

Horizon

End User Guide



Contents

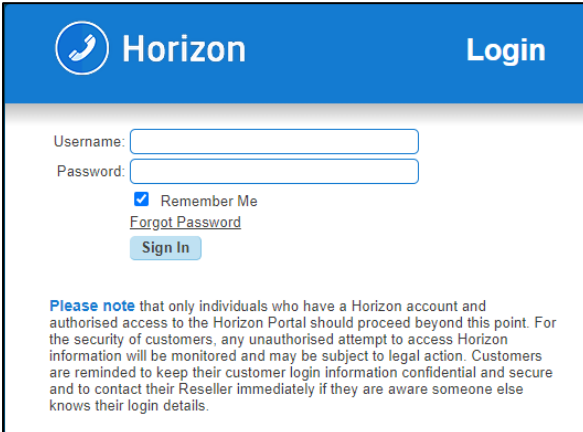
Contents	2
How do I gain access to the Horizon website?	4
<i>How do I change my password?</i>	4
Logging in as the End User	6
<i>How do I customise my Dashboard?</i>	6
<i>How do I initially configure my user access?</i>	6
The Dashboard	8
<i>How do I make a telephone call using “Click to Dial”?</i>	9
<i>How do I setup Call forwarding?</i>	10
<i>How do I manage my profile status?</i>	10
<i>How do I adjust my call profiles?</i>	11
<i>How do I view Call Statistics for my phone?</i>	12
<i>How do I setup “twinning” of my mobile with my landline?</i>	14
<i>How do I search the directory?</i>	16
<i>How do I change my details?</i>	17
Call Setup	18
<i>How can I handle incoming calls?</i>	18
<i>How do I blacklist a caller?</i>	20
<i>How do I change my incoming call settings?</i>	20
<i>How can I be notified of missed calls to my number?</i>	21
<i>How do I set my number to find me over multiple devices?</i>	22
<i>How do I setup a Busy Lamp on my device?</i>	23
<i>How do I setup speed dials?</i>	24
<i>How do I change my outgoing call settings?</i>	25
<i>How can I change my Call Transfer settings?</i>	26
<i>How can I enable Call Waiting?</i>	27
<i>How do I use a Hot Desk at a Site?</i>	28
<i>Login to Hot Desk on Polycom Handsets</i>	29
Directories and Contacts	31
<i>How do I setup a new contact?</i>	31
<i>How do I setup a multiple contacts?</i>	32

<i>How do I delete a contact?</i>	33
Remote Office	34
How do I access the Company Voice Portal?	34
<i>What Menu Options are available in the Voice Portal?</i>	34
1 -Voice Messaging	35
2- Change your Profile	37
3 – Record Greetings	37
4 – Change Call Forwarding Options.....	38
6 – Make a call from your number	38
7 – Access a Hot Desk device if this Voice Portal is assigned to one	38
8 – Change your Pass Code.....	38
9 – Exit	38
What Short Codes can I use on my phone?	39
Cisco “Soft Key” additions	40
Alternative Number Presentation	40
Optional Horizon Soft Clients	41

How do I gain access to the Horizon website?

Horizon can be accessed at www.unlimitedhorizon.co.uk, and supports Internet Explorer 6.0, 7.0, 8.0, 9.0, Mozilla FireFox, Safari, Chrome, and Opera.

From here you will be prompted to submit your user details:

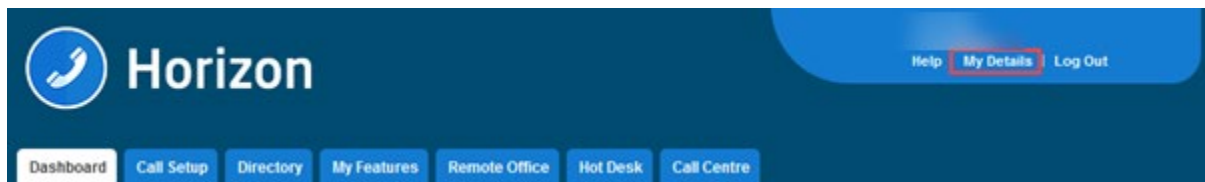


The screenshot shows the Horizon login interface. At the top, there is a blue header with the Horizon logo (a telephone handset icon) on the left and the word "Login" on the right. Below the header, there are two input fields: "Username:" and "Password:". Under the password field, there is a checked checkbox labeled "Remember Me" and a link for "Forgot Password". A "Sign In" button is located below these options. At the bottom of the form area, there is a "Please note" section with a warning message about account security and unauthorized access.

Please note that only individuals who have a Horizon account and authorised access to the Horizon Portal should proceed beyond this point. For the security of customers, any unauthorised attempt to access Horizon information will be monitored and may be subject to legal action. Customers are reminded to keep their customer login information confidential and secure and to contact their Reseller immediately if they are aware someone else knows their login details.

How do I change my password?

Go to www.unlimitedhorizon.co.uk, log in and select "My Details".



Select "Change Password".

Horizon

Help | My Details | Log Out

Dashboard | Call Setup | Directory | My Features | Remote Office | Hot Desk | Call Centre

Dashboard / My Details

My Details

Profile

Name: Lindi Reilly
Username: lindireilly@linditest.com Department: BPE
Phone Number: 0 Extension: 6834

Edit Details

Contact Mobile:

Change Password

Enter your old password and new password in the relevant boxes and click "Change".

Dashboard | Call Setup | Directory | My Features | Remote Office | Hot Desk | Call Centre

Dashboard / Change Password

Change Password

Change your Password

Your current password will expire in 60 days

Old Password:

New Password:

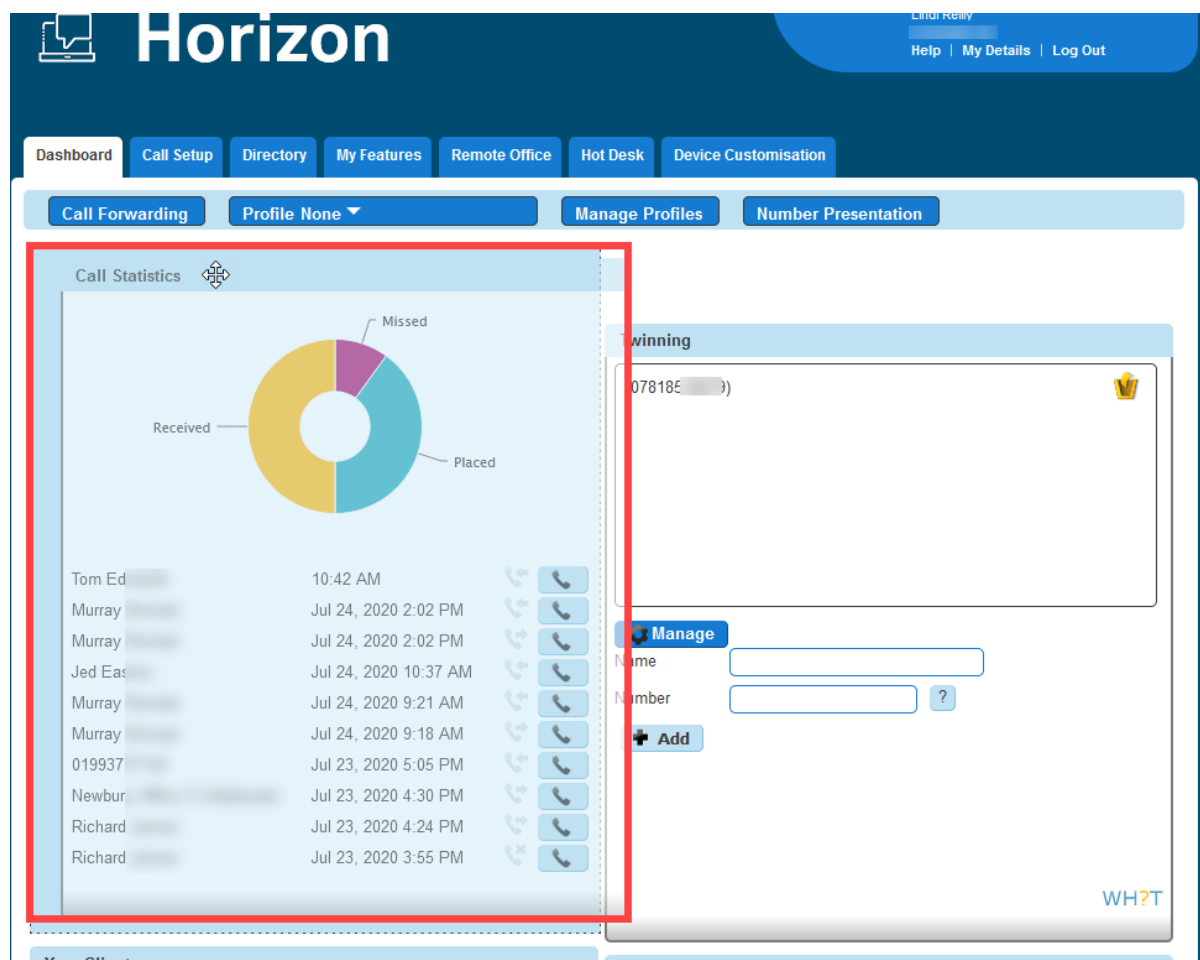
Confirm Password:

Change

Logging in as the End User

How do I customise my Dashboard?

The dashboard can be customised to ensure you achieve the best view for your specific needs. In order to do this, simply hover over the title of a section you want to move and drag it to your preferred place on the screen.



How do I initially configure my user access?

If you are logging in for the first time then you will be prompted to setup a few basic features to establish your user account. Your company administrator will have provided you with details on the features assigned to you and your number and user extension.

If you would like further details on the features assigned and what they allow you to do, you can review under the “My Features” link on the homepage

The screenshot shows the Horizon web interface. At the top, there is a navigation bar with the Horizon logo and the text 'Horizon'. To the right of the logo, there are links for 'help', 'my details', and 'Log Out'. Below the navigation bar, there is a secondary navigation bar with buttons for 'Dashboard', 'Call Setup', 'Directory', 'My Features', 'Remote Office', 'Hot Desk', and 'Call Centre'. The 'My Features' button is highlighted. Below this, the page title is 'Dashboard / My Features'. The main content area is titled 'My Features'. It contains a section for 'Available Features' with a dropdown menu currently set to 'Incoming Call'. The dropdown list includes: 'Anonymous Call Rejection', 'Automatic Callback', 'Barge-in Exempt', 'Busy Lamp Field', 'Call Forwarding Always', 'Call Forwarding Busy', 'Call Forwarding No Answer', 'Call Forwarding Selective', 'Call Notify', 'Call Return', 'Calling Line ID Delivery Blocking', 'In Call', and 'Outgoing Call'. To the right of this list is a 'Call Policy' field. Below the 'Available Features' section is a 'Feature Information' section for 'Anonymous Call Rejection', which contains the following text: '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.'

The standard features requested on your initial access are:

- Call Handling – decide how you would like to route incoming calls
- Twinning – the ability to phone a mobile device or another number if your phone or extension is dialled
- Change of password – change the password assigned to ensure this is unique to your user access

Once completed and to ensure you are aware of all features available through the Horizon system we would advise reviewing the following areas.

- Dashboard
- Call setup
- Directories and contacts
- Remote office

The Dashboard

From the Horizon dashboard you have the ability to influence a number of user settings as well as review your own call usage and performance

The screenshot displays the Horizon dashboard interface. At the top, the user's name 'Lindi Reilly' is shown along with 'Help | My Details | Log Out' links. The main navigation bar includes 'Dashboard', 'Call Setup', 'Directory', 'My Features', 'Remote Office', 'Hot Desk', and 'Device Customisation'. Below this, there are tabs for 'Call Forwarding', 'Profile None', 'Manage Profiles', and 'Number Presentation'. The 'Call Statistics' section features a donut chart with three segments: 'Received' (yellow), 'Placed' (teal), and 'Missed' (purple). Below the chart is a list of call logs with columns for 'To', 'Time', and 'Status'. The 'Directory' section includes a search bar and a list of contacts with phone icons. The 'Twinning' section shows a text input field with '(078...)' and a crown icon.


To	Time	Status
Ton	10:42 AM	
Mui	Jul 24, 2020 2:02 PM	
Mui	Jul 24, 2020 2:02 PM	
Jed	Jul 24, 2020 10:37 AM	
Mui	Jul 24, 2020 9:21 AM	
Mui	Jul 24, 2020 9:18 AM	
019	Jul 23, 2020 5:05 PM	
Newbury Office 3 Collaborate	Jul 23, 2020 4:30 PM	
Richard	Jul 23, 2020 4:24 PM	
Richard	Jul 23, 2020 3:55 PM	

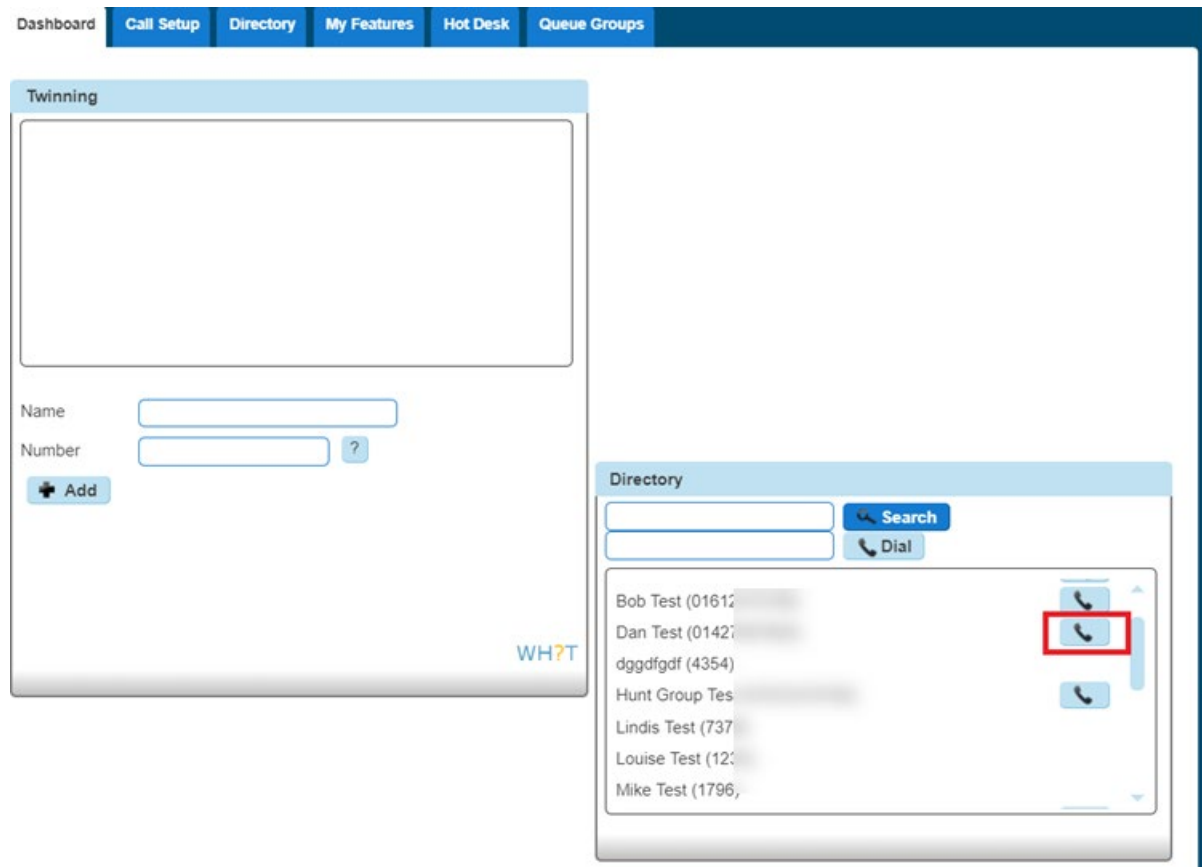
Contact Name	Phone Icon
1 Ho	
1200	
1200	
6100	
AA	
aaat	
Aam	

(078...)

How do I make a telephone call using “Click to Dial”?

There are a number of ways you can make a telephone call over the Horizon handsets, one of which is also the ability to “Click to Dial” from the Horizon system.

“Click to Dial” means that the Horizon system will call the number of the account you are logged in as, and once answered, then connect you through to the number against which you have clicked the “Dial” button 



This feature is available wherever a contact or directory entry is shown on the screen.

How do I setup Call forwarding?

Call forwarding is the ability to redirect a call from delivering it to your handset, to delivering it to another number.

This can be setup from the dashboard screen by selecting on the drop down box showing “Call Forwarding Inactive” and you are then able to define a number, and update this field with this detail

Call Forwarding

Call Forwarding Settings

- No Forwarding
- Forward all incoming calls
- Forward calls selectively, determined by called number

When someone calls my fixed number

- No action
- Forward the call to:
- Send the call to voicemail

When someone calls my mobile number

- No action
- Forward the call to:
- Send the call to voicemail

WH?T

Save

If you would then like to activate the call forwarding, you can do so by clicking on the “Activate” button at which point your calls will be forwarded to this destination.

How do I manage my profile status?

A call profile allows the system to know what status you are in and manage your calls according to the rules you have defined for each status. These can be selected through the drop down menu for “Profile”

Dashboard Call Setup Directory My Features Remote Office Hot Desk Call Centre

Call Forwarding Manage Profiles Number Presentation

Profile Available In Office

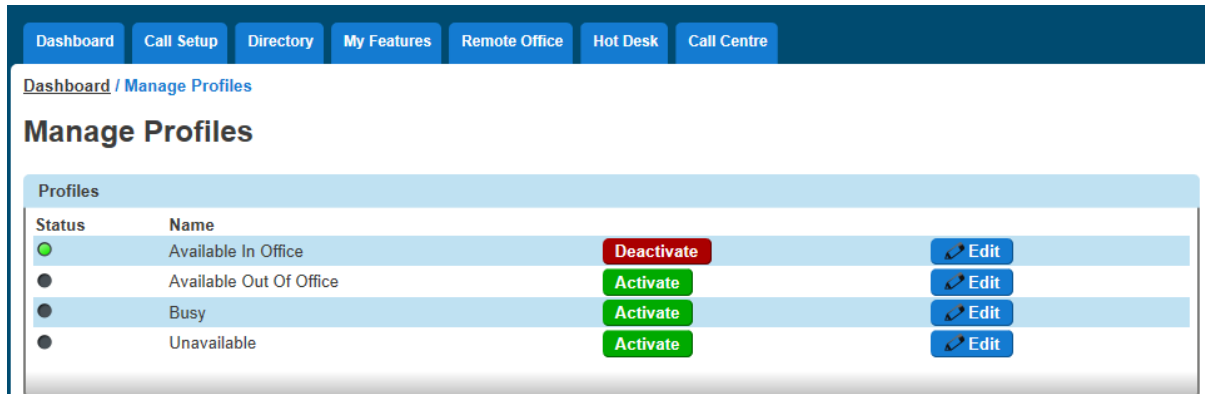
- None
- Available In Office
- Available Out Of Office
- Busy
- Unavailable

Call Statistics

Through simply clicking on one of these statuses the system will implement the call routing configured straight away.

If you do not see the "Manage Profiles" button or the Profile drop down menu from your dashboard, this needs to be set up by an Administrator.

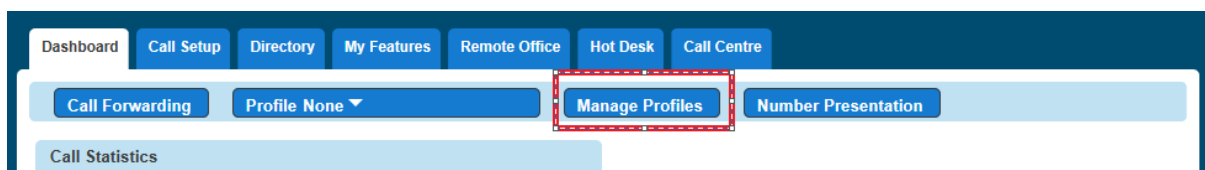
Select the profile that you want to edit by clicking the corresponding "Edit" button.



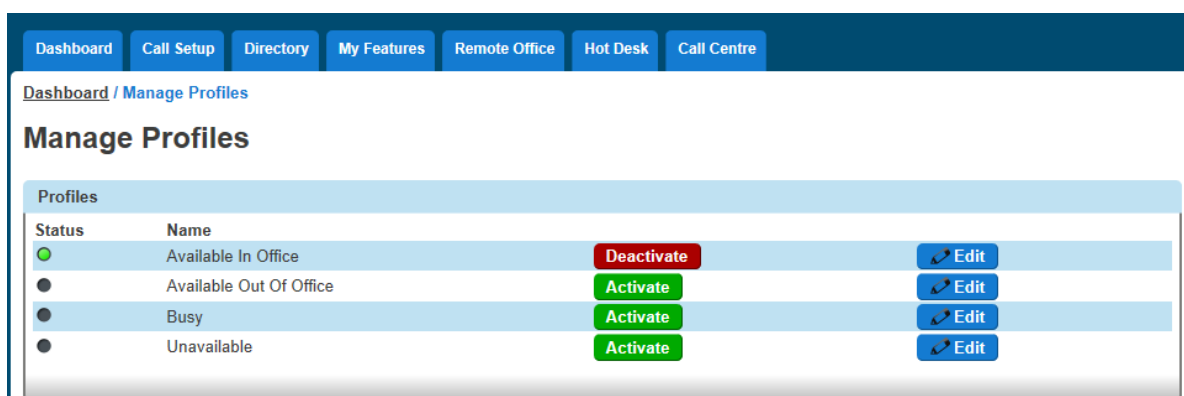
Make the changes which you wish to make and then click Save.

How do I adjust my call profiles?

In order to adjust a call profile you simply need to select the "Manage Profiles" button next to the Profile drop down list from the Dashboard home screen.



From the following screens you then have the ability to either activate that profile or edit the settings assigned to it. The screen will also show which profile is currently in use through the status icon.




By clicking on the "Edit" button you now have the ability to configure the call profile for the status selected, dependant if the call is answered or you are on the phone.

Dashboard / Manage Profiles / Edit Available In Office

Edit Available In Office

Settings


Also ring this phone number 

WH?T

If I'm Busy

Send to Voice Mail

Forward Call


Forward to this number 

WH?T

If I Don't Answer

Send to Voice Mail

Forward Call

Forward to this number 

WH?T

To complete the process and to save the associated settings, ensure you click on the “Apply” button which will ensure the settings are saved for when you choose to select the profile.

How do I view Call Statistics for my phone?

Call Statistics are visible from the Dashboard screen for the number assigned to the user account.

Within this section you have the ability to view the pie chart and hover over an area to see the percentage of calls either, Received, Placed or Missed.

Dashboard Call Setup Directory My Features Remote Office Hot Desk Device Customisation

Call Forwarding Profile None Manage Profiles Number Presentation

Call Statistics

Contact/Number	Time/Date	Call Status
Tom	10:42 AM	Received
Murr	Jul 24, 2020 2:02 PM	Made
Murr	Jul 24, 2020 2:02 PM	Made
Jed E	Jul 24, 2020 10:37 AM	Made
Murr	Jul 24, 2020 9:21 AM	Made
Murr	Jul 24, 2020 9:18 AM	Made
0199	Jul 23, 2020 5:05 PM	Made
Newt	Jul 23, 2020 4:30 PM	Made
Rich	Jul 23, 2020 4:24 PM	Made
Rich	Jul 23, 2020 3:55 PM	Made

Directory

Search Dial

- 1 H
- 120
- 120
- 610
- AA
- aa
- Aa

The Call Statistics also shows the contact or number for the type of called made for the last 10 calls, along with a time and date stamp and a symbol showing if it was:

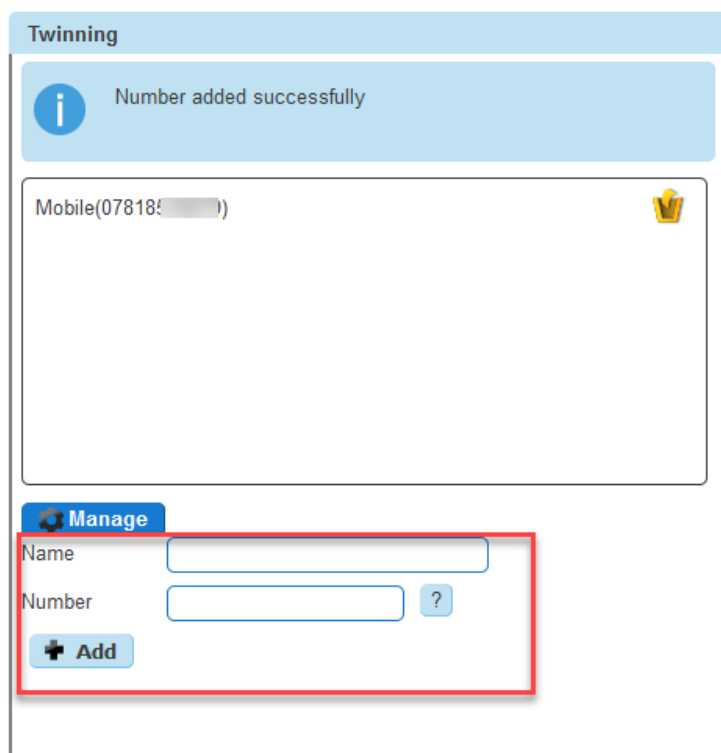


If you then wish to call this contact or number back you are able to by clicking on the “Dial” icon which will action a return call through the “Click to Dial” feature.

How do I setup “twinning” of my mobile with my landline?

Twinning is the ability to setup another number to ring at the same time as your Horizon handset. This feature should have been setup through the initial steps of your first access to the system, however if not, it can be managed through the Dashboard of the Horizon system.

In order to add a twinned device you simply need to fill in the name and number of the device you wish to twin, before clicking on “Add” to put it into the Twinning box.



The screenshot shows the 'Twinning' interface. At the top, there is a light blue header with the title 'Twinning'. Below the header is a light blue notification box with an information icon and the text 'Number added successfully'. Underneath is a large white box containing the text 'Mobile(07818: [redacted])' and a yellow trash bin icon. Below this is a blue 'Manage' button. At the bottom, there is a form with two input fields: 'Name' and 'Number'. The 'Number' field has a question mark icon to its right. Below the form is a blue 'Add' button with a plus sign icon. A red rectangular box highlights the 'Name', 'Number', and 'Add' fields.

If you would like to delete a number that is “twinned”, this again can be done by simply clicking on the rubbish bin icon within the Twinning box.

You are also able to implement a more customised twinning through the “Manage” icon. By clicking this it will put you into the “Call Setup” section of the system.

Dashboard | Call Setup | Directory | My Features | Remote Office | Hot Desk | Device Customisation

Dashboard / Call Setup

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

- Call Forwarding
- Hot Desk
- Voicemail Settings
- Manage Profile
- Remote Office
- Collaborate

Twinning

Enable Twinning

Enable twinning for all numbers

Twinning

● Mobile (0781 [redacted])

Name

Number ?

[+ Add](#)

WH?T

If you then click on the “Advanced Settings” icon you will have the ability to customise the use of twinning on your number.

Dashboard | Call Setup | Directory | My Features | Remote Office | Hot Desk | Device Customisation

Dashboard / Call Setup

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

- Call Forwarding
- Hot Desk
- Voicemail Settings
- Manage Profile
- Remote Office
- Collaborate

Twinning

Active Number

Enable twinning on Mobile

Restrict by Calling Number

Twin for any incoming call Only twin for the following numbers

Restrict by Schedule

Use twinning on this number all the time Use twinning on this number only when I'm available

[← Back](#) [✓ Save](#)

To complete and implement the required twinning simply click on the “Save” button.

How do I search the directory?

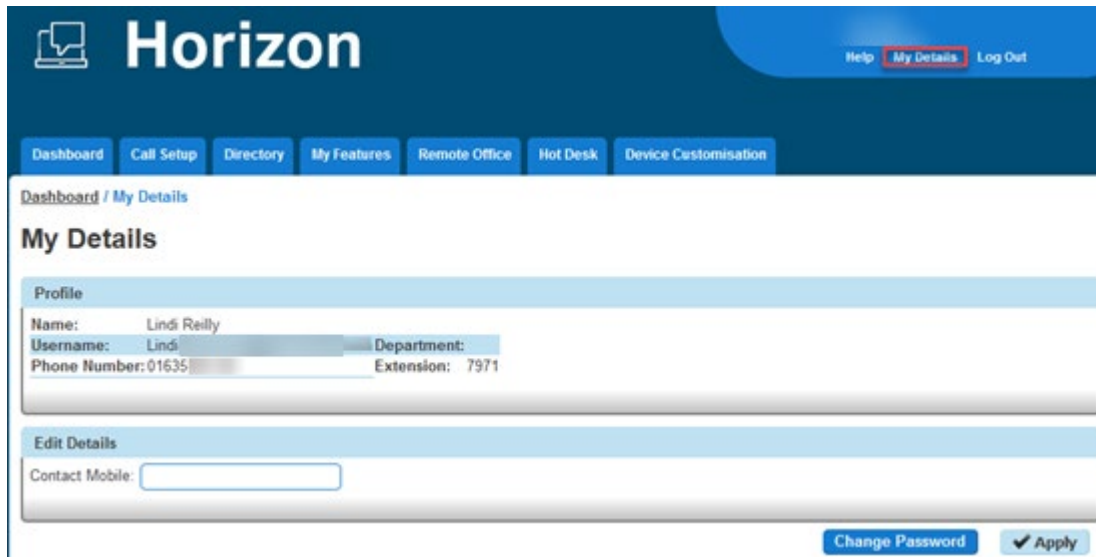
From the Dashboard screen of the Horizon system you have the ability to search the Company directory and also your own contacts.

The screenshot displays the Horizon system dashboard. At the top, there is a navigation bar with tabs: Dashboard, Call Setup, Directory (highlighted with a red box), My Features, Remote Office, Hot Desk, and Device Customisation. Below this, there are buttons for Call Forwarding, Profile None (with a dropdown arrow), Manage Profiles, and Number Presentation. The main content area is divided into two sections. On the left, there is a 'Call Statistics' section featuring a donut chart with three segments: Received (yellow), Missed (purple), and Placed (teal). Below the chart is a list of call logs with columns for name, time, and status, each with a 'Click to Dial' icon. On the right, there is a 'Directory' search window, also highlighted with a red box. It contains two input fields, a 'Search' button, and a 'Dial' button. Below these are search results for contacts, including '1 Horizc', '1200 fro', '1200 Th', '6100TR', 'AA Test', 'aaatest', and 'Aamir S', each with a 'Click to Dial' icon.

By typing in a name and clicking on the “Search” button this will bring back all contacts recognised within the “Directory and Contacts” section, where it will then allow you to use the “Click to Dial” functionality to make a call from your device.

How do I change my details?

As an End User, you have the ability to make basic changes to your information, as well as being able to change your password.

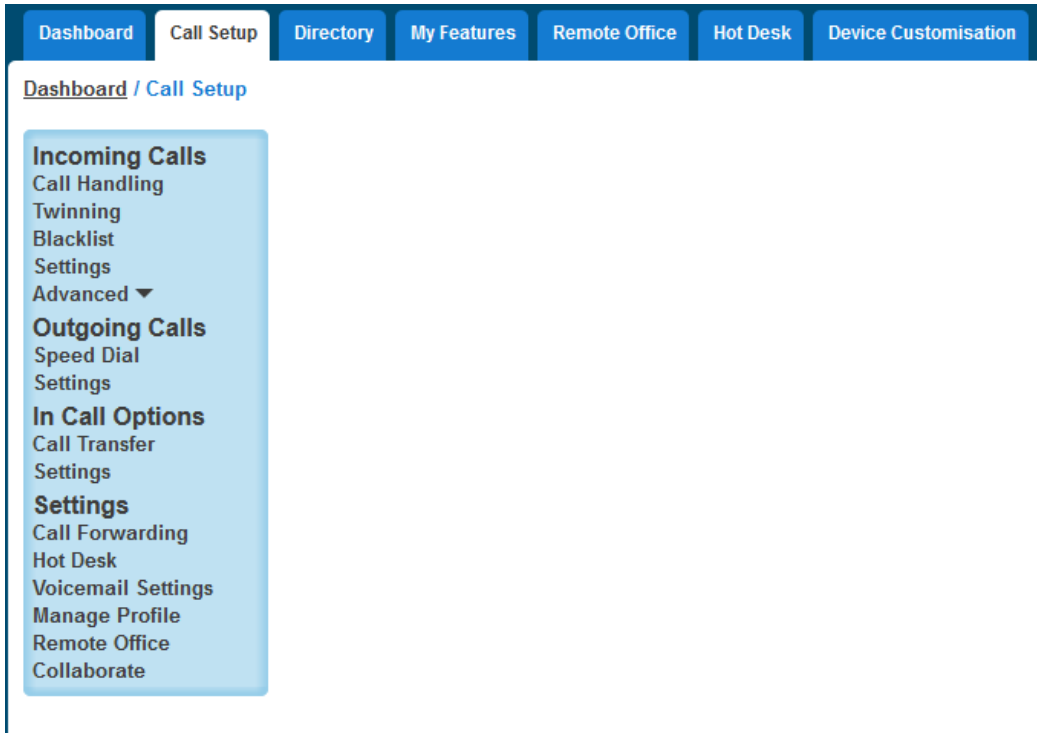


The screenshot shows the Horizon user interface. At the top, there is a navigation bar with the 'Horizon' logo and a user menu containing 'Help', 'My Details', and 'Log Out'. Below this is a secondary navigation bar with buttons for 'Dashboard', 'Call Setup', 'Directory', 'My Features', 'Remote Office', 'Hot Desk', and 'Device Customisation'. The main content area is titled 'Dashboard / My Details' and 'My Details'. It features a 'Profile' section with the following information: Name: Lindi Reilly, Username: Lindi, Department: (blank), Phone Number: 01635 (partially obscured), and Extension: 7971. Below the profile is an 'Edit Details' section with a 'Contact Mobile' input field. At the bottom right of the form, there are two buttons: 'Change Password' and 'Apply'.

In order to access this you simply need to select “My Details” from the user menu.

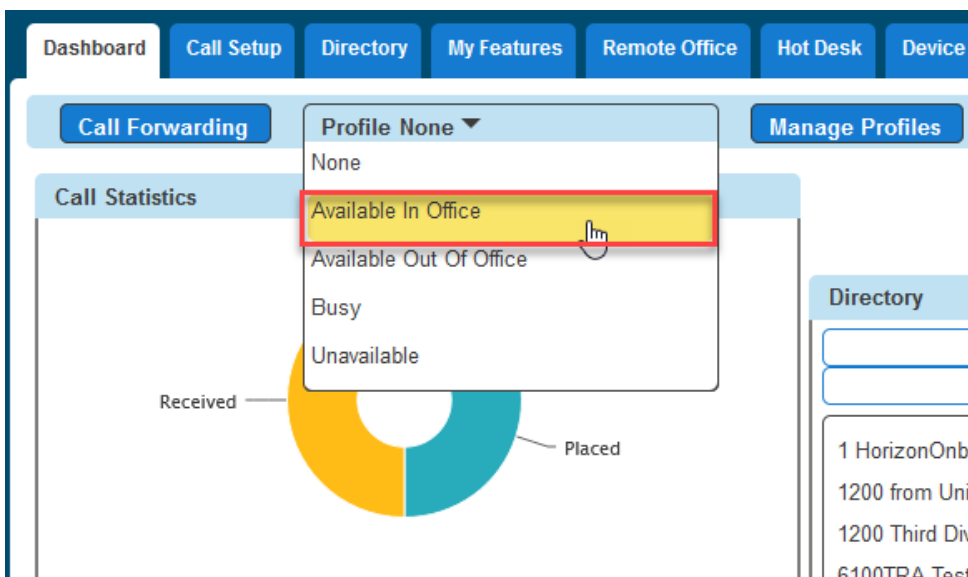
Call Setup

Within the Call Setup section of the Horizon system, you have the ability to control and implement a number of different services and features



How can I handle incoming calls?

To handle incoming calls you can use the user profiles to adjust your status and the call routing accordingly, or you can look to use the Call Handling screens to pre-define the settings you would like to apply.



You may get some notification messages in the top right. These are a blue circle with either a ! or ? icon. Hover over these for more information, as depending on the features you have set up, you might not be able to edit the Call Handling options.

From the Call Setup screen, ensure that you're on the Incoming Call Handling tab and then you have the following options:

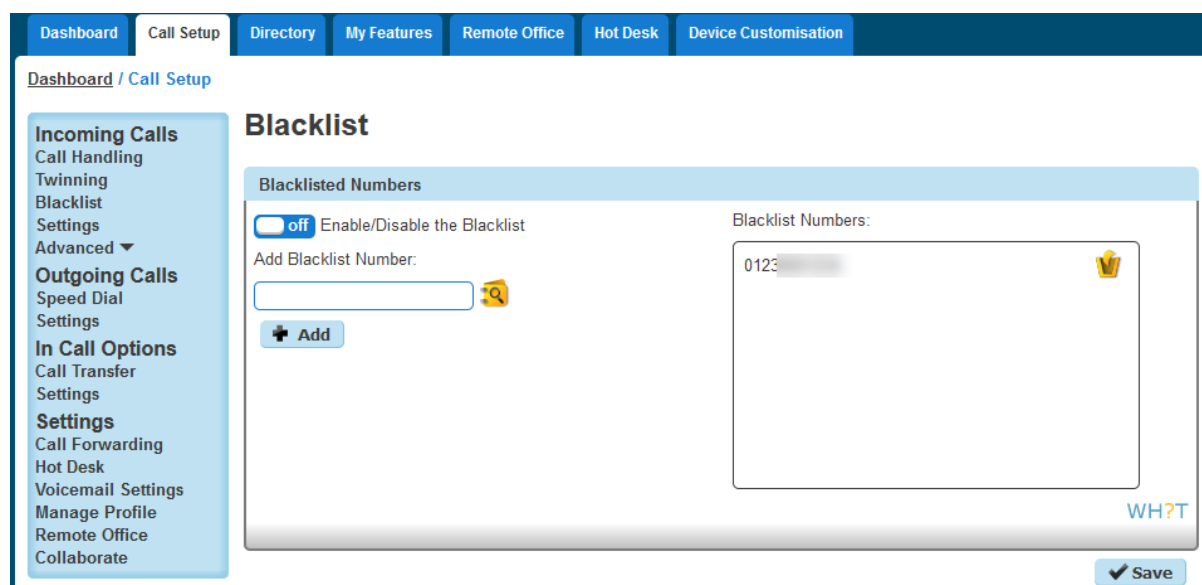
- When I'm Busy
 - No Action
 - Forward the Call to a defined number
 - Send call to voicemail
- When I don't answer after x rings
 - No Action
 - Forward the Call to a defined number
 - Send call to voicemail
- When I'm Unreachable
 - No Action
 - Forward the Call to a defined number

The screenshot shows a web interface for configuring call handling. At the top, there is a navigation bar with tabs: Dashboard, Call Setup (selected), Directory, My Features, Remote Office, Hot Desk, and Device Customisation. Below the navigation bar, the page title is "Call Handling" with three question mark icons in the top right corner. On the left side, there is a sidebar menu with categories: Incoming Calls (Call Handling, Twinning, Blacklist, Settings, Advanced), Outgoing Calls (Speed Dial, Settings), In Call Options (Call Transfer, Settings), and Settings (Call Forwarding, Hot Desk, Voicemail Settings, Manage Profile, Remote Office, Collaborate). The main content area is divided into three sections: "When I'm Busy", "When I don't answer", and "When I'm Unreachable". Each section has radio button options for "No Action", "Forward the call to:" (with a text input field and a search icon), and "Send the call to voicemail". The "When I'm Busy" section has a "WH?T" icon in the bottom right. The "When I don't answer" section has a dropdown menu set to "7" rings and a "WH?T" icon. The "When I'm Unreachable" section has a "WH?T" icon. At the bottom right, there are two buttons: "Voicemail Settings" and "Save".

In order to adjust these settings simply click the relevant button and update the field, or search using the “Address Book” button before clicking on “Save” to implement the changes made.

How do I blacklist a caller?

If you are constantly receiving marketing calls or other nuisance calls types from specific numbers, you have the ability to “Blacklist” a telephone number.



To do this simply type in the number to be “Blacklisted” and click on the “Add” button to add them to the list. Please ensure you also click on the “Save” button to ensure this list is saved.

When a number is blacklisted whenever they call, they will hear engaged tone or a similar network message preventing the call being delivered.

If you would like to remove a number from your “Blacklist” then you can simply click on the rubbish bin icon in order to delete the number from the list.

How do I change my incoming call settings?

There are a number of settings that can be changed within the Call Setup section:

- Ability to reject withheld numbers
- Enable or Disable music for calls on hold
- Present the incoming caller ID for External Calls
- Present the incoming caller ID for Internal Calls
- Enable and Disable “DND” Do Not Disturb

In order to implement these settings simply click on the corresponding switch to either say “On” or “Off” for the feature you would like to adjust before ensuring you click on the “Save” button to save your preferences.

How can I be notified of missed calls to my number?

As well as the missed call options on your allocated Horizon handset, you can also setup the Call Notify option under the Call Setup section. This service allows you to receive an email to your chosen email address for either all numbers that contact you or a specified list of numbers, to alert you to the fact there is a call.

In order to implement this option, simply click on the “On” switch and then define how you wish to be notified of calls, before clicking on the “Save” button to save your configuration.

How do I set my number to find me over multiple devices?

This can be achieved through the use of sequential ringing located under Call Setup. 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.

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
Call Forwarding
Hot Desk
Manage Profile
Remote Office

Sequential Ring

Enable Sequential Ring off

Enable Sequential Ring off

My Phone Numbers

Phone number:

Settings

Move on to next number after rings

[Advanced](#) [Save](#)

As well as defining the time in which it takes to move on to the next number, you also have the ability under the “Advanced” button to implement this functionality only for specific numbers or for specific schedules you have setup.

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
Call Forwarding
Hot Desk
Manage Profile
Remote Office

Sequential Ring

Restrict by Calling Number

Apply to call from any number Apply to these numbers

[+ Add](#)

Restrict by Schedule

Use ringing all the time Use ringing during a schedule

Open Hours [?](#) [+](#)

Closed Hours [?](#) [+](#)

[Back](#) [Save](#)

In all cases clicking on the “Save” button will ensure this settings are saved and applied to your number.

How do I setup a Busy Lamp on my device?

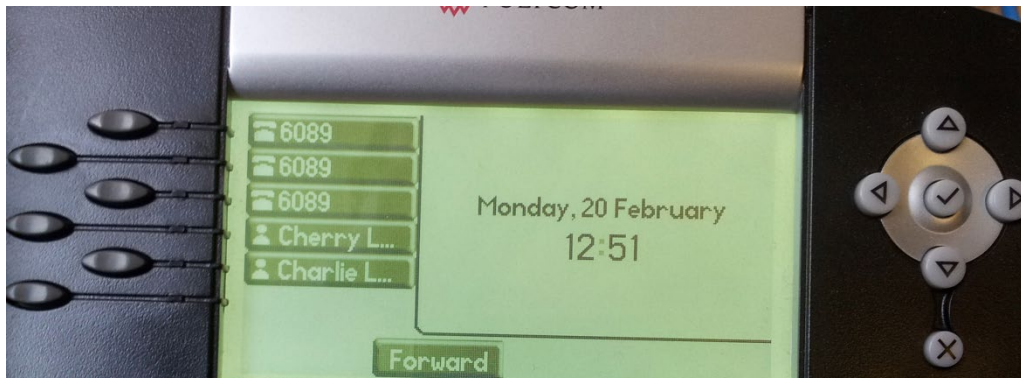
A Busy Lamp key gives you the ability to monitor a colleague's line to see if they are available to take a call that you may transfer to them, or to enable you to pick up their calls if part of a Call Pickup Group. (Please speak to your Company Administrator about these.)

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.

For Cisco phones it will look like the below:



For Polycom phones it will look like the below:

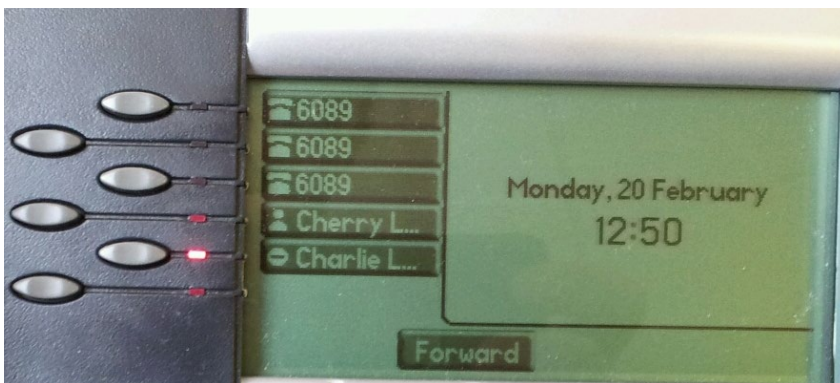


When the assigned colleague is on the phone, their assigned line key will then show as red on the device, indicating that they are not free to take a call.

For Cisco phones it will look like the below:



For Polycom phones it will look like the below:



In order to setup a Busy Line key, this must be done through the Horizon system under the Call Setup advanced section and at present can only be done by the Company Administrator.

How do I setup speed dials?

A speed dial is the ability to type a single or combination of numbers to implement the calling of feature or contact. These can be setup through the "Speed Dial" option located under Call Setup.

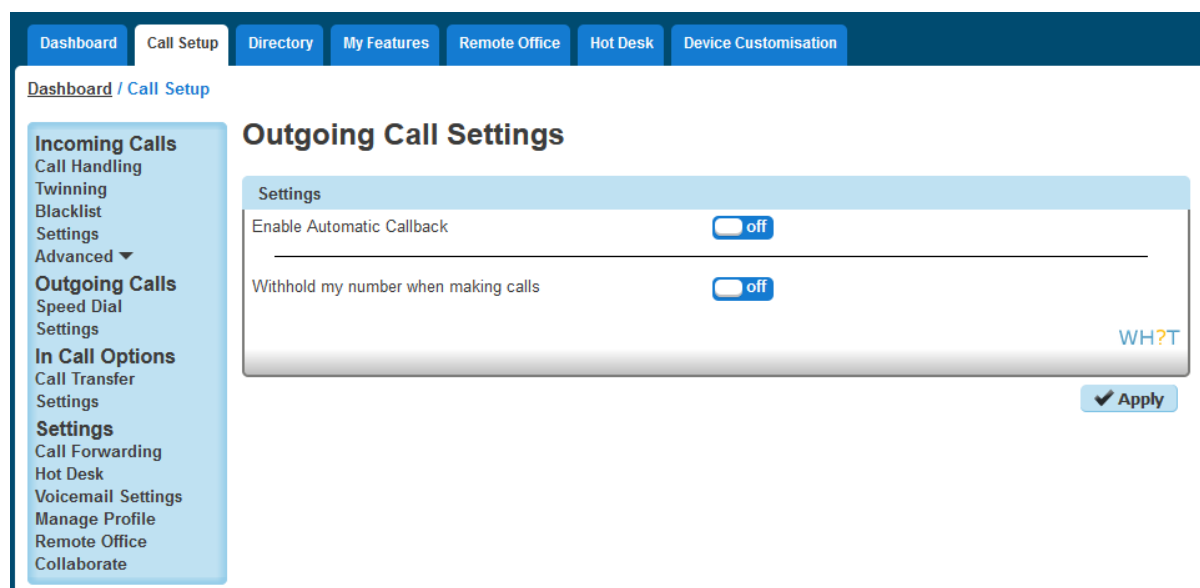
In order to setup a speed dial, simply click on the required digits to dial, and by clicking on “Add New” you will be able to add speed dial fields. Once you have defined the name and the destination (please note this could be a feature on/off switch using the short codes mentioned in the Appendices), simply click on “Save” to implement these speed dials on your device.

Please note that you can also setup speed dials from your allocated Horizon handset, however these are not linked to the system. Therefore a locally stored speed dial on your handset will always overwrite a speed dial setup within the system. You should therefore choose which method you would like to implement and manage your speed dials from.

How do I change my outgoing call settings?

There are a couple of outgoing call settings that you are able to implement through the Call Setup section under the “Settings” link

- Enable Automatic Call Back
- Withhold my number when making calls



In order to change these settings simply click on the toggle switch to either “On” or “Off” before clicking the “Apply” button to implement your chosen preference.

How can I change my Call Transfer settings?

When you have answered a call, you have the ability to transfer this through to another colleague or number. In doing so you also have the ability to setup Call Transfer settings to ensure the call is delivered successfully, and these can be adjusted and changed under the Call Setup section.

The screenshot shows the 'Call Transfer' settings page. The top navigation bar includes tabs for Profile, Personal Details, DDI, Services, Call Setup (selected), Permissions, Phone, Barring, and Call Centre. The left sidebar menu lists various settings categories, with 'Call Transfer' highlighted under 'In Call Options'. The main content area is titled 'Call Transfer' and features a 'Call Transfer Recall' toggle switch set to 'on', a 'Number of Rings before Recall' dropdown menu set to '4', and an unchecked 'Enable Busy Camp' checkbox. Below this is an 'Options' section with two toggle switches: 'Use Diversion Inhibitor for Blind Transfer' and 'Use Diversion Inhibitor for Consultative Calls', both set to 'off'. A 'Save' button is located at the bottom right of the settings area.

For transferring calls yourself, you have the ability to implement transfer recall, which will send a transferred call back to you if a predefined number of rings result in no answer from the called destination. You can also implement a Busy Lamp, allowing a transferred call if met by an engaged tone to wait for a predefined number of seconds before returning the call to you. To implement this, simply click the toggle switch to “On” before defining the required criteria and clicking on “Save” to implement.

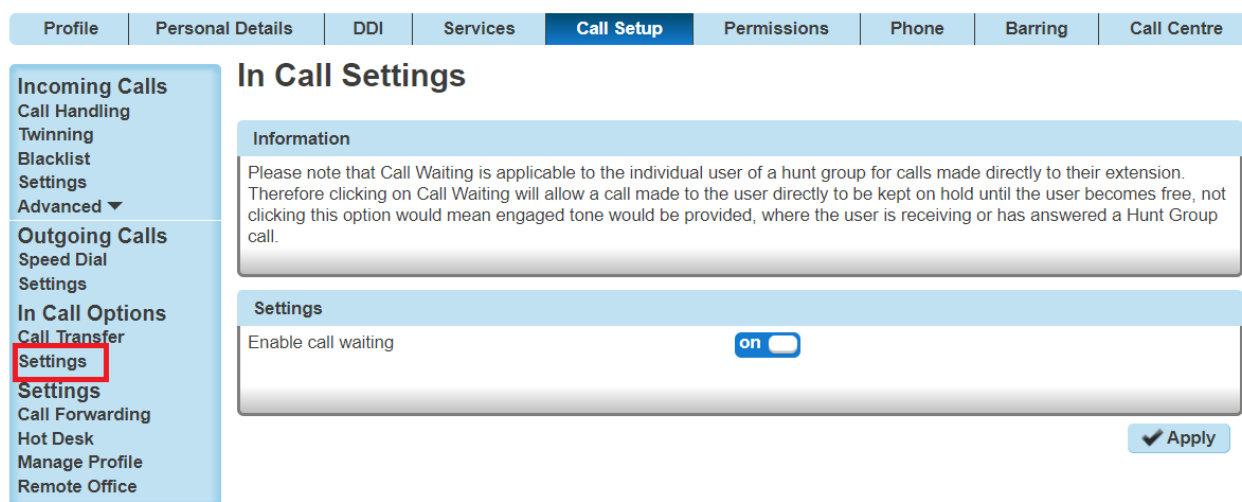
Please note that at a network level, a call cannot ring for more than 3 minutes before being terminated, therefore your total number of seconds should be less than 180.

Within the “Options” section you also have the ability to inhibit the ability of other users to transfer either consultative transfers or blind transfers to your device. To change these settings simply click on the toggle switch and click on “Save” to save and implement your preference.

How can I enable Call Waiting?

Call waiting is the ability to allow a caller to hear ringtone until the line being dialled becomes available. There is, however, a network limit of 3 minutes for a call to be ringing without answer, therefore the call would need to be answered prior to this time, otherwise the caller would not be connected.

Within the Call Setup section, call transfer settings screen, Call Waiting can be simply implemented through adjusting the toggle switch and clicking on the “Apply” button to save and implement the changes.



The screenshot shows a user interface for 'In Call Settings'. At the top, there is a navigation bar with tabs: Profile, Personal Details, DDI, Services, Call Setup (selected), Permissions, Phone, Barring, and Call Centre. On the left, a sidebar menu lists various call-related settings, with 'Settings' under 'In Call Options' highlighted with a red box. The main content area is titled 'In Call Settings' and contains an 'Information' section with a note about call waiting applicability. Below this is a 'Settings' section with a toggle switch for 'Enable call waiting' which is currently turned 'on'. An 'Apply' button is located at the bottom right of the settings section.

Or via short codes on the handset:

- To activate Call Waiting Persistent - *43
- To deactivate Call Waiting Persistent - #43
- To Cancel Call Waiting - *70

Please note that Call Waiting is applicable to the individual user of a hunt group for calls made directly to their extension. Therefore clicking on Call Waiting will allow a call made to the user directly to be kept on hold until the user becomes free, not clicking this option would mean engaged tone would be provided, where the user is receiving or has answered a Hunt Group call.

How do I use a Hot Desk at a Site?

If your company administrator has setup a device at your Company's sites for use as a hot desk then you have the ability to log into this and assign your number to this phone.

In order to gain access to this device, you need to assign your profile to it and this can be achieved through the Call Setup screen.

By clicking on "Hot Desk", you have the ability to search a site and locate a Hot Desk device. By clicking on "Use" you can then assign your user profile to it.

The screenshot shows a web interface with a top navigation bar containing 'Dashboard', 'Call Setup', 'Directory', 'My Features', and 'Hot Desk'. Below this is a sub-navigation bar with 'Incoming Call Handling', 'Twinning', 'Hot Desk', 'Speed Dial', and 'Blacklist'. The main content area is titled 'Hot Desking' and contains a 'Settings' section with a dropdown menu set to '12' hours and a 'Save' button. Below the settings is a 'Search for a Hot Desk Phone' section with input fields for 'Site' (set to 'Choose One'), 'First Name' (set to 'Oliver'), 'Last Name' (set to 'Test'), 'Mac Address', and 'Extension', along with a 'Search' button.

When this button has been clicked, the allotted time set by your company administrator, will then begin and a countdown of this can be viewed.

This screenshot shows the 'Hot Desking' page with a left-hand navigation menu. The 'Call Setup' tab is active. The 'Hot Desking' section displays 'Current Phone' information: 'Current Hot Desk Device: ColourfulSiteUat, Oliver, Test', 'In Use Since: 26 January 20:47', and 'Automatic Sign Off: 12 Hours (12:00 Remaining)'. A red-bordered 'Stop Using' button is visible. Below this is the 'Settings' section with the 'Enforce Association Limit' set to '12' hours and a 'Save' button. At the bottom, the 'Search for a Hot Desk Phone' section shows the 'Site' dropdown set to 'ColourfulSiteUat'.

When you have finished with the hot desk you should always ensure you come back to this section of the system to de-allocate your user from it and return your profile to your assigned handset. To do this simply click on "Stop Using" and this will ensure this hot desk is added back to the site for other users to use.

Login to Hot Desk on Polycom Handsets

At the moment, only two handsets are able to support Soft Key on handset. These are the Polycom 450 and Polycom 650.

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

Directories and Contacts

The directories and contacts screen can be accessed through the top navigation bar, and gives you the ability to view existing contacts from the company address book, as well as implementing “Click to Dial”. It also gives you the ability to add your own user contacts to the list which you can then use in speed dial setup.

A full list of search criteria is available to search for specific users as well as having the ability to download the list if you wish to keep this somewhere else on your computer.

The screenshot shows the 'Directory & Contacts' interface. At the top, there is a navigation bar with tabs: Dashboard, Call Setup, Directory (selected), My Features, Remote Office, Hot Desk, and Call Centre. Below the navigation bar, the breadcrumb 'Dashboard / Directory' is visible. The main heading is 'Directory & Contacts' with a help icon (question mark) to the right. There are search filters for First Name, Number, Company, Contact Type (All), Last Name, Extension, and Department (All). A 'Search' button is located below the filters. Below the filters is a table titled 'My Directory' with columns: First Name, Last Name, Number, Company, and Email Address. The table contains several rows of contact information. A red arrow points to the 'Add' button at the bottom of the table. At the bottom of the interface, there are buttons for 'Delete Selected', 'Add', and 'Download'.

	First Name	Last Name	Number	Company	Email Address
<input type="checkbox"/>	Bernice	Test	(4534)		bernice
<input type="checkbox"/>	Dan	Test	01427		daniel
<input type="checkbox"/>	dggdfgdf		(4354)		
<input type="checkbox"/>	Lindis	Test	(7376)		lindi.st
<input type="checkbox"/>	Louise	Test	(1234)		louise
<input type="checkbox"/>	mike	test	07731		
<input type="checkbox"/>	Mike	Test	(1796)		Michai
<input type="checkbox"/>	Mircea	Test	(3242)		jason.r
<input type="checkbox"/>	Test		(8767)		

How do I setup a new contact?

Only the Company Administrator has the ability to add or assign a new contact to the company address book, however a user does have the ability to add their own contacts to the system.

To do this, simply click into the Directory and Contacts section before then clicking on “Add” at the bottom of the page. Within here you can then define a single contact to add.

Add Contacts

The screenshot shows the 'Add Single Contact' form. It has input fields for First Name (Contact), Number (016), Email (gamma@gamma.co.uk), Last Name (One), and Extension (0000). A red arrow points to the 'Add' button at the bottom right of the form.

How do I setup a multiple contacts?

To do this, simply click into the Directory and Contacts section, then click on “Add” at the bottom of the page. Click on the blue 'Download Template' button within the 'Upload Multiple Contacts' section.

Add Contacts

Add Single Contact
First Name: Last Name:
Number: Extension:
Email:

Upload Multiple Contacts
File to Upload:

Highlight the column with the telephone numbers and select 'format' - this should be changed to 'Text' which will allow the leading 0 to be retained when entered.

Note: The number in column C is what will be added to Horizon so if the 0 is missing then this is what will be uploaded.

The screenshot shows the Microsoft Excel interface. The 'Home' tab is active, and the 'Number' format dropdown menu is open. The menu is currently set to 'General' (No specific format). A red arrow points to the dropdown arrow at the top of the menu. Another red arrow points to the 'Text' option at the bottom of the menu. The spreadsheet data is as follows:

	A	B	C	D	E	F	G
1	First Name	Last Name	Number	Extension	Email		
2	Hugh	Horizon	1234567890	1234	hughhorizon@example.com		
3	Colin	Contact	1234567891	1235	colincontact@example.com		
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							
21							

Complete the three columns with the contact details. You should note the number column has a little green corner and the leading 0 is retained.

Select 'Save as' and ensure the type is CSV (Comma delimited). Excel will ask if you want to save in this format and lose incompatible features - click 'Yes'.

Go back to your Horizon account and select 'Browse' then select your template file. Click the blue 'Upload' button. Check the details are correct and click 'Confirm'. Confirmation is shown and the contacts will now appear in the user's directory both online and on their device.

How do I delete a contact?

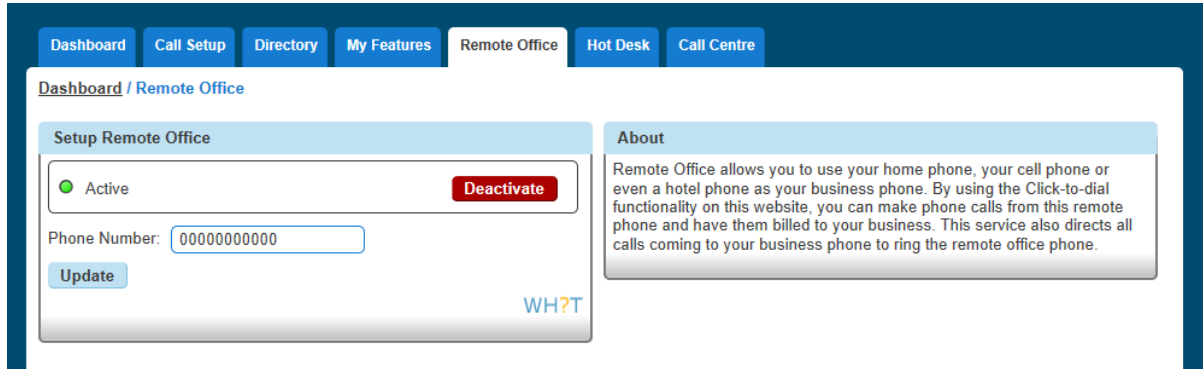
To do this, simply click into the Directory and Contacts section, then mark the contacts you would like to delete with a tick and click 'Delete Selected'. Confirmation is then shown.

The screenshot shows the 'Directory & Contacts' section of a user interface. At the top, there is a search form with fields for 'First Name', 'Last Name', 'Number', 'Extension', 'Company', and 'Department'. A 'Search' button is located below these fields. Below the search form is a table titled 'My Directory' with columns for 'First Name', 'Last Name', 'Number', 'Company', and 'Email Address'. The table contains several rows of contact information. A red arrow points to the 'Delete Selected' button at the bottom left of the interface. Another red arrow points to the '1 2' pagination indicator at the bottom left of the table.

	First Name	Last Name	Number	Company	Email Address	
<input type="checkbox"/>	Bernice	Test	(45		bernice	
<input checked="" type="checkbox"/>	Contact	One	01		gamma	
<input type="checkbox"/>	Dan	Test	01		daniel	
<input type="checkbox"/>	dggdfgdf		(43			
<input type="checkbox"/>	Lindis	Test	(73		lindi ste	
<input type="checkbox"/>	Louise	Test	(12		louise s	
<input type="checkbox"/>	mike	test	07			
<input type="checkbox"/>	Mike	Test	(17		Michae	
<input type="checkbox"/>	Mircea	Test	(32		jason.n	

Remote Office

Remote office is a very handy feature which allows you to receive calls no matter where you are. By clicking on the “Remote Office” link from the top navigation bar, you have the ability to define the number where your office is currently located.



At any point you can adjust the number by typing in a new number and clicking on “Update”, or if you want to deactivate the service because you are now back in the office, this can be done through clicking on “Deactivate”

When Remote Office is implemented all calls will be delivered to this other number in place of your usual number, and all Call Setup rules implemented will be actioned against it.

What’s more if you then use the “Click to Dial” functionality with Remote Office activated, you are able to make calls from your user ID and ensure the billing of these calls is against your usual Horizon number.

How do I access the Company Voice Portal?

You are able to access the Voice Portal from your device by pushing the Voicemail Key or by typing *62. Once in the Voice Portal, you’ll be prompted to enter your pass code as assigned to you by your Company Administrator.

You can also access the Voice Portal for your device by calling your extension or number, and when listening to your outbound message press * followed by your number and pass code.

What Menu Options are available in the Voice Portal?

Once in the Voice Portal you will then have access to the following menu items:

1. Access Voice Messaging
2. Change your profile
3. Record Greetings

4. Change Call Forwarding Options
 7. Access a Hot Desk device if this Voice Portal is assigned to one
 8. Change your PassCode
 9. Exit
- # Repeat the Menu

1 -Voice Messaging

Within the voice messaging menu you will have access to the following:

Digit	Action
1	Play Messages
2	Change Busy Greeting
3	Change No Answer Greeting
7	Delete all messages menu
8	Access message deposit menu
*	Return to previous menu
#	Repeat menu

Play Messages menu

Digit	Action
#	Save Message
*	Return to Previous Menu
2	Play Message or Repeat Message
4	Play Previous Message
6	Play Next Message
7	Delete Message
8	Initiate Call to Sender
9	Listen to Addition Options

While Playing Messages

Digit	Action
1	Skip Backwards 3 seconds
2	Pause/resume playback
3	Skip Forward 3 seconds
4	Skip to the beginning of the message
6	Skip to the end of the message

Change Busy Greeting

Digit	Action
1	Record new Busy Greeting
2	Listen to current Busy Greeting
3	Revert to default Busy Greeting
*	Return to Voice Messaging Menu
#	Repeat Menu

Change No Answer Greeting

Digit	Action
1	Record new No Answer Greeting
2	Listen to current No Answer Greeting
3	Revert to default No Answer Greeting
*	Return to previous menu
#	Repeat Menu

Delete All Messages menu

Digit	Action
1	Confirm Deletion
*	Cancel Deletion

Message Deposit menu

Digit	Action
1	Enable message deposit
2	Disable message deposit (see subsequent menu items)
3	Listen to message deposit status
*	Return to previous menu
#	Repeat menu

Disable message deposit menu

Digit	Action
1	Disconnect after greeting
2	Forward after greeting
3	Change greeting only forwarding destination
*	Return to previous menu
#	Repeat menu

2- Change your Profile

Within the Change your profile menu you have the ability to:

Digit	Action
1	Activate “Available – In Office” Profile
2	Activate “Available – Out of Office” Profile
3	Activate “Busy” Profile
4	Activate “Unavailable” Profile
5	Activate “No Active” Profile
*	Return to previous menu

3 – Record Greetings

Within the Record Greetings menu you have the ability to:

Digit	Action
1	Record your name
2	Record personalised greeting
*	Return to previous menu
#	Repeat menu

Record Name menu

Digit	Action
1	Record new personalised name
2	Listen to current personalised name
3	Delete personalised name
*	Return to previous menu
#	Repeat menu

Record Custom Greeting menu

Digit	Action
1	Activate custom greeting
2	Deactivate custom greeting
3	Record new custom greeting
4	Listen to current customer greeting
*	Return to previous menu
#	Repeat menu

4 – Change Call Forwarding Options

Within the Call Forwarding menu you have the ability to:

Digit	Action
1	Activate Call Forwarding
2	Deactivate Call Forwarding
3	Change forwarding destination
4	Listen to forwarding status
*	Return to previous menu
#	Repeat menu

6 – Make a call from your number

In order to make a call from your number via the Voice Portal

Digit	Action
	Enter the digits you wish to dial. While on a call press ## to terminate and make another call
#	Return to the previous menu

7 – Access a Hot Desk device if this Voice Portal is assigned to one

In order to access a hot desk through your device you can:

Digit	Action
1	Check Hot desk status
2	Activate that hot desk
3	Deactivate that hot desk
*	Return to the previous menu
#	Repeat menu

8 – Change your Pass Code

In order to change your pass code to the Voice Portal simply type in your new pass code and push the # key.

9 – Exit

Allows you to exit the Voice Portal, or alternatively you can hang up from the device you're using.

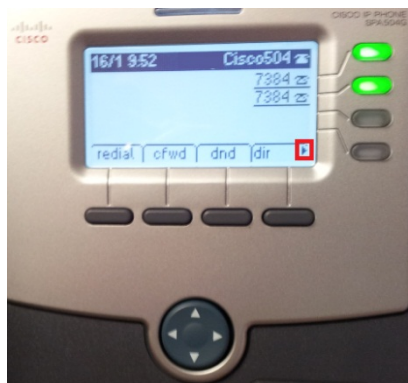
What Short Codes can I use on my phone?

With the Horizon system you don't just have to use the online web access to implement the required feature on your phone. Below is list of how you can activate, deactivate, and adjust a number of features on the Horizon service.

Code	Feature	Code	Feature
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 Callback Deactivation	*54*	Calling Line ID Delivery Blocking
#9	Automatic Callback 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 Number Deletion	*86	Voicemail Retrieval
*69	Call Return Number Deletion		

Cisco “Soft Key” additions

Soft key shortcut options are provided on the Cisco’s screen and will be displayed via a new arrow shown on the side of the screen. In order to browse through these other options, use the arrow key pad to scroll right or left.



Options added include:

- RediaLC – Redial last call
- CallRet – Call return
- GrPickup – Group call pickup
- Pickup – Direct call pickup
- Park – Call Park
- GrPark – Group Call Park
- GetPark – Get parked call

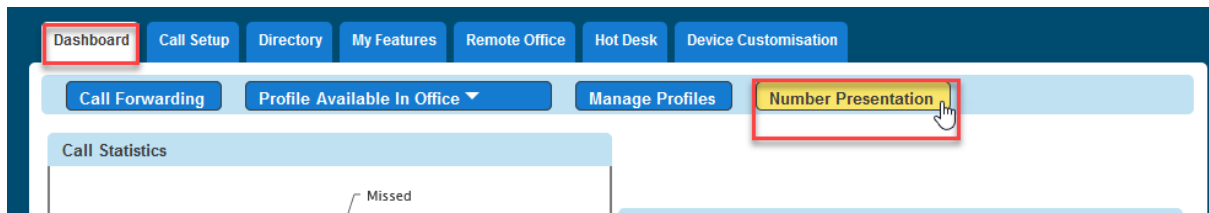
Alternative Number Presentation

There are three options for number presentation from Horizon:

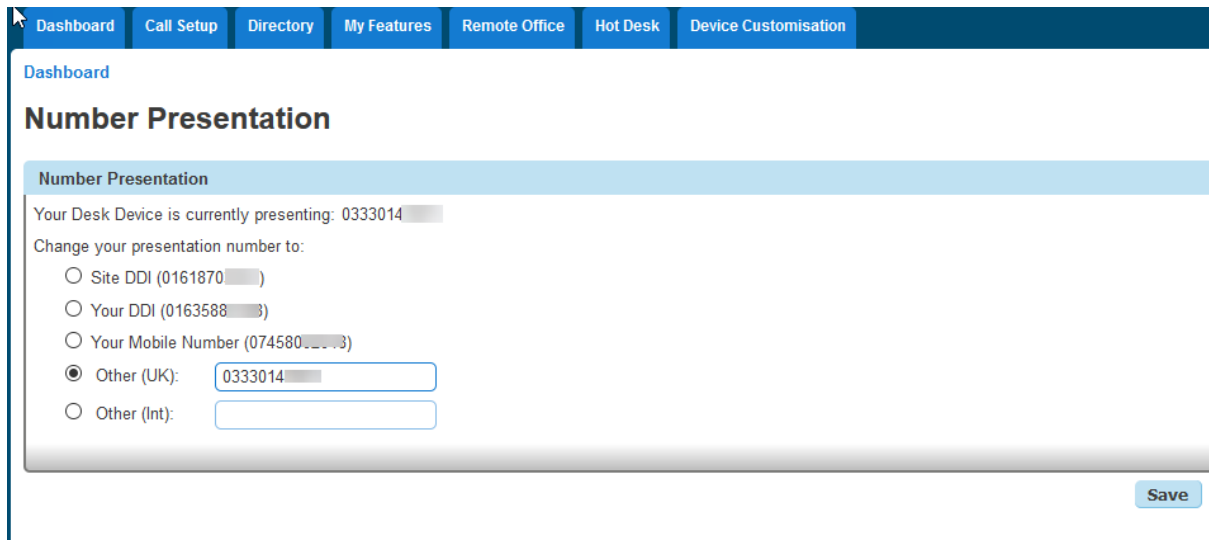
- Presenting a number which has been assigned to the Company
- Presenting a number which has been assigned to the Site
- Presenting any number such as 01, 02, 03, 07, 08 and +44 numbers

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.

If this is selected a button will appear on your dashboard – as per below.



When clicked, you 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.

Optional Horizon Soft Clients

At present Horizon has the following chargeable soft clients that may be applied to a Horizon solution:

- Receptionist soft client
- Desktop soft client
- Mobile soft client
- Integrator soft client with optional CRM integration
- Horizon Collaborate

For more information on any of the soft clients, please see the appropriate, separate user guide. In all cases, the soft client would need to be allocated to a particular user by the company Administrator for Horizon.