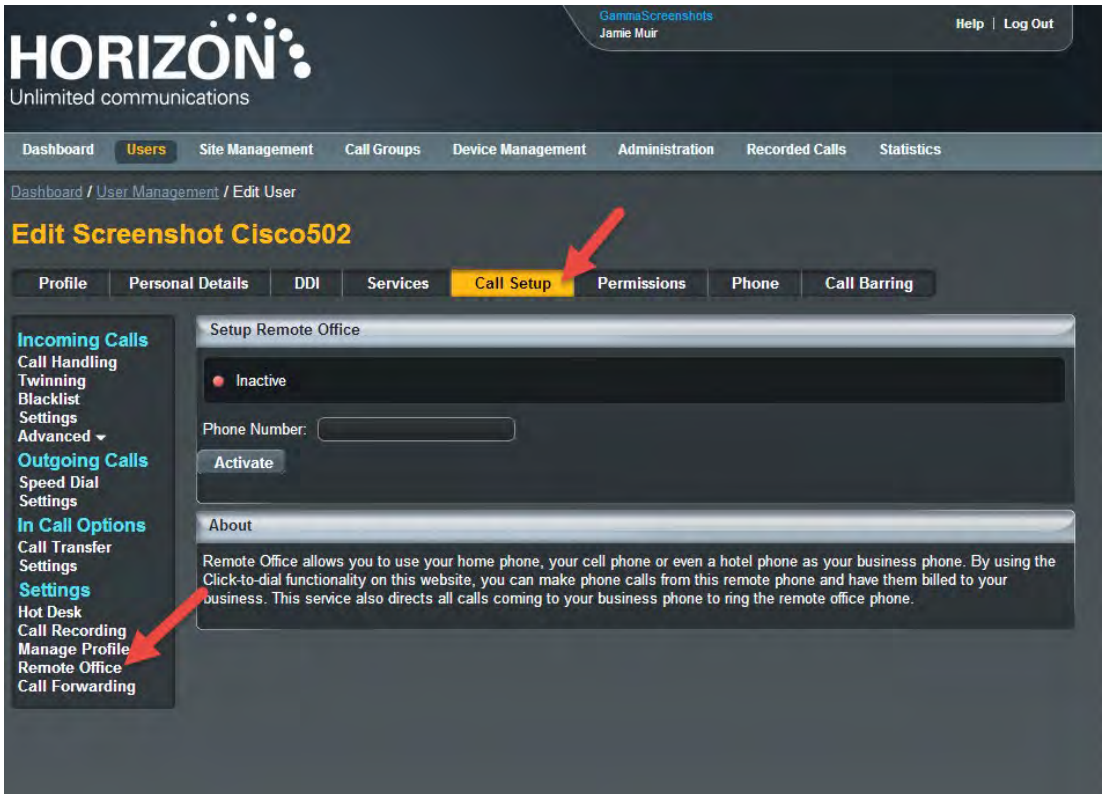
Select users > list users.



Locate the relevant user and click 'edit'.



Click 'Call Setup' then under settings select 'Remote Office'.



**HORIZON**  
Unlimited communications

GammaScreenshots  
Jamie Muir Help | Log Out

Dashboard **Users** Site Management Call Groups Device Management Administration Recorded Calls Statistics

Dashboard / User Management / Edit User

### Edit Screenshot Cisco502

Profile Personal Details DDI Services **Call Setup** Permissions Phone Call Barring

**Incoming Calls**  
Call Handling  
Twinning  
Blacklist  
Settings  
Advanced ▾

**Outgoing Calls**  
Speed Dial  
Settings

**In Call Options**  
Call Transfer  
Settings

**Settings**  
Hot Desk  
Call Recording  
Manage Profile  
Remote Office  
Call Forwarding

Setup Remote Office

Inactive

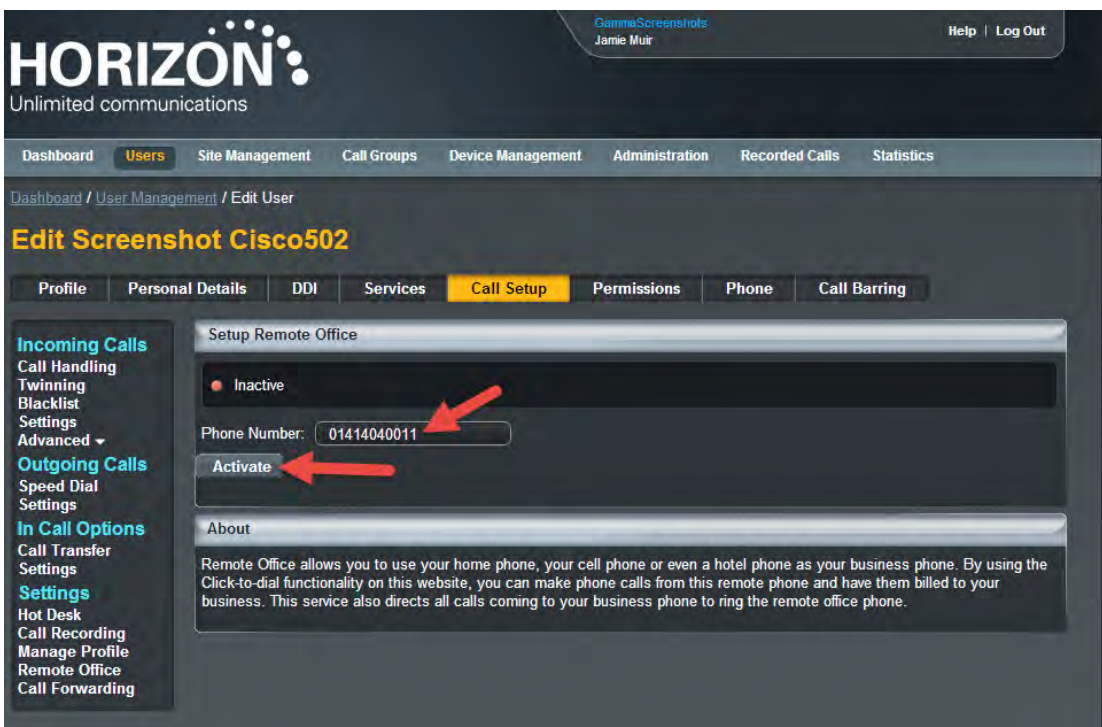
Phone Number:

Activate

About

Remote Office allows you to use your home phone, your cell phone or even a hotel phone as your business phone. By using the Click-to-dial functionality on this website, you can make phone calls from this remote phone and have them billed to your business. This service also directs all calls coming to your business phone to ring the remote office phone.

You can then input the phone number you'd like to use for remote office and click 'Activate'.



**HORIZON**  
Unlimited communications

GammaScreenshots  
Jamie Muir Help | Log Out

Dashboard **Users** Site Management Call Groups Device Management Administration Recorded Calls Statistics

Dashboard / User Management / Edit User

### Edit Screenshot Cisco502

Profile Personal Details DDI Services **Call Setup** Permissions Phone Call Barring

**Incoming Calls**  
Call Handling  
Twinning  
Blacklist  
Settings  
Advanced ▾

**Outgoing Calls**  
Speed Dial  
Settings

**In Call Options**  
Call Transfer  
Settings

**Settings**  
Hot Desk  
Call Recording  
Manage Profile  
Remote Office  
Call Forwarding

Setup Remote Office

Inactive

Phone Number:

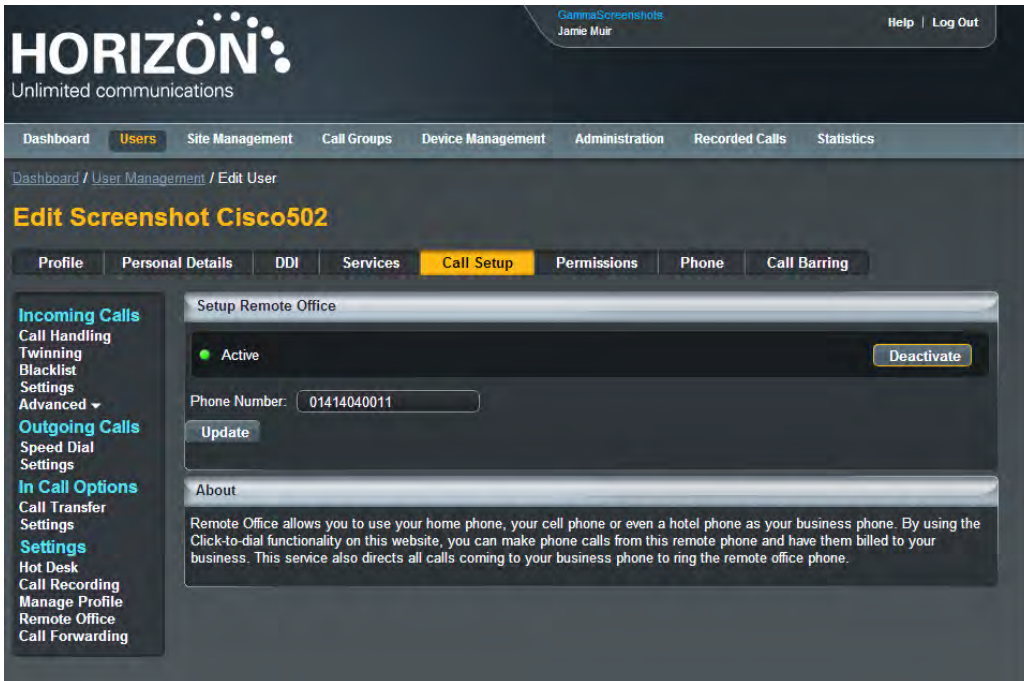
Activate

About

Remote Office allows you to use your home phone, your cell phone or even a hotel phone as your business phone. By using the Click-to-dial functionality on this website, you can make phone calls from this remote phone and have them billed to your business. This service also directs all calls coming to your business phone to ring the remote office phone.



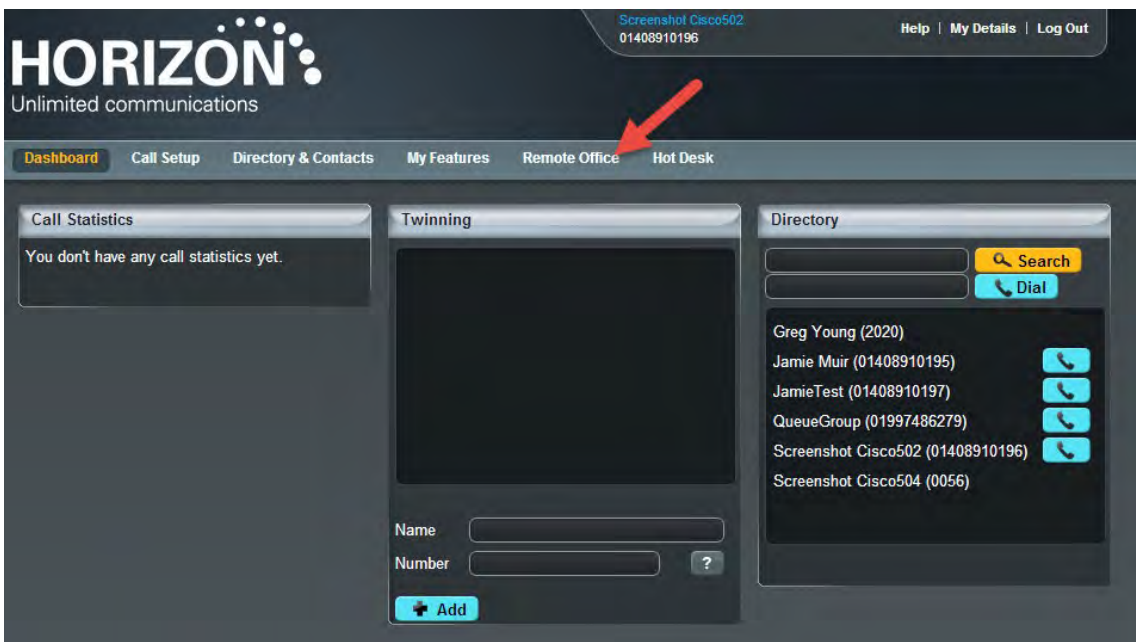
This is the phone number that incoming calls to your Horizon number will ring to. Outgoing calls will ring this number before connecting to the destination number. Please see the making/receiving calls section for further info.



### How to enable/disable the feature as a User

Log into the Horizon Portal using your username/password.

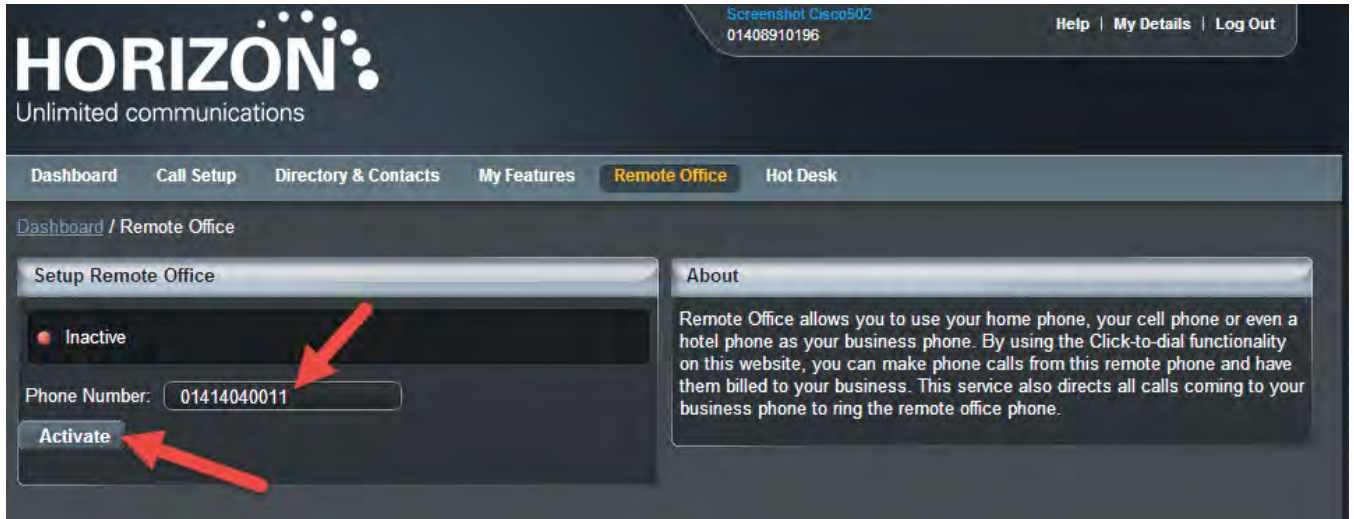
Select 'Remote office' from the menu.





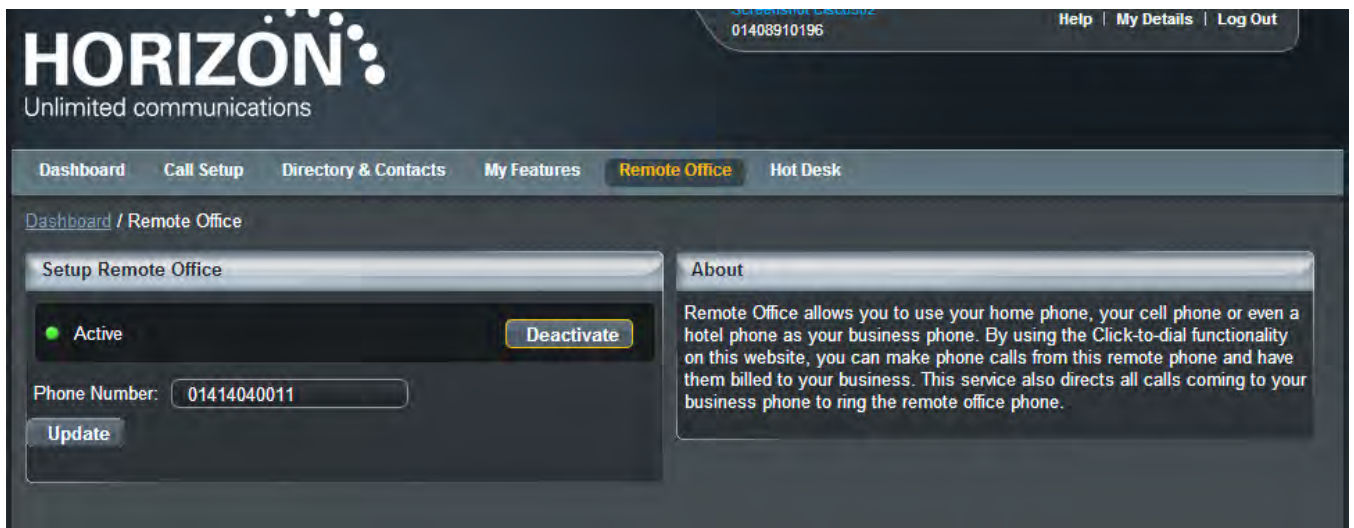
If this menu item is not present it means the user does not have permission to use Remote Office - please refer to the 'How to give a user permission to use the feature' guide for instructions on how to do this.

You can then input the phone number you'd like to use for remote office and click 'Activate'.



This is the phone number that incoming calls to your Horizon number will ring to. Outgoing calls will ring this number before connecting to the destination number. Please see the making/receiving calls section for further info.

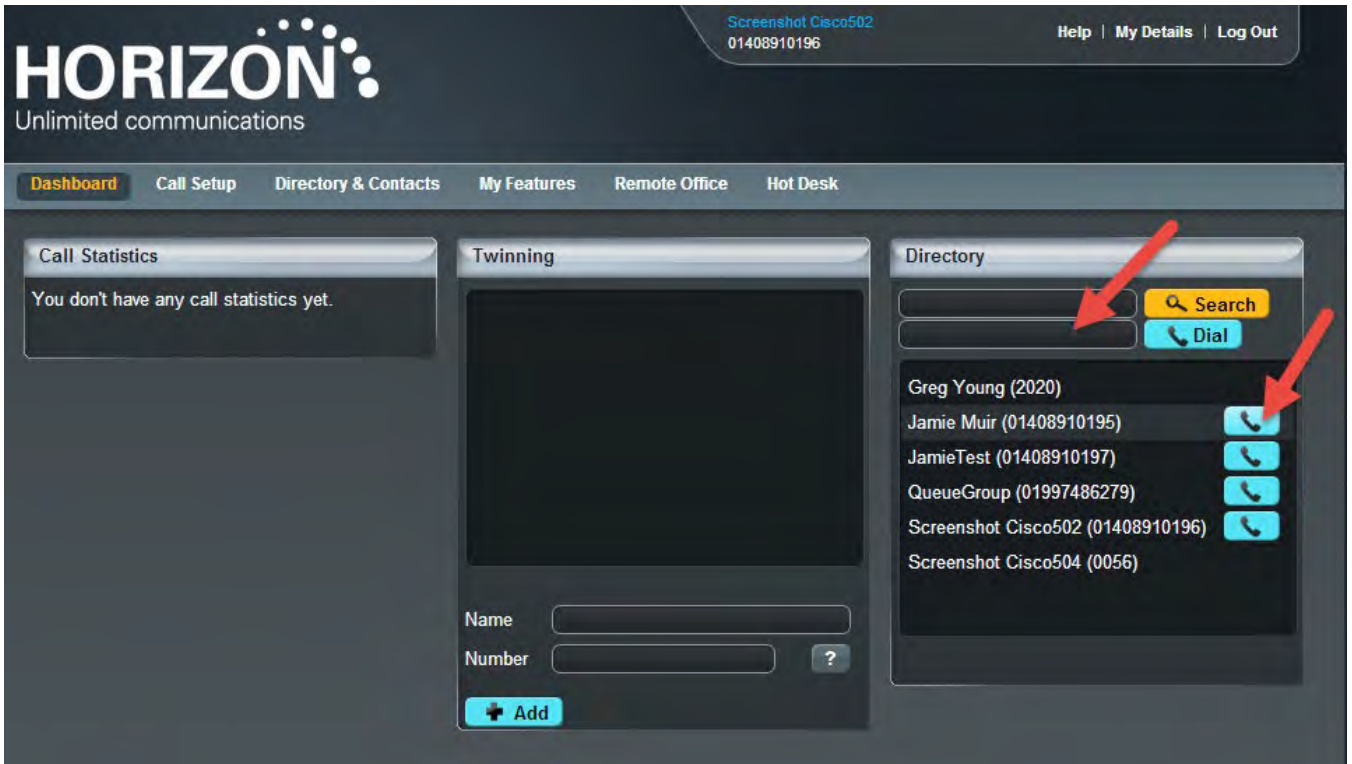
Remote office will then be active - you can update the number by entering a new one and clicking 'update'.



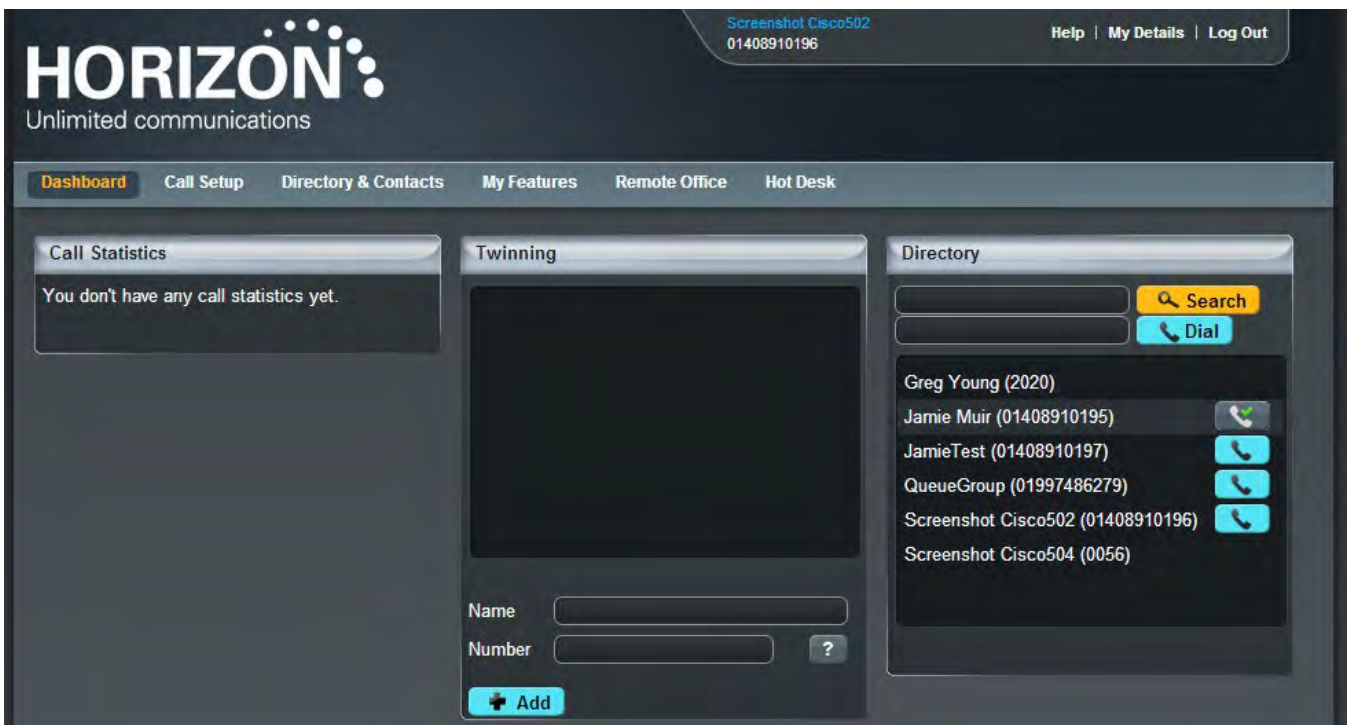
### How to make outgoing calls

Log into the Horizon Portal using your username/password.

Outgoing calls must be made through the Horizon Portal using click to dial. You can either enter the number you'd like to call and click the blue 'dial' button, or click the blue telephone icon next to someone from your directory.



The tick will indicate the call has been triggered successfully.



The user will then;

1. Receive an incoming call on their remote office number
2. When answered, Horizon will then call out to the destination number
3. The call can then proceed as normal

### How to receive calls

Incoming calls will be delivered directly to the number that's been enabled for Remote Office.

**Please note that if a user has a restriction to mobile phones (calling them or transferring to them) then Remote Office to a mobile will not work and a "Call cannot be completed" message will be displayed.**

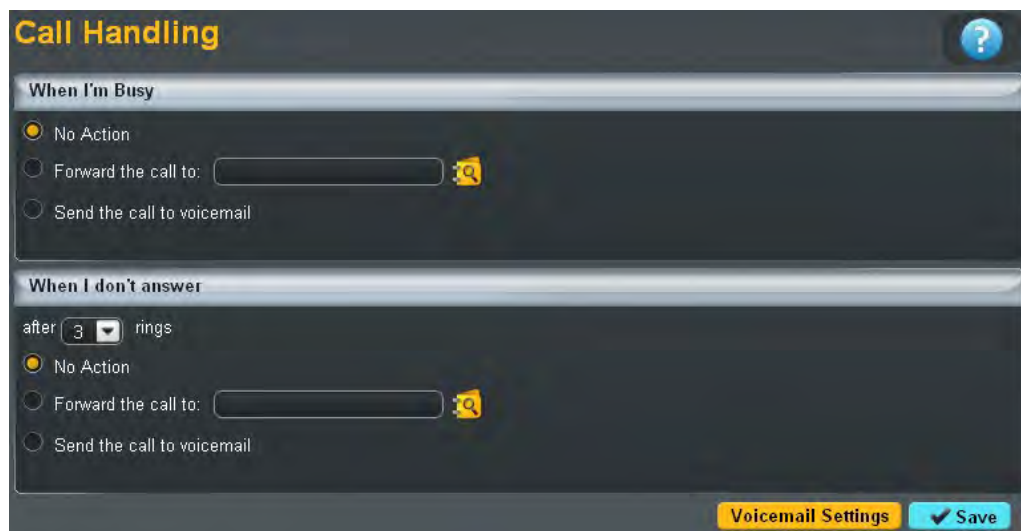
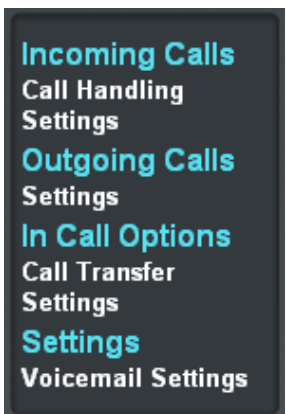
### Call Setup

The call set up screen can be found on either the end users screen, from the main menu, or from an administrator login which can be found when editing a user. From here you can edit some of the core features that an end user would use. These features will vary depending on the service pack that the user has and whether the administrator has given permission to the user to edit all their own features.

### Call Handling

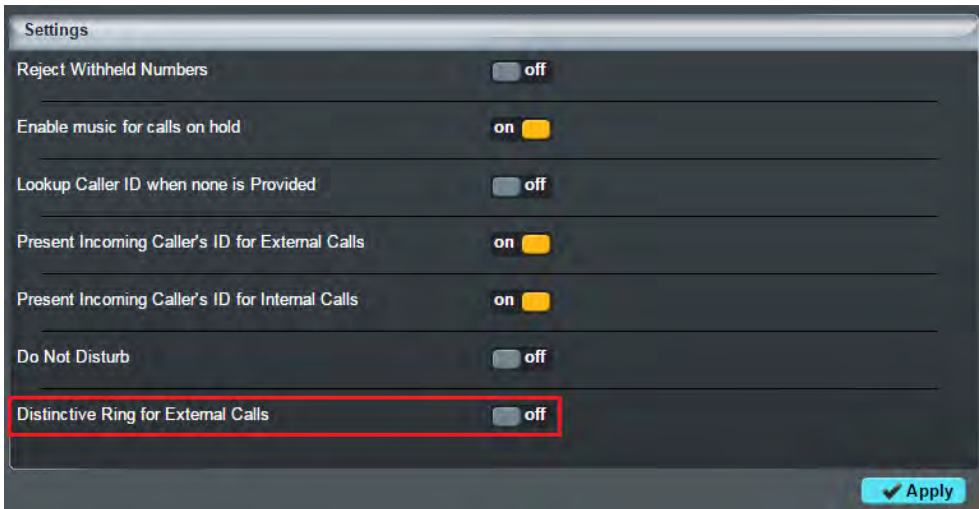
This service enables a user to define criteria that causes certain incoming calls to be redirected to user-specified destinations. You are able to set up two different options; for when you are busy and for when you don't answer.

The 'when I'm busy' option works when you are already on a call and the person making the call will be either forwarded to another number, send the call to a voice mail or have no affect. You are also able to select the same options for when I don't answer but you are able to select after how many rings an action is performed.



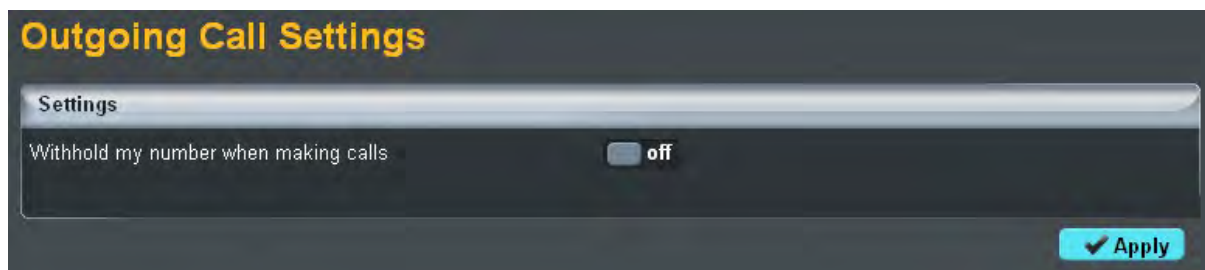
### Incoming Calls Settings

These are all the other settings that a Standard user can set that will affect incoming calls. Enabling music for calls on hold will enable music on hold provided the feature has been set up for the site you are associated with. 'Present incoming caller's ID for external calls' and 'present incoming caller's ID for internal calls' will allow users to see your caller ID.



## Outgoing Calls Settings

From the outgoing call settings, you can decide if you would like your number to be withheld or not. This will mean that the person you are making the call to will be unable to view your number.



## Call Transfer

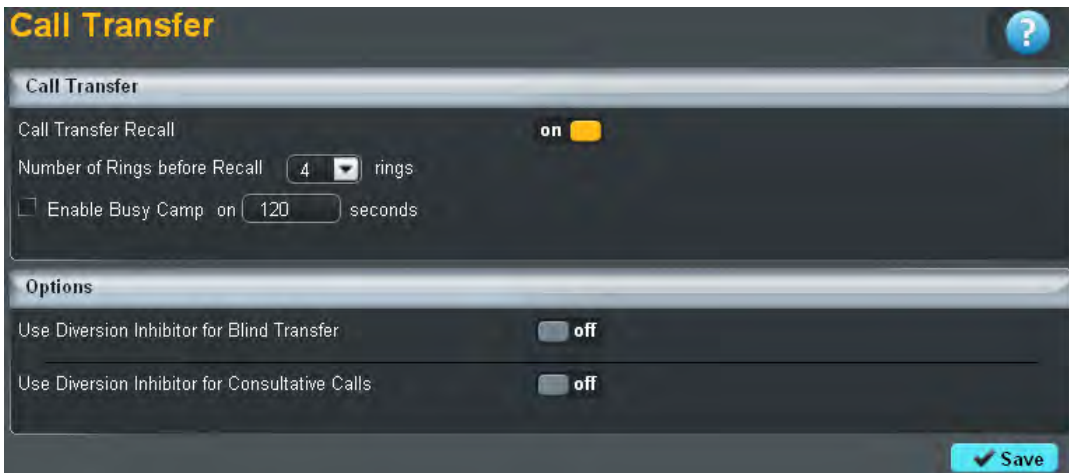
Call transfer recall will allow you to transfer a call and receive the call back if no one answers the call. From this page, you can also limit the use of this feature for each individual user.

You will need to enable call transfer to set up a recall, and then you will need to select the dropdown and select after how many rings you want call to return to you. Busy camp will affectively allow you to park a call. This means that if you transfer a call to a user who is busy then the call will be put on hold and if the call ends within the time Busy Camp is enabled, the call will be successfully transferred.

Blind transfer will allow you to transfer a call without answering it. If you turn on "Use Diversion Inhibitor for Blind Transfer" this will turn that feature off.

Consultative Calls allows you to transfer a call and tell the caller that they are being transferred. "Diversion Inhibitor for Consultative Calls" will turn this feature off.



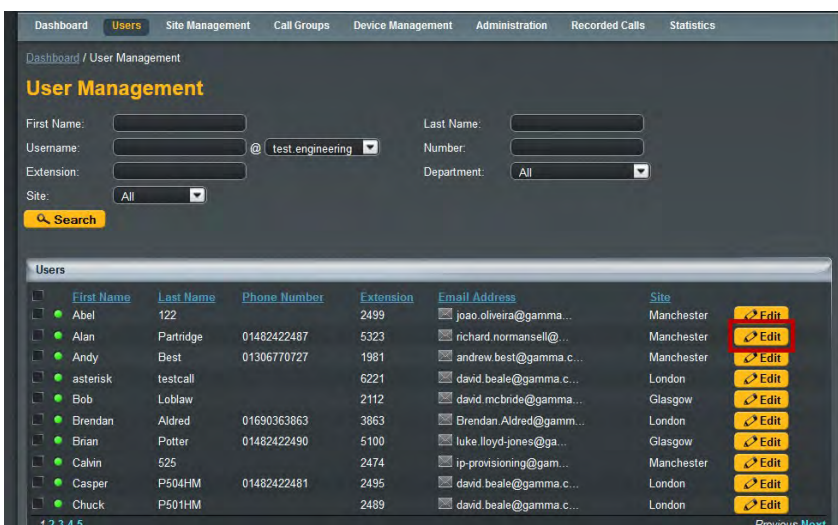


## Activate or Deactivate Call Transfer

From the Users drop down in the menu, select "List Users".



Select the user you wish to activate or deactivate Call Transfer for and click "Edit".



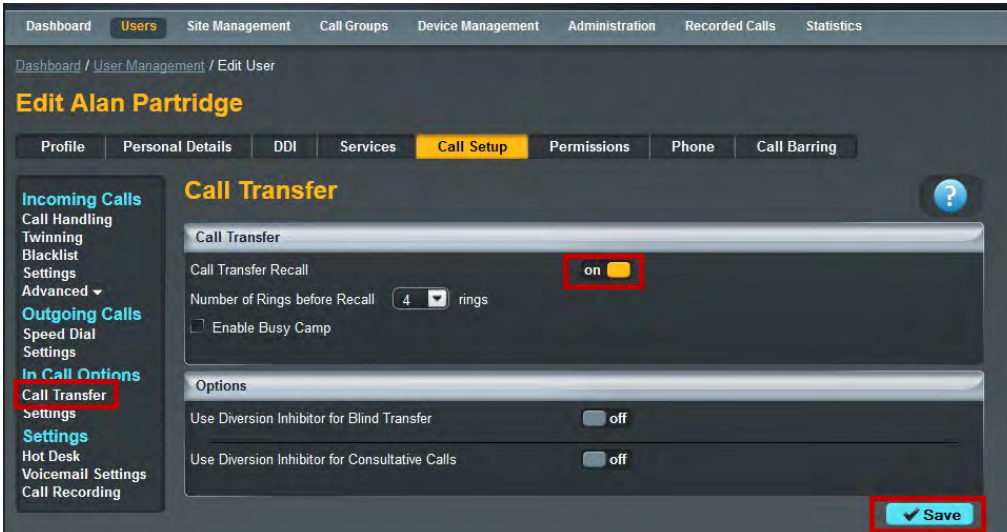
Select "Call Setup" and then with the menu populated on the left-hand side, select "Call Transfer" under the "In Call Options" heading.

Once you're here, you can set Call Transfer Recall to "On" or "Off".

If you select On, you'll be presented with two more options; Number of Rings before Recall and Enable Busy Camp.

**Number of Rings before Recall** gives you the option to select the number of rings you want before the call is routed back to yourself.

**Enable Busy Camp** is if you want the call to hold a call in a queue for a designated amount of time (seconds) if the user you are transferring to is busy (engaged tone).



The screenshot shows the 'Edit User' interface for Alan Partridge. The 'Call Setup' tab is active, and the 'Call Transfer' section is expanded. The 'Call Transfer Recall' toggle is set to 'on'. The 'Number of Rings before Recall' is set to 4. The 'Enable Busy Camp' checkbox is unchecked. The 'Options' section shows 'Use Diversion Inhibitor for Blind Transfer' and 'Use Diversion Inhibitor for Consultative Calls' both set to 'off'. A 'Save' button is visible at the bottom right.

## Diversion Inhibitor

Diversion Inhibitor provides the option to prevent calls being redirected, despite how the User you are transferring the call to has their settings.

There are two settings for Diversion Inhibitor. These are:

- **Use Diversion Inhibitor for Blind Transfer** - this is where you want to transfer a call to an extension number, removing all redirections in place, without going through to the extension first.
- **Use Diversion Inhibitor for Consultative Calls** - this is where you want to transfer a call to an extension number, removing all redirections in place, speaking to the user who owns the extension number first.

This function can only be set up by the Administrator.

Short code:                    Diversion Inhibitor                    \*80

From the "Users" menu option, select "List Users".



**Dashboard** | **Users** | Site Management | Call Groups | Device Management | Administration | Recorded Calls | Statistics

**List Users**

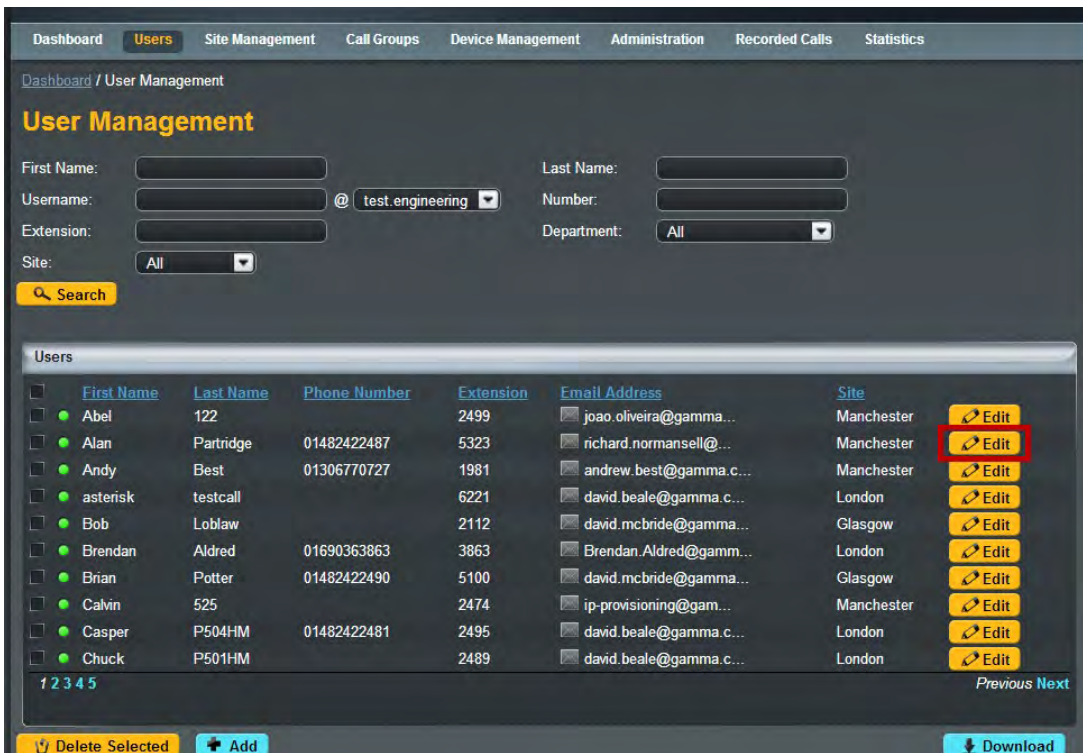
**Subscription Summary**

Name	Used	Available
Premium	36	3
Standard	8	14
GroupAdvancedSettings	4	3
Call Queue Group User	2	0
Voice Mail	37	8

**Top 10 Callers (Calls Received)**

Rank	Caller	Calls	Minutes
1.	Pascal 335	25	
2.	David Holland	23	
3.	Horizon Test FD	14	
4.	Mark G - Desk	14	
5.	Donald Duck	13	
6.	David P450HM	8	
7.	Brian Potter	7	
8.	Voice Portal User	5	
9.	Horizon Test CPS	5	
10.	Paco 331	5	

Select the user that you want to edit and click the corresponding "Edit" button.



**User Management**

First Name:  Last Name:

Username:  @  Number:

Extension:  Department:

Site:

**Search**

First Name	Last Name	Phone Number	Extension	Email Address	Site	
Abel	122		2499	joao.oliveira@gamma...	Manchester	<a href="#">Edit</a>
Alan	Partridge	01482422487	5323	richard.normansell@...	Manchester	<a href="#">Edit</a>
Andy	Best	01306770727	1981	andrew.best@gamma.c...	Manchester	<a href="#">Edit</a>
asterisk	testcall		6221	david.beale@gamma.c...	London	<a href="#">Edit</a>
Bob	Loblaw		2112	david.mcbride@gamma...	Glasgow	<a href="#">Edit</a>
Brendan	Aldred	01690363863	3863	Brendan.Aldred@gamm...	London	<a href="#">Edit</a>
Brian	Potter	01482422490	5100	david.mcbride@gamma...	Glasgow	<a href="#">Edit</a>
Calvin	525		2474	ip-provisioning@gam...	Manchester	<a href="#">Edit</a>
Casper	P504HM	01482422481	2495	david.beale@gamma.c...	London	<a href="#">Edit</a>
Chuck	P501HM		2489	david.beale@gamma.c...	London	<a href="#">Edit</a>

**Delete Selected** **Add** **Download**

Select "Call Setup"



Dashboard **Users** Site Management Call Groups Device Management Administration Recorded Calls Statistics

Dashboard / User Management / Edit User

## Edit Alan Partridge

Profile Personal Details DDI Services **Call Setup** Permissions Phone Call Barring

Account Details

Title:    
 First Name:  Last Name:   
 Username:  Department:    
 Mobile:  Email:

Settings

Enable Hot Desk ? Yes  No

Under the "In Call Options" table, select "Call Transfer".

From here you can select if you want to use Diversion Inhibitor for Blind Transfer and/or Consultative Calls.

Dashboard **Users** Site Management Call Groups Device Management Administration Recorded Calls Statistics

Dashboard / User Management / Edit User

## Edit Alan Partridge

Profile Personal Details DDI Services **Call Setup** Permissions Phone Call Barring

**Incoming Calls**  
 Call Handling  
 Twinning  
 Blacklist  
 Settings  
 Advanced ▾

**Outgoing Calls**  
 Speed Dial  
 Settings

**In Call Options**  
**Call Transfer**  
 Settings

**Hot Desk**

### Call Transfer

Call Transfer

Call Transfer Recall  off

Options

Use Diversion Inhibitor for Blind Transfer  off

Use Diversion Inhibitor for Consultative Calls  off

## In Call Settings

The 'in call settings' page will let you enable call waiting, which will allow you to see incoming calls on your device and the person ringing will just hear a ringing tone. This enables you to put one call on hold while you speak to the other call.

## In Call Settings

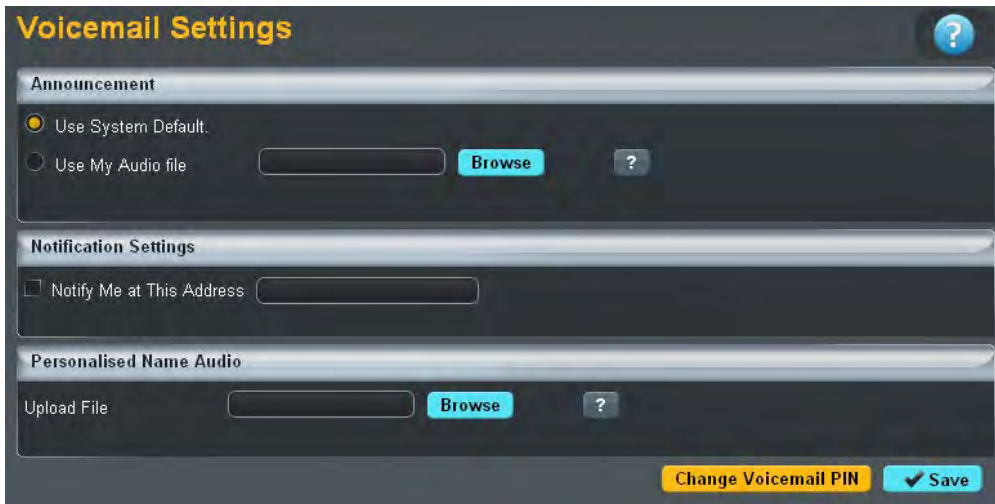
Settings

Enable call waiting  on



## Voicemail Settings

The voice mail option allows you to configure your own voice mail. You can set up the system so you can play your own recording, which must be a WAV and encoded with CCITT u-Law. They should be formatted at 8.000 kHz, 8 Bit Mono, 7 kb/sec. Or you can also keep it as the system default message. From this screen, you can set it up so that you are notified by email when you have received a voice message. You are also able to change your PIN from here if needed. On a Polycom phone, you can press the message button which will take you to your messaging service. When accessing your voice portal via an external number pressing the hash key '#' will not always be needed but will help speed up the process. The longest voice message that you can receive is 2 minutes, once you reach the limit a message will play to inform you that the limit has been reached.



If the administrator decided to only give the end user access to some features, then they will only be able to edit:

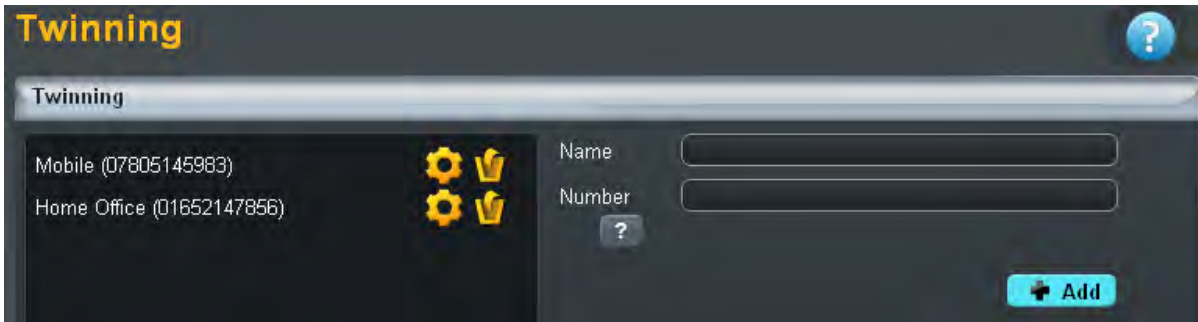
- Call Handling
- Twinning
- Hot Desking
- Speed Dial
- Blacklist.

The full list of features is still edited by an administrator.

## Twining

This service allows you to connect up to 4 additional numbers so that all devices will ring at once so you can be reached where ever you are. To activate this feature just input the name for the additional number and the number you would like to ring as well. If you click on the cog you will be able to go to the advance option page where you can set up addition features. For the twinning feature to work correctly you are unable to use extensions.

- Incoming Calls**
  - Call Handling
  - Twining
  - Blacklist
  - Settings
  - Advanced ▲
    - Call Notify
    - Sequential Ring
    - Busy Lamp
- Outgoing Calls**
  - Speed Dial
  - Settings
- In Call Options**
  - Call Transfer
  - Settings
- Settings**
  - Hot Desk
  - Voicemail Settings

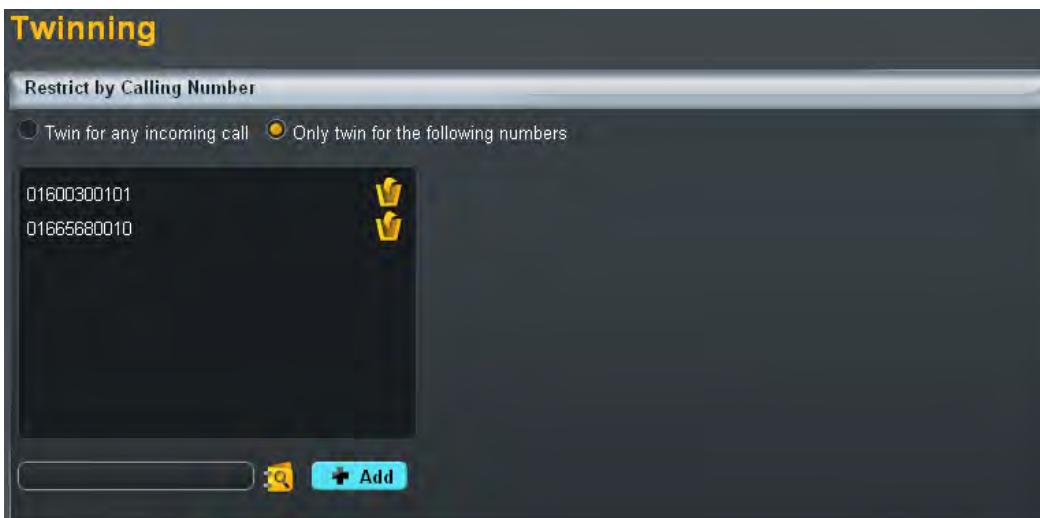


The advance features allow you to set it up so that your devices only call if they are from certain numbers. You can set this up independently for each number. You are also able to set up a schedule for the numbers so they only become active during certain times. This can also be set up for each number independently.

### Restrict by Number

The restrict number section can be used for multiple features and is the same for features.

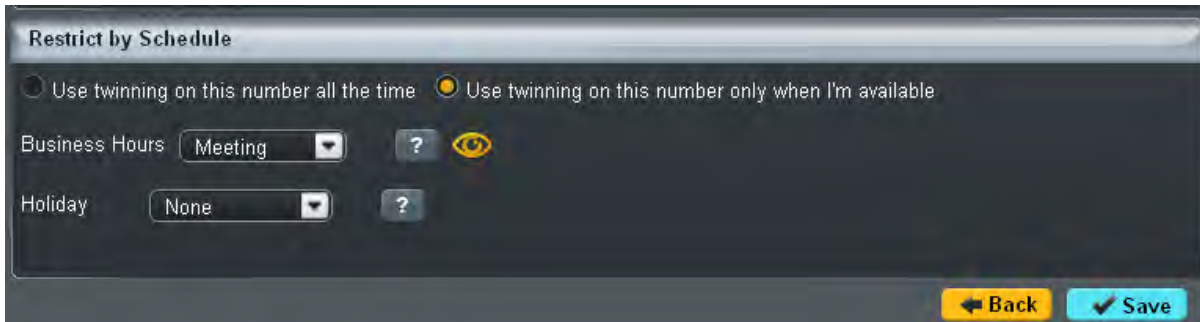
To set up restriction on the incoming number, select 'only twin for the following numbers' and then input the numbers that you want this feature to work for. This will allow you to set up so that your twinned number will only ring from callers you want it to. You are unable to use extensions for this feature.



### Restrict by Schedule

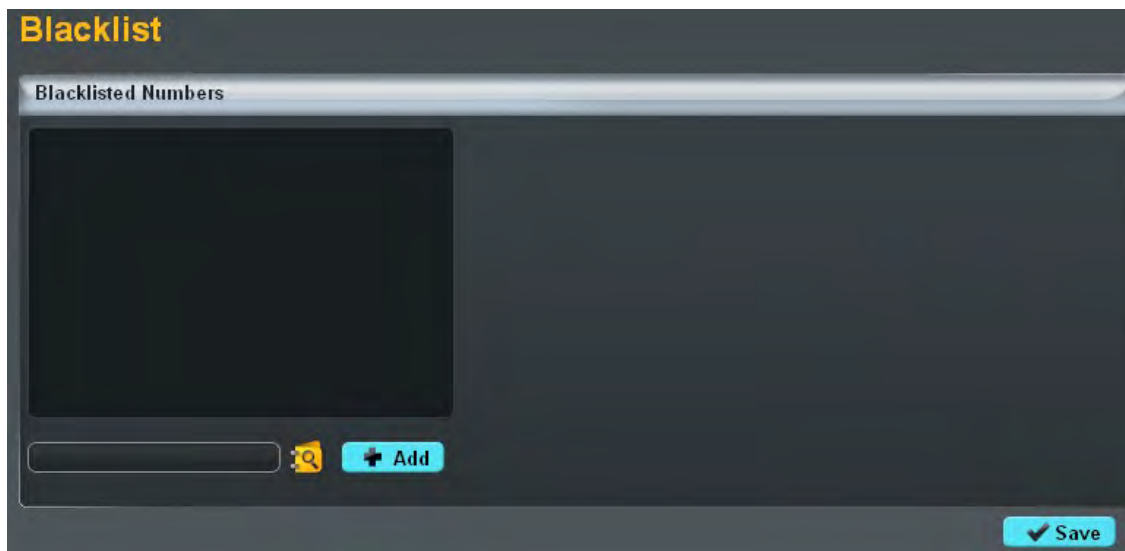
Restrict by Schedule works for multiple features and works the same for all features.

To set up a schedule you need to click on use 'twinning on this number only when I'm available'. Then you will need to click on a schedule that you would like to use. This means that your number will only be activated during that time scale. You can click on a plus logo which will take you to a page where you can create a new event and schedule. Follow the schedule setup that is under the site management.



## Blacklist

Your blacklist feature allows you to block any number you like so that the number will be automatically blocked. To add a number, either search your directory by clicking the directory button, or add a known number. Once you have input a number click the “Add” button and then the “Save” button. You are unable to block extensions, only DDIs and if a number is withheld, you will need to turn on the “reject withheld feature” for them to be blocked.



## Incoming Call Settings

**Reject Withheld Numbers** – This means that all numbers that have withheld their number will be rejected.

Enabling music for calls on hold – will enable music on hold provided if the feature has been set up for the site you are associated with.

**Present incoming caller’s ID for external calls** - will present incoming caller’s ID for internal calls and will allow users to see your caller ID when making outgoing calls.

**Distinctive Ring for External Calls** – it is possible to assign different internal and external ring-tones, all users have distinctive ring assigned however the distinctive ringing feature will be disabled by default. They can then enable/disable the distinctive ring for external calls via the Horizon GUI (provided they have the advanced call setup permissions enabled) by going to Call Setup then Incoming Calls and then Settings.

The first time that a user enables the feature, the distinctive ring criteria must be created for this user. This will allow distinctive ring to be applied to any external phone number. For **call centre, hunt groups and call queue groups**, you activate it by using the advanced settings page.

Please note that distinctive ring does not work on Yealink or Cisco DECT handsets.

**Do not disturb** – Do Not Disturb (DND) allows users to set their phone as unavailable so that incoming calls are given a busy treatment i.e. sending the call to your voice mail or forward them to another number. Users have the option to activate and deactivate the service by dialling a feature access code or configuring the service via their web interface or by pressing the DND button on phones which support it.

This can be activated and deactivated using the handset directly (if applicable), the voice portal or the GUI.

#### Short codes via the handset:

- To activate - \*78
- To deactivate - \*79

#### Do Not Disturb via the Horizon portal

From the Users drop down in the menu, select "List Users".



The screenshot shows the Horizon Administrator web interface. The 'Users' menu is open, and 'List Users' is highlighted with a red box. The main dashboard area contains several widgets:

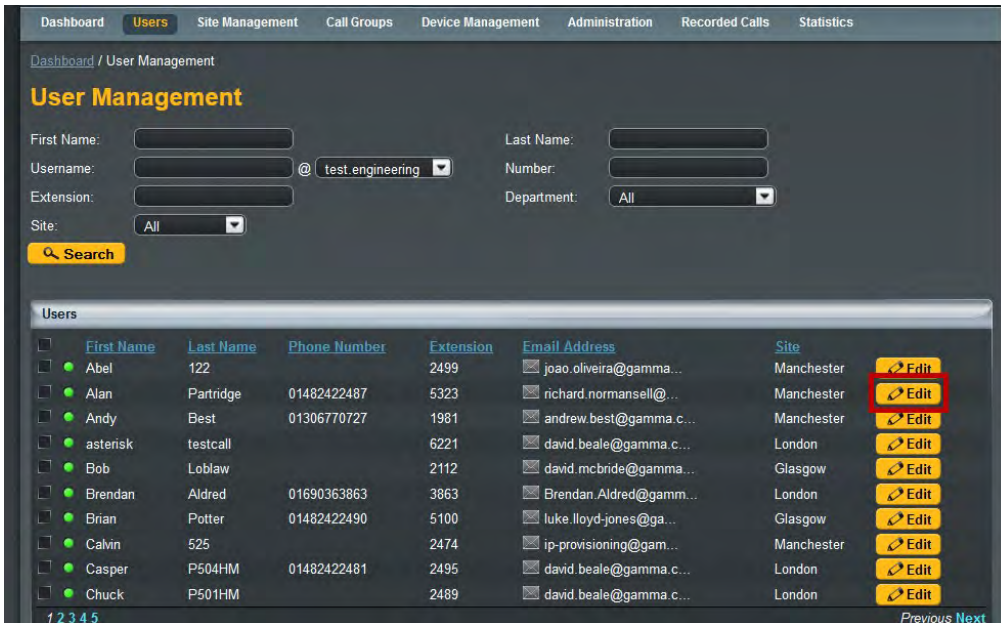
- Calls per week:** A bar chart showing inbound and outbound calls for the week of 21/10 to 25/11. The y-axis ranges from 0 to 80. Inbound calls are shown as blue bars, and outbound calls are shown as a red line.
- Subscription Summary:** A table showing the usage of different service types.
- Top 10 Callers (Calls Received):** A list of the top callers and the number of minutes they have used.

Name	Used	Available
Premium	34	5
Standard	9	13
GroupAdvancedSettings	4	3
Call Queue Group User	2	0
Voice Mail	36	9

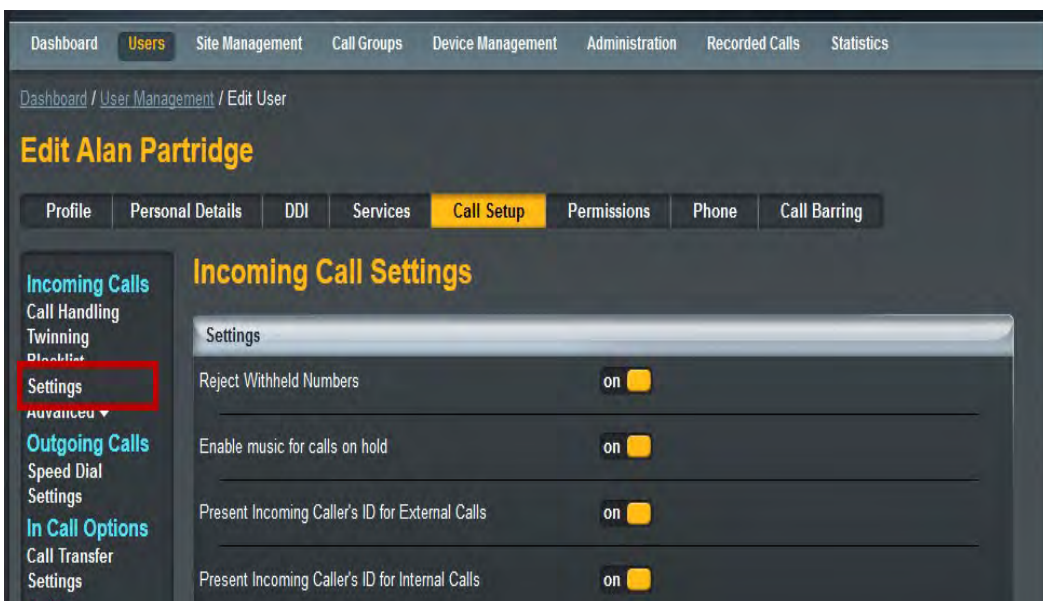
Rank	Caller	Minutes
1.	David Holland	28
2.	Pascal 335	27
3.	Mark G - Desk	17
4.	Manchester TSC	15
5.	Horizon Test FD	14
6.	Donald Duck	13
7.	Glasgow_queue	6

Select the user you wish to set up Do Not Disturb for and click "Edit".





Select "Call Setup" and then with the menu populated on the left-hand side, select "Settings" under Incoming Calls. From here, you can either Enable or Disable Do Not Disturb.



## Call Notify

You can set up a call notify, which will notify you with an e-mail that you have been called. You are also able to set it up so it only works at certain times and for certain numbers. Call notify can only be set up by the Administrator.

From the Users drop down in the menu, select "List Users".



Select the user you wish to set up Call Notify by Email for and click "Edit".



Select the Call Set Up click, and from the menu that is populated on the right-hand side, click "Advanced" under "Incoming Calls" and then click "Call Notify".



The screenshot shows the Horizon Administrator interface. The 'Users' menu is open, and 'List Users' is highlighted. The interface displays a 'Calls per week' bar chart with 'Inbound' and 'Outbound' data. The 'Subscription Summary' table shows the following data:

Name	Used	Available
Premium	34	5
Standard	9	13
GroupAdvancedSettings	4	3
Call Queue Group User	2	0
Voice Mail	36	9

The 'Top 10 Callers (Calls Received)' table shows the following data:

Rank	Caller	Minutes
1	David Holland (28)	28
2	Pascal 335 (27)	27
3	Mark G - Desk (17)	17
4	Manchester TSC (15)	15
5	Horizon Test FD (14)	14
6	Donald Duck (13)	13
7	Glasgow_queue (6)	6

Using the radio button, select if you want Call Notify by Email on or off.

If you select On, you'll get some more options. You should enter your email address into the Notify Email text box.

If you want it to notify you at certain times, you can set up Schedules and select this by using the "Use call notify on this number only when I'm available".

If you want to be notified by email of a call from a certain number(s) within your directory, you can do this as well by selecting "Notify me only for these numbers" and using the textbox and the Add button, or you can search your directory by clicking the directory icon.



This screenshot is identical to the one above, showing the 'Users' menu with 'List Users' highlighted. The 'Calls per week' bar chart, 'Subscription Summary' table, and 'Top 10 Callers' table are also identical to the previous image.

To view advance options where you can set selective numbers or set times using a schedule, view restrict by number and restrict by schedule.

### Change email address for Call Notify by Email

From the Users drop down in the menu, select "List Users".





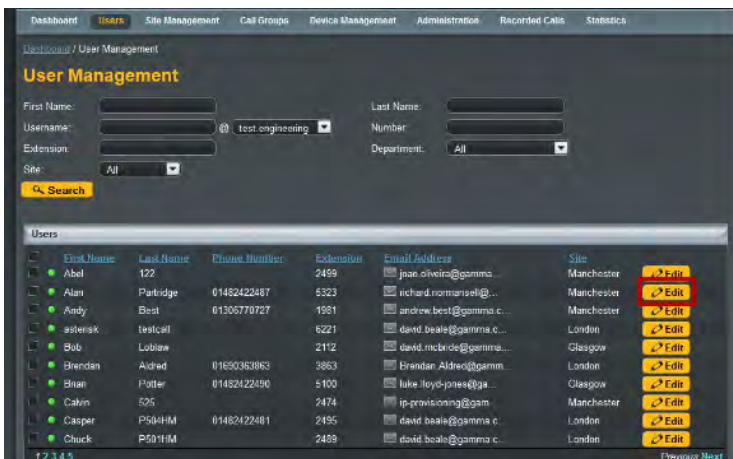
**Subscription Summary**

Name	Used	Available
Premium	34	5
Standard	9	13
GroupAdvancedSettings	4	3
Call Queue Group User	2	0
Voice Mail	36	9

**Top 10 Callers (Calls Received)**

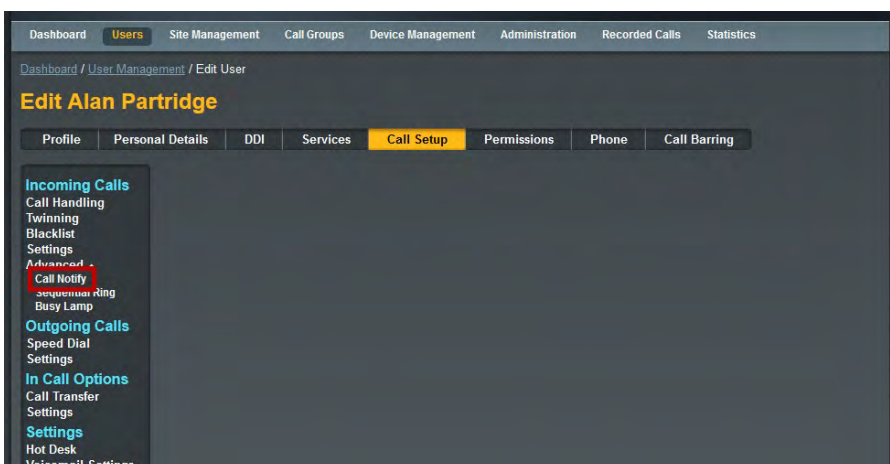
Rank	Caller	Minutes
1	David Holland	28
2	Pascal 335	27
3	Mark G - Desk	17
4	Manchester TSC	15
5	Horizon Test FD	14
6	Donald Duck	13
7	Glasgow_queue	6

Select the user you wish to set up Call Notify by Email for and click "Edit".



First Name	Last Name	Phone Number	Extension	Email Address	Site	Action
Abel	122		2459	joan.oliveira@gamma.c...	Manchester	Edit
Alan	Partridge	01482422487	5323	richard.normansell@g...	Manchester	Edit
Andy	Best	01306770727	1981	andrew.best@gamma.c...	Manchester	Edit
astorsik	testcall		6221	david.beale@gamma.c...	London	Edit
Bob	Lobbaw		2112	david.mcbride@gamma...	Glasgow	Edit
Brendan	Aldred	01650363863	3863	Brendan.Aldred@gamm...	London	Edit
Brian	Potter	01482422490	5100	luke.loyd-jones@gja...	Glasgow	Edit
Calvin	525		2474	ip-provisioning@gam...	Manchester	Edit
Casper	P59H/M	01482422481	2495	david.baalis@gamma.c...	London	Edit
Chuck	P59H/M		2459	david.beale@gamma.c...	London	Edit

Select the Call Set Up click, and from the menu that is populated on the right-hand side, click "Advanced" under "Incoming Calls" and then click "Call Notify".



**Edit Alan Partridge**

Profile | Personal Details | DDI | Services | **Call Setup** | Permissions | Phone | Call Barring

**Incoming Calls**

- Call Handling
- Twinning
- Blacklist
- Settings
- Advanced**
  - Call Notify**
  - Sequence Ring
  - Busy Lamp

**Outgoing Calls**

- Speed Dial
- Settings

**In Call Options**

- Call Transfer
- Settings

**Settings**

- Hot Desk
- Voicemail Settings

Ensuring that the radio button is set to "On", you just type over the email address in the text box and click "Save".





## Sequential Ring

Sequential Ringing enables users to define a "find me" list of phone numbers that are alerted sequentially for incoming calls that match specified criteria. While the service searches for the user the calling party is provided with a greeting followed by periodic comfort announcements. This feature will ring a contact number and then move on to the next number in the list after a pre-set number of rings has been met. You will need to activate the feature by selecting the on/off switch so on is displayed. Then you need to input up to 5 numbers that you can be reached on. You can either select these numbers from your directory or input your own numbers. The settings option allows you to select the number of rings a number will receive before moving onto the next number.

The caller can also interrupt the search to leave a message by pressing a DTMF key. The user must set the number of rings after which the sequence will continue to the next phone number.

### Sequential Ring

**Enable Sequential Ring**

Enable Sequential Ring  off

**My Phone Numbers**

Phone number:  









**Settings**

Move on to next number after  rings

**Advanced**  **Save**

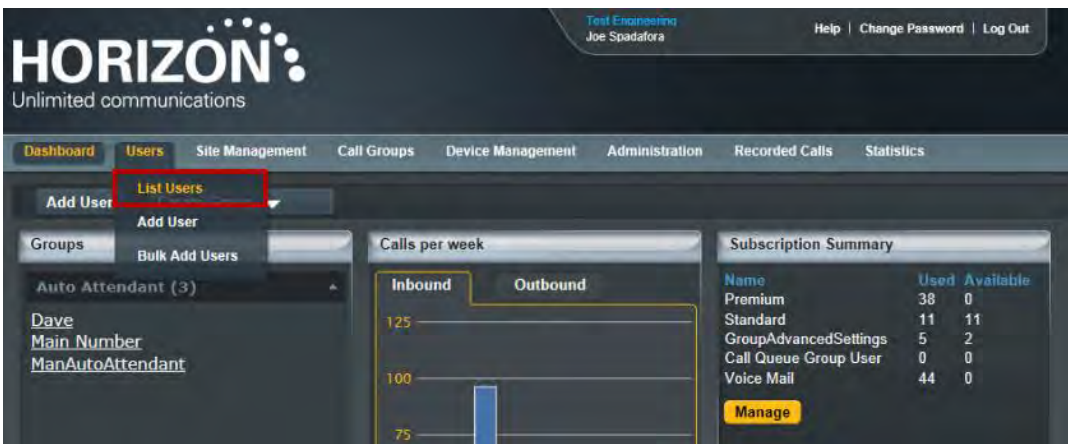
If you click on the advance button you will be able to select advance options where you can input whether you want this feature to work for certain numbers only and at certain times of the day. To set up this feature look at sections 'restrict by number' and 'restrict by schedule'.

### How do I set my number to find me over multiple devices?

This can be achieved using sequential ringing located under Call Setup in the Horizon systems. Sequential ringing works in the same way a Hunt Group would, in that you can define a set of numbers for an incoming call to try when an incoming call is made to your number.

### Set Up Sequential Ringing

Hover over "Users" and then click "List Users".

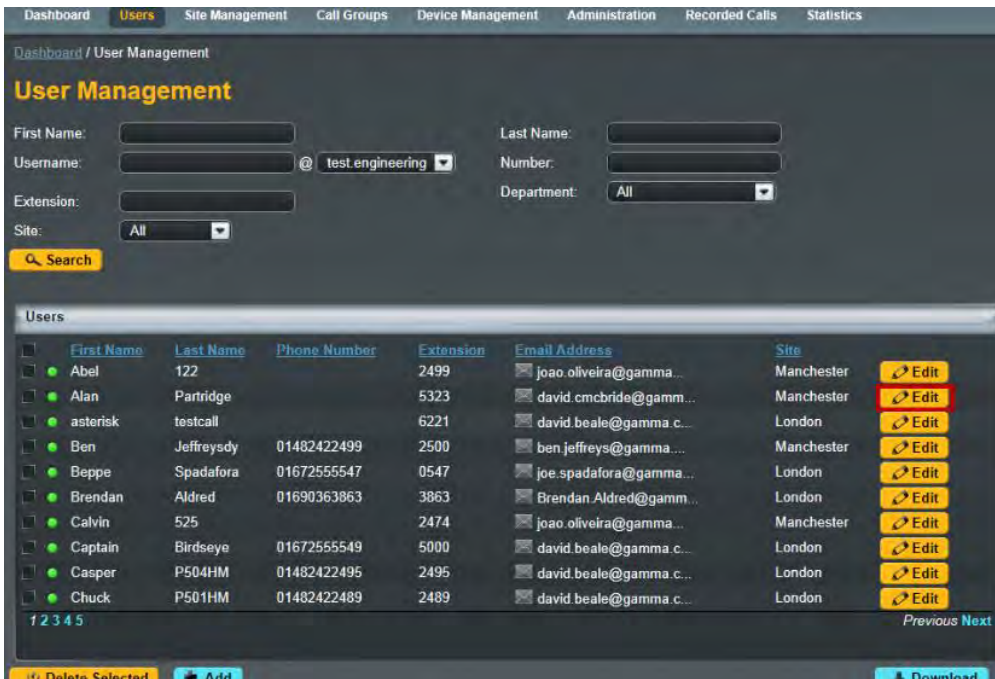


The screenshot shows the Horizon Administrator web interface. The top navigation bar includes 'Dashboard', 'Users', 'Site Management', 'Call Groups', 'Device Management', 'Administration', 'Recorded Calls', and 'Statistics'. The 'Users' menu is open, and 'List Users' is highlighted with a red box. Below the navigation, there are sections for 'Groups' (listing 'Auto Attendant (3)' and 'Dave'), 'Calls per week' (with a bar chart for 'Inbound' and 'Outbound' calls), and 'Subscription Summary' (a table showing usage for various services).

Name	Used	Available
Premium	38	0
Standard	11	11
GroupAdvancedSettings	5	2
Call Queue Group User	0	0
Voice Mail	44	0

Locate the User you want to set up Sequential Ringing for. You can do this by scrolling through the User list, or you can use the search facility presented on the page.

Click the "Edit" button next to the User you wish to set up Sequential Ringing for.



Dashboard / User Management

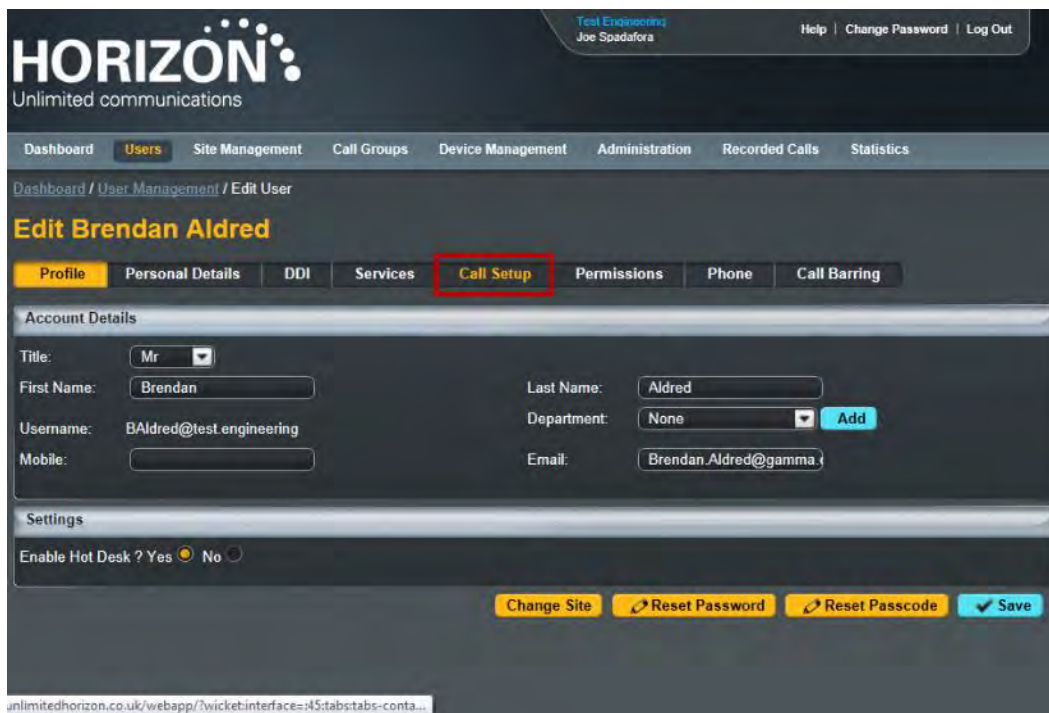
## User Management

First Name:  Last Name:   
 Username:  @ test.engineering Department:   
 Extension:  Site:

First Name	Last Name	Phone Number	Extension	Email Address	Site	
Abel	122		2499	joao.oliveira@gamma...	Manchester	<input type="button" value="Edit"/>
Alan	Partridge		5323	david.cmcbride@gamm...	Manchester	<input type="button" value="Edit"/>
asterisk	testcall		6221	david.beale@gamma.c...	London	<input type="button" value="Edit"/>
Ben	Jeffreysdy	01482422499	2500	ben.jeffreys@gamma...	Manchester	<input type="button" value="Edit"/>
Beppe	Spadafora	01672555547	0547	joe.spadafora@gamma...	London	<input type="button" value="Edit"/>
Brendan	Aldred	01690363863	3863	Brendan.Aldred@gamm...	London	<input type="button" value="Edit"/>
Calvin	525		2474	joao.oliveira@gamma...	Manchester	<input type="button" value="Edit"/>
Captain	Birdseye	01672555549	5000	david.beale@gamma.c...	London	<input type="button" value="Edit"/>
Casper	P504HM	01482422495	2495	david.beale@gamma.c...	London	<input type="button" value="Edit"/>
Chuck	P501HM	01482422489	2489	david.beale@gamma.c...	London	<input type="button" value="Edit"/>

1 2 3 4 5

Click "Call Setup"



HORIZON Unlimited communications

Test Environment: Joe Spadafora Help | Change Password | Log Out

Dashboard / User Management / Edit User

## Edit Brendan Aldred

Profile Personal Details DDI Services **Call Setup** Permissions Phone Call Barring

Account Details

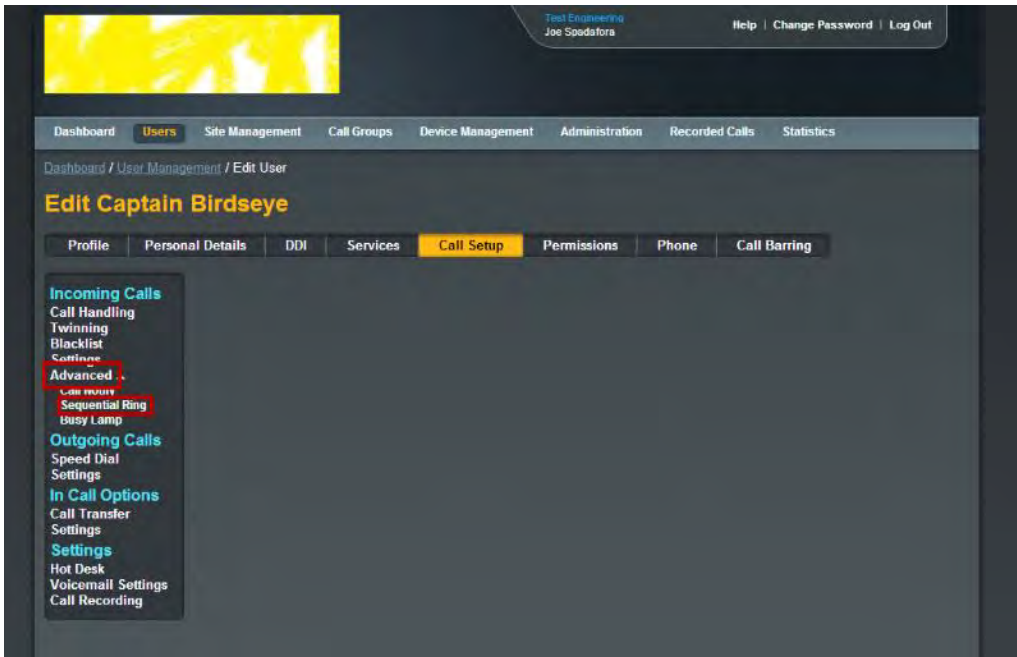
Title:  First Name:  Last Name:   
 Username: BAldred@test.engineering Department:    
 Mobile:  Email:

Settings

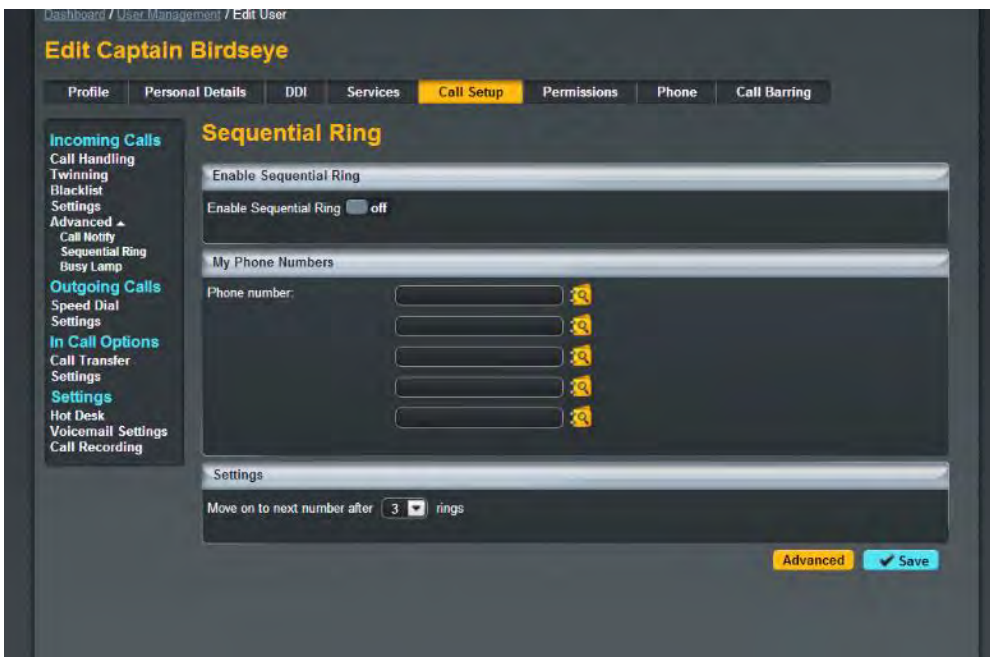
Enable Hot Desk ? Yes  No

unlimitedhorizon.co.uk/webapp/?wicketinterface=:45:tabstabs-conta...

Under the "Incoming Calls" section of the side-menu, click "Advanced" and then "Sequential Ringing".



Set the "Enable Sequential Ring" tab to "On", enter the user's telephone numbers and how many rings before you move onto the next number then click "Save".



## Specific Numbers or Schedules Sequential Ringing

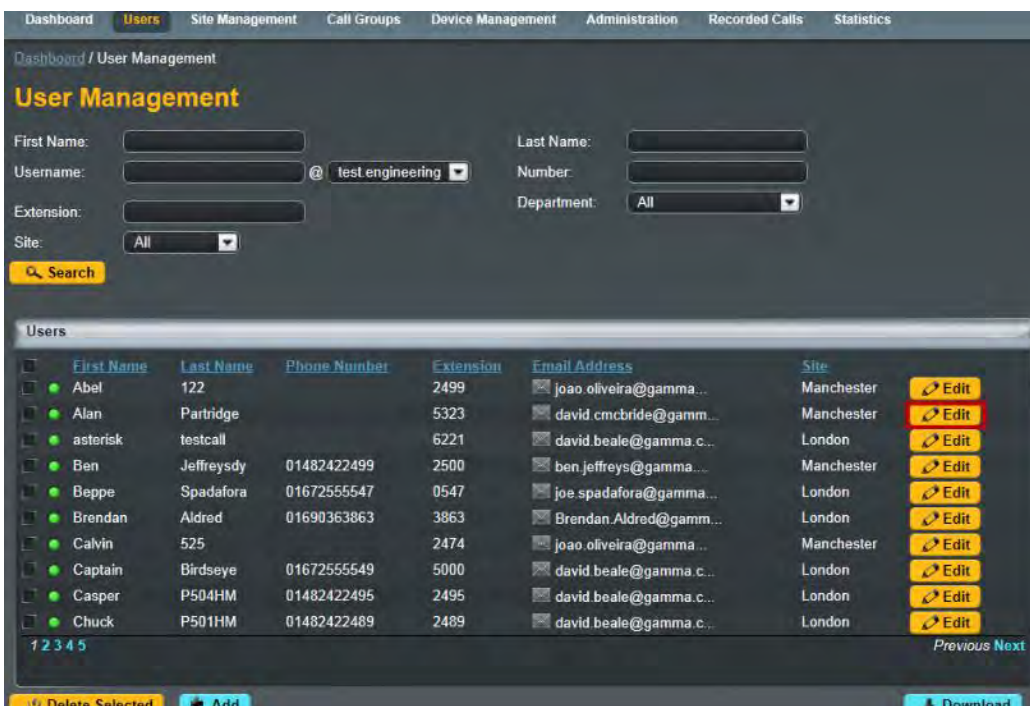
Hover over "Users" and then click "List Users".



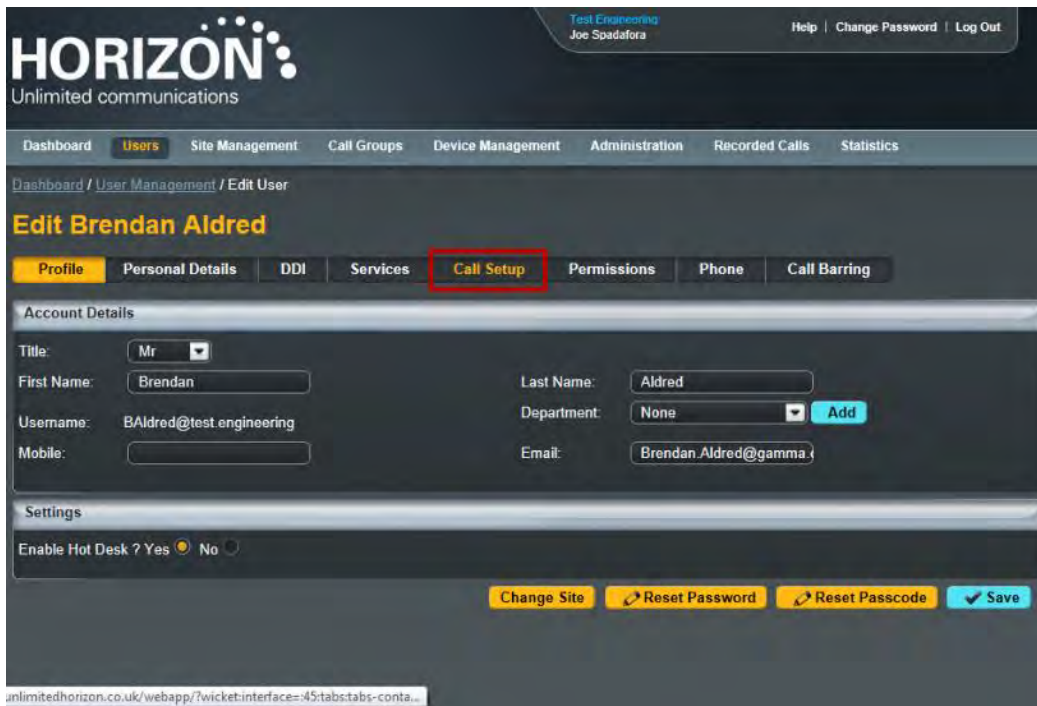


Locate the User you want to set up Sequential Ringing for. You can do this by scrolling through the User list, or you can use the search facility presented on the page.

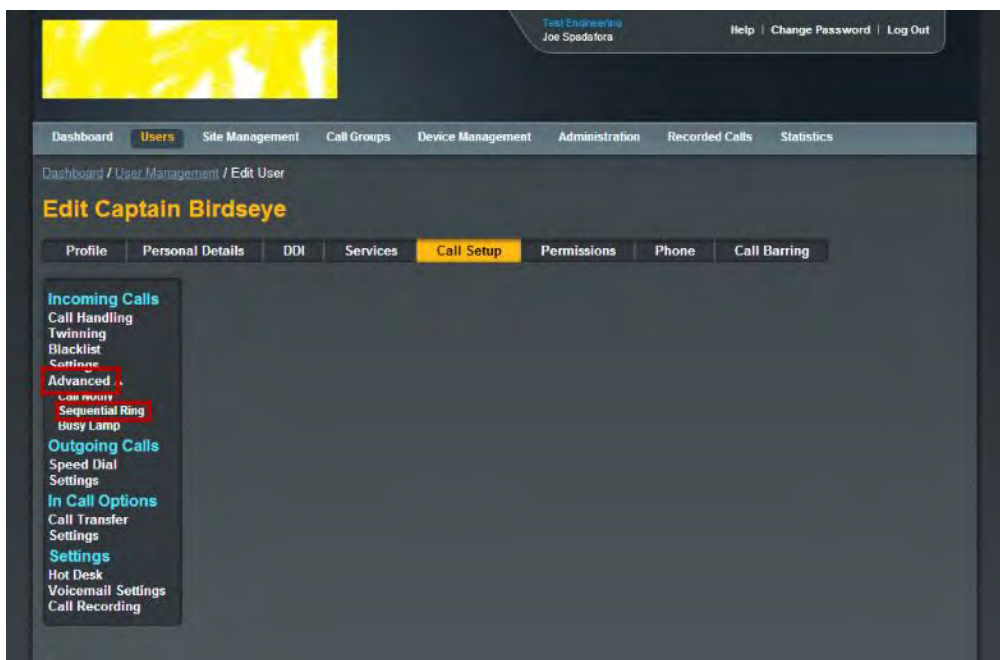
Click the "Edit" button next to the User you wish to set up Sequential Ringing for.



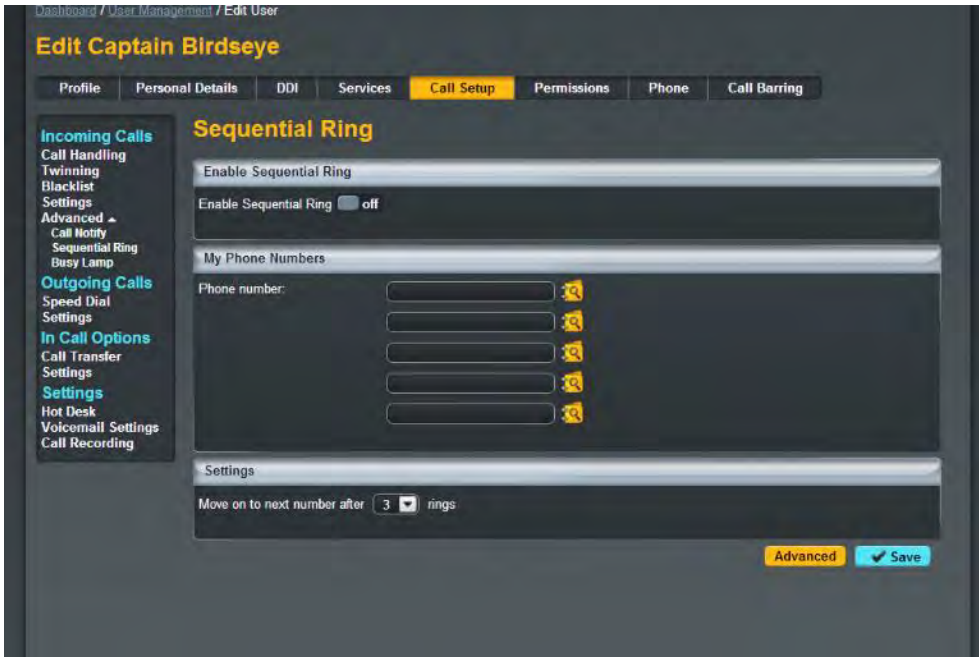
Click "Call Setup"



Under the "Incoming Calls" section of the side-menu, click "Advanced" and then "Sequential Ringing".



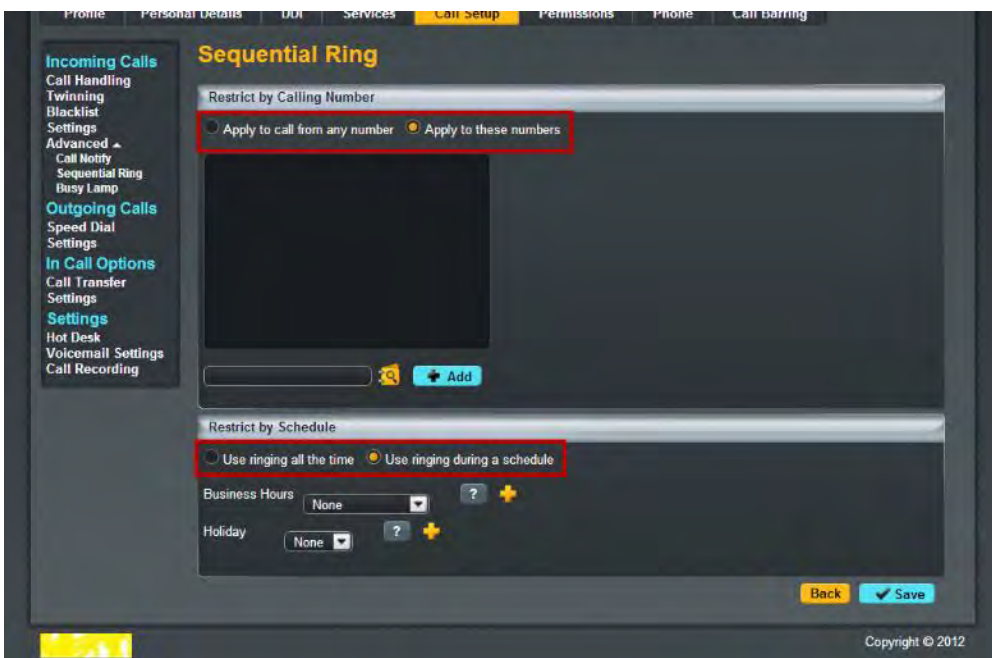
Set the "Enable Sequential Ring" tab to "On", enter the user's telephone numbers and how many rings before you move onto the next number then click "Advanced".



Select "Apply to these numbers" if you want Sequential Ringing for when a specific number calls you, "Use ringing during a schedule" for when a call comes to you during a certain schedule.

You can use both at the same time, or just choose one.

Click "Save" when you've completed this.



## Busy Lamp

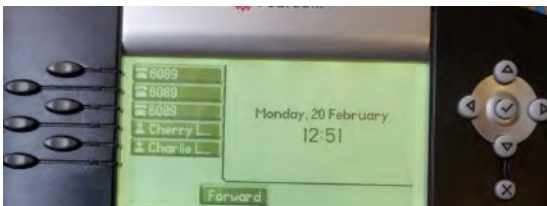
Busy Lamp allows you to monitor other users to see if they are available or on a call. This feature is only available to a phone that supports it. When implemented, the phone will show the user's caller id on the pre-defined line keys on your device. This line key can also be used as a speed dial to contact your colleague's number quickly when transferring a call or when needing to speak to them directly. This function is set up by the Administrator only.



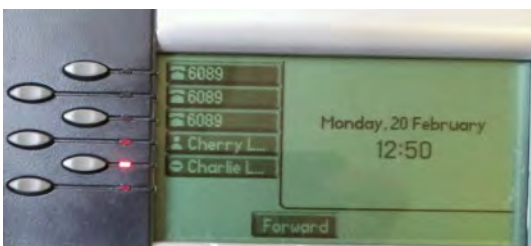
Cisco handset available



Cisco handset unavailable



Polycom handset available



Polycom handset unavailable

The maximum number of BLFs is 50 where supported by the relevant hardware. The programming of these BLFs is done within the Horizon interface under the Busy Lamp Field section.

## BLFs on Polycom 650





A total of 46 Busy Lamp Fields can be made available to the end user by attaching 3 side car units to the Polycom 650.

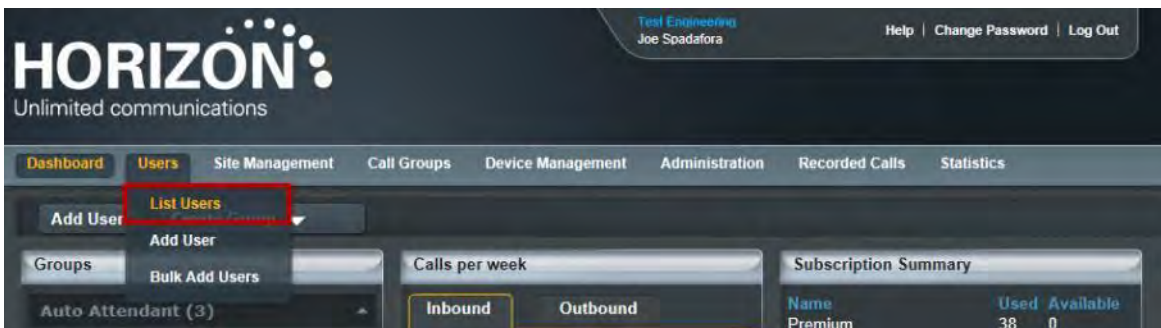
### BLFs on Cisco devices

A total of 50 Busy Lamp Fields can be made available to the end user by attaching 2 side car units to the Cisco 5XX range of devices.



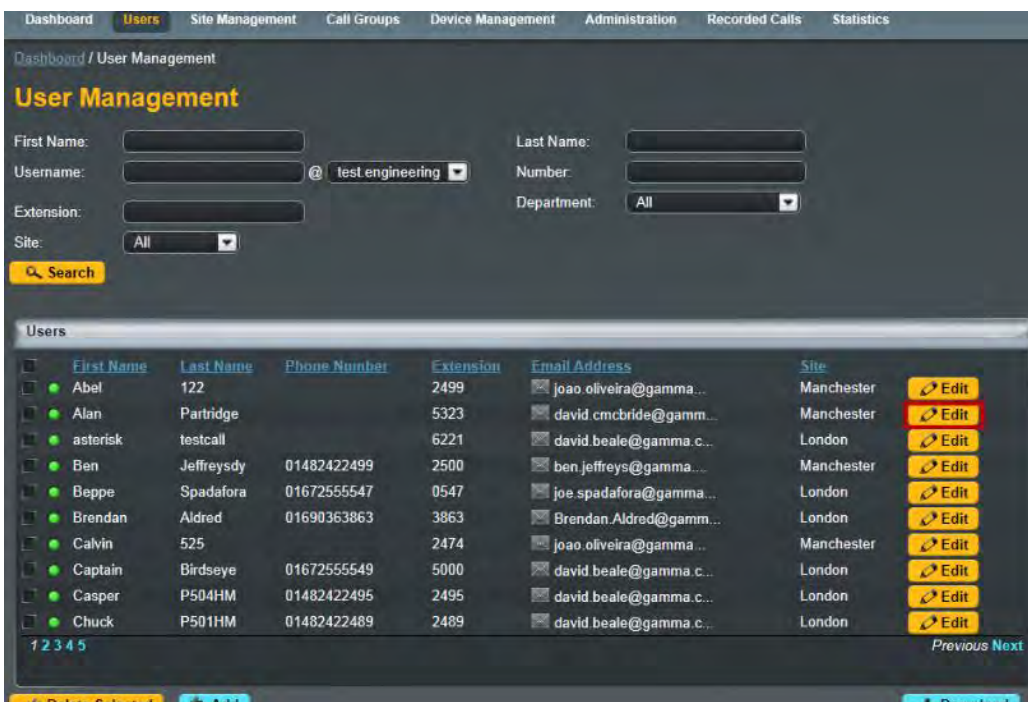
Please note when using Cisco sidecars, contacts monitored on hidden pages on the side car (e.g. buttons 16 – 30 in the above single unit example) will not be visible to monitor unless the second page button is pushed.

To set up a busy lamp, hover over "Users" and then click "List Users".

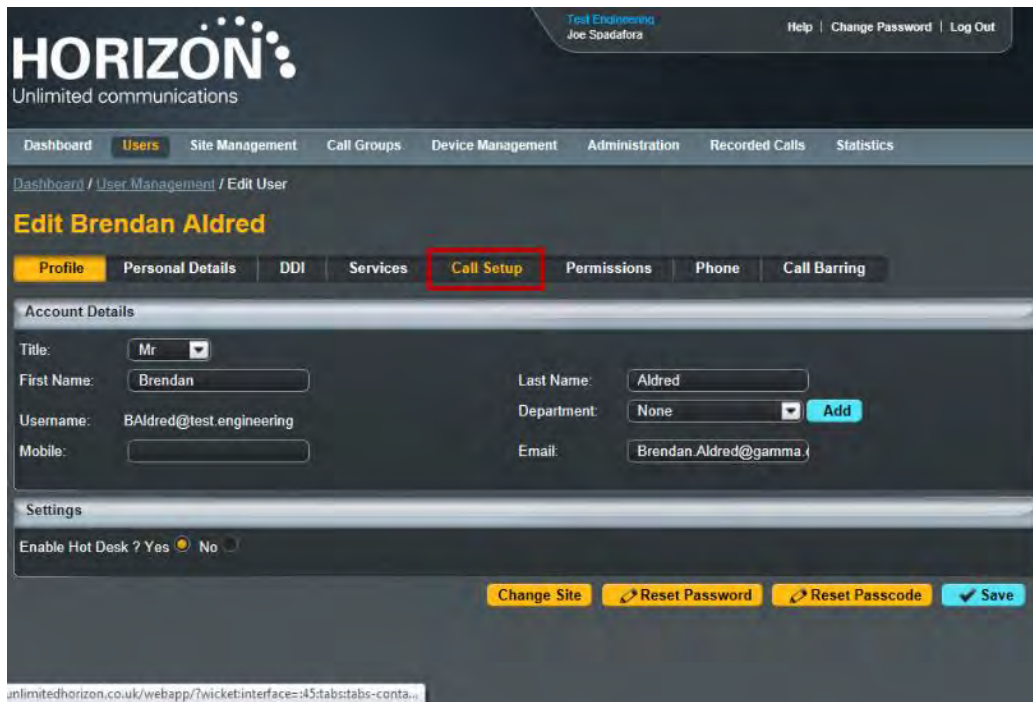


Locate the User you want to set up with Busy Lamp. You can do this by scrolling through the User list, or you can use the search facility presented on the page.

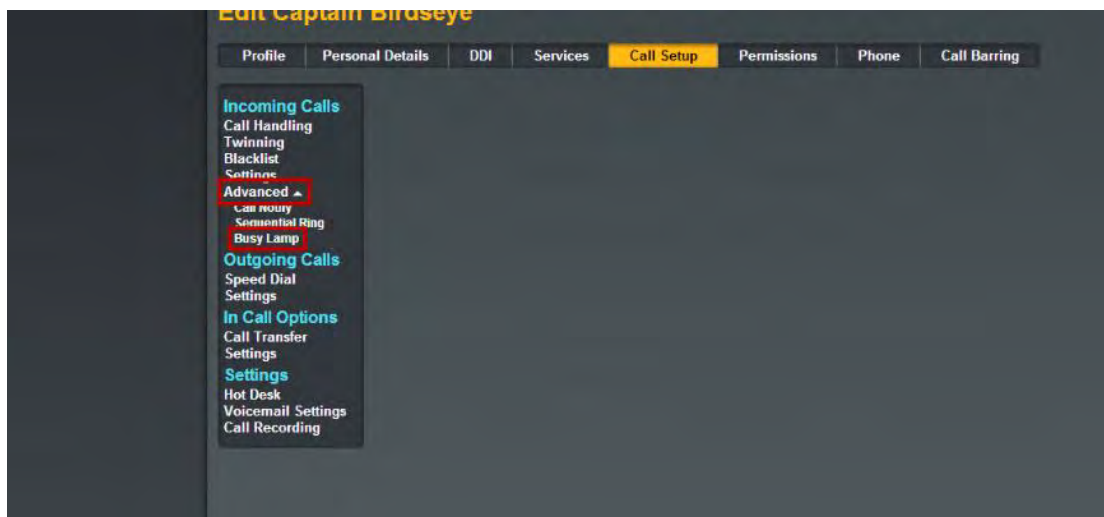
Click the "Edit" button next to the User you wish to set up Sequential Ringing for.



Click "Call Setup"



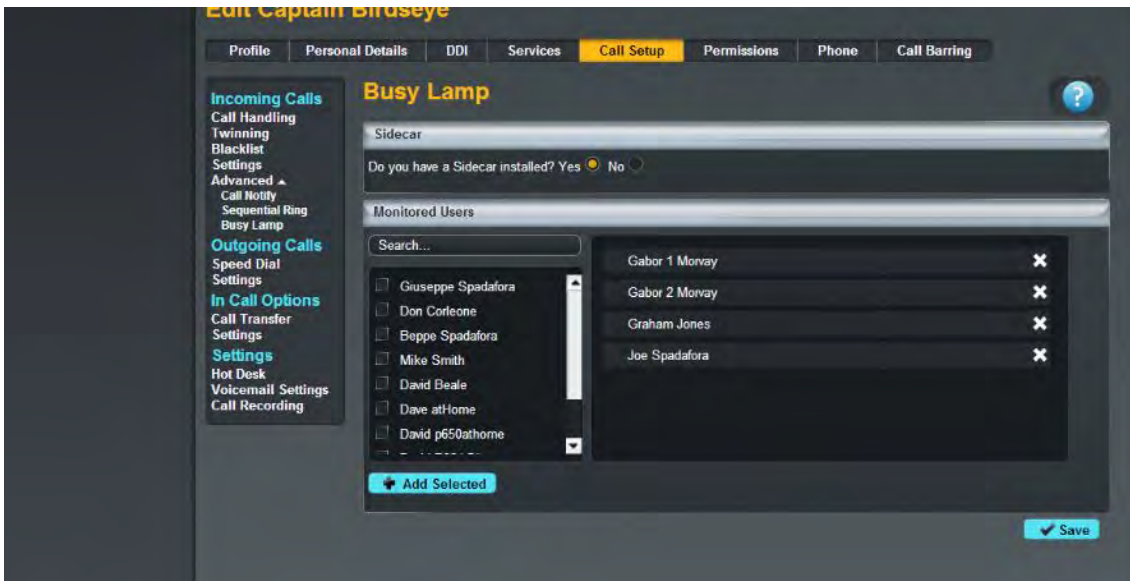
Under the "Incoming Calls" section of the side-menu, click "Advanced" and then "Busy Lamp".



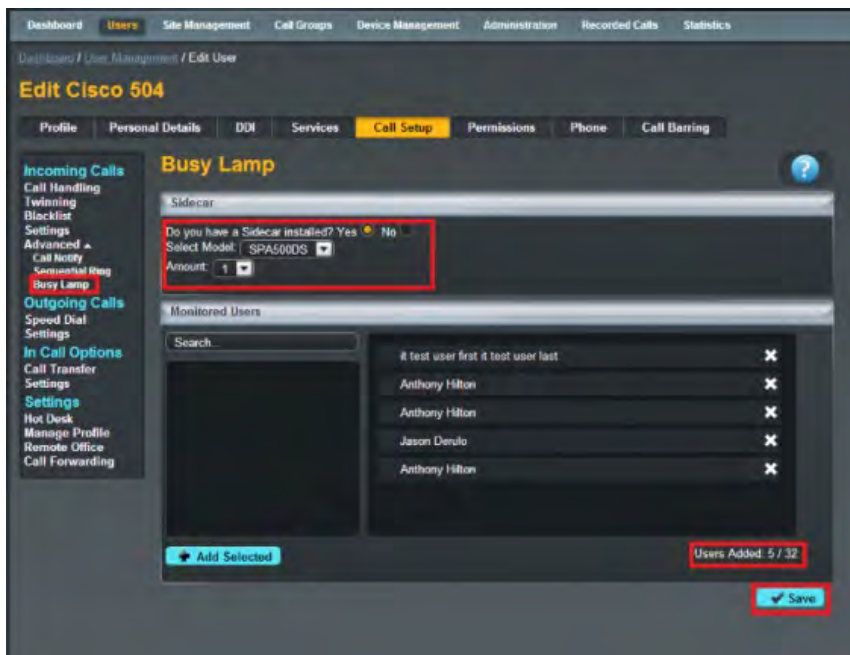
Horizon will detect to see if the user's device is compatible for Busy Lamp. If not, you'll be returned with an error message.

If the handset is compatible for Busy Lamp, select if you have a Sidecar installed, and then what users you want to be "monitored".

Click Save



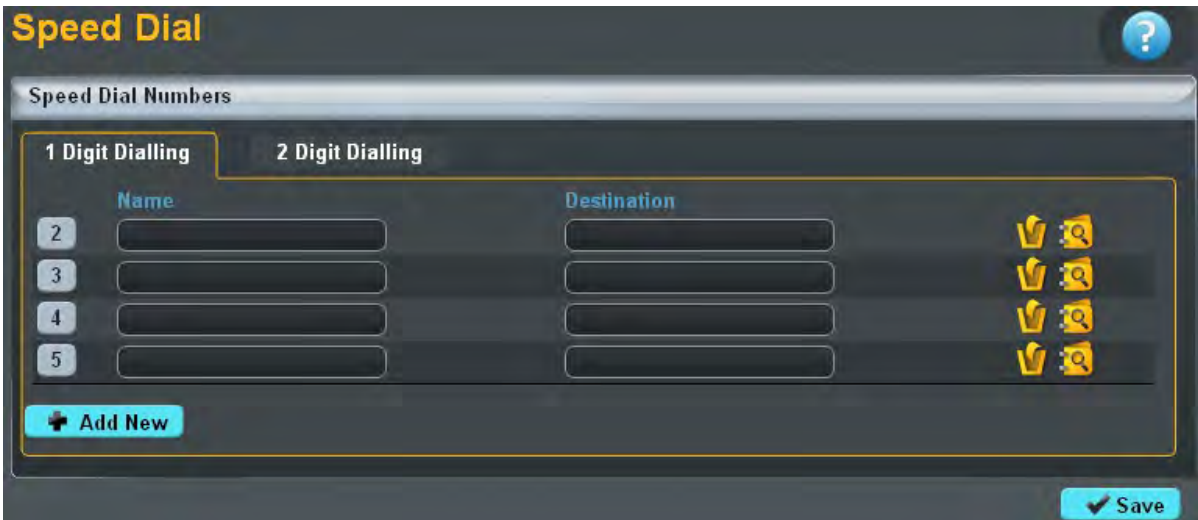
You can also see the number of sidecars there are available and view contacts assigned to the maximum of BLFs available on the attached devices. An indicator of BLFs used is also shown in the bottom right hand corner of the screen.



## Speed Dial

Each user can set up their own speed dial so they can call people quicker, using either 1 digit or 2 digit numbers. To make a call using 1 digit dialling, just enter the number and then push the dial button on your device. To use the 2-digit dialling, enter a hash (#) and then the 2 digits, and then press the dial button on your device.

To set up your speed dial, click on the 1 digit or 2 digit dialling tab and then click the “Add New” to add a new speed dial entry. Then you can add a new contact by inputting their name and number or by selecting a contact from your directory.



**Speed Dial**

Speed Dial Numbers

1 Digit Dialling    2 Digit Dialling

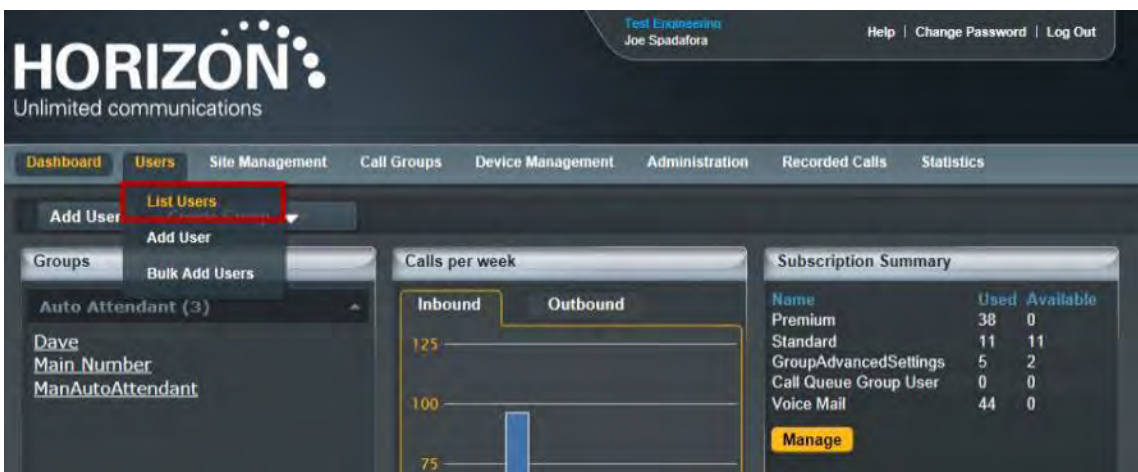
	Name	Destination		
2	<input type="text"/>	<input type="text"/>		
3	<input type="text"/>	<input type="text"/>		
4	<input type="text"/>	<input type="text"/>		
5	<input type="text"/>	<input type="text"/>		

**+ Add New**

**Save**

### Set Up User 1 or 2 Digit Dialling

Hover over "Users" and then click "List Users".



**HORIZON**  
Unlimited communications

Test Engineering  
Joe Spadafora

Help | Change Password | Log Out

Dashboard    **Users**    Site Management    Call Groups    Device Management    Administration    Recorded Calls    Statistics

Add User    **List Users**    Add User

Groups    Bulk Add Users

Auto Attendant (3)

Dave  
Main Number  
ManAutoAttendant

Calls per week

Inbound    Outbound

125  
100  
75

Subscription Summary

Name	Used	Available
Premium	38	0
Standard	11	11
GroupAdvancedSettings	5	2
Call Queue Group User	0	0
Voice Mail	44	0

**Manage**

Locate the User you want to set up 1 Digit Dialling for. You can do this by scrolling through the User list, or you can use the search facility presented on the page.

Click the "Edit" button next to the User you wish to set up 1 Digit Dialling for.



Dashboard **Users** Site Management Call Groups Device Management Administration Recorded Calls Statistics

Dashboard / User Management

## User Management

First Name:  Last Name:   
 Username:  @ test.engineering Number:   
 Extension:  Department: All  
 Site: All

**Search**

**Users**

<input type="checkbox"/>	First Name	Last Name	Phone Number	Extension	Email Address	Site	Edit
<input type="checkbox"/>	Abel	122		2499	joao.oliveira@gamma...	Manchester	<b>Edit</b>
<input type="checkbox"/>	Alan	Partridge		5323	david.cmcbride@gamm...	Manchester	<b>Edit</b>
<input type="checkbox"/>	asterisk	testcall		6221	david.beale@gamma.c...	London	<b>Edit</b>
<input type="checkbox"/>	Ben	Jeffreysdy	01482422499	2500	ben.jeffreys@gamma...	Manchester	<b>Edit</b>
<input type="checkbox"/>	Beppe	Spadafora	01672555547	0547	joe.spadafora@gamma...	London	<b>Edit</b>
<input type="checkbox"/>	Brendan	Aldred	01690363863	3863	Brendan.Aldred@gamm...	London	<b>Edit</b>
<input type="checkbox"/>	Calvin	525		2474	joao.oliveira@gamma...	Manchester	<b>Edit</b>
<input type="checkbox"/>	Captain	Birdseye	01672555549	5000	david.beale@gamma.c...	London	<b>Edit</b>
<input type="checkbox"/>	Casper	P504HM	01482422495	2495	david.beale@gamma.c...	London	<b>Edit</b>
<input type="checkbox"/>	Chuck	P501HM	01482422489	2489	david.beale@gamma.c...	London	<b>Edit</b>

1 2 3 4 5 Previous Next

**Delete Selected** **Add** **Download**

Click "Call Setup"

Test Engineering  
Joe Spadafora Help | Change Password | Log Out

# HORIZON

Unlimited communications

Dashboard **Users** Site Management Call Groups Device Management Administration Recorded Calls Statistics

Dashboard / User Management / Edit User

## Edit Brendan Aldred

**Profile** Personal Details DDI Services **Call Setup** Permissions Phone Call Barring

**Account Details**

Title: Mr  
 First Name: Brendan Last Name: Aldred  
 Username: BAldred@test.engineering Department: None **Add**  
 Mobile: Email: Brendan.Aldred@gamma.c...

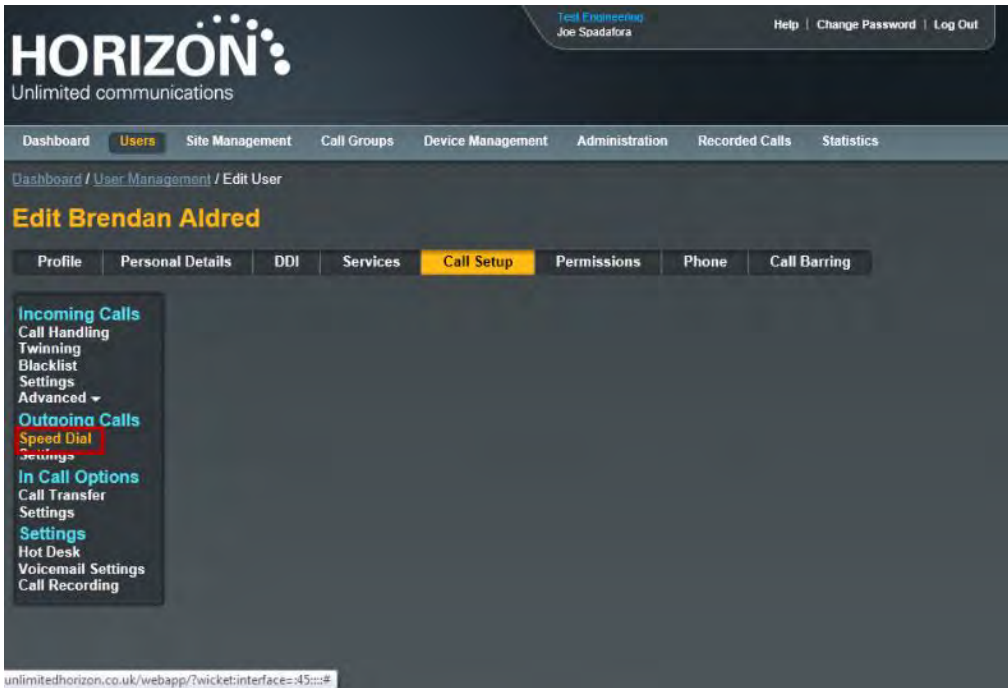
**Settings**

Enable Hot Desk? Yes  No

**Change Site** **Reset Password** **Reset Passcode** **Save**

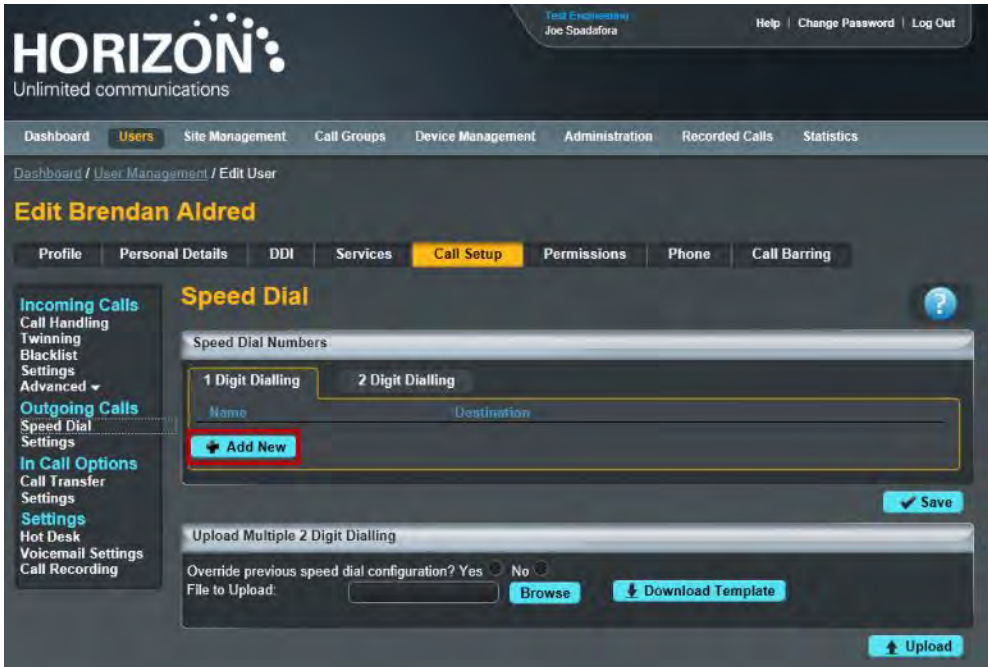
unlimitedhorizon.co.uk/webapp/?wicket:interface=45:tabs:tabs-conta...

Under the "Outgoing Calls" section of the side-menu, click "Speed Dial".

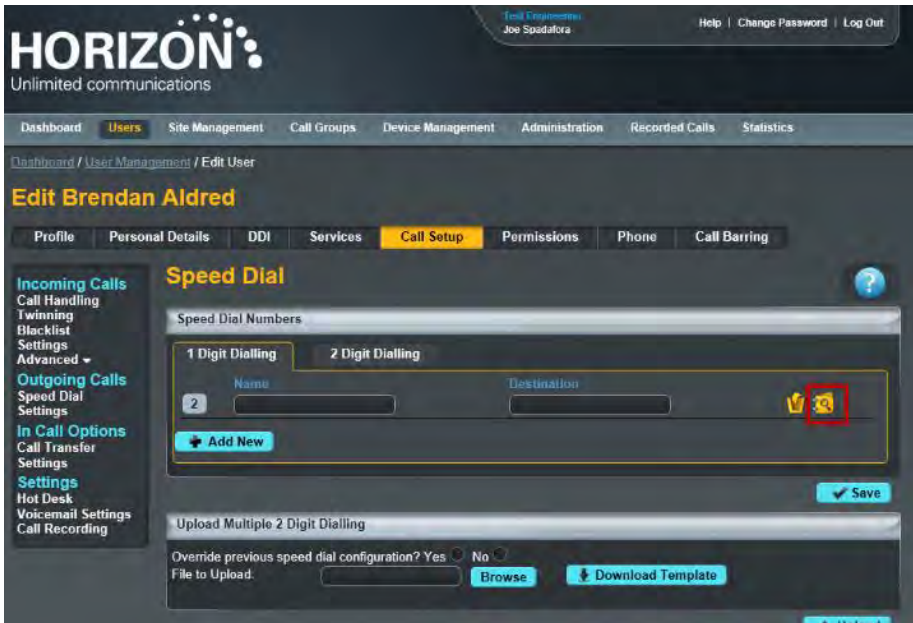


1 Digit Dialling is defaulted. Click "Add New" for 1 digit dialling.

For 2-digit dialling, click the 2 Digit Dialling tab and then click "Add New".



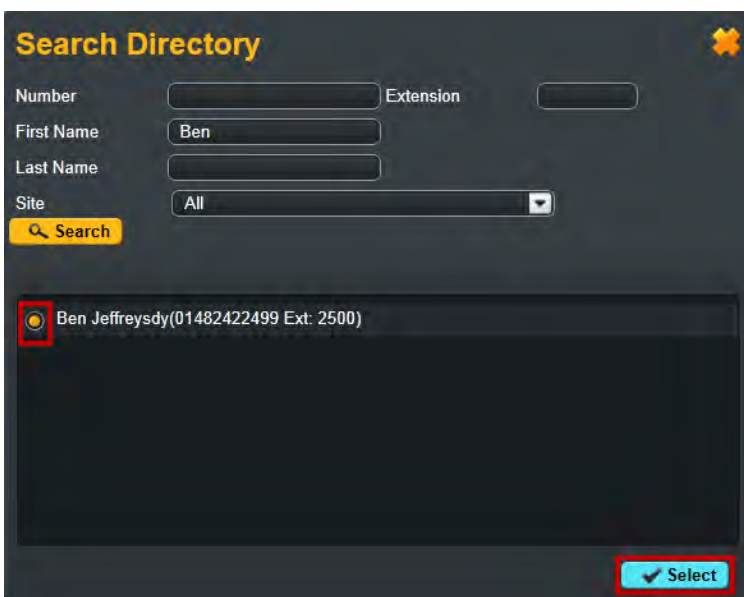
Click the "Search Directory" icon.



Use the Search Directory fields (minimum of one field must be completed) and click "Search".

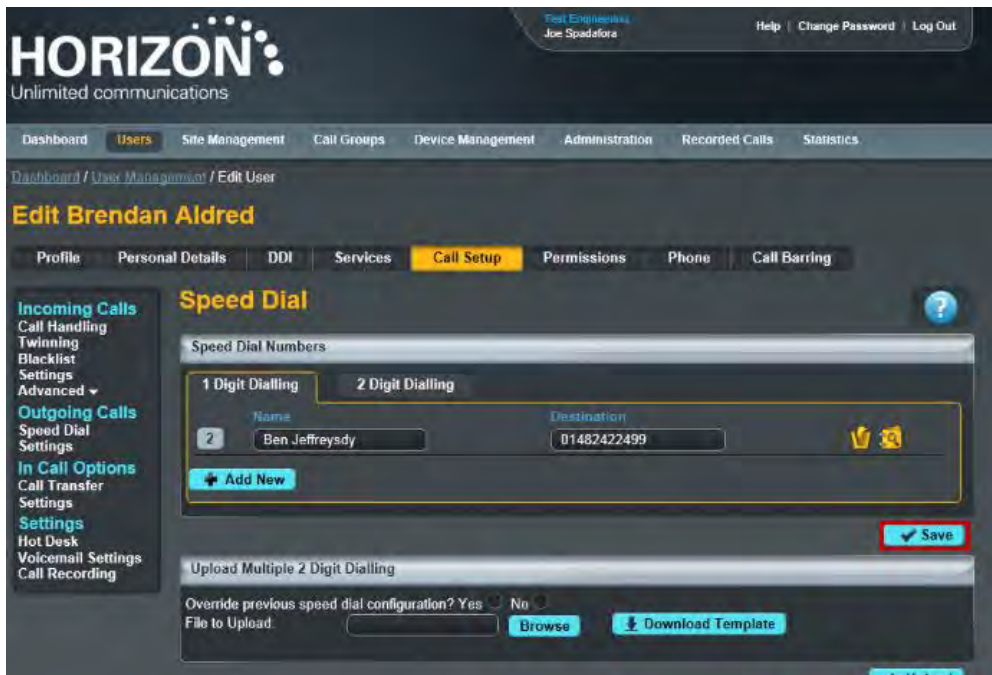


Click the radio button next to the User you want to assign to the telephone number and click "Select".





Click Save.



## Set Up User Bulk 2 Digit Dialling

- Hover over "Users" and then click "List Users".
- Locate the User you want to set up 2 Digit Dialling for. You can do this by scrolling through the User list, or you can use the search facility presented on the page.
- Click the "Edit" button next to the User you wish to set up 2 Digit Dialling for.
- Click "Call Setup"
- Under the "Outgoing Calls" section of the side-menu, click "Speed Dial".
- Under the "Upload Multiple 2 Digit Dialling" area of the GUI, click "Download Template".
- This is a csv file and needs to stay a csv when it is uploaded once completed
- Click the "Search Directory" icon.
- Use the Search Directory fields (minimum of one field must be completed) and click "Search".
- Click the radio button next to the User you want to assign to the telephone number and click "Select".
- Click Save.

## Outgoing Call Settings

Outgoing call settings allows you to set up some configurations that will affect your outgoing calls.



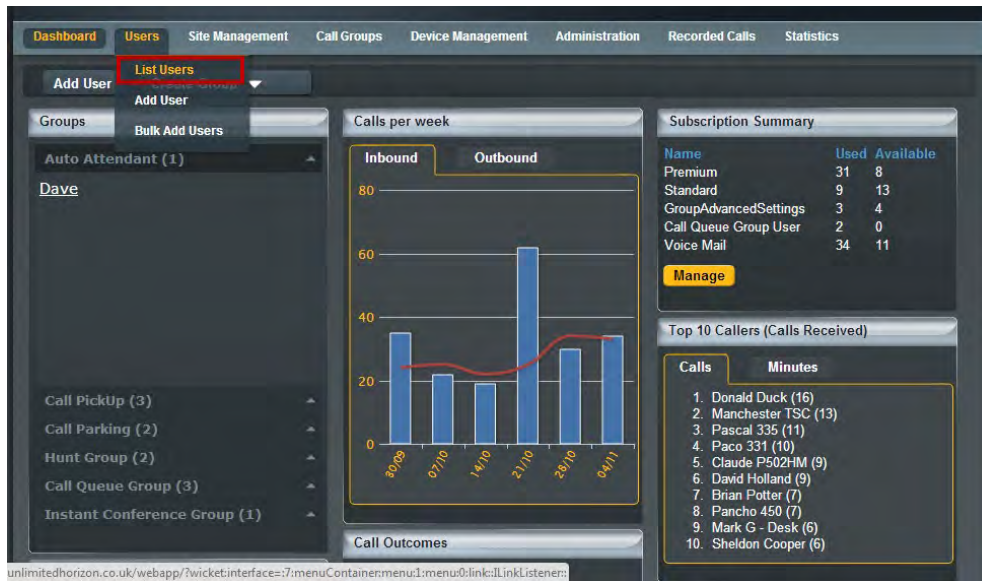
## Automatic Call Back

If you call another Horizon user within your company and they are busy, Automatic Call back allows you to be notified when they are off the phone. This function can be set up by the Administrator for a user

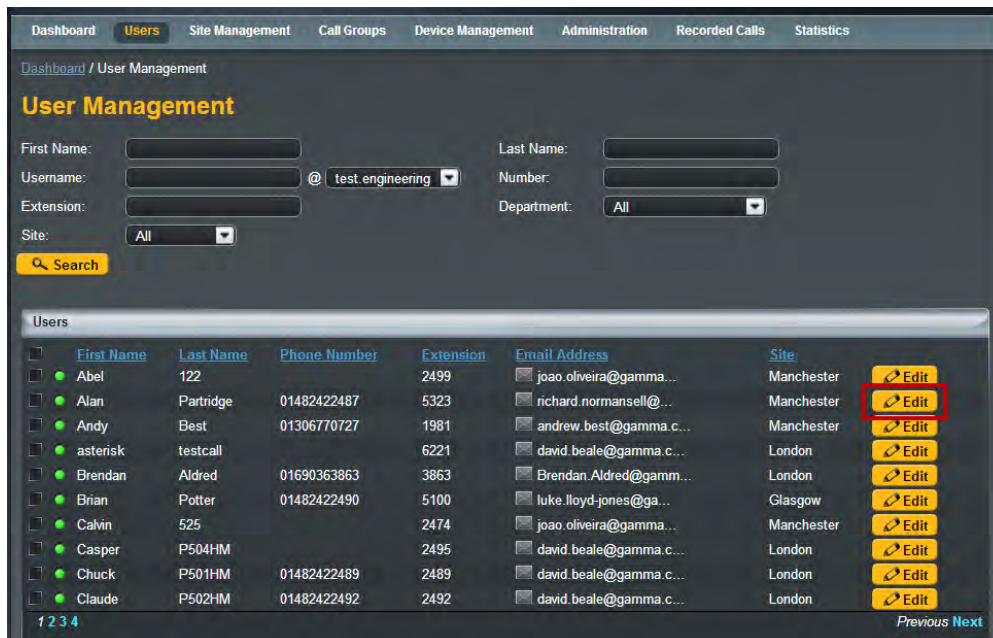
Menu Access #9

Deactivation #8

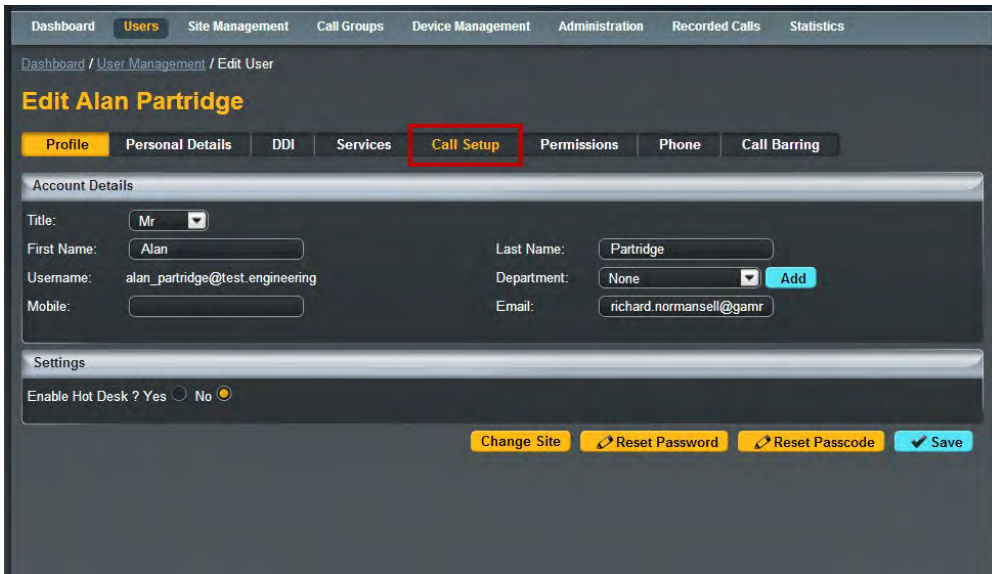
Click "Users" and then "List Users".



Select the user which you wish to apply the Automatic Call Back option for and click the "Edit" button.

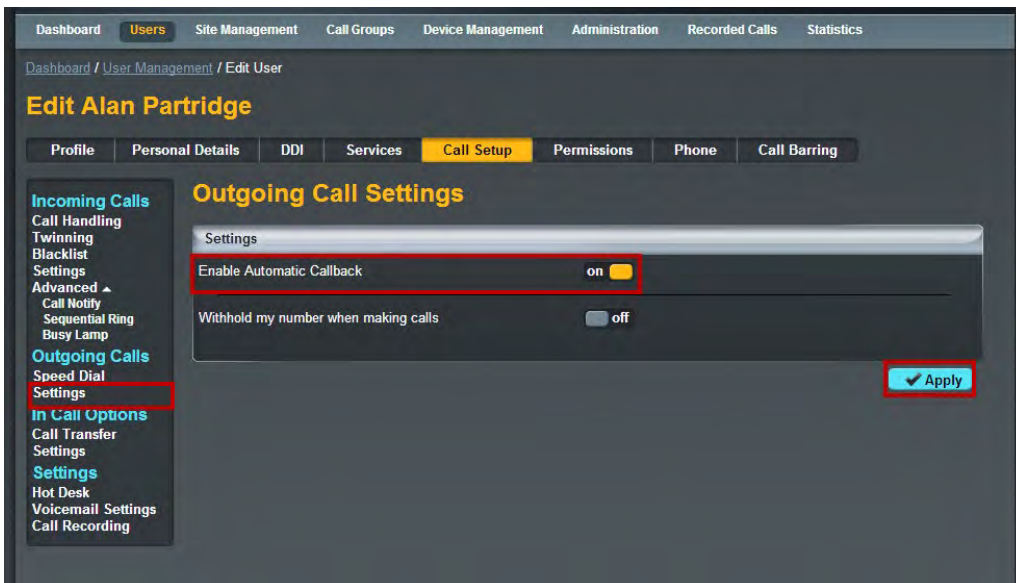


Click the "Call Setup" link.

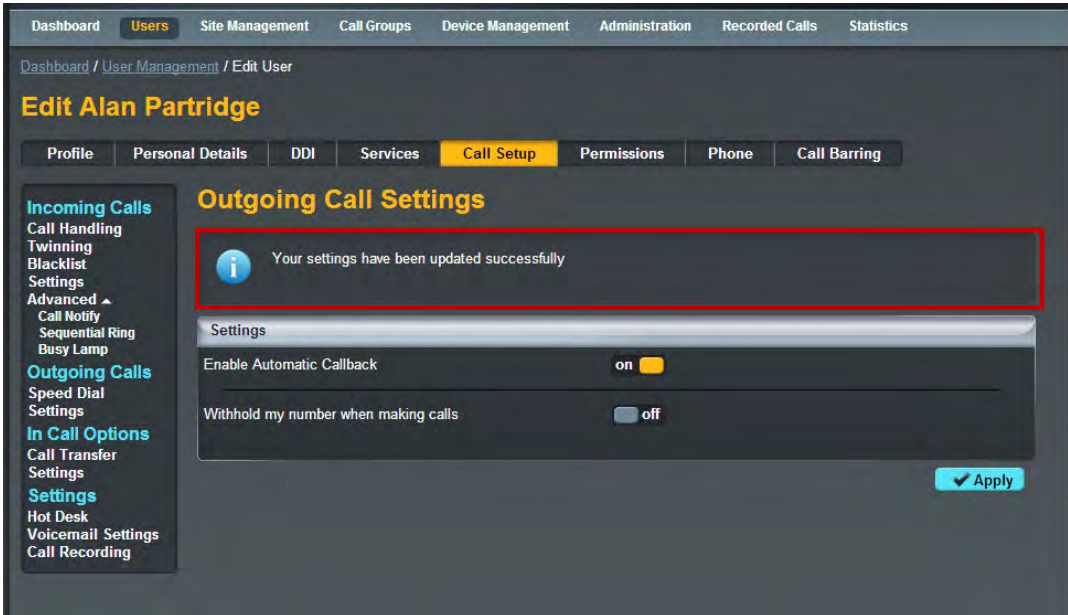


Select "Settings" under the "Outgoing Calls" tab.

Within the settings menu, change the corresponding radio button to "Enable Automatic Call-back" to On or Off, and then click "Apply".



The information message "Your settings have been updated successfully" will be displayed once the Automatic Call Back feature has been turned on or off.



Dashboard / Users / Site Management / Call Groups / Device Management / Administration / Recorded Calls / Statistics

Dashboard / User Management / Edit User

## Edit Alan Partridge

Profile / Personal Details / DDI / Services / **Call Setup** / Permissions / Phone / Call Barring

**Incoming Calls**  
 Call Handling  
 Twinning  
 Blacklist  
 Settings  
 Advanced ▾  
 Call Notify  
 Sequential Ring  
 Busy Lamp

**Outgoing Calls**  
 Speed Dial  
 Settings

**In Call Options**  
 Call Transfer  
 Settings

**Settings**  
 Hot Desk  
 Voicemail Settings  
 Call Recording

### Outgoing Call Settings

*Your settings have been updated successfully*

Settings

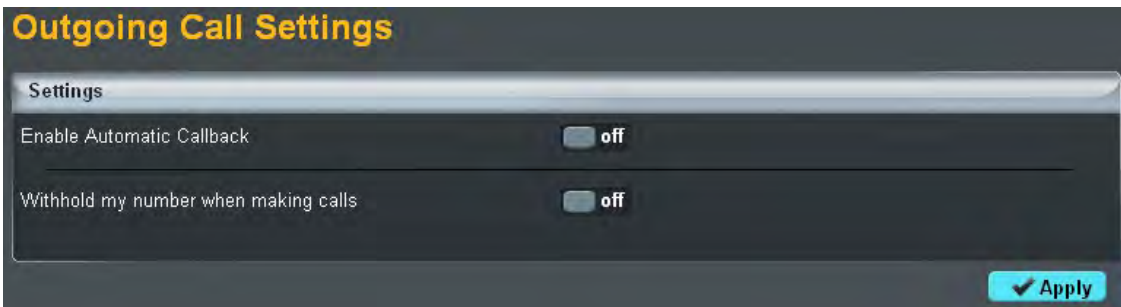
Enable Automatic Callback  on

Withhold my number when making calls  off

Apply

## Number Withheld

You are also able to make your number withheld which will allow you to hide your number when making outgoing calls.



### Outgoing Call Settings

Settings

Enable Automatic Callback  off

Withhold my number when making calls  off

Apply

## Anonymous Call Rejection

Anonymous Call Rejection enables a user to reject calls from anonymous parties who have explicitly restricted their Caller ID. By activating the service via a web interface callers without available caller identification are informed that the user is not accepting calls at that time. The user's phone does not ring and the user sees or hears no indication of the attempted call. This service does not apply to calls from within the group

Short codes:

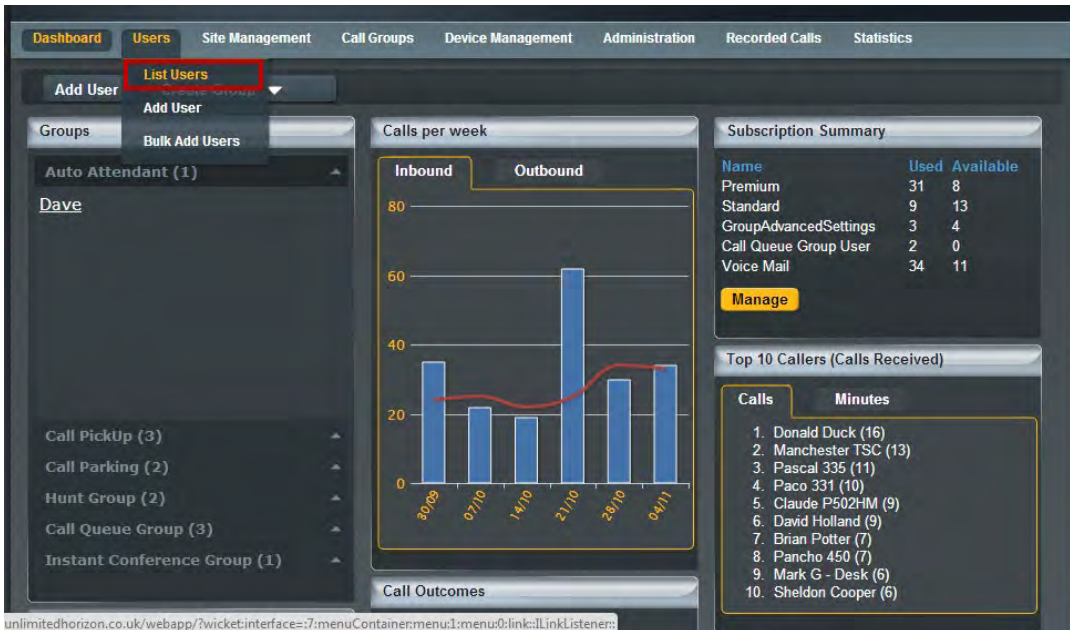
Activate      \*77

Deactivate    \*87

## Turn Anonymous Call Rejection On or Off using GUI

Click "Users" and then "List Users".



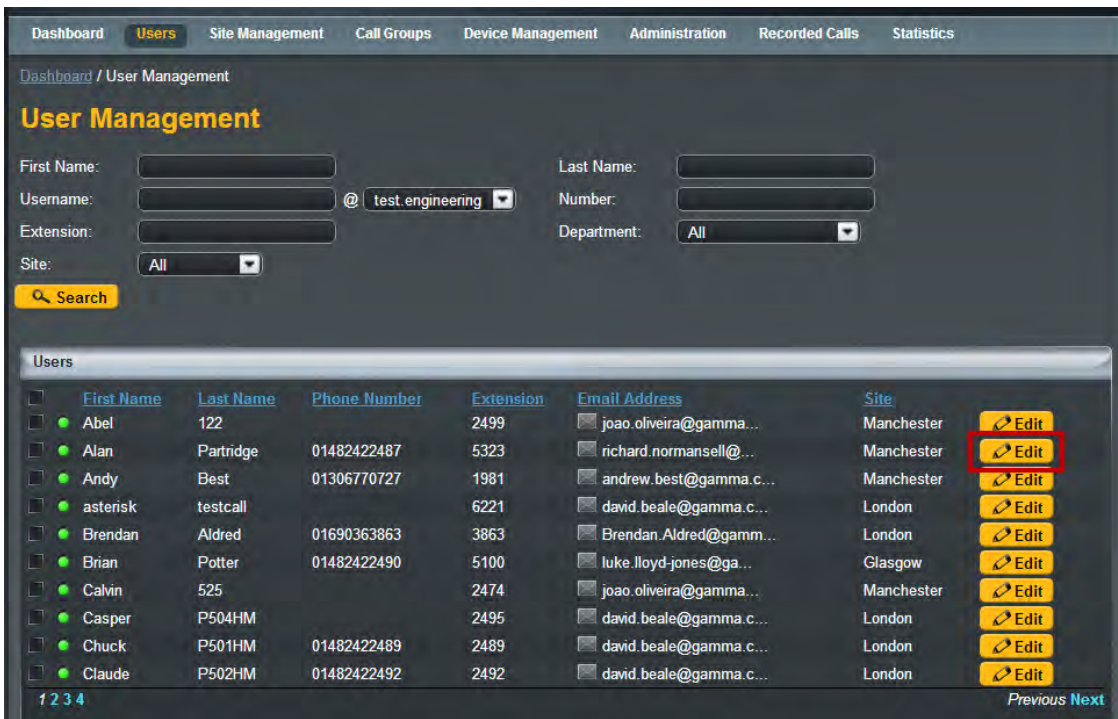


The screenshot shows the Horizon dashboard with the 'Users' menu highlighted. A dropdown menu is open, showing 'List Users' as the selected option. The dashboard also displays a 'Calls per week' bar chart, a 'Subscription Summary' table, and a 'Top 10 Callers' list.

Name	Used	Available
Premium	31	8
Standard	9	13
GroupAdvancedSettings	3	4
Call Queue Group User	2	0
Voice Mail	34	11

Rank	Caller	Calls	Minutes
1	Donald Duck	16	
2	Manchester TSC	13	
3	Pascal 335	11	
4	Paco 331	10	
5	Claude P502HM	9	
6	David Holland	9	
7	Brian Potter	7	
8	Pancho 450	7	
9	Mark G - Desk	6	
10	Sheldon Cooper	6	

Select the user which you wish to apply the Anonymous Call Rejection for and click the "Edit" button.

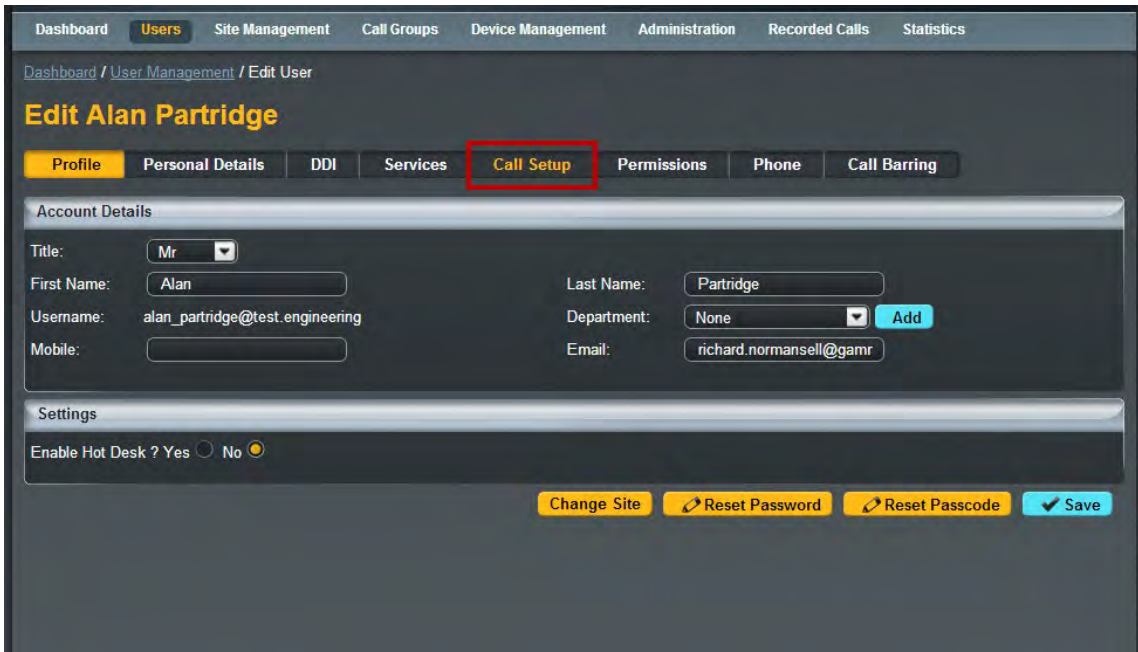


The screenshot shows the 'User Management' page. It includes a search bar and a table of users. The 'Edit' button for the user 'Alan' is highlighted with a red box.

First Name	Last Name	Phone Number	Extension	Email Address	Site	Action
Abel	122		2499	joao.oliveira@gamma...	Manchester	Edit
Alan	Partridge	01482422487	5323	richard.normansell@...	Manchester	Edit
Andy	Best	01306770727	1981	andrew.best@gamma.c...	Manchester	Edit
asterisk	testcall		6221	david.beale@gamma.c...	London	Edit
Brendan	Aldred	01690363863	3863	Brendan.Aldred@gamm...	London	Edit
Brian	Potter	01482422490	5100	luke.lloyd-jones@ga...	Glasgow	Edit
Calvin	525		2474	joao.oliveira@gamma...	Manchester	Edit
Casper	P504HM		2495	david.beale@gamma.c...	London	Edit
Chuck	P501HM	01482422489	2489	david.beale@gamma.c...	London	Edit
Claude	P502HM	01482422492	2492	david.beale@gamma.c...	London	Edit

Click the "Call Setup" link.





Dashboard **Users** Site Management Call Groups Device Management Administration Recorded Calls Statistics

Dashboard / User Management / Edit User

### Edit Alan Partridge

Profile Personal Details DDI Services **Call Setup** Permissions Phone Call Barring

Account Details

Title:  Last Name:

First Name:  Department:

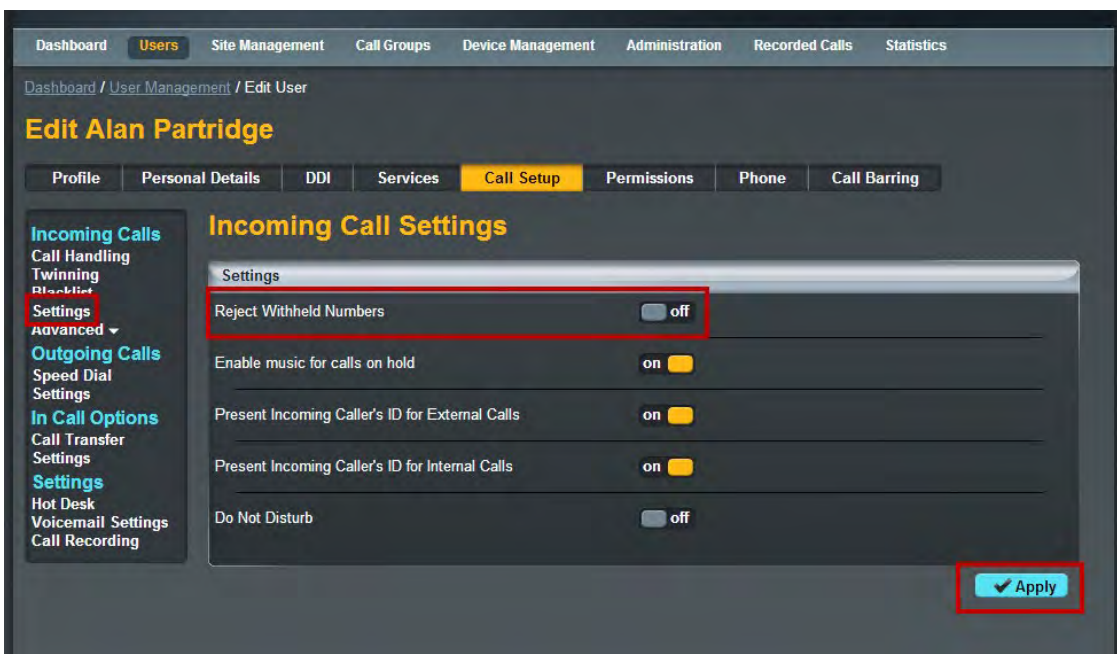
Username:  Email:

Mobile:

Settings

Enable Hot Desk ? Yes  No

Select "Settings" and within the Incoming Calls menu, change the corresponding radio button to "Reject Withheld Numbers" and then click "Apply".



Dashboard **Users** Site Management Call Groups Device Management Administration Recorded Calls Statistics

Dashboard / User Management / Edit User

### Edit Alan Partridge

Profile Personal Details DDI Services **Call Setup** Permissions Phone Call Barring

**Incoming Calls**

- Call Handling
- Twinning
- Blind
- Settings**
- Advanced

**Outgoing Calls**

- Speed Dial
- Settings

**In Call Options**

- Call Transfer
- Settings

**Settings**

- Hot Desk
- Voicemail Settings
- Call Recording

### Incoming Call Settings

Settings

Reject Withheld Numbers  off

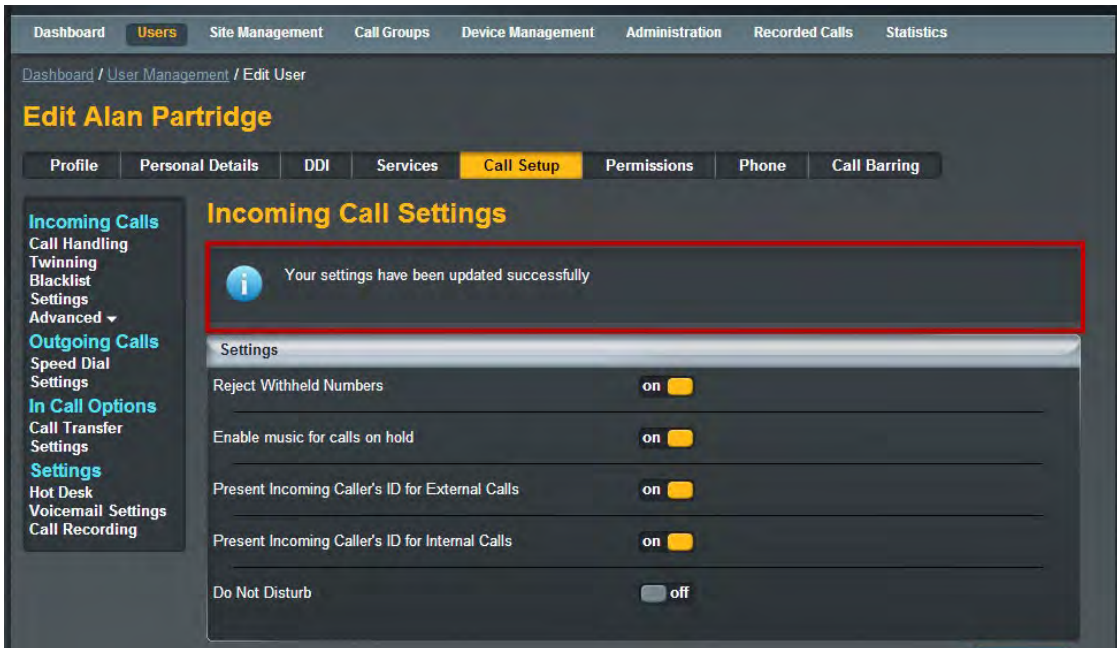
Enable music for calls on hold  on

Present Incoming Caller's ID for External Calls  on

Present Incoming Caller's ID for Internal Calls  on

Do Not Disturb  off

The information message "Your settings have been updated successfully" will be displayed once the Anonymous Call Rejection has been turned on or off.



### Click to Dial

Click to Dial enables a user to use the Horizon GUI to call someone within the Horizon directory. To do this, you just click on the telephone icon that is next to the user.



### Device Customisation

The Administrator or user (if granted permission by the administrator) can configure line keys for options such as Busy Lamp Fields or Speed Dials only and soft key options such as feature short cuts, redial, DND and Group Pickup for their device via the Horizon interface and these will be stored on the device during firmware updates.

Unlike other services, you can also configure the phone for different call states such as “Idle” or “Connected”.

The customisation is dependent upon the type of handset – please see the following sections for details – however the following handsets can be customised:

- Cisco 502
- Cisco 504
- Cisco 525
- Cisco SPA500S side car
- Polycom Soundpoint 450
- Polycom Soundpoint 650
- Polycom VVX 310
- Polycom VVX 410 and 411
- Polycom VVX 500 (line keys only)
- Polycom VVX 600
- Polycom Soundstation side car

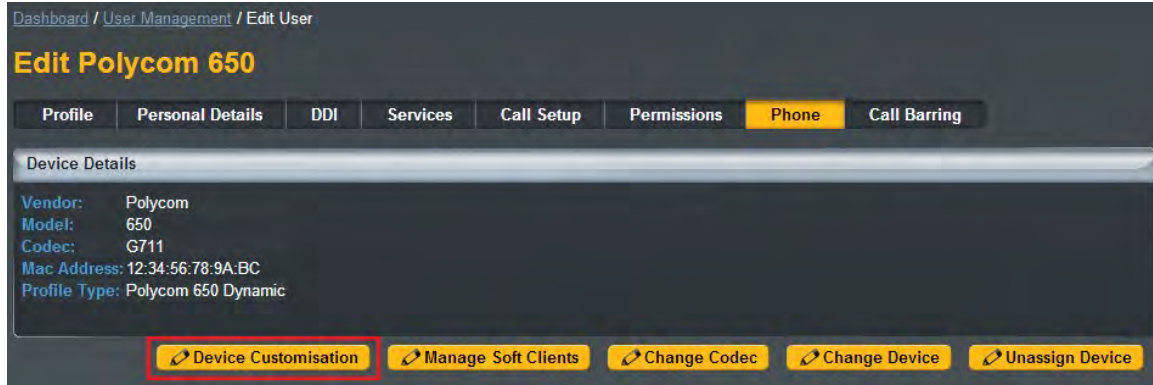
## Device Customisation - Polycom

It is possible to configure and reset line keys on the handset, line keys on the side cars and also the soft keys on the handset.

### Assigning a Speed Dial to a Line Key on a handset

Note: when you save your new line keys, your device will automatically restart if the device is not in use. If the device is in use, Horizon will wait until the device is free and then restart.

Click Device Customisation Button



Click Line Key Button




Dashboard / User Management / Edit User

## Edit Polycom 650

Profile Personal Details DDI Services Call Setup Permissions **Phone** Call Barring

Polycom 650 - Device Customisation



Use this page to customise your device.

Select the features you would like to customise from the list below.

<b>Soft keys</b> Customise your devices soft keys <a href="#">Soft Keys</a>	<b>Line Keys</b> Customise your devices line keys <a href="#">Line Keys</a>	<b>Restart Device</b> Send a request to remotely restart this device <a href="#">Restart Device</a>
---	---	---

Click on a line key

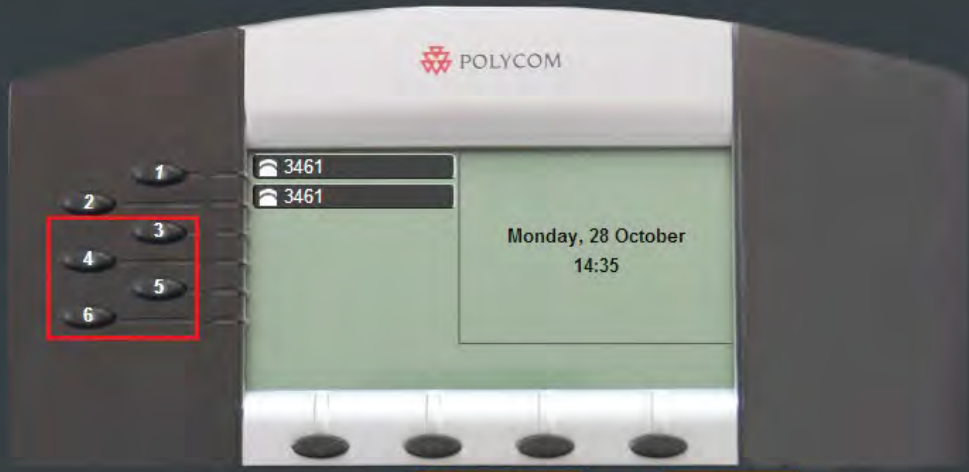
Dashboard / User Management / Edit User

## Edit Polycom 650

Profile Personal Details DDI Services Call Setup Permissions **Phone** Call Barring

Polycom 650 - Line Keys

[Soft Keys](#)



[Reset Layout](#) [Side Car](#)

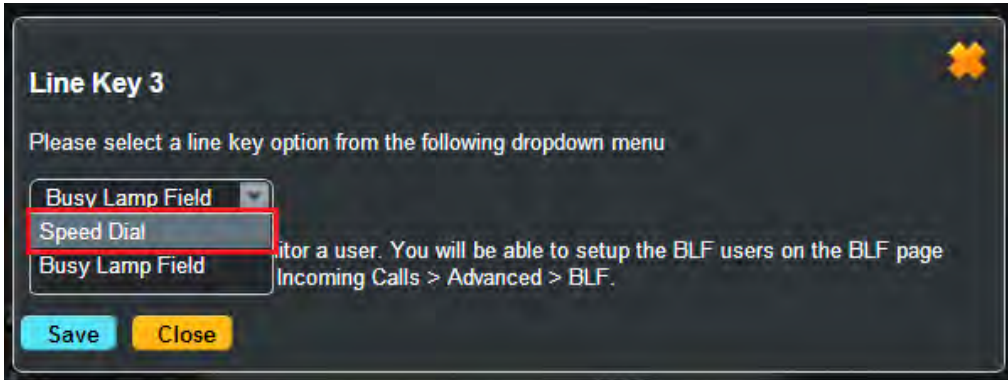
Do you have any Sidecars installed? Yes  No


Current Model: SoundpointIP  
Amount: 1  
[Change](#)

[Back](#) [Save](#)



Line Keys 1 and 2 are disabled as they are already pre-programmed for your telephone line. You'll be presented with a pop-up window. Select the speed dial option from the dropdown.



**Line Key 3** 

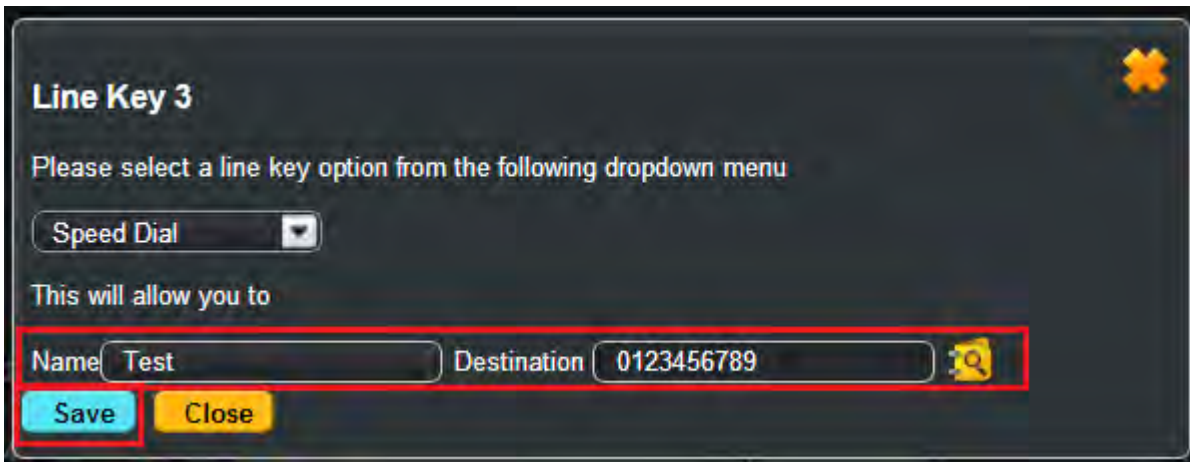
Please select a line key option from the following dropdown menu


Busy Lamp Field  
**Speed Dial**  
Busy Lamp Field

itor a user. You will be able to setup the BLF users on the BLF page  
Incoming Calls > Advanced > BLF.

**Save** **Close**

Enter your speed dial name and number




**Line Key 3** 

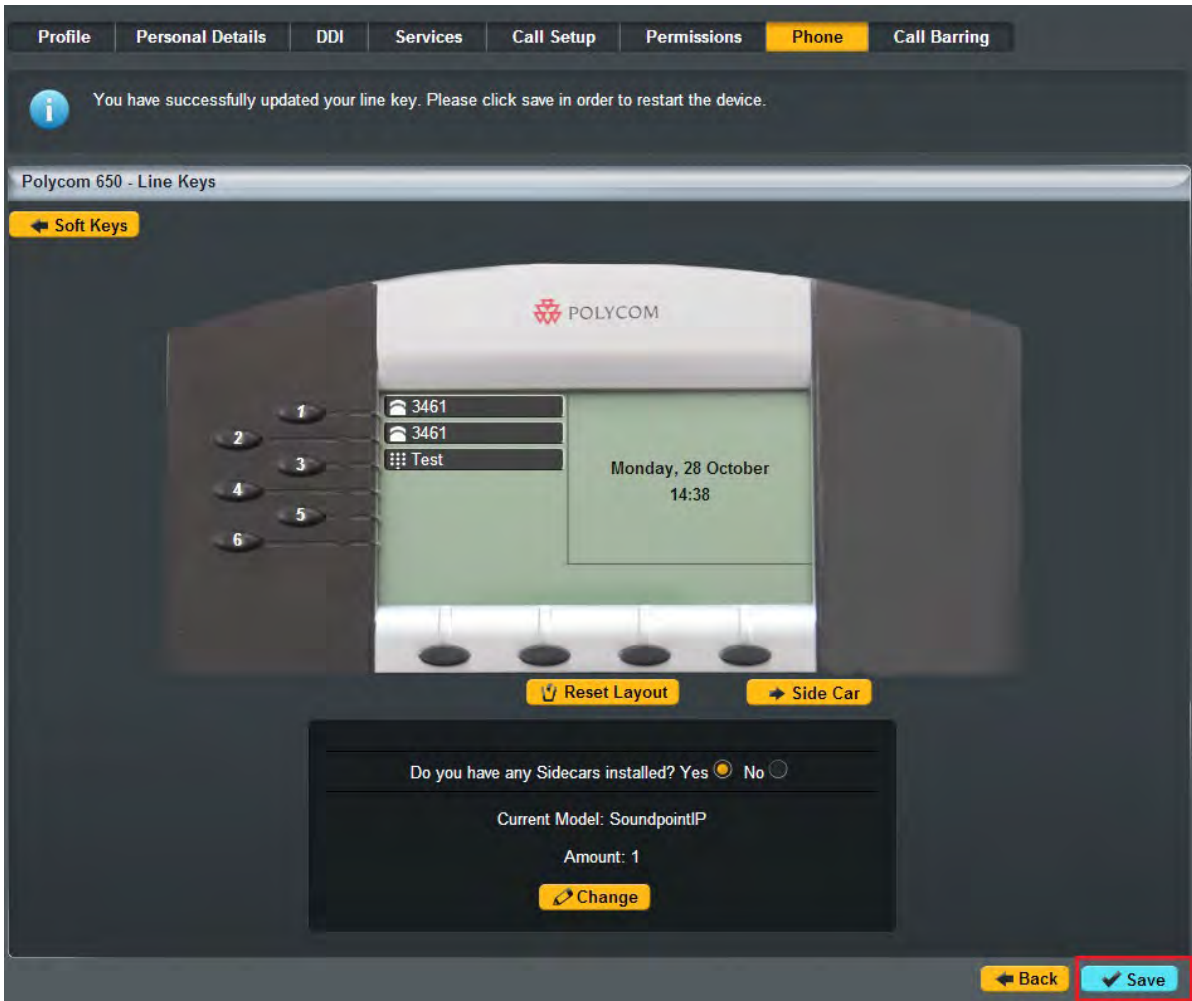
Please select a line key option from the following dropdown menu

Speed Dial

This will allow you to

Name  Destination  

**Save** **Close**



The Horizon Portal will update the label for the line key with the entered speed dial name

Remember to click "Save" once you are finished

### Resetting Line Keys Configuration on a handset

Please be aware that when resetting the layout, the device's configuration and all speed dials are removed, however any Busy Lamp Field users will still be present.

Each of the "Reset Layout" buttons are for that screen only. For example, clicking "Reset Layout" on the device screen will only affect that screen and not the side cars.

Click Device Customisation Button

Dashboard / User Management / Edit User

## Edit Polycom 650

Profile Personal Details DDI Services Call Setup Permissions **Phone** Call Barring

### Device Details

**Vendor:** Polycom  
**Model:** 650  
**Codec:** G711  
**Mac Address:** 12:34:56:78:9A:BC  
**Profile Type:** Polycom 650 Dynamic

[Device Customisation](#) [Manage Soft Clients](#) [Change Codec](#) [Change Device](#) [Unassign Device](#)

Click Line Key Button

Dashboard / User Management / Edit User

## Edit Polycom 650

Profile Personal Details DDI Services Call Setup Permissions **Phone** Call Barring

### Polycom 650 - Device Customisation



Use this page to customise your device.

Select the features you would like customise from the list below.

#### Soft keys

Customise your devices soft keys

[Soft Keys](#)

#### Line Keys

Customise your devices line keys

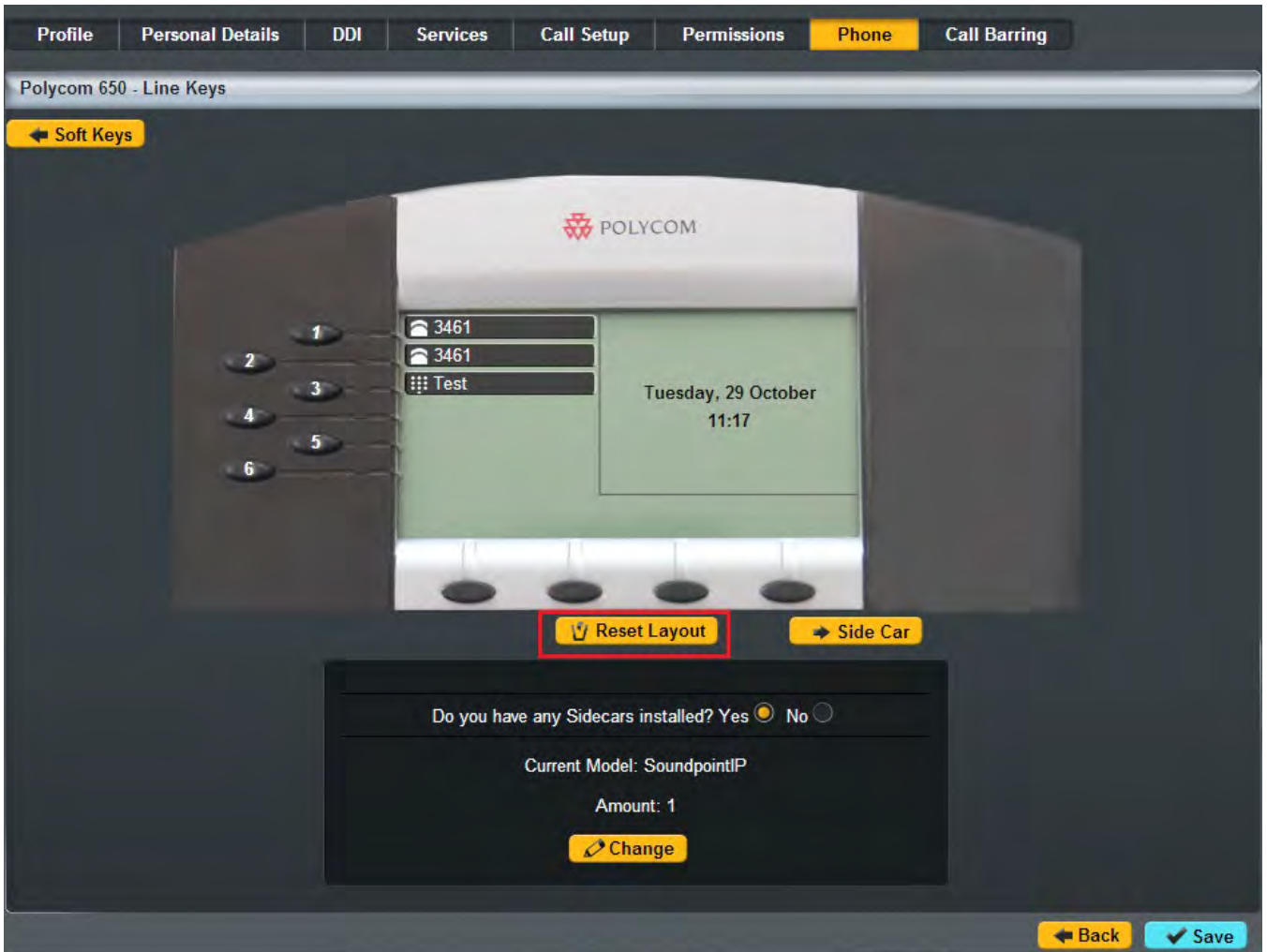
[Line Keys](#)

#### Restart Device

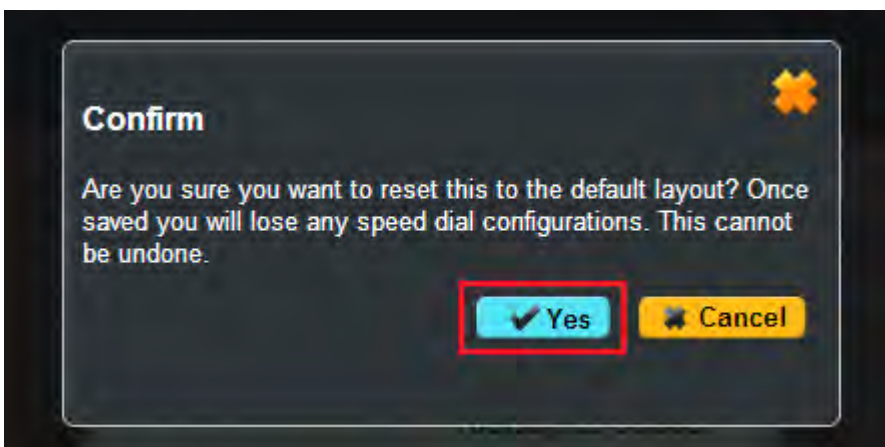
Send a request to remotely restart this device

[Restart Device](#)

Click on "Reset Layout"



Confirm that you would like to reset the layout by clicking "Yes"



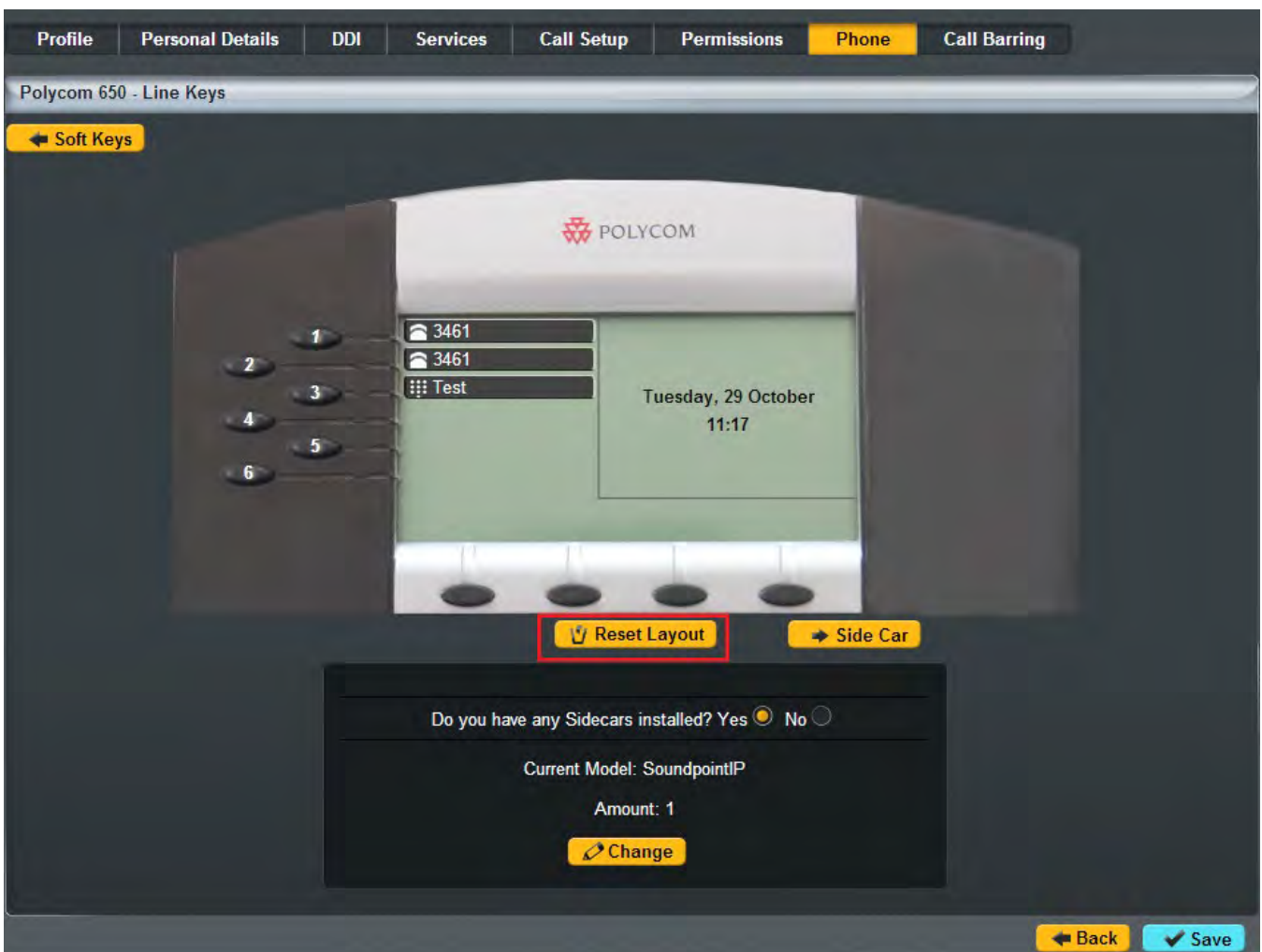
You will see a notification that the layout has been reset





You will receive a notification that the device will reset and this may occur twice.

Remember to click "Save" once you are finished

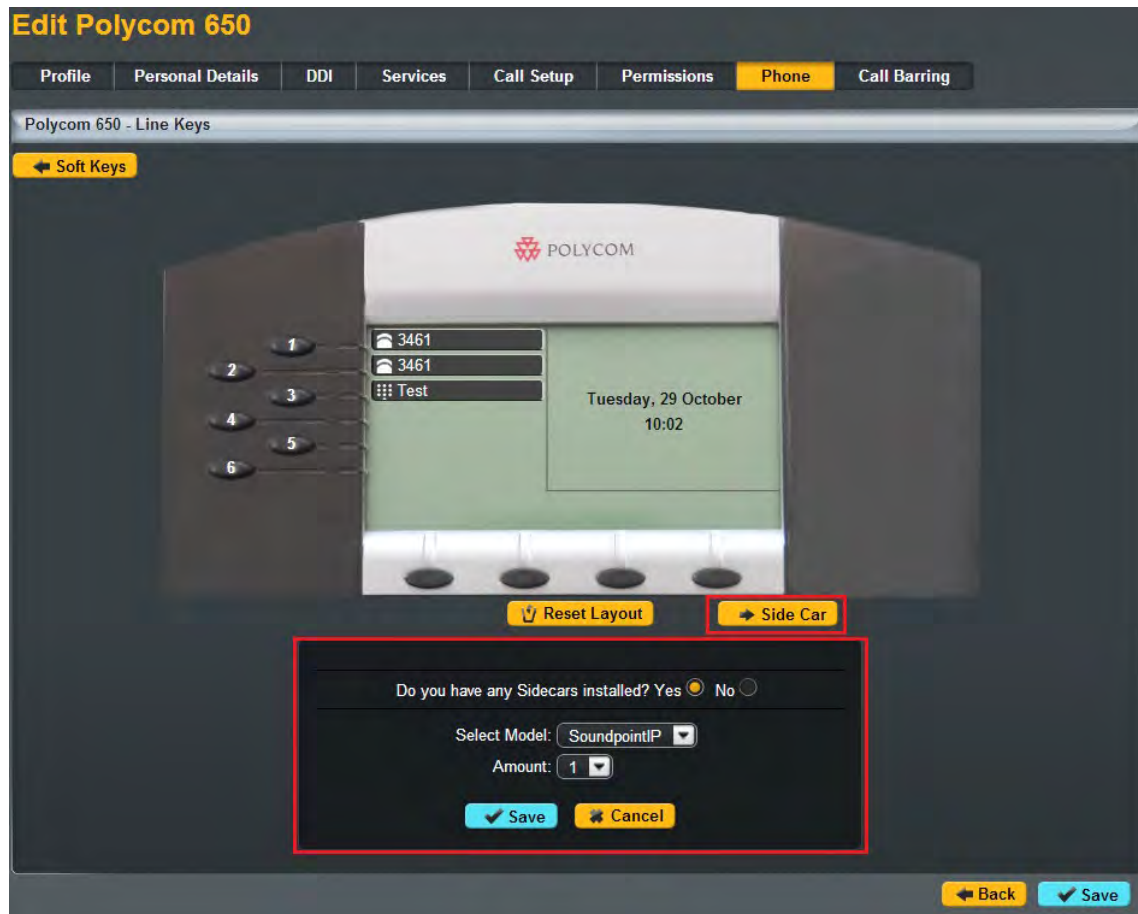


### Assigning a Speed Dial to a Side Car Line Key.

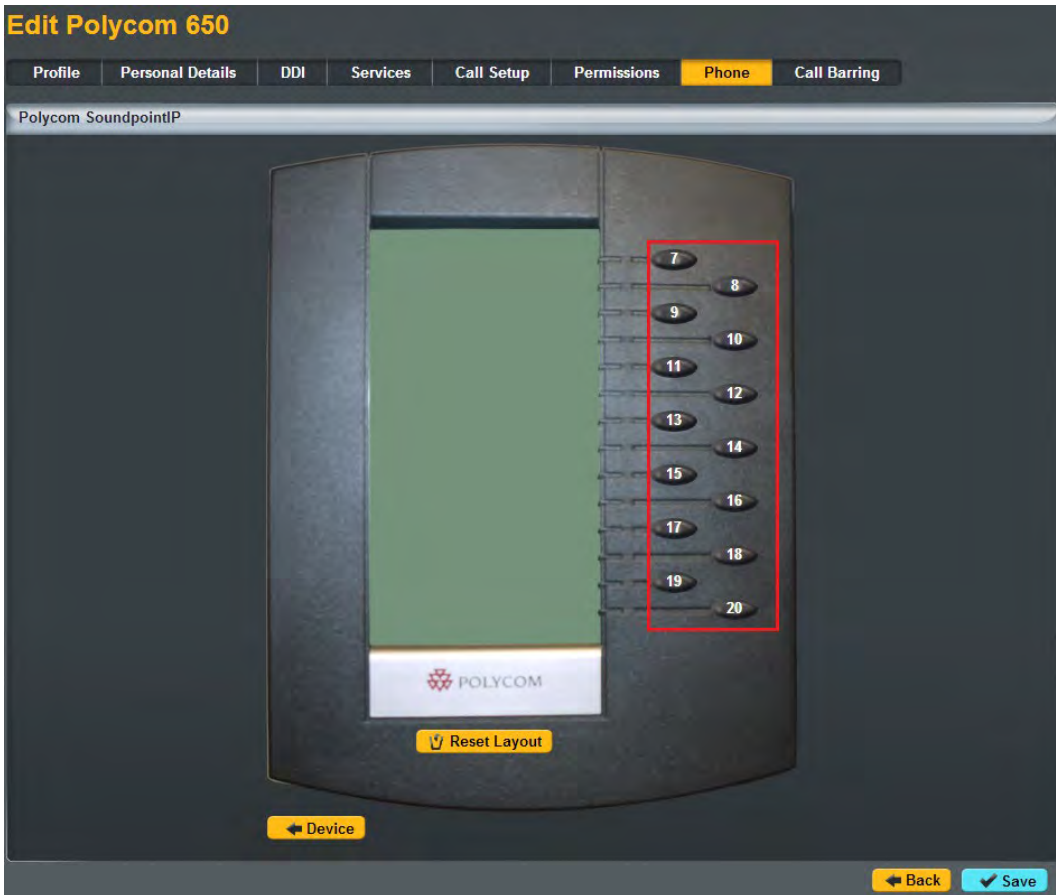
You must have a side car set up to access the side car screens. Individual BLF's cannot be defined at line key locations. Instead they will populate in the next free line key available that is set to the Busy Lamp Field.

Assign a side car if not already done.

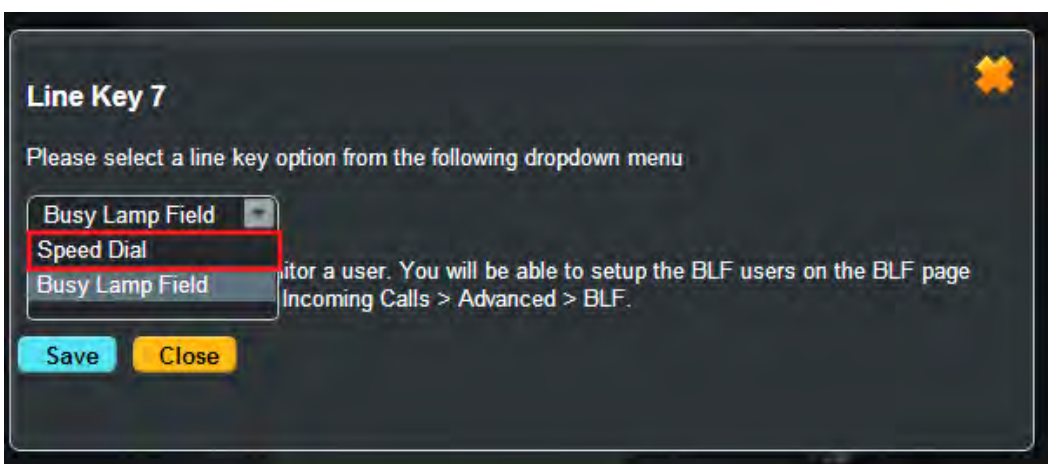
Click the "Side Car" button



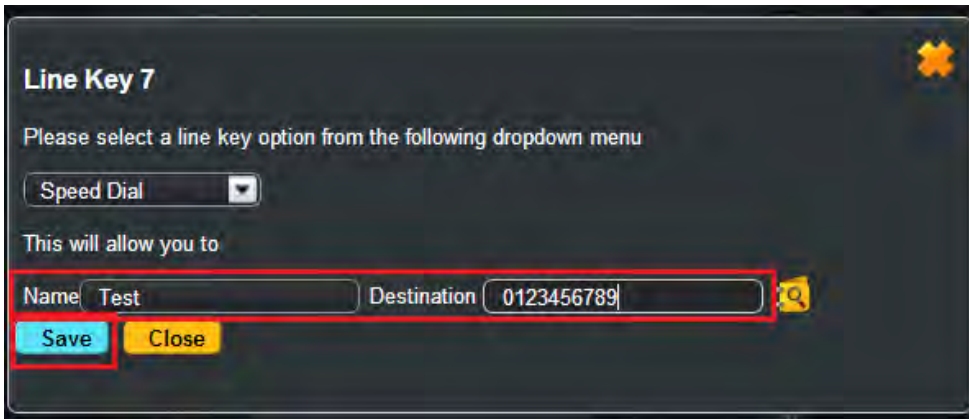
Click on a line key number.



Select the speed dial option from the drop down.



Click the "Save" button to update the configuration.



**Line Key 7**

Please select a line key option from the following dropdown menu

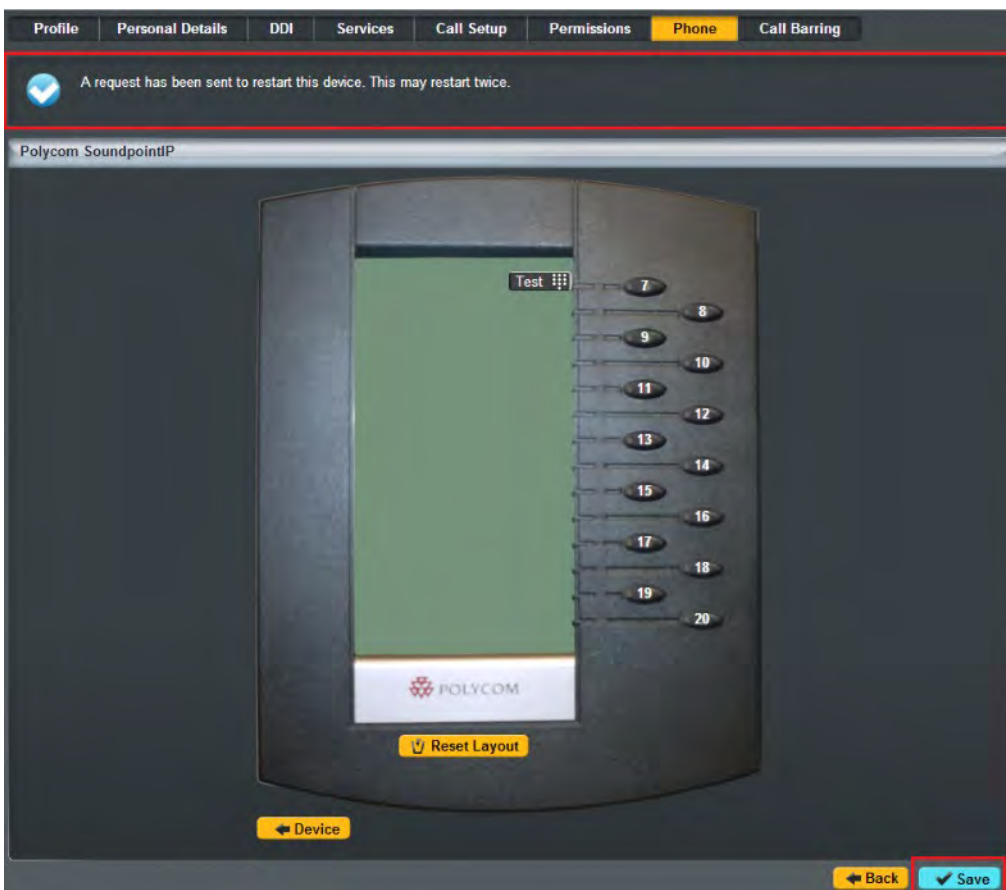
Speed Dial

This will allow you to

Name Test Destination 0123456789

Save Close

Click save on device screen to restart the device to download the latest configuration



Profile Personal Details DDI Services Call Setup Permissions Phone Call Barring

A request has been sent to restart this device. This may restart twice.

Polycom SoundpointP

Test

7 8 9 10 11 12 13 14 15 16 17 18 19 20

POLYCOM

Reset Layout

Device

Back Save

If your device is not restarted the configuration will automatically be downloaded at midnight.

### Resetting Layout on a side car

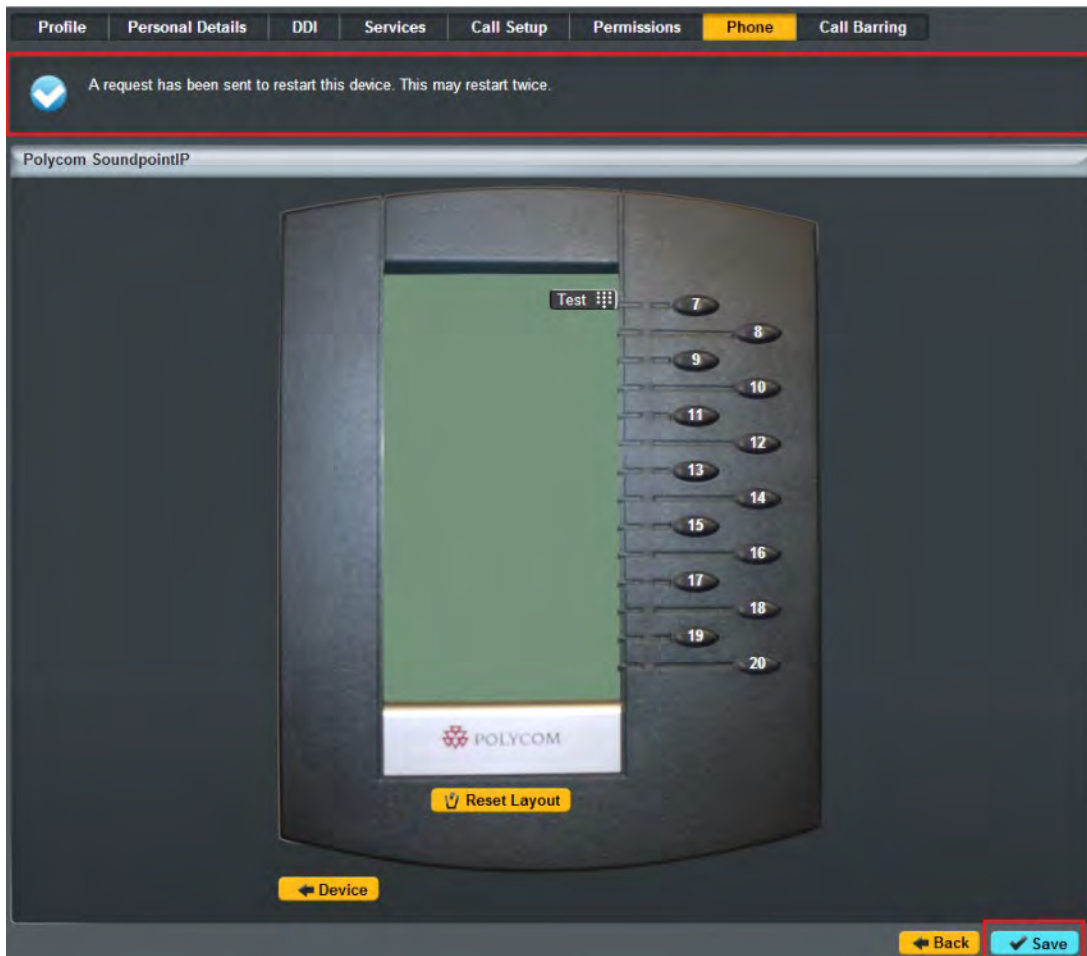
The layout will be reset for the side car you have selected and not all the side cars that are attached to your device. You must click save to take the update.



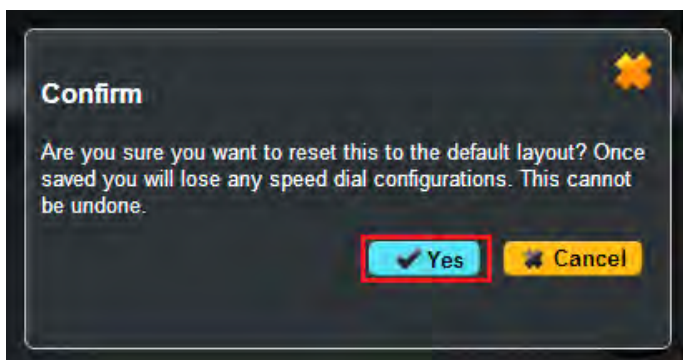
It will only remove speed dials and busy lamp fields will appear in order of free line keys - so if you have busy lamp fields on your 2nd device they will change position

This user guide starts from the selected device side car (User List > Edit > Phone Tab > Device Customisation > Side Car)

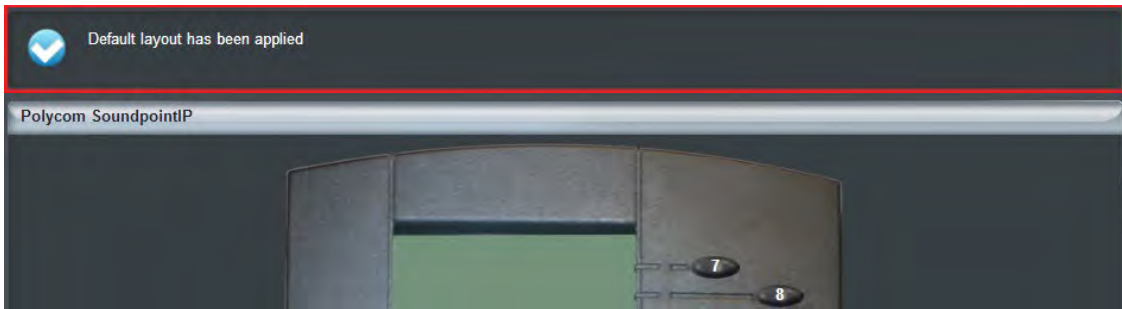
Click "Reset Layout"



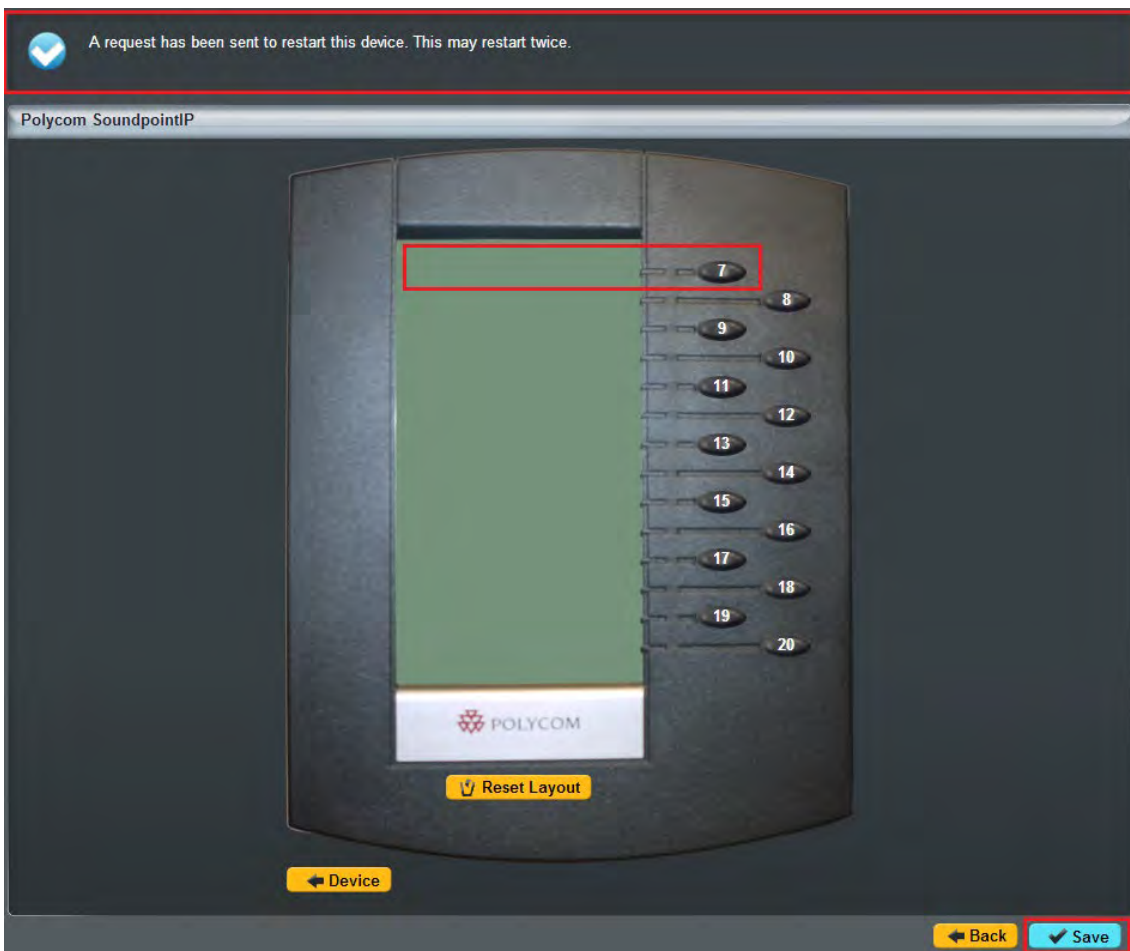
Click "Yes" in the pop up window that appears to confirm the action and a description on what will happen.



The configuration file will remove any speed dials that have been assigned to that selected side car.

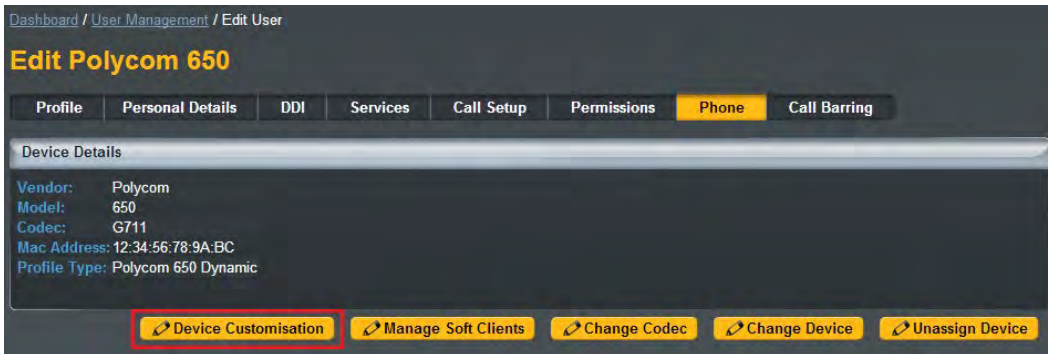


Click "Save" on side car page to restart the device for the changes to appear on the device. If Save is not clicked the device will automatically restart at midnight and download the updated configuration file.

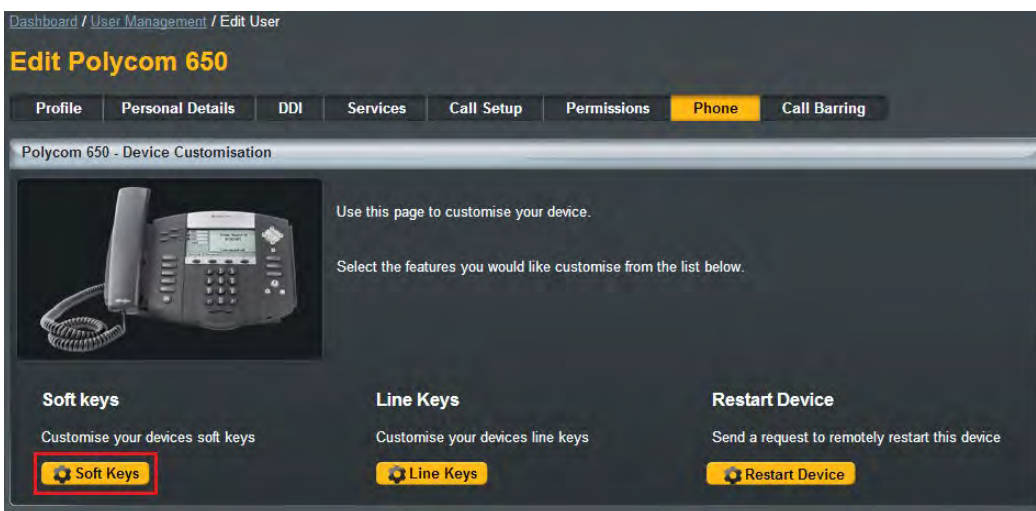


## Assigning Soft Key Options

Click the 'Device Customisation' Button

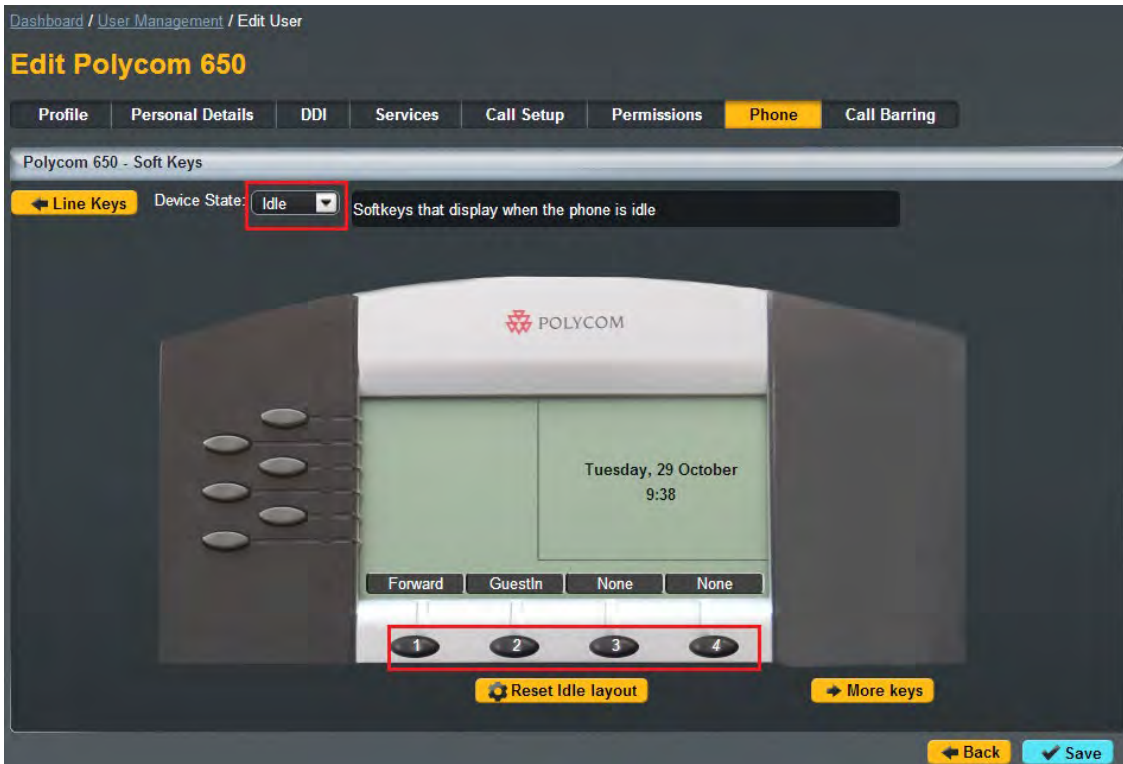


Click the 'Soft Key' Button.

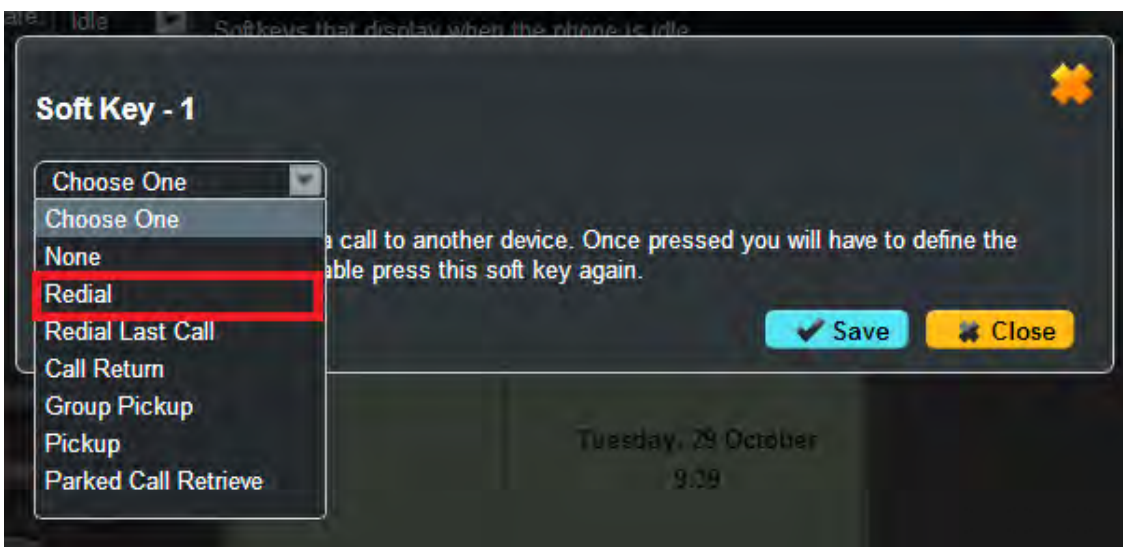


The user can select the device state for which to configure the soft keys.

Click on a Soft Key.

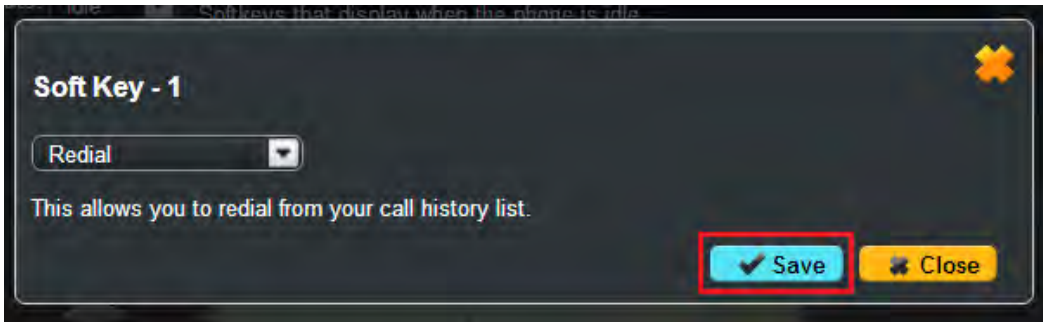


A pop up window will appear. Select a soft key option.



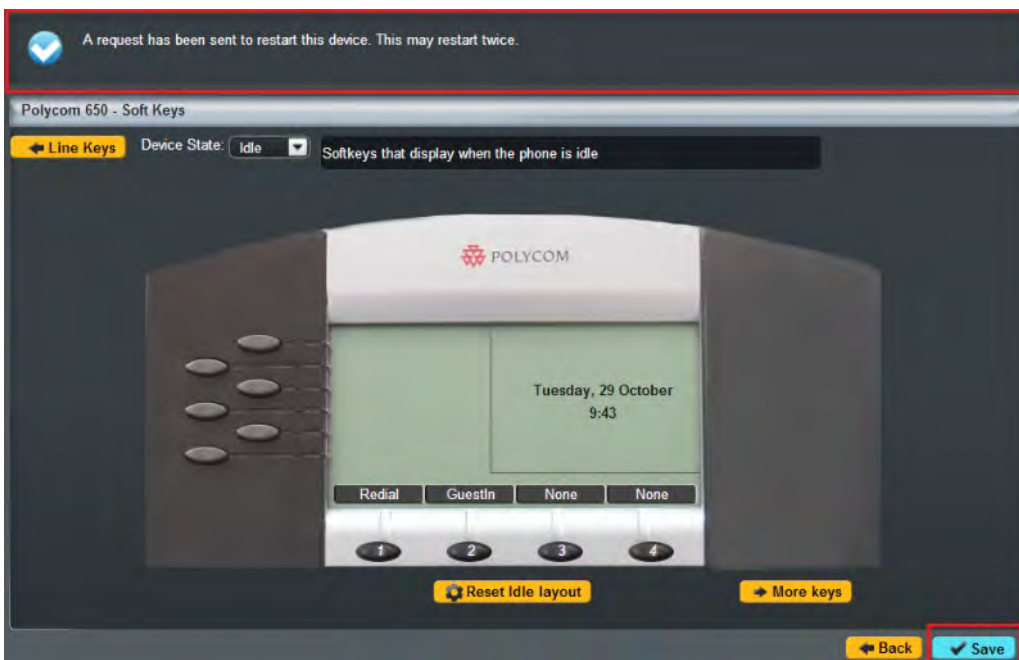
Click Save.





The Horizon Portal will update the label for the soft key with the selected value.

The "More" button can be clicked on to apply options to the other soft keys on the device

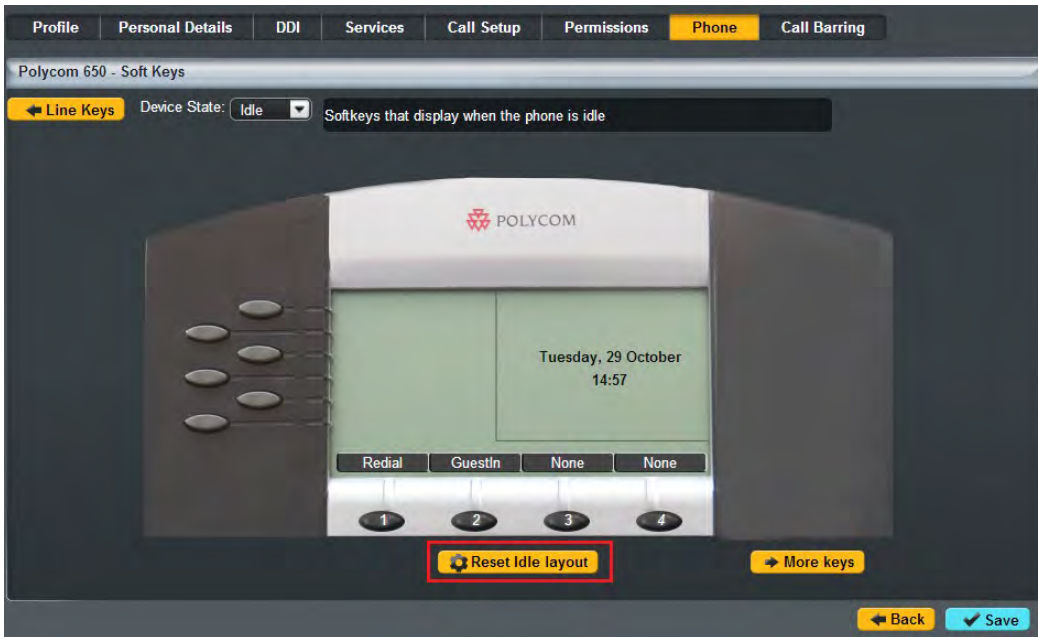


Click 'Save' to restart the device.

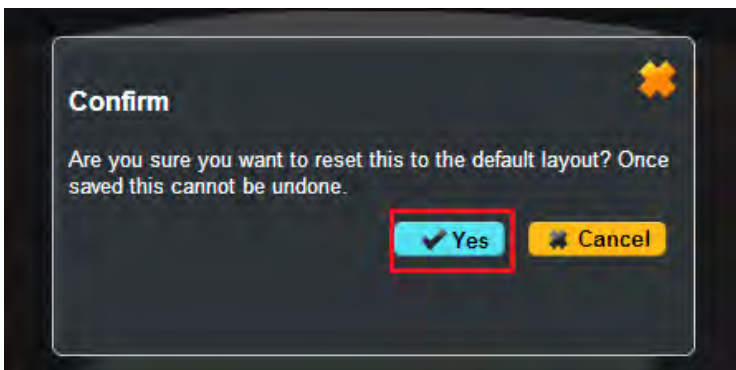
If the user does not click 'Save', the new device configuration (containing the speed dials) will be applied at midnight

### Resetting the Soft Key layout.

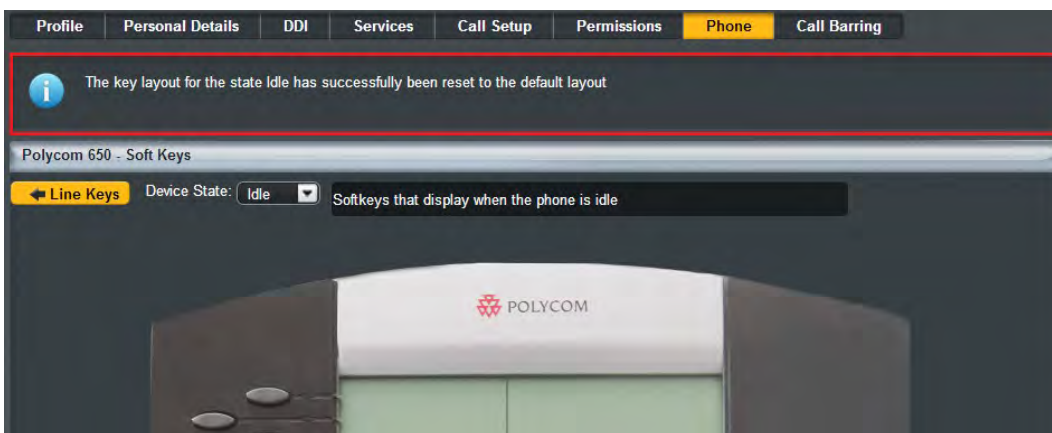
Click the 'Reset <Device State> Layout' Button



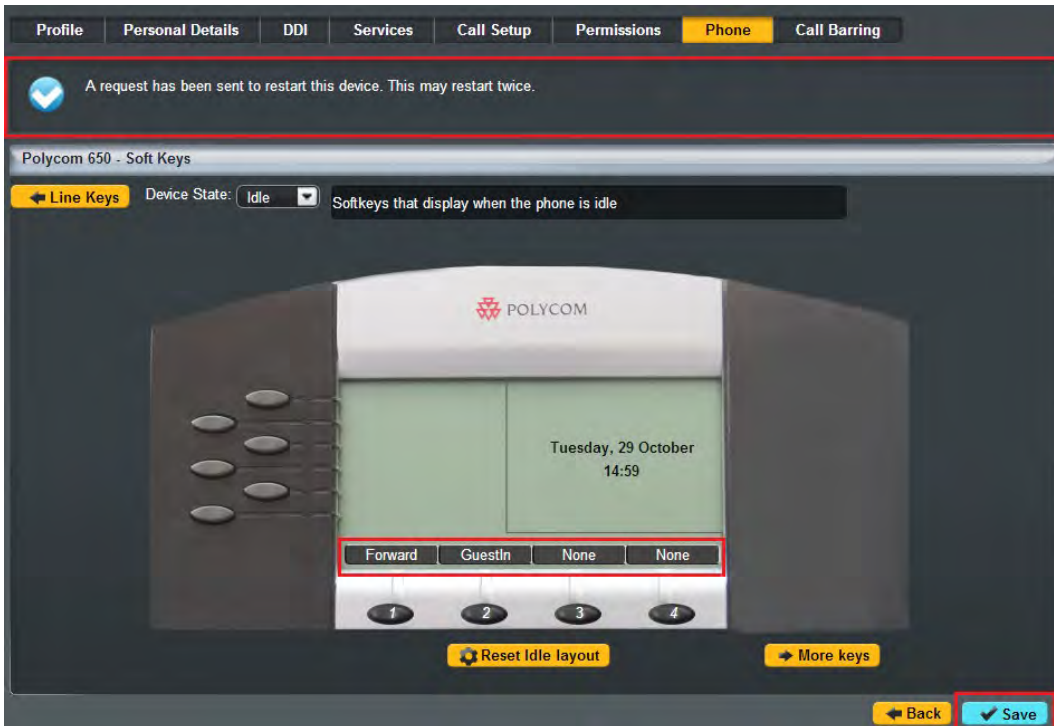
A pop up window will appear informing what will be reset - Click 'Yes'.



The GUI will reset the layout for that state and the configuration file will update.



Click 'Save' to restart the device.



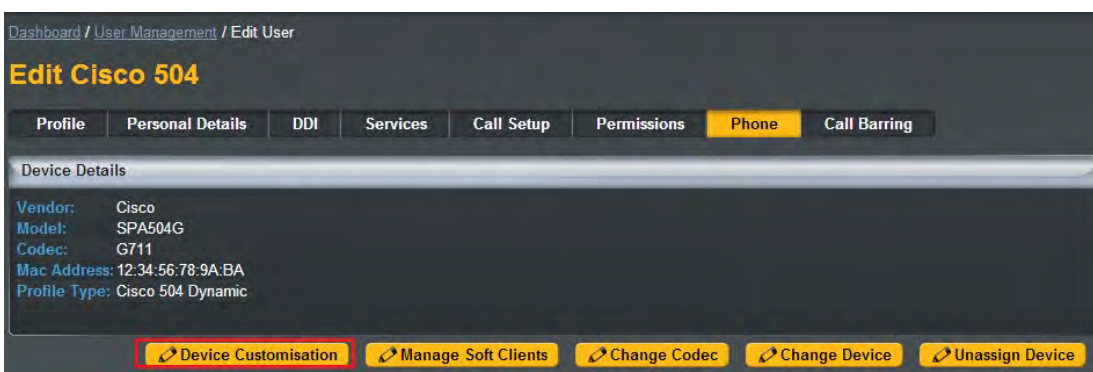
## Device Customisation - Cisco

It is possible to configure and reset line keys on the handset, line keys on the side cars and also the soft keys on the handset.

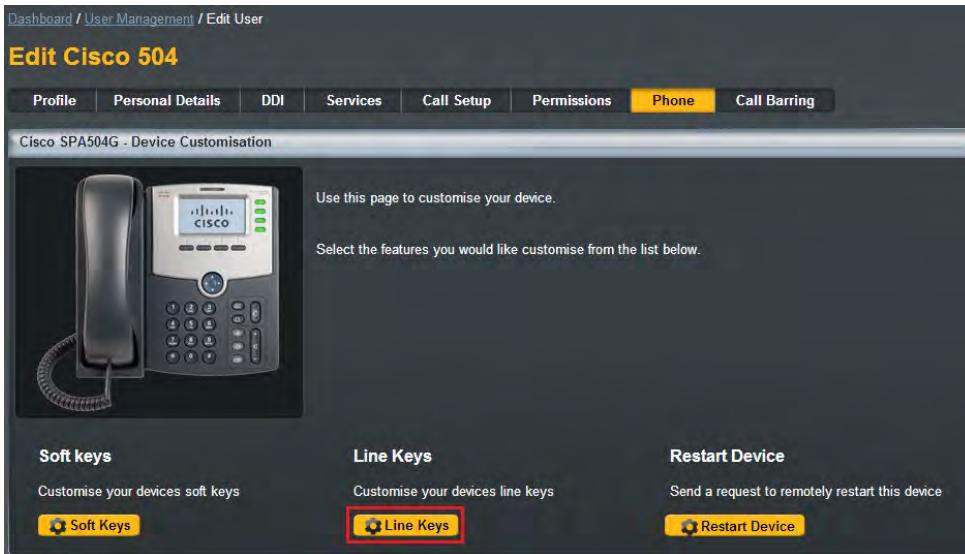
### Assigning a Speed Dial to a Line Key on a handset

Note: when you save your new line keys, your device will automatically restart if the device is not in use. If the device is in use, Horizon will wait until the device is free and then restart.

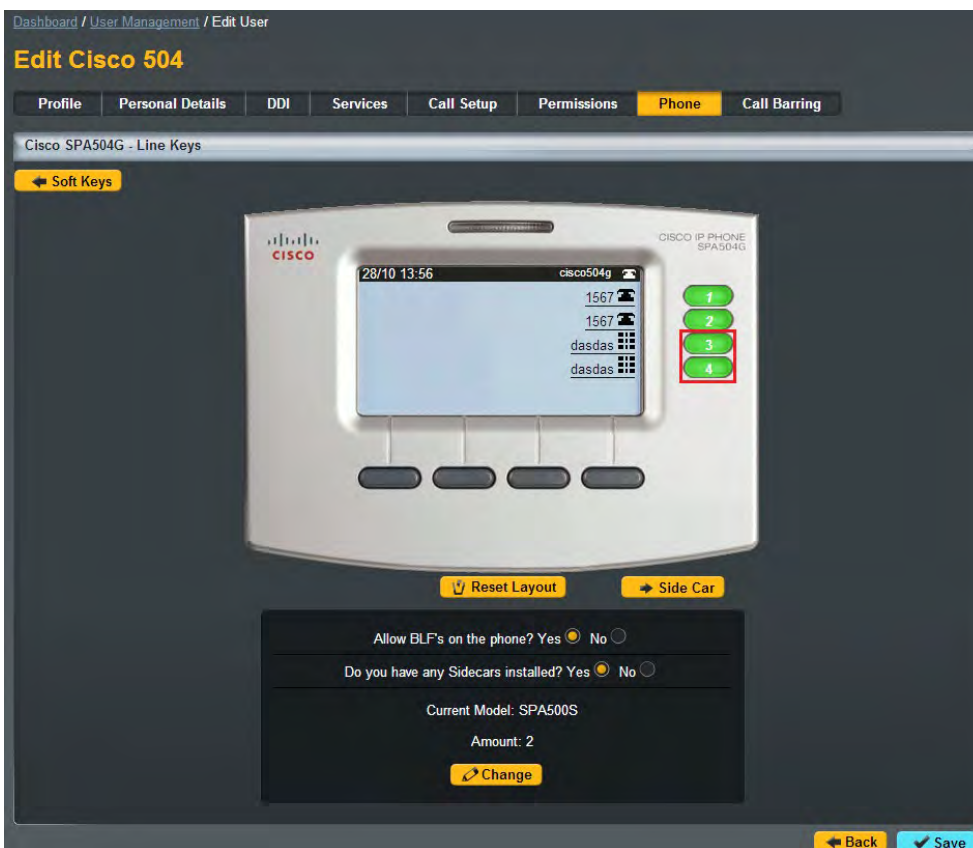
Click Device Customisation Button



Click Line Key Button

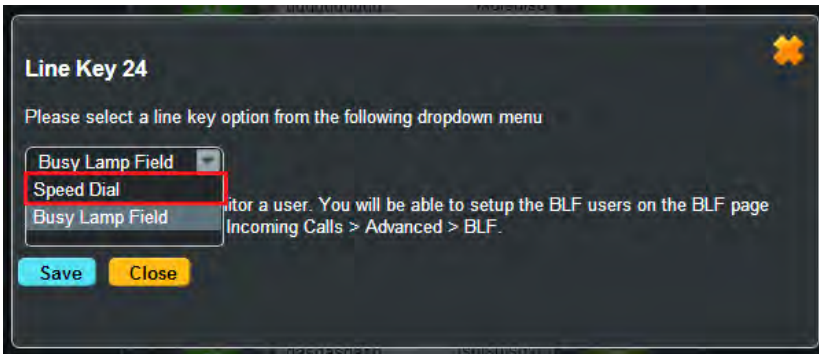


Click on a line key



Line Keys 1 and 2 are disabled as they are already pre-programmed for your telephone line. You'll be presented with a pop-up window. Select the speed dial option from the dropdown.

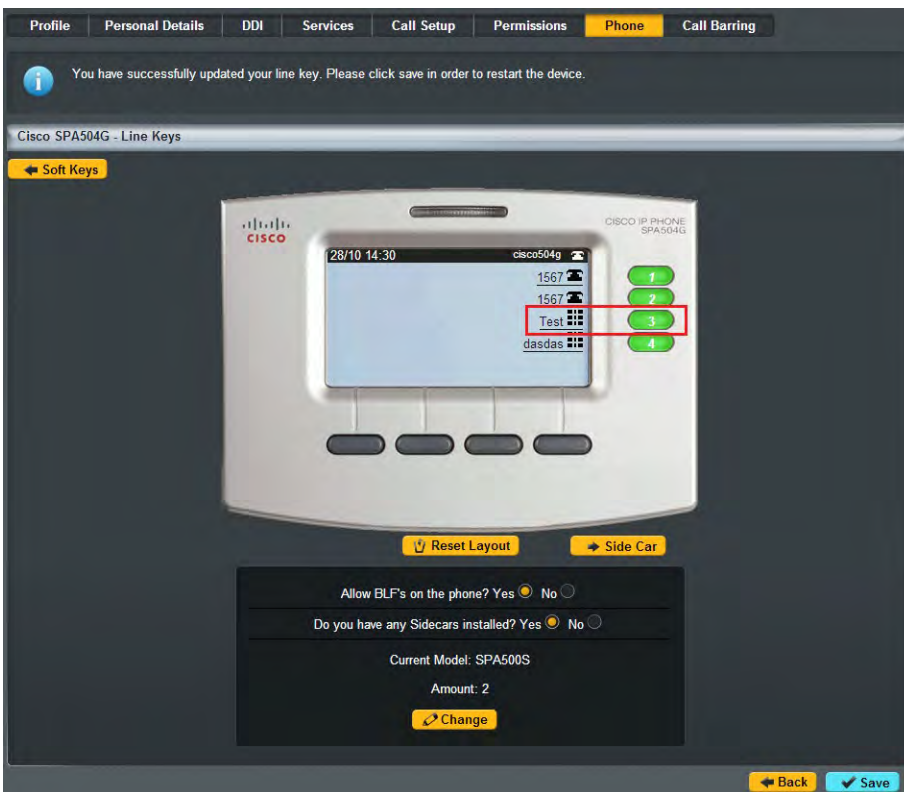




Enter your speed dial name and number



The Horizon Portal will update the label for the line key with the entered speed dial name



Remember to click "Save" once you are finished

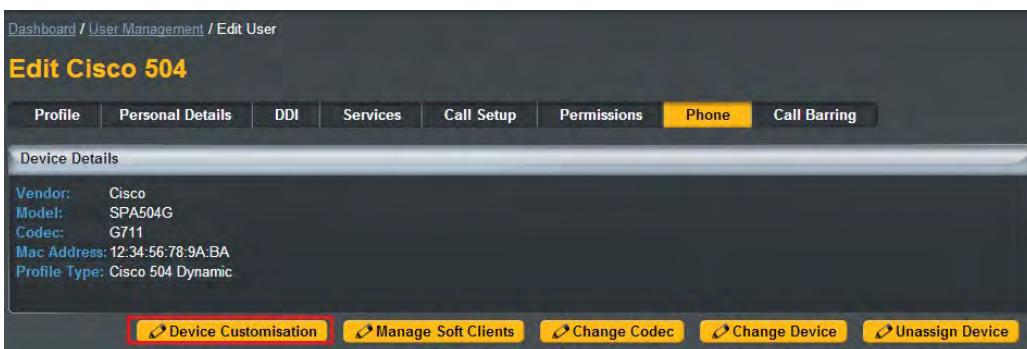
When you save your new line keys, your device will automatically restart if the device is not in use. If the device is in use Horizon will wait until the device is free and then restart.

### Resetting Line Keys Configuration on a handset

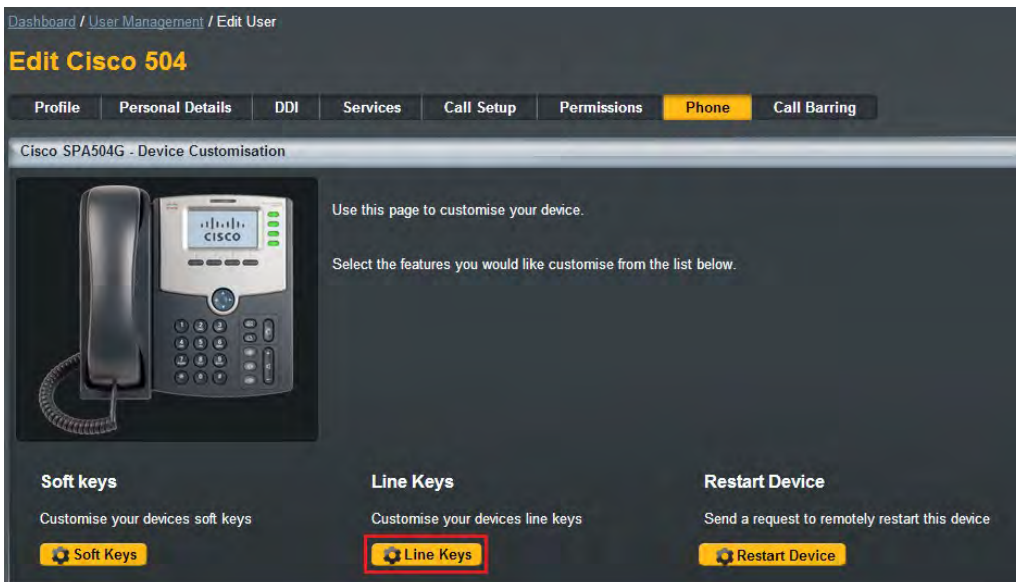
Please be aware that when resetting the layout, the device's configuration and all speed dials are removed, however any Busy Lamp Field users will still be present.

Each of the "Reset Layout" buttons are for that screen only. For example, clicking "Reset Layout" on the device screen will only affect that screen and not the side cars.

Click Device Customisation Button



Click Line Key Button



Click on "Reset Layout"



Confirm that you would like to reset the layout by clicking "Yes"



You will see a notification that the layout has been reset



You will receive a notification that the device will reset and this may occur twice.

Remember to click "Save" once you are finished

### Assigning a Speed Dial to a Side Car Line Key.

You must have a side car set up to access the side car screens. Individual BLF's cannot be defined at line key locations. Instead they will populate in the next free line key available that is set to the Busy Lamp Field.

Assign a side car if not already done.

Click the "Side Car" button

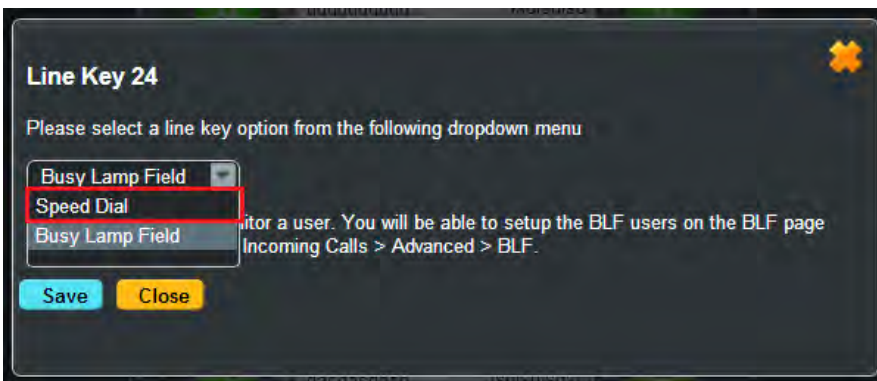




Click on a line key number. Note the images show both the SPA500s and SPA500DS

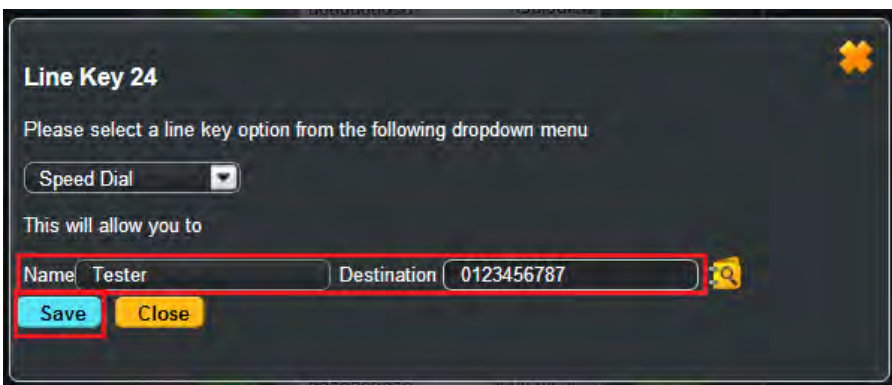


Select the speed dial option from the drop down.

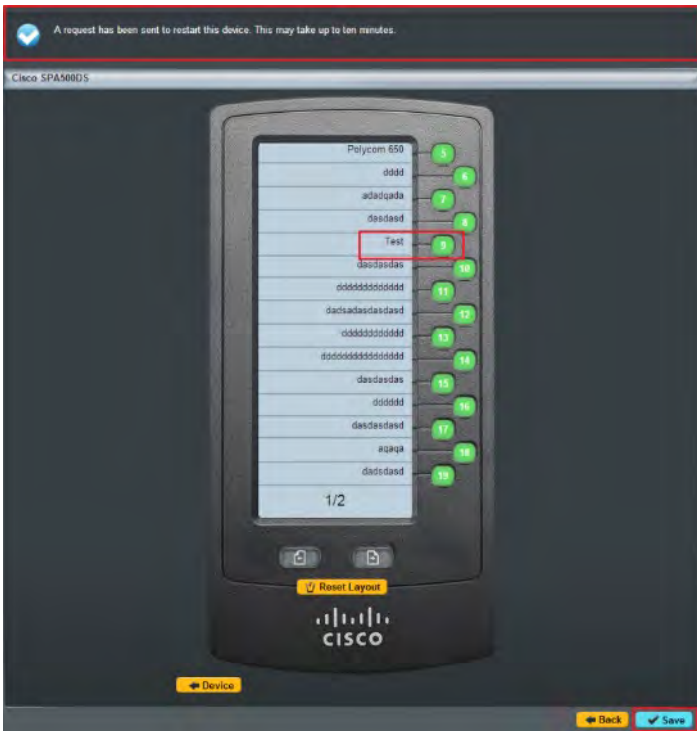


Note: Validation takes place on empty name, special characters, empty number and invalid number. The user can assign shortcuts to options such as \*83

Click the "Save" button to update the configuration.



Click save on device screen to restart the device to download the latest configuration



If your device is not restarted, the configuration will automatically be downloaded at midnight.

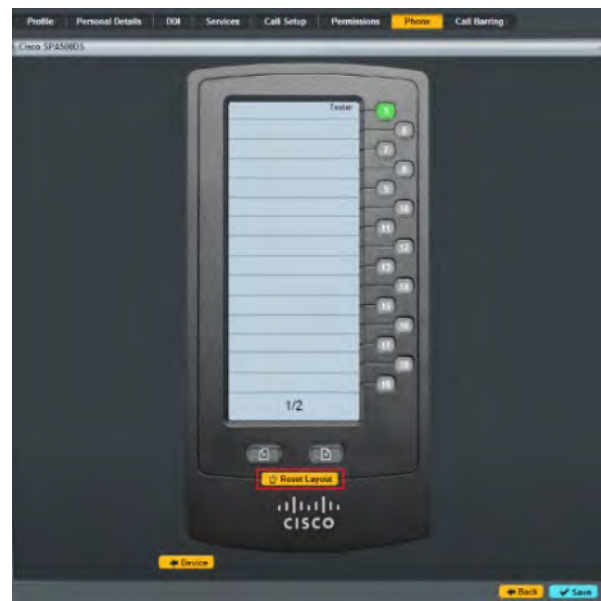
## Resetting Layout on a side car

The layout will be reset for the side car you have selected and not all the side cars that are attached to your device. You must click save to take the update.

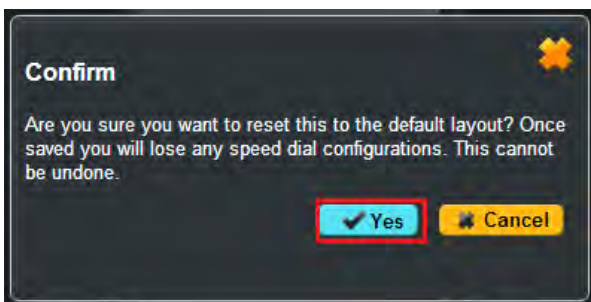
It will only remove speed dials and busy lamp fields will appear in order of free line keys - so if you have busy lamp fields on your second device, they will change position.

This user guide starts from the selected device side car (User List > Edit > Phone Tab > Device Customisation > Side Car)

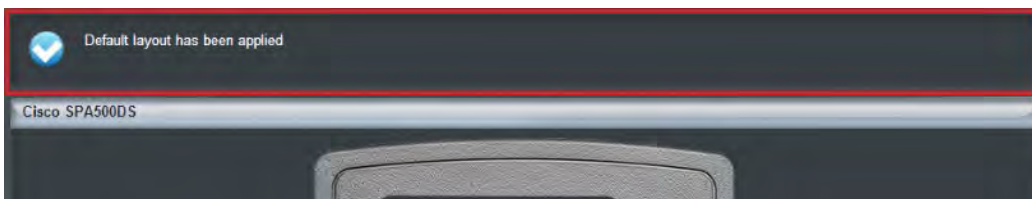
Click "Reset Layout" – note the images show both the SPA500S and SPA500DS



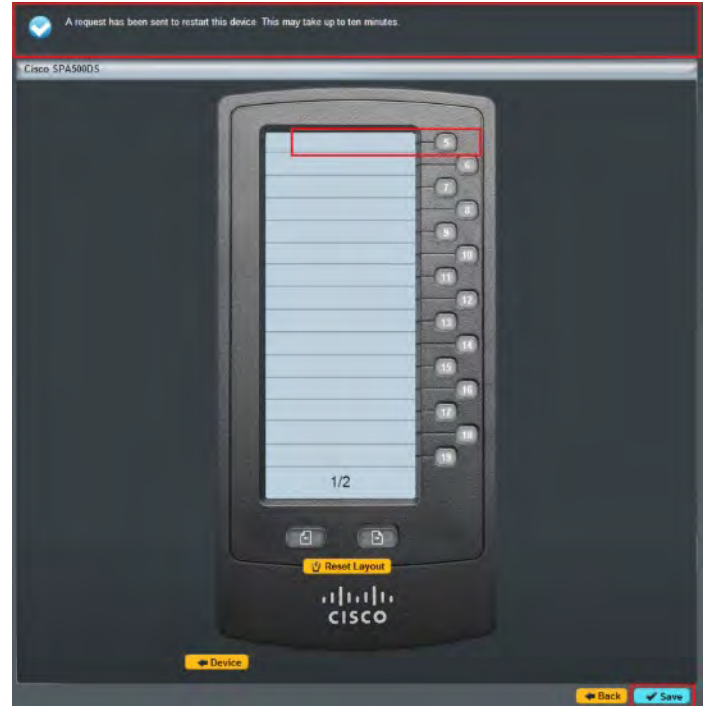
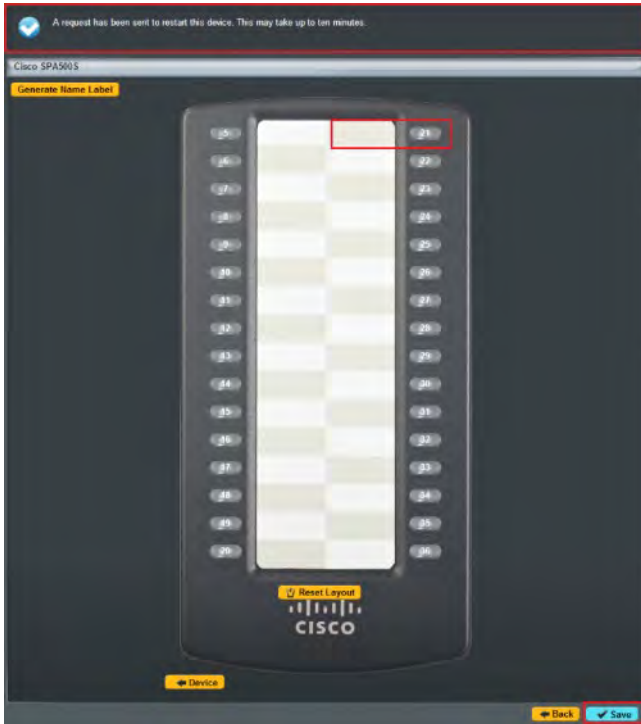
Click "Yes" in the pop up window that appears to confirm the action and a description on what will happen.



The configuration file will remove any speed dials that have been assigned to that selected side car.



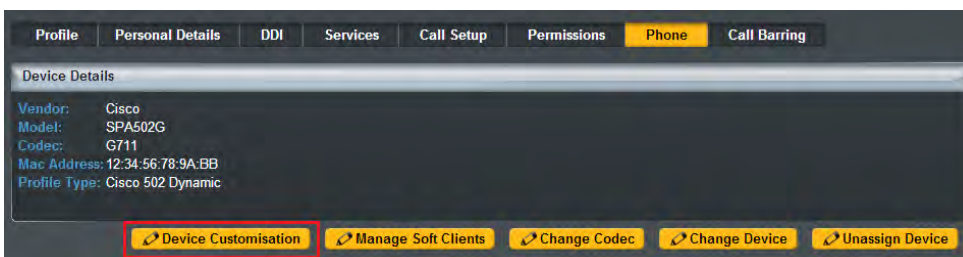
Click "Save" on side car page to restart the device for the changes to appear on the device. If Save is not clicked the device will automatically restart at midnight and download the updated configuration file.



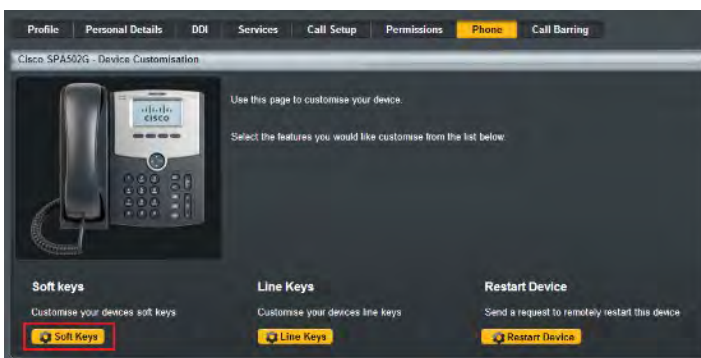
### Assigning Soft Key Options

The 'more' button can be clicked to apply options to the other soft keys on the device

Click the 'Device Customisation' Button



Click the 'Soft Key' Button.



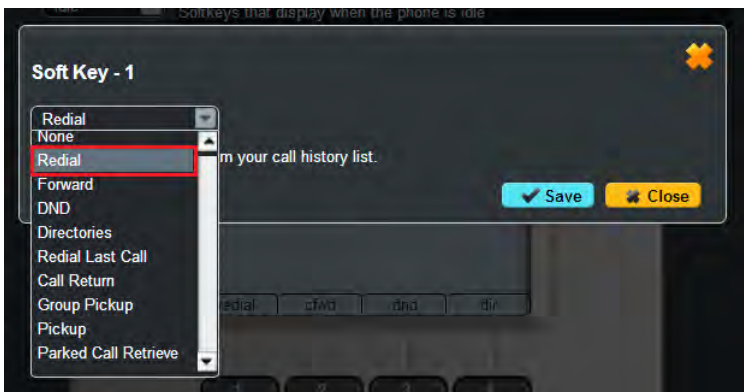


The user can select the device state for which to configure the soft keys.

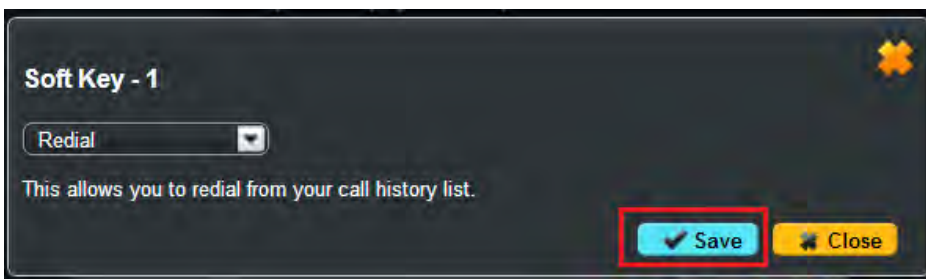
Click on a Soft Key.



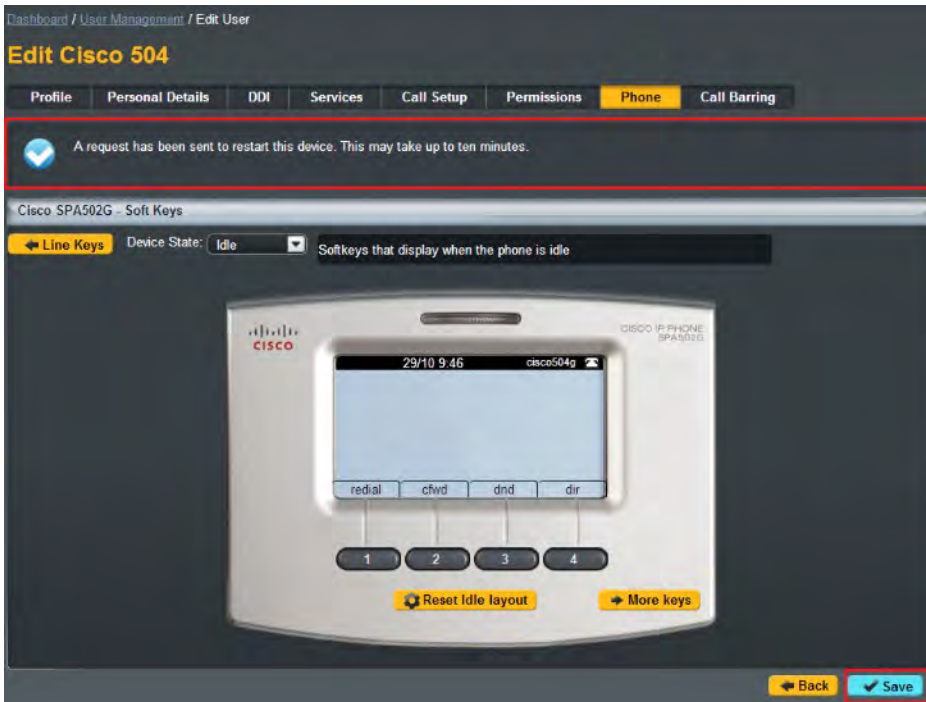
A pop up window will appear. Select a soft key option.



Click Save.



The Horizon Portal will update the label for the soft key with the selected value.



Click 'Save' to restart the device.

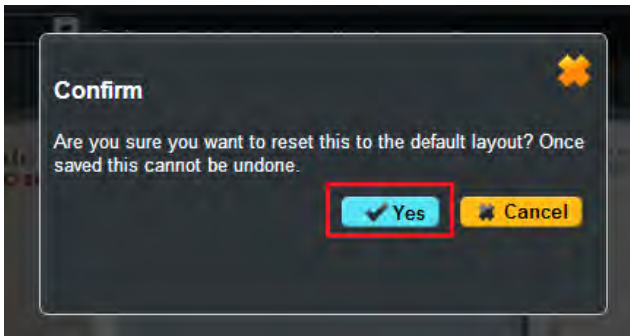
If the user does not click 'Save', the new device configuration (containing the speed dials) will be applied at midnight

### Resetting the Soft Key layout.

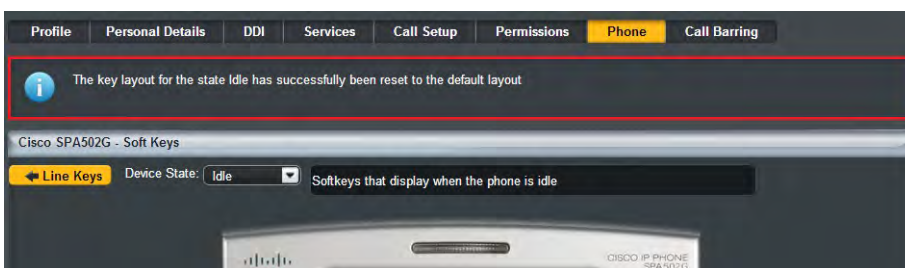
Click the 'Reset <Device State> Layout' Button



A pop up window will appear informing what will be reset - Click 'Yes'.



The Horizon portal will reset the layout for that state and the configuration file will update.



Click 'Save' to restart the device.



## How to remove missed calls notifications from Cisco SPA handsets

It is possible to remove the missed calls notification on the Cisco SPA phones by completing the following:

- Go to the Settings button under the voicemail key
- Choose 'Preferences'

- At the bottom, there is a 'Missed Call Banner' selection
- Select the 'off' option and save

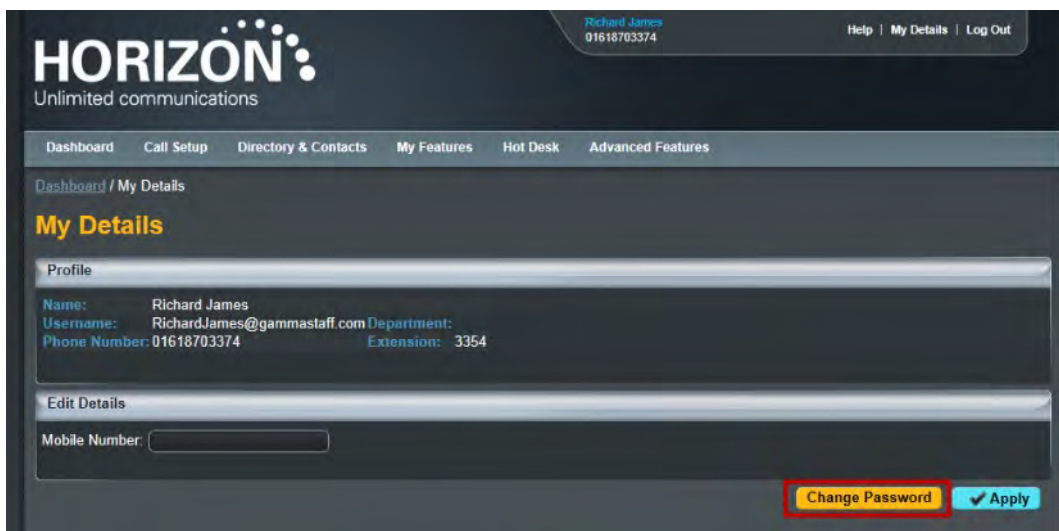
Please note this is a LOCAL setting and will be lost whenever the handset firmware is updated. It is also only applicable on Cisco handsets.

## User Reset Password

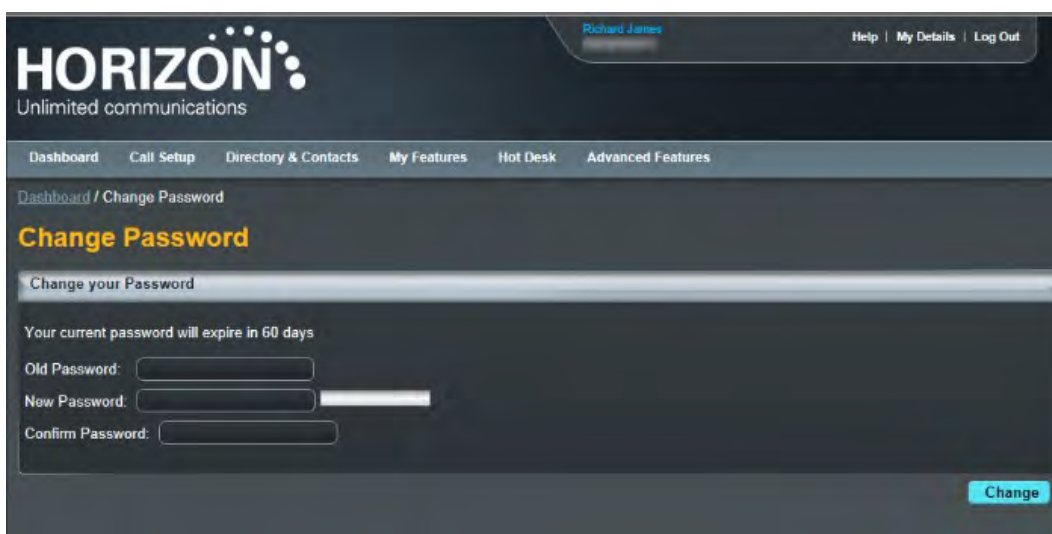
Go to [www.unlimitedhorizon.co.uk](http://www.unlimitedhorizon.co.uk), log in and select "My Details".



Select "Change Password".



Enter your old password and new password in the relevant boxes and click "Change".





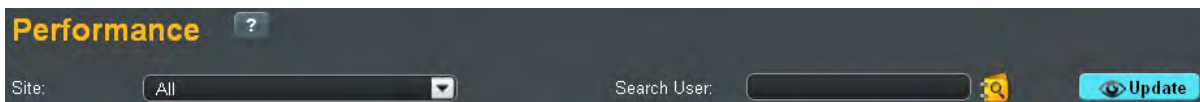
## Statistics

The statistic page allows you to view information about the calls your company has received from, and made to, external numbers. There are four different graphs on the main statistics page. The advanced statistics page offers more detailed information about every internal or external call your company has made. You will also find some summary graphs on the dashboard.

## Performance

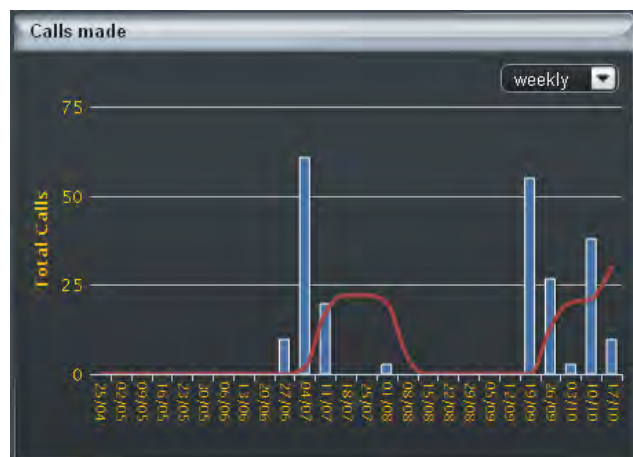
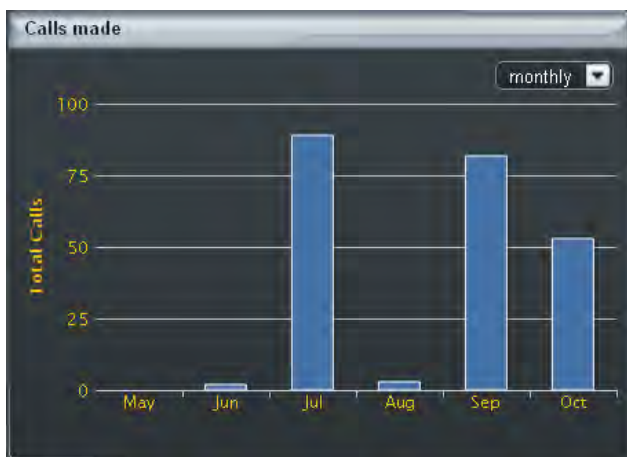
On the performance page, you will see four graphs which show: calls made/retrieved, daily calls, how many calls are getting through and where are my callers.

You can refine the results so that they only show calls related to either a site or a user. To search for a specific user's calls, just select the user from the directory window and click on "update". To search by site, select it from the dropdown and then click "update". You can view both inbound and outbound calls in all the graphs; to change what information is displayed just select either inbound or outbound from the tab menu under the search options.



## Calls Made/Retrieved

This graph displays all external calls, and you can select if you want to view the calls on a monthly or weekly basis. By default, the graph will show monthly stats. To change this just click on the drop-down box and change it to weekly. On the weekly graph, there is a red trend line. This displays the average of the previous 4 weeks' worth of calls which allows you to easily see an average of how many calls your company is making or receiving. If you hover over one of the bars it will display the total number of calls.



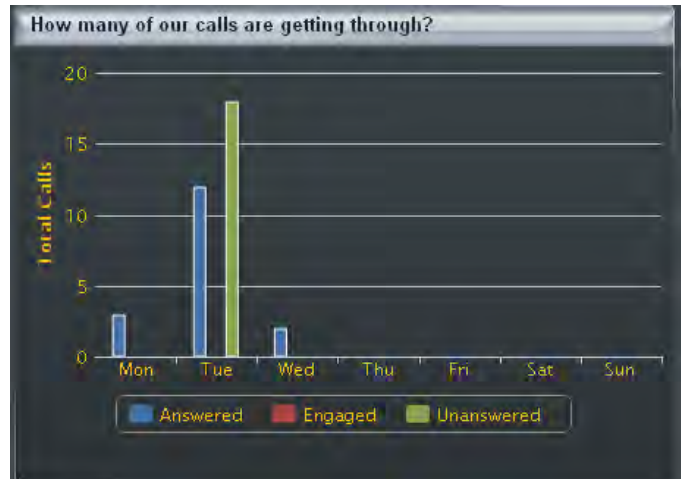
## Daily Calls

The daily call graph displays the 6 previous days' worth of calls including 'today'. Each day is in a different colour on the graph and you are also able to turn days off on the graph so they don't get displayed. To do this click on the day from the key and then the line on the graph will be hidden. To show the days calls again just re click on the name. If you hover over a point on the graph it will display the day and time of what that point represents and display how many calls were during that time.

## How many Calls are getting through?

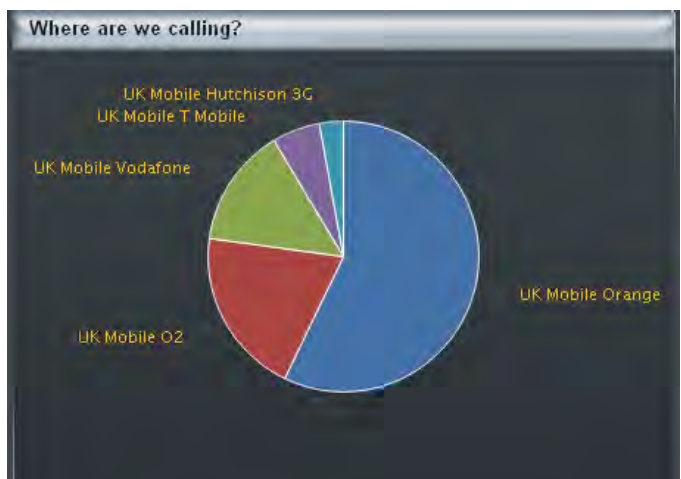
This graph will display how many calls were answered, how many were unanswered and how many were engaged. This information is displayed for the previous 6 days as well as 'today'. As with the previous graph, you can hide certain bars just by clicking on the name within the key.

If you hover over the bar it will display how many calls that bar represents.



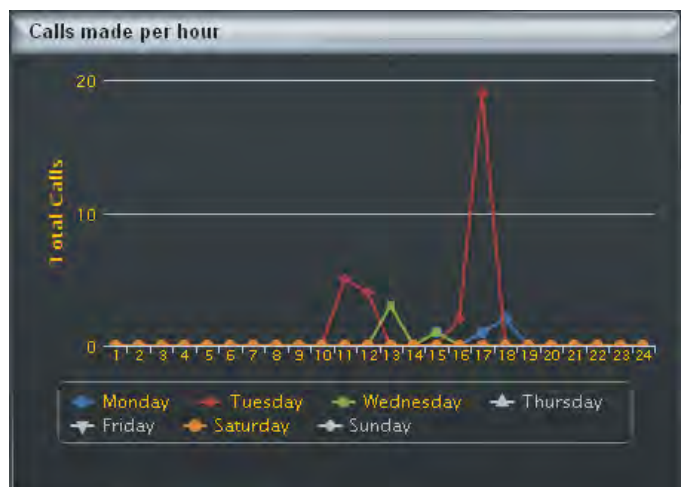
## Where are my Callers?

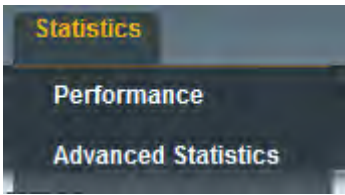
The final graph on the page displays the location where calls are being placed to and being received from. This will display either a geographical location, based upon the area code for the DDI, or what phone network a mobile device is using. If you click a segment of the pie it will display how many callers, you have received calls from.



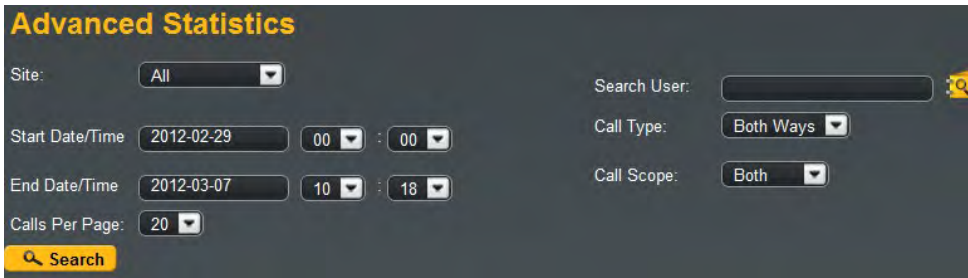
## Advanced Statistics

The Advanced statistics functionality allows you to search, view and download call data for calls that the company has made or received. When searching the calls, you can select from a range of options such as date, where you can select a start date and end date and it will display all the calls within that range. By default, this is set to search for calls over the last week. You can also filter calls by call type, where you can select inbound, outbound or both. You can also filter results on external or internal calls by changing the call 'scope'. The final search criterion enables you to view calls by user or site.






Within this screen you will then can select one or all the following search criteria:



**Advanced Statistics**

Site:  Search User:  


Start Date/Time:   :

End Date/Time:   :

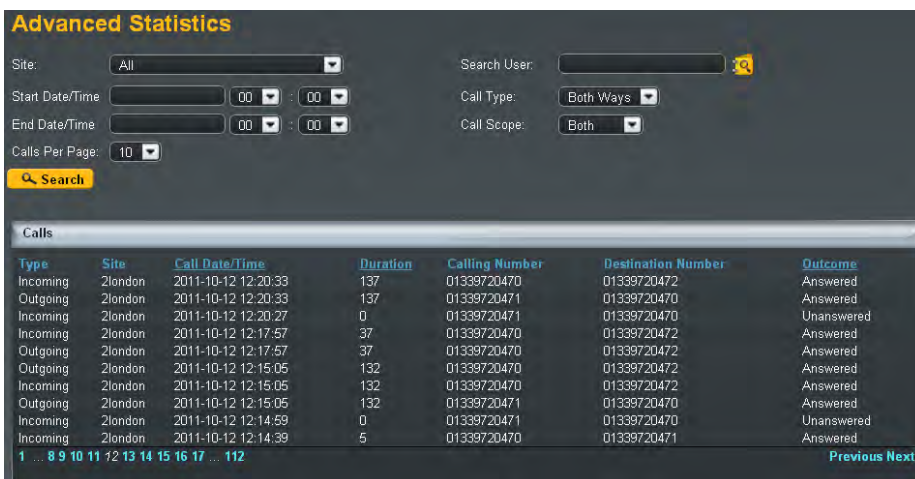
Call Type:

Call Scope:


Calls Per Page:

 **Search**

By clicking on the “Search” button you will then be provided with a table of results based on your search criteria. Click the download button to get a copy of your call data. This will be downloaded onto your system in a .csv file to your default download folder.



**Advanced Statistics**

Site:  Search User:  


Start Date/Time:   :

End Date/Time:   :

Call Type:

Call Scope:

Calls Per Page:

 **Search**

Type	Site	Call Date/Time	Duration	Calling Number	Destination Number	Outcome
Incoming	2london	2011-10-12 12:20:33	137	01339720470	01339720472	Answered
Outgoing	2london	2011-10-12 12:20:33	137	01339720471	01339720470	Answered
Incoming	2london	2011-10-12 12:20:27	0	01339720471	01339720470	Unanswered
Incoming	2london	2011-10-12 12:17:57	37	01339720470	01339720472	Answered
Outgoing	2london	2011-10-12 12:17:57	37	01339720470	01339720472	Answered
Outgoing	2london	2011-10-12 12:15:05	132	01339720470	01339720472	Answered
Incoming	2london	2011-10-12 12:15:05	132	01339720470	01339720472	Answered
Outgoing	2london	2011-10-12 12:15:05	132	01339720471	01339720470	Answered
Incoming	2london	2011-10-12 12:14:59	0	01339720471	01339720470	Unanswered
Incoming	2london	2011-10-12 12:14:39	5	01339720470	01339720471	Answered

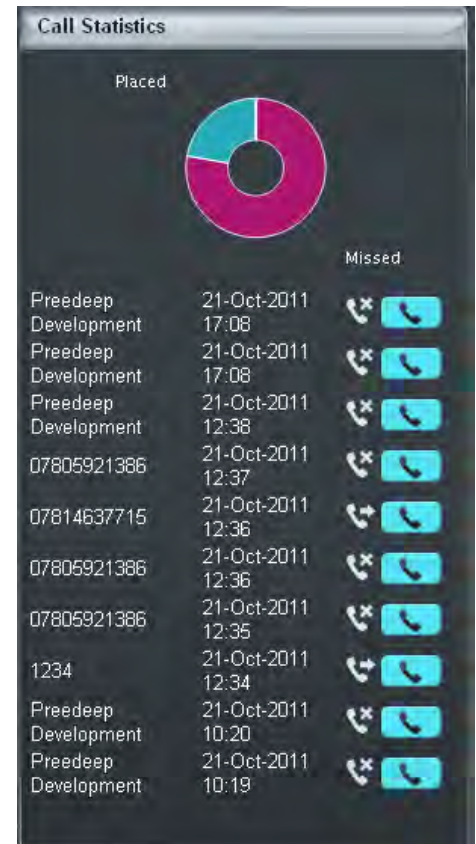
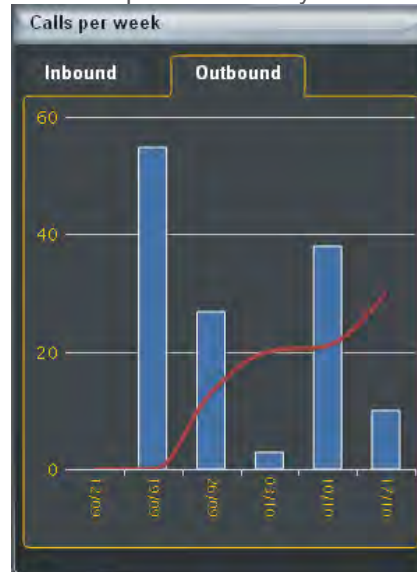
1 ... 8 9 10 11 12 13 14 15 16 17 ... 112 [Previous](#) [Next](#)

## Statistic Dashboard

## Admin

On the dashboard, there are four statistic panels, two of which show top ten callers and the others show the same information as on the statistics page: one gives how many calls are getting through, the other graph showing calls per week is a little different as it shows data for fewer weeks (six instead of twenty-six).

The top ten callers display the top ten callers within the company. Only external calls are recognised and you can either view the top ten callers by number of calls or the time they have spent on calls. There are two different panels one which displays outbound calls and the other inbound calls.



## End User

On an end user's dashboard, they will be able to see some basic information about their calls. It will show the previous ten calls, inbound and outbound, as well as a graph to display how many calls you have placed and answered.

From this panel, you can call any of the displayed numbers just by clicking on the dial button.

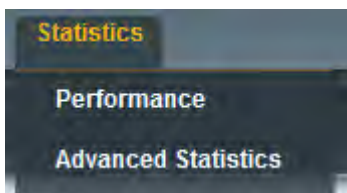
## Monitoring calls over my sites and users

There are several ways you can monitor calls over both sites and users, and from the home page you can access a simple summary screen of calls made over the whole of your company as shown below

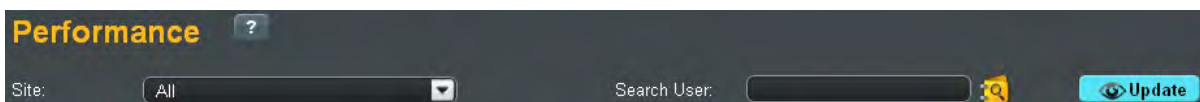




If you would then like to burrow into your company, sites, and user further you can access the “Statistic” link where you can either view summary graphs under “Performance” or if setup on “Advanced Stats” this link so you can burrow in to the raw data.



Within the “Performance” screen 4 graphs appear which can be customised by the top search criteria to select either a “Site” or a “User” who you would like to see the performance of



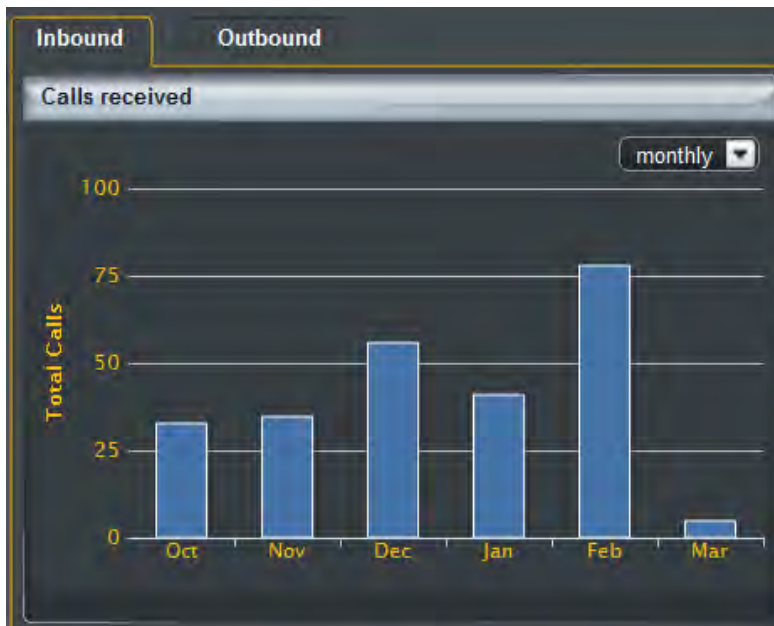
By clicking on the “Update” button once selected the graphs will then adjust to show the relevant detail for that search selection.

Please note that for all call statistics, there is an issue in reporting calls routing to Hunt Groups. Instead of showing a single call, this will show multiple calls depending on the number of hops the call makes.

## Inbound Statistics

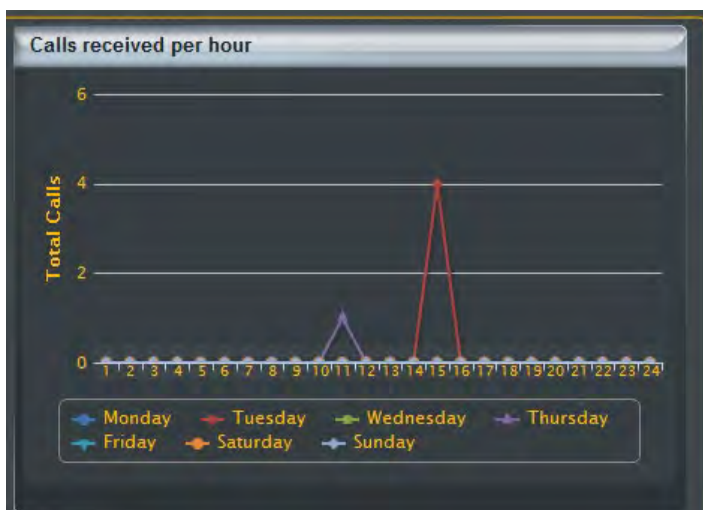
### Calls Received

This graph simply shows on a weekly or monthly view; how many calls are being received to the search criteria selected.



### Calls Received per hour

This graph shows over the course of each day of the week, shown by different coloured lines, how many calls have been received per hour of the day. This report helps to show when your busy periods are for the search criteria selected.



### How many calls are getting through?

This report shows how many calls are getting through on a 7-day rolling cycle. For each day on the graph scale 3 coloured lines will be shown, depicting whether calls were answered, unanswered or engaged, for the search

criteria you have selected. This report helps users to see if they have sufficient staff to take incoming business, or whether their incoming routing plan is handling the calls being delivered.



### Where are my callers located?

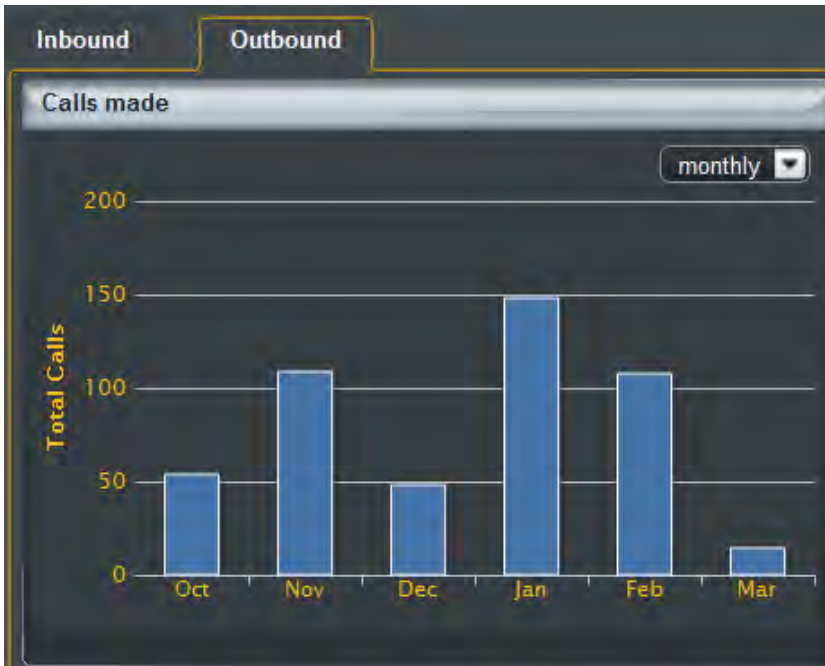
This graph shows in a pie chart format where your customers are calling from based on the search criteria selected. Several different colours will show on this chart to depict the various caller locations, and can add value to marketing campaigns and survey if you have advertised a specific number for that particular use.



## Outbound Statistics

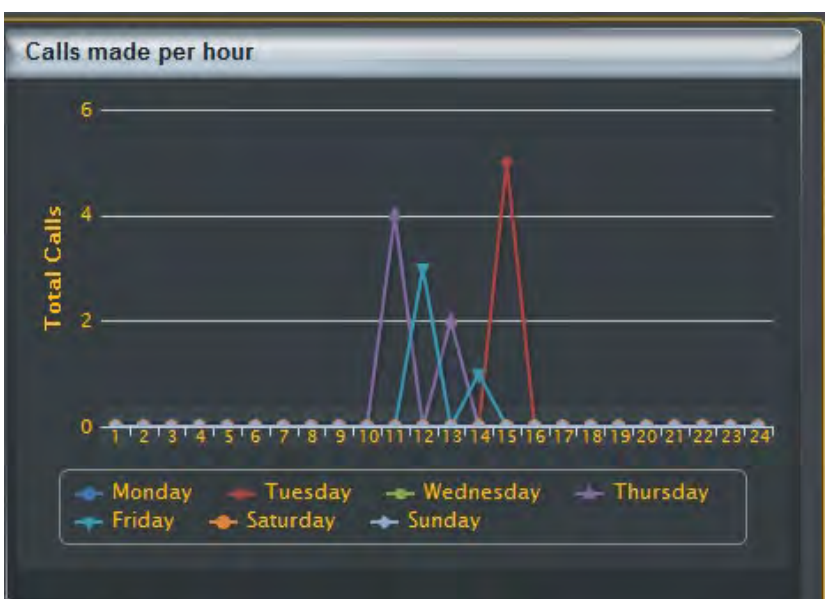
### How many Outbound calls have I made?

This report shows on either a weekly or monthly basis how many outbound calls have been made from the search criteria you have entered.



### How many calls am I making each hour?

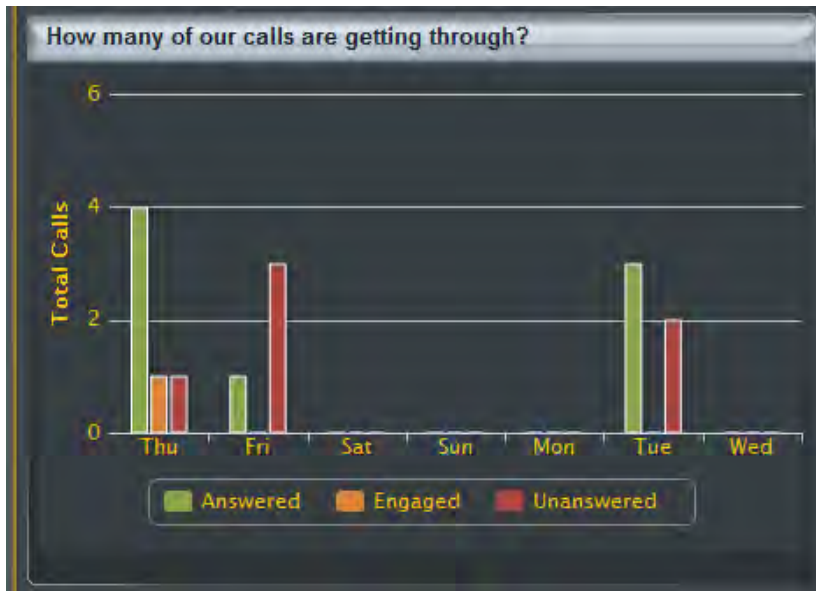
This graph shows over the course of a week how many calls are being made from the search criteria you have selected. A different coloured line will show for each day and will highlight when the busy periods are for the search criteria selected.





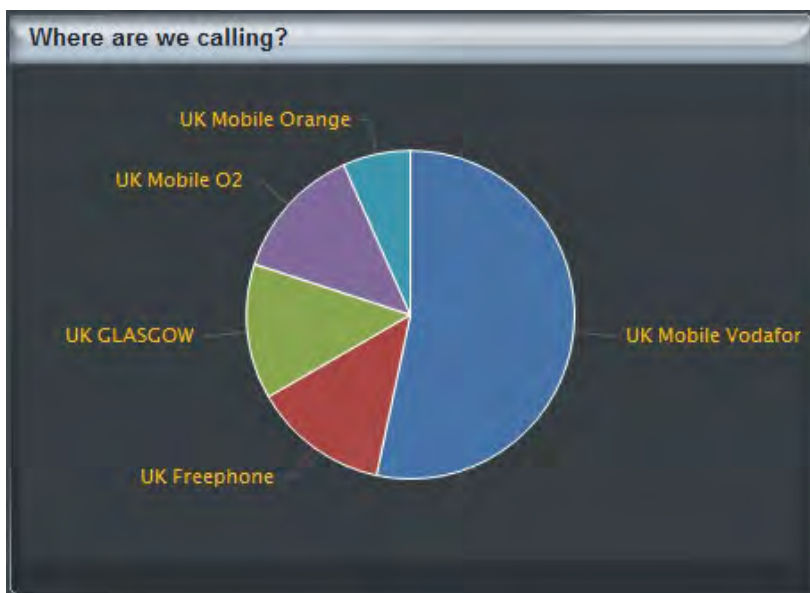
### How many of our calls are getting through?

This graph shows how many calls are being answered, unanswered, or hitting an engage tone, based on a 7-day rolling cycle. For each day 3 different lines will show the results for that day based on the search criteria you have submitted.



### Where are, we calling?

This graph shows where your most frequently dialled locations are, based on the search criteria submitted. This will show as a coloured pie chart.



### Programmable Keys for Polycom 450 and 650 and Cisco 504 and 525.

This will allow you to program keys on the right-hand side of your handsets to dial numbers of your choice.

### Set up Short key

- Hold down any of the bottom line keys on the right of the handset (not the top two buttons as these are already assigned to your lines) for 5 seconds.
- Enter a name using your keypad for this short key.
- Enter the number that you would like this button to dial. You can use this in conjunction with [Short codes](#), so you can create a button which will instantly forward calls to your mobile if you like.
- Press "Save" and this will save your short key.

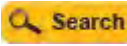


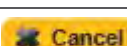
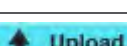















### Delete Short key

- Hold the key down for 5 seconds.
- Press options and then select "Delete".

## Glossary

Word	Definition
Codec	A codec encodes a real-time media stream for transmission over an IP network. It is also able to decode the stream from an IP network.
CSV	A comma-separated value, file is a way of formatting plain text files which stores database-style information in a very simple format.
DDI	Direct Dial In is a phone number for a user or a service.
End User	An end user is someone who uses the Horizon system and is not an administrator.
Form	Bring different fields all combined in one section.
MAC Address	A Media Access Control address is a unique identifier assigned to network device for communications on the physical network.

## Appendix 1 - Icons

Icon	Definition
 Search	This button will activate the search depending on the details you have inputted.
 Edit	This button will take you to a new page where you can edit the service or user the button is associated with.
 Delete	This button will allow you to delete one or many of either a service or user, depending on what you have selected.
 Cancel	This button will allow you to cancel the action that you have started.
 Upload	This button will upload the file that you have selected to upload, either for bulk upload or for music.
 Continue	This button allows you to continue in performing the action you have started.
 Download	This button will perform a download action depending on what you want to download.
 Save	This button will save the changes you have made to either a user or service.
 View	This button allows you to view details of a caller on the recorded calls page.
 Add	This button will add either the service or user that you have filled in the details.
	This icon will take 1 away from the number that is on display.
	This icon will add 1 to the number that is on display.
	This icon means that the service it is connected to, has been deactivated.
	This icon means that the service it is connected to is active.
	This icon will open a box to select a date
	This will delete the service that it is attached to.
	This icon will allow you to view a scheduled event that you have created.
	This icon will allow you to search for a contact from your directory.
	This icon will call the contact or service that it is attached to.
	This icon will give you a hint about whatever it is attached to.



This icon means that the feature is off

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This icon means that the feature is on

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## Appendix 2 - Short Codes

*52*	Anonymous Call Rejection (ACR)	*53*	Call Waiting
*77	Anonymous Call Rejection Activation	*43	Call Waiting Persistent Activation
*87	Anonymous Call Rejection Deactivation	#43	Call Waiting Persistent Deactivation
#8	Automatic Call Back Deactivation	*54*	Calling Line ID Delivery Blocking
#9	Automatic Call Back Menu Access	*67	Calling Line ID Delivery Blocking per Call
*72	Call Forwarding Always Activation	*31	Calling Line ID Delivery Blocking Persistent Activation
*73	Call Forwarding Always Deactivation	#31	Calling Line ID Delivery Blocking Persistent Deactivation
*21*	Call Forwarding Always Interrogation	*65	Calling Line ID Delivery Per Call
*21	Call Forwarding Always to Voicemail Activation	*70	Cancel Call Waiting
#21	Call Forwarding Always to Voicemail Deactivation	*99	Clear Voice Message Waiting Indicator
*90	Call Forwarding Busy Activation	*57	Customer Originated Trace
*91	Call Forwarding Busy Deactivation	*55	Direct Voicemail Transfer
*67*	Call Forwarding Busy Interrogation	*97	Directed Call Pickup
*40	Call Forwarding Busy to Voicemail Activation	*80	Diversion Inhibitor
#40	Call Forwarding Busy to Voicemail Deactivation	*78	Do Not Disturb Activation
*92	Call Forwarding No Answer Activation	*79	Do Not Disturb Deactivation
*93	Call Forwarding No Answer Deactivation	#58	Group Call Park
*61*	Call Forwarding No Answer Interrogation	*66	Last Number Redial
*41	Call Forwarding No Answer to Voicemail Activation	*12	Location Control Activation
#41	Call Forwarding No Answer to Voicemail Deactivation	*13	Location Control Deactivation
*94	Call Forwarding Not Reachable Activation	*60	Music On Hold Per Call Deactivation
*95	Call Forwarding Not Reachable Deactivation	*610	No Answer Timer
*63*	Call Forwarding Not Reachable Interrogation	*71	Per Call Account Code
*88	Call Park Retrieve	*51	Selective Call Rejection (Blacklist)
*68	Call Park Retrieve	*75	Speed Dial 100
*98	Call Pickup	*74	Speed Dial 8

*11	Call Retrieve	*62	Voicemail Portal Access
#92#	Call Return from Number Deletion	*86	Voicemail Retrieval
*69	Call Return Number Deletion	*99	Clear Voicemails from handset