

Horizon

Features Guide



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1 or 2 Digit Dialling (Speed Dials)

One Digit Dialling enables users to dial single digit codes to call up to eight different numbers, such as frequently dialled numbers or long strings of digits that are hard to remember. You should press

AFTER the number for one-digit dialling (i.e. 0#). The One Digit Dialling range is 2 through to 9.

Two Digital Dialling enables users to dial two-digit codes to call up to 73 frequently called numbers. You can use the speed dial codes from 00 - 78, with the exception of 21, 31, 40, 41, 43 and 58 which are dedicated Short codes. Such as frequently dialled numbers or long strings of digits that are hard to remember. You should press # BEFORE the number for two-digit dialling (i.e. #00)

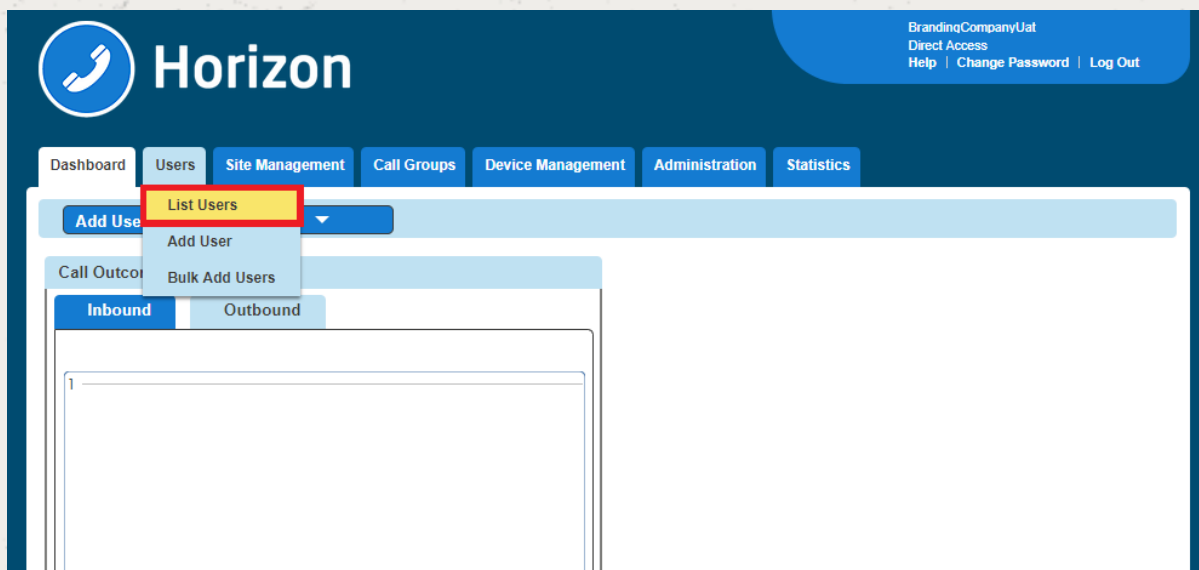


If your user is using the Receptionist Console, Speed Dials set up by the user here will appear in the Receptionist Console.

Set up 1 or 2 Digit Dialling as a Company Admin

Step 1

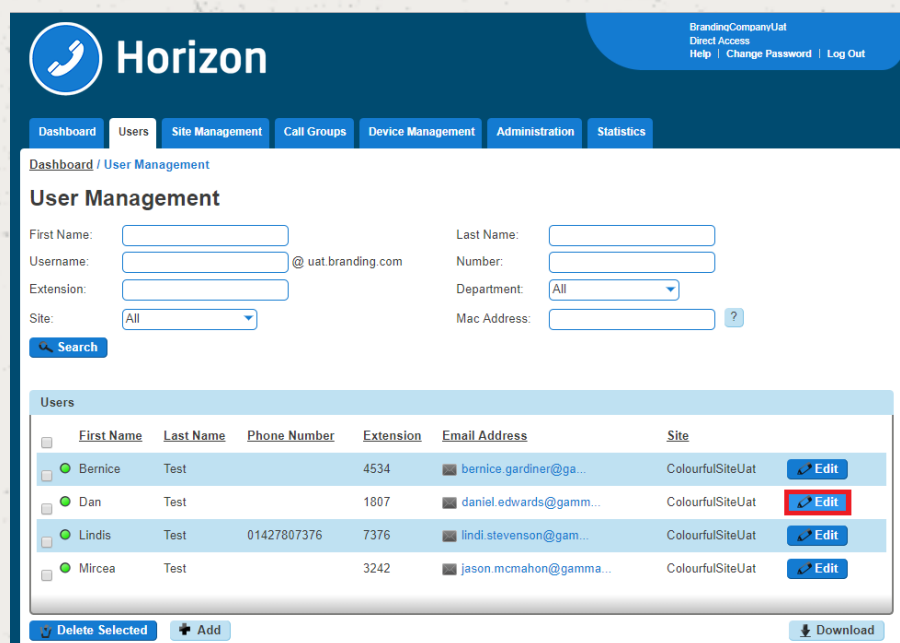
Hover over "Users" and then click "List Users".



Step 2

Locate the User you are wanting to set up 1 or 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.

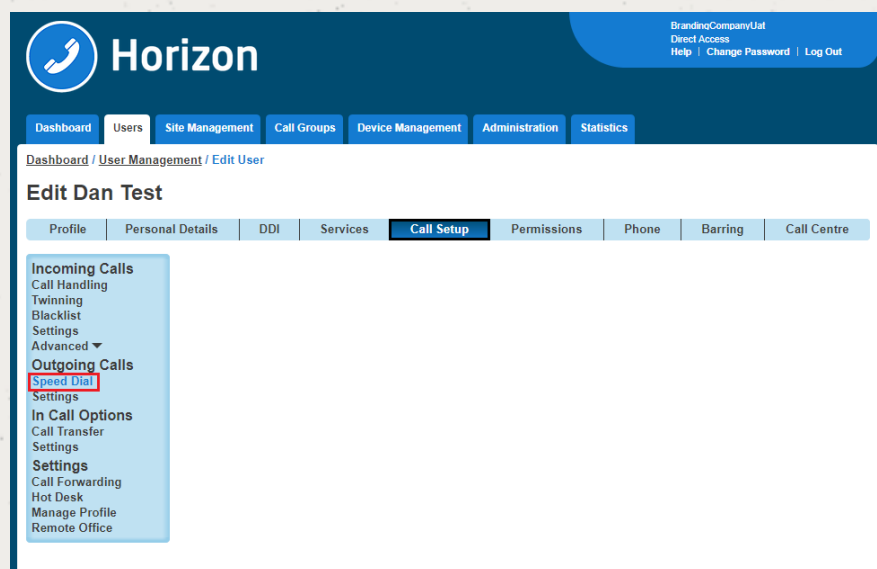
Click the "Edit" button next to the User.



First Name	Last Name	Phone Number	Extension	Email Address	Site
Bernice	Test		4534	bernice.gardiner@ga...	ColourfulSiteUat
Dan	Test		1807	daniel.edwards@gamm...	ColourfulSiteUat
Lindis	Test	01427807376	7376	lindi.stevenson@gam...	ColourfulSiteUat
Mircea	Test		3242	jason.mcmahon@gamma...	ColourfulSiteUat

Step 3

Click Call Setup and then under the "Outgoing Calls" tab select "Speed Dial"



Profile	Personal Details	DDI	Services	Call Setup	Permissions	Phone	Barring	Call Centre
<p>Incoming Calls</p> <ul style="list-style-type: none">Call HandlingTwinningBlacklistSettingsAdvanced <p>Outgoing Calls</p> <ul style="list-style-type: none">Speed DialSettings <p>In Call Options</p> <ul style="list-style-type: none">Call TransferSettings <p>Settings</p> <ul style="list-style-type: none">Call ForwardingHot DeskManage ProfileRemote Office								

Step 4

1 Digit Dialling is selected by default. If it is 1 Digit Dialling you want to set up then you should click "Add New". If it is 2 Digit Dialling then select the "2 Digit Dialling" tab and then click "Add New"

You can also do this in bulk by clicking the "Download Template" button and downloading a CSV file. Remember when you are uploading the file to do the following:



The "Destination" column needs to be formatted as "text". To do this right click on column C > Format Cells > Text and click OK.

The leading zero from the from the "Destination" Number" needs to be there for speed dials to work correctly

There is a blank row. There must be no blank rows when uploading your bulk spreadsheet.

If you do not wish to use a particular number a speed dial then you will need to remove it. The numbers do not need to be in numerical order.

Speed dials can be 1-79 excluding 21, 31, 40, 41, 43 and 58 which are hashtag Shortcodes for Horizon.

The file needs to be saved as a CSV file before uploading. Any other file format will cause the upload to fail.



If no speed dials are setup then the speed dial will start from 2. This is because most carriers configure 1 as Voicemail).

Step 5

Click the "Search Directory" icon to assign a number from the company. Use the Search Directory fields (minimum of one field must be completed) and click "Search" to find the users you want to have a speed dial for.

Use the button next to the name of the user to select them.

Search Directory

X

Number

Extension


First Name

Last Name

Site

All

Search

 Lindis Test(01427807376 Ext: 7376)

Select

Step 6

Once you have got the Name and Destination field completed click Save.



The screenshot shows the Horizon web interface. At the top, the logo and navigation tabs are visible. The user is logged in as 'BrandingCompanyUat'. The main navigation bar includes 'Dashboard', 'Users', 'Site Management', 'Call Groups', 'Device Management', 'Administration', and 'Statistics'. The breadcrumb trail indicates the path: 'Dashboard / User Management / Edit User'. The page title is 'Edit Dan Test'. Below this, a series of tabs represent different user settings: 'Profile', 'Personal Details', 'DDI', 'Services', 'Call Setup' (which is highlighted), 'Permissions', 'Phone', 'Barring', and 'Call Centre'. On the left, a sidebar menu lists various call-related features like 'Incoming Calls', 'Outgoing Calls', 'In Call Options', and 'Settings'. The main content area is titled 'Speed Dial' and contains a section for 'Speed Dial Numbers'. This section has two tabs: '1 Digit Dialling' and '2 Digit Dialling'. Under '1 Digit Dialling', there is a table with columns for 'Name' and 'Destination'. One entry is visible: 'Lindis Test' with destination '01427807376'. Below the table is an 'Add New' button. At the bottom right of this section is a 'Save' button. Below the speed dial section is an 'Upload Multiple 2 Digit Dialling' section with radio buttons to 'Override previous speed dial configuration?' (Yes/No) and a 'File to Upload' field with a 'Browse' button and a 'Download Template' button. An 'Upload' button is at the bottom right of this section.

Set up 1 or 2 Digit Dialling as a User

Step 1

Log into the Horizon Portal as a Horizon User and click on "Call Setup"

This screenshot shows the 'Call Setup' page for user 'Dan Test'. The top navigation bar shows the user's name and contact information. The main navigation bar includes 'Dashboard', 'Call Setup' (highlighted), 'Directory', 'My Features', and 'Hot Desk'. The page content area is titled 'Call Statistics' and contains a large empty box, likely for displaying call statistics or logs.

Step 2

Click on Speed Dial. 1 Digit Dialling is selected by default. If it is 1 Digit Dialling you want to set up then you should click "Add New". If it is 2 Digit Dialling then select the "2 Digit Dialling" tab and then click "Add New"

You can also do this in bulk by clicking the "Download Template" button and downloading a CSV file. Remember when you are uploading the file to do the following:

The "Destination" column needs to be formatted as "text". To do this right click on column C > Format Cells > Text and click OK.

The leading zero from the from the "Destination" Number" needs to be there for speed dials to work correctly. There is a blank row. There must be no blank rows when uploading your bulk spreadsheet.

If you do not wish to use a particular number a speed dial then you will need to remove it. The numbers do not need to be in numerical order.

Speed dials can be 1-79 excluding 21, 31, 40, 41, 43 and 58 which are hashtag Shortcodes for Horizon.

The file needs to be saved as a CSV file before uploading. Any other file format will cause the upload to fail.



If no speed dials are setup then the speed dial will start from 2. This is because most carriers configure 1 as Voicemail).



Set up 1 or 2 Digit Dialling from a Handset

To set up One Digit dialling from your Horizon Handset dial *74, the number you want to assign a speed dial to, and then the telephone number you want to dial.

For example, *74208081788000 will assign 08081788000 to speed dial digit 2.



Account and Authorisation Codes

Account codes are enabled to track calls made by defined users outside the Horizon Company by prompting the users for an account code. You have the option of setting up a list of optional and mandatory groups. In order to enter a code in either group then you will need to dial *71, then the account code, and then the number to be dialled.

Authorisation codes are used to perform authorisation of calls made outside of a calling group by prompting the user for an authorisation code. This could be for example where a phone is located in a public area and calls are to be restricted.

You can only use an Account Code if you have Authorisation Codes disabled. You cannot have both running concurrently.

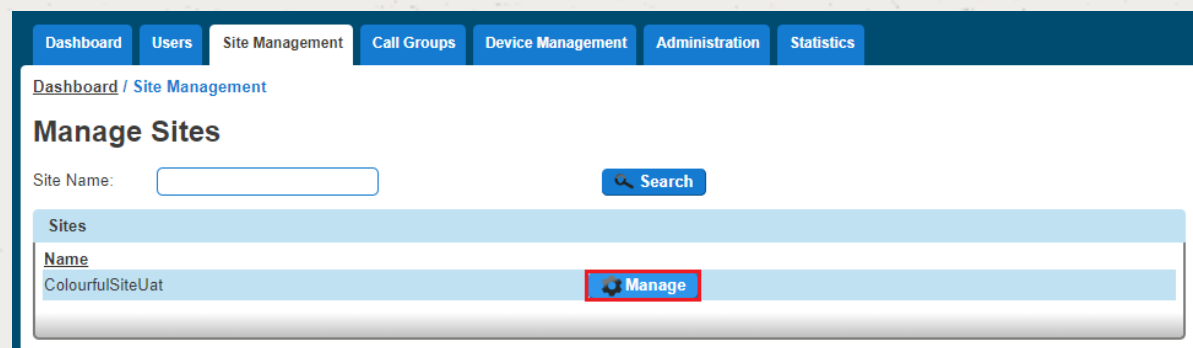


Account and Authorisation Codes can only be set up by a Company Administrator.

Switch Account Codes On/Off

Step 1

Select "Site Management" and then click the "Manage" button of the site that you wish to switch Account Codes on or off for.



Step 2

Select "Authorisation Codes"



Dashboard
Users
Site Management
Call Groups
Device Management
Administration
Statistics

Dashboard / Site Management / ColourfulSiteUat

ColourfulSiteUat

Add User
Create Group
Current Site DDI 01427807376

Manage ColourfulSiteUat

Schedules
Create and manage time schedules
Schedules

Authorisation Account Codes
Create and manage authorisation account codes
Authorisation Codes

Call Policy
Override a sub set of call policy features for this site
Call Policy

Call Barring
Setup the call barring options for this site
Call Plan

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

Manage Numbers
Manage the numbers assigned to this site
Manage Numbers

Step 3

To switch off the account codes then you should make sure that the "Enabled Codes" button is set to "Off".

To switch on account codes then you should set "Enable Codes" to "On", and select how many digits you want before clicking "Save." The code length can be between 2 and 14 digits.

Dashboard / Site Management / ColourfulSiteUat / Auth Code Administration

ColourfulSiteUat Auth Account Code Administration

Manage ColourfulSiteUat

Code Structure

Enable Codes ☒ off
Code Length 6

Save

Step 4

Now you should select to use Account Codes and then select "Manage Codes" once this has been selected.

Dashboard / Site Management / ColourfulSiteUat / Auth Code Administration

ColourfulSiteUat Auth Account Code Administration

Manage ColourfulSiteUat

Code Structure

Enable Codes ☐ on
Code Length 6

Save

Administration Code

Authorisation 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

Step 5



From here you can add and delete codes.

To Add an Account Code, you add the details in the "Code" and the "Description" text boxes.

To Delete an Account Code, you simply select the code from the table and press "Delete Selected".

The screenshot shows the 'ColourfulSiteUat Auth Account Code Administration' page. At the top, there is a breadcrumb trail: 'Dashboard / Site Management / ColourfulSiteUat / Auth Code Administration'. The page title is 'ColourfulSiteUat Auth Account Code Administration' with a 'Manage ColourfulSiteUat' button. Below the title is a 'Code Results' section with a table header: 'Code' and 'Description'. The table is empty, showing 'No Records Found'. To the right of the table is a 'Delete Selected' button. Below the table is an 'Add Code' section with two input fields: 'Code:' with the value '123456' and 'Description:' with the value 'TEST'. At the bottom right of the 'Add Code' section are two buttons: 'Back' and 'Add'.

Once you have clicked "Add", you can go "Back" and then you can save your changes by clicking the "Save" button.

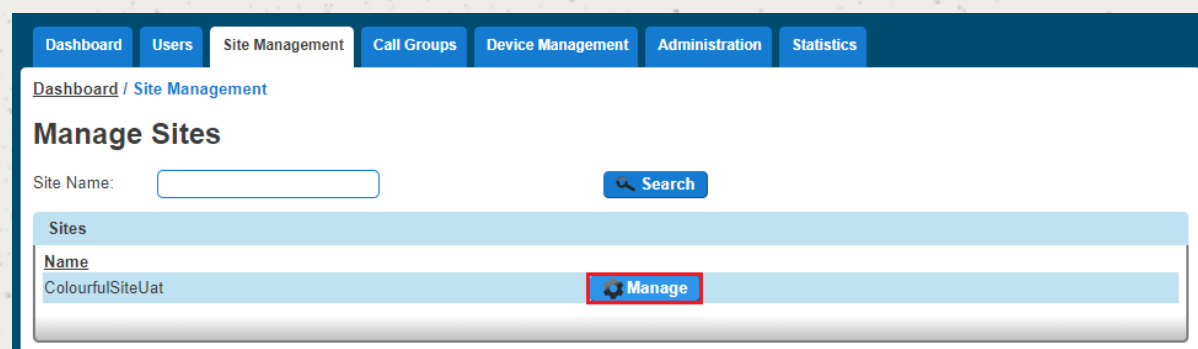
The screenshot shows the 'ColourfulSiteUat Auth Account Code Administration' page. At the top, there is a breadcrumb trail: 'Dashboard / Site Management / ColourfulSiteUat / Auth Code Administration'. The page title is 'ColourfulSiteUat Auth Account Code Administration' with a 'Manage ColourfulSiteUat' button. Below the title is a 'Code Structure' section with a toggle switch for 'Enable Codes' (set to 'on') and a dropdown menu for 'Code Length' (set to '6'). To the right of the 'Code Length' dropdown is a 'Save' button. Below the 'Code Structure' section is an 'Administration Code' section with two buttons: 'Switch to this' and 'Manage Users'. To the right of these buttons is a note: 'Only one code structure may be used at a time. When switching from one structure to another any selected users will be preserved.' At the bottom right of the 'Administration Code' section is a 'Manage Codes' button.

Manage Account Code Users



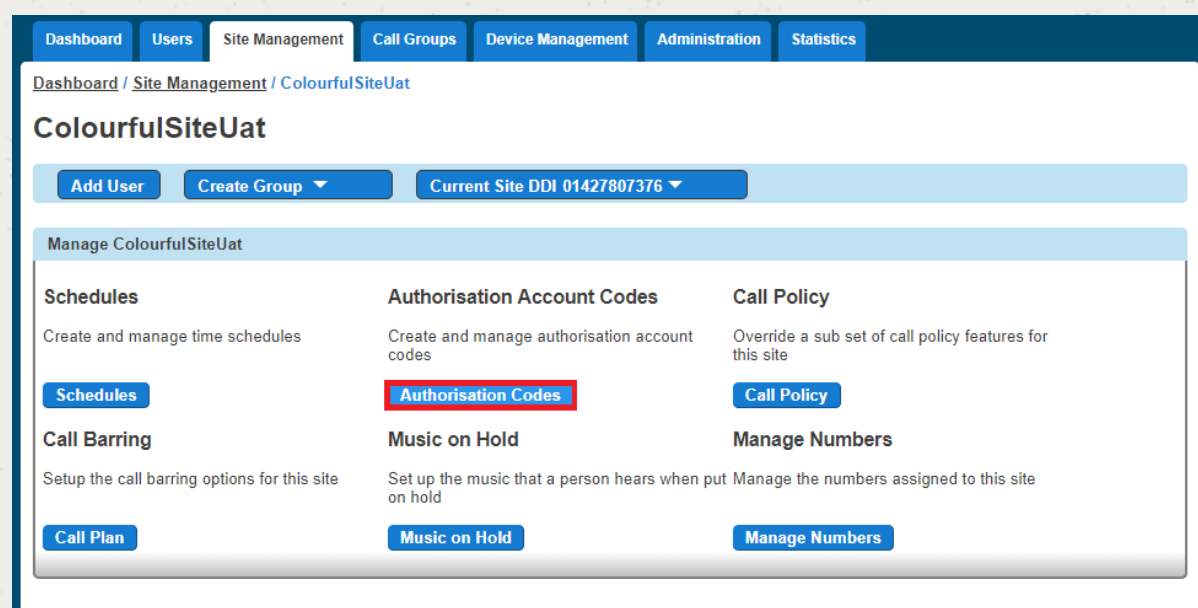
Step 1

Select "Site Management" and then click the "Manage" button of the site that you wish to switch Account Codes on or off for.



Step 2

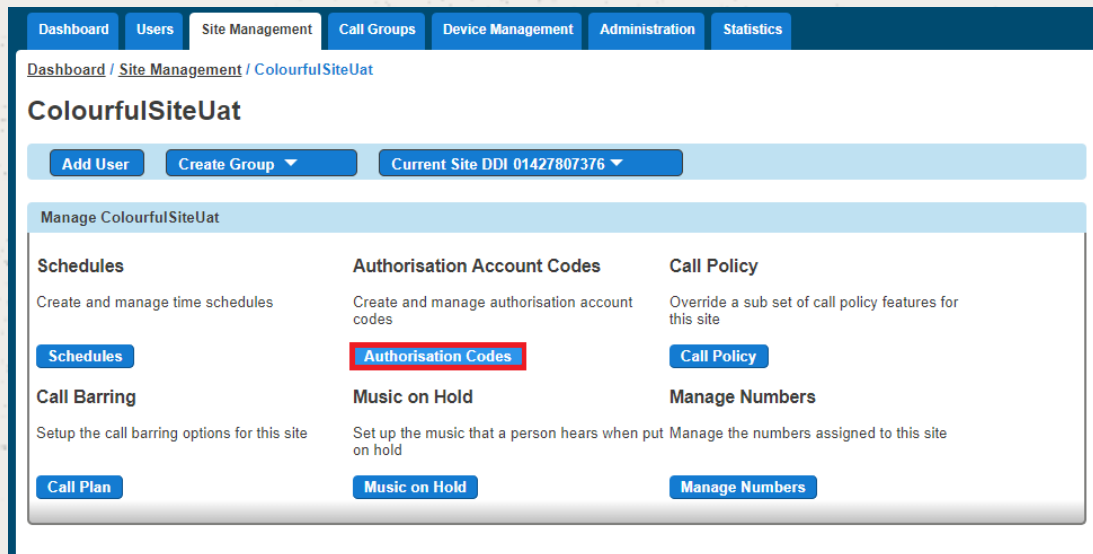
Select "Authorisation Codes"



Step 3

Select "Manage Users" and then you can add your Mandatory and Optional users in the relevant tables.

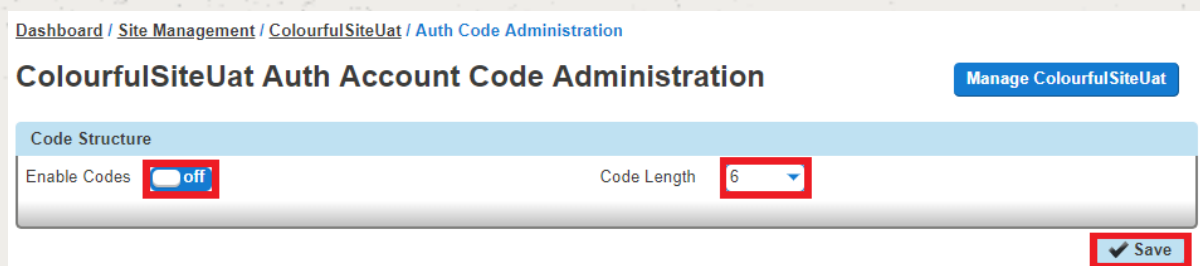




Step 3

To switch off the authorisation codes then you should make sure that the "Enabled Codes" button is set to "Off".

To switch on account codes then you should set "Enable Codes" to "On", and select how many digits you want before clicking "Save." The code length can be between 2 and 14 digits.



Step 4

Now you should select to use Authorisation Codes and then select "Manage Codes" once this has been selected.

Step 5

From here you can add and delete codes.

To Add an Authorisation Code, you add the details in the "Code" and the "Description" text boxes.

To Delete an Authorisation Code, you simply select the code from the table and press "Delete Selected".

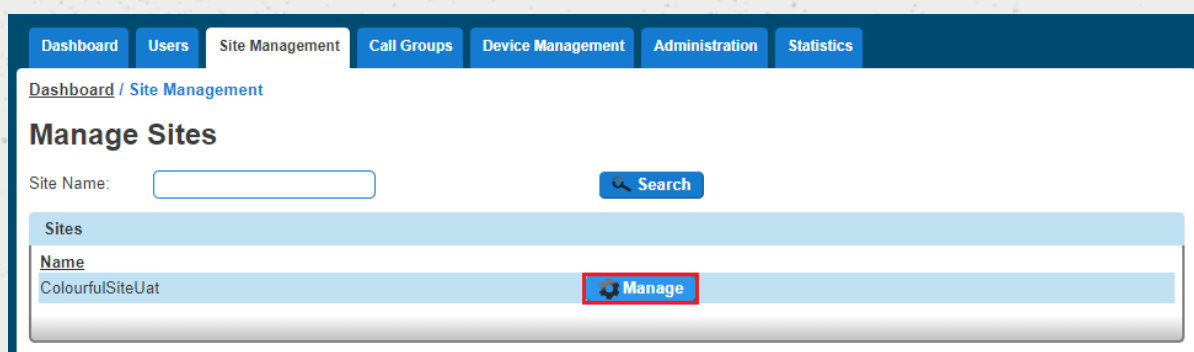
Once you have clicked "Add", you can go "Back" and then you can save your changes by clicking the "Save" button.



Manage Authorisation Code Users

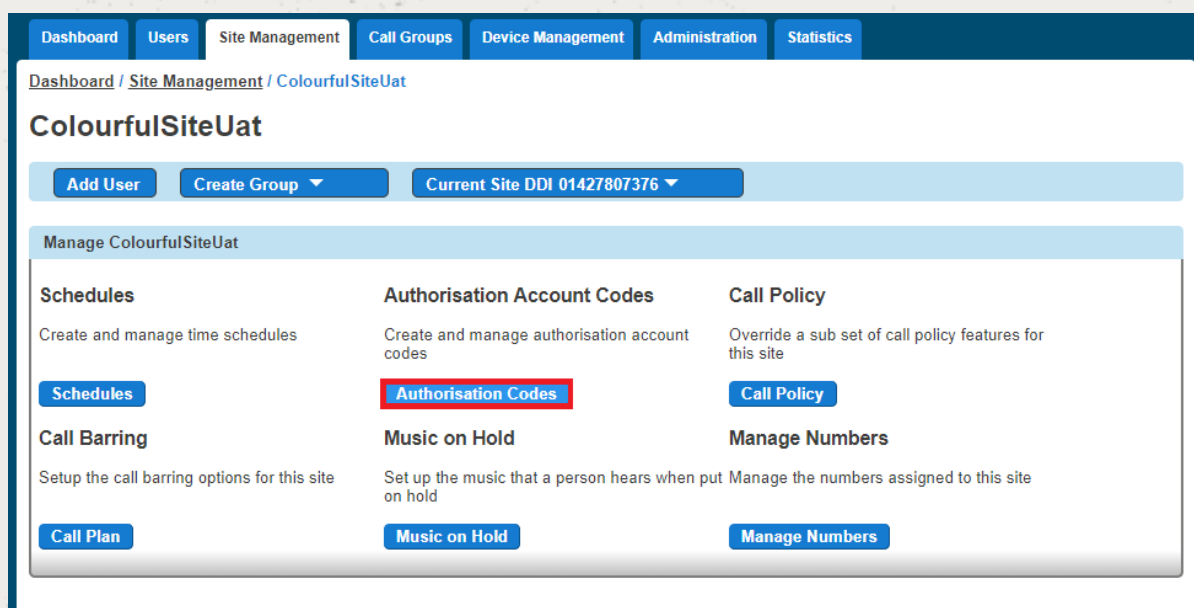
Step 1

Select "Site Management" and then click the "Manage" button of the site that has the Authorisation Codes you wish to edit the users for.



Step 2

Select "Authorisation Codes"



Step 3

Select "Manage Users" and then you can add your Mandatory and Optional users in the relevant tables.



ColourfulSiteUat Auth Code Administration

[Manage ColourfulSiteUat](#)

Select Users

- ☒ Mike Test
- ☒ Lindis Test
- ☒ Dan Test

Mandatory

- Louise Test
- Bernice Test
- Mircea Test

Optional

To remove a user, you just simply have to click the "X" next to the user. Once you have finished making all your changes you just need to click "Save".



Horizon Shortcodes

Please see the below table of Horizon shortcodes:

Anonymous Call Rejection Activation	*77
Anonymous Call Rejection Deactivation	*87
Anonymous Call Rejection Interrogation	*52*
Call Bridge	*15
Call Forwarding Always Activation	*72
Call Forwarding Always Deactivation	*73
Call Forwarding Always Interrogation	*21*
Call Forwarding Always To Voice Mail Activation	*21
Call Forwarding Always To Voice Mail Deactivation	#21
Call Forwarding Busy Activation	*90
Call Forwarding Busy Deactivation	*91
Call Forwarding Busy Interrogation	*67*
Call Forwarding Busy To Voice Mail Activation	*40
Call Forwarding Busy To Voice Mail Deactivation	#40
Call Forwarding No Answer Activation	*92
Call Forwarding No Answer Deactivation	*93
Call Forwarding No Answer Interrogation	*61*
Call Forwarding No Answer To Voice Mail Activation	*41
Call Forwarding No Answer To Voice Mail Deactivation	#41
Call Forwarding Not Reachable Activation	*94
Call Forwarding Not Reachable Deactivation	*95
Call Forwarding Not Reachable Interrogation	*63*
Call Forwarding Selective Activation	#76
Call Forwarding Selective Deactivation	#77
Calling Line ID Delivery Blocking Interrogation	*54*
Calling Line ID Delivery Blocking per Call	*67
Calling Line ID Delivery Blocking Persistent Activation	*31
Calling Line ID Delivery Blocking Persistent Deactivation	#31
Calling Line ID Delivery per Call	*65
Call Park	*68
Call Park Retrieve	*88
Call Pickup	*98
Call Retrieve	*11
Call Return	*69
Call Return Number Deletion	#92#




Call Waiting Interrogation	*53*
Call Waiting Persistent Activation	*43
Call Waiting Persistent Deactivation	#43
Cancel Call Waiting	*70
Clear Voice Message Waiting Indicator	*99
Connected Line Identification Restriction Interrogation	*56*
Directed Call Pickup	*97
Directed Call Pickup with Barge-in	*33
Direct Voice Mail Transfer	*55
Diversion Inhibitor (this feature cannot be controlled via GUI)	*80
Do Not Disturb Activation	*78
Do Not Disturb Deactivation	*79
Escalate Call to Supervisor	#83
Group Call Park	#58
Last Number Redial	*66
Mobility (CONNECT) Calling Line ID Activation	*23
Mobility (CONNECT) Calling Line ID Activation Per Call	*28
Mobility (CONNECT) Calling Line ID Deactivation	*24
Mobility (CONNECT) Calling Line ID Deactivation Per Call	*29
Music On Hold Per-Call Deactivation	*60
No Answer Timer	*610
Per Call Account Code	*71
Selective Call Rejection Interrogation (Blacklist)	*51*
Speed Dial 100	*75
Speed Dial 8	*74
Voice Mail Retrieval	*86
Voice Portal Access	*62



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 ID 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.

 If a user in a Call Queue Group has Anonymous Call Rejection enabled and a "withheld" caller reaches the front of the queue, the call will not be delivered to the user with Anonymous Call Rejection, even if that user is available.

The call will wait until another user without Anonymous Call Rejection enabled becomes available.

Only a Company Administrator can set up a user with Anonymous Call Rejection.

Shortcodes

Activate: *78


Deactivate *87

Activating / Deactivating Anonymous Call Rejection for a User

Step 1

Select "Users" and "List Users" and using the search screen identify the user you want to activate / deactivate Anonymous Call Rejection for and click "Edit".





BrandingCompanyUat

Direct Access

Help | Change Password | Log Out

Dashboard

Users

Site Management

Call Groups

Device Management

Administration

Statistics

Dashboard / User Management

User Management

First Name:

Last Name:

Username:

@ uat.branding.com

Number:

Extension:

Department:

All

Site:

All

Mac Address:

?

Search

Users

	First Name	Last Name	Phone Number	Extension	Email Address	Site	
<input type="checkbox"/>	Bernice	Test		4534	bernice.gardiner@ga...	ColourfulSiteUat	Edit
<input type="checkbox"/>	Dan	Test		1807	daniel.edwards@gamm...	ColourfulSiteUat	Edit
<input type="checkbox"/>	Lindis	Test	01427807376	7376	lindi.stevenson@gam...	ColourfulSiteUat	Edit
<input type="checkbox"/>	Mircea	Test		3242	jason.mcmahon@gamma...	ColourfulSiteUat	Edit

Delete Selected

Add

Download

Step 2

Click "Call Setup" and then under the Incoming Calls section select "Settings".

Use the button next to "Reject Withheld Number" to either switch this feature on or off. Click Save.

Dashboard

Users

Site Management

Call Groups

Device Management

Administration

Statistics

Dashboard / User Management / Edit User

Edit Dan Test

Profile

Personal Details

DDI

Services

Call Setup

Permissions

Phone

Barring

Call Centre

Incoming Calls

Call Handling

Twinning

Blacklist

Settings

Advanced

Outgoing Calls

Speed Dial

Settings

In Call Options

Call Transfer

Settings

Settings

Call Forwarding

Hot Desk

Manage Profile

Remote Office

Incoming Call Settings

Settings

Reject Withheld Numbers

off

Enable music for calls on hold

on

Lookup Caller ID when none is Provided

off

Present Incoming Caller's ID for External Calls

on

Present Incoming Caller's ID for Internal Calls

on

Do Not Disturb

off


WHOT

Apply

Auto Attendant

The Auto Attendant feature allows callers to your company to be automatically transferred to a person or group without the intervention of an operator or receptionist.

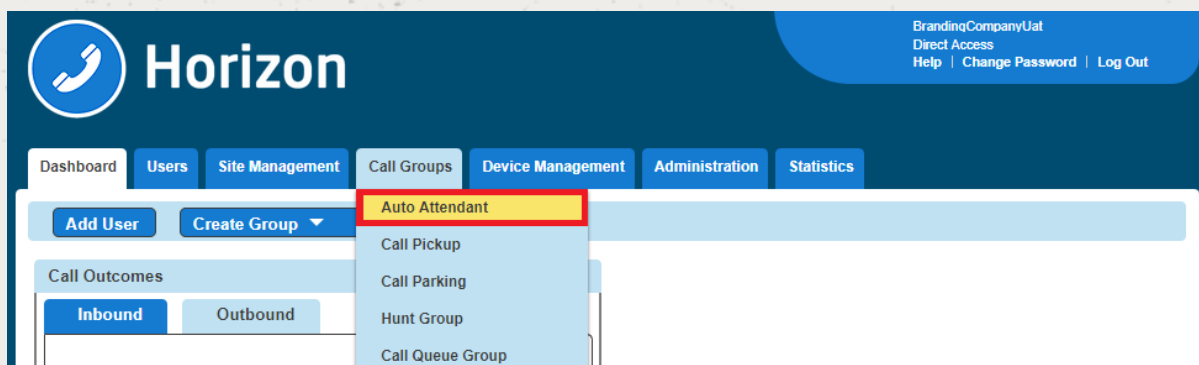
There is no limit on the number of Auto Attendants a Company can have, however there is a limit of up to 3 levels of Auto Attendants (for example you can have one auto attendant going to another auto attendant three times).

 You can record the Auto Attendant messages using either your Horizon phone, or create a sound file on your computer and upload this.

Setup Auto Attendant

Step 1

Once you are in the Horizon Portal select "Call Groups" and then "Auto Attendant".



Step 2

From here you can add a new Auto Attendant by clicking the "Add" button. This will load up the wizard to set up the Auto Attendant.

From here you should:

select the Site you want your Auto Attendant to be on

Give the Auto Attendant a name and username

Horizon

BrandingCompanyUat
Direct Access
Help | Change Password | Log Out

Dashboard Users Site Management Call Groups Device Management Administration Statistics

Dashboard / Group Management / Auto Attendant / Create New Auto Attendant

Create New Auto Attendant

Account Menu Options Assign Number Audio

Location

Site: Choose One

Attendant Details

Name: Username: @uat.branding.com

Department: Choose One

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

Cancel Continue

The Dialling Scope is:

Scope of extension dialling

If extension dialling is selected as an option, this specifies where Horizon should limit its search to for the entered extension - either the department, site or company.

Scope of name dialling

If name dialling is selected as an option, this specifies where Horizon should limit its search to for the entered name - either the department, site or company.

Name dialling entries

If name dialling is selected as an option, what format must the caller enter the name of the user they wish to speak to.

Step 3

The top half of the screen is there in order to ensure the auto attendant links to the right "Schedule" for your company. You can either select "Use the same menu all the time" or "Use different menus during and after business hours".

If you select "Use different menus during and after business hours", you can then select from the drop down menu the "Schedules" that defines open and closed hours.



Horizon

BrandingCompany/Uat
Direct Access
Help | Change Password | Log Out

Dashboard Users Site Management Call Groups Device Management Administration Statistics

Dashboard / Group Management / Auto Attendant / Create New Auto Attendant

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

Menu Options

When Open When Closed

1	None	7	None
2	None	8	None
3	None	9	None
4	None	0	None
5	None	*	None
6	None	#	None

Cancel Continue

The second half of the Menu Options screen is a grid which corresponds to the buttons on a telephone keypad, and you have got two options: Open Hours and Closed Hours.

The options for each button are:

Menu Option	Description
Transfer with prompt	This will allow the user to hear a recorded message played once they have selected a menu item ("Please hold whilst we connect you"). This option also plays the recorded voicemail message that a user set. If your user has recorded more than their name for the voicemail greeting, then this message will play here.
Transfer without prompt	This will forward the call to the required destination once a menu item is selected. This destination could be a user, hunt group or new auto-attendant.
Transfer to operator	This will forward the call to a set telephone number / extension after ten seconds.
Name Dialling	This will allow a caller to type in a name based on your dialling scope through the Horizon handset i.e. the first name Mike would be "6453" and the last name Green would be "47336".
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 will terminate the call on behalf of the calling party.

The "Transfer" options will load up the "Search Directory" screen so you can search for the exact number you want to transfer the call to.

Step 4

You then need to define a number for the auto attendant, an extension number for internal call routing and a display name for presentation once the call is delivered.

Step 5

The final step is to upload an audio file to be played when the call is connected. If you are going to record the message with your Horizon phone then you do not need to upload anything here and go to the Recording an Auto Attendant message with my Horizon Phone.



Recording an Auto Attendant message with my Horizon Phone

If you have set up your Auto Attendant without adding an audio file you can use a Horizon Phone that is allocated to the same site as your Auto Attendant to record your Auto Attendant message. You will also need to have the extension number of the Auto Attendant to hand.

To do this you need to make sure that you have your Company Voice Portal set up.

- Dial your Company Voice Portal

- At the prompt you should

- Enter the Voice Portal digit extension if dialling from an external phone

- Press the * button and then enter the Voice Portal digit extension if dialling from a Horizon handset.

- Enter the Voice Portal passcode

- Select option 1 (Change Auto Attendant Greeting)

- Enter the extension number of the Auto Attendant

- Press 1 if you want to record the business hours greeting

- Press 2 if you want to record the out of hours greeting

- Save the recording

This will add the recording(s) to the Auto Attendant you selected.



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.

Once the Automatic Call Back feature is enabled, when you call an internal extension [1234 for example], and it is busy - you will hear an announcement:

"The line you are calling is busy, please press 1 if you would like to be notified when the line becomes available"

Press 1 on the phones keypad in order to activate this. You will then hear the following announcement:

"The line will be monitored for 30 minutes; you will be notified by a special ringtone when the line becomes available"

Once the internal extension becomes available, you will shortly get a call back to your phone - the calling number will be the extension you originally contacted [the ring tone will be different from your standard one, - you cannot amend this], when you answer you will get a message:

"Call back to [dialled extension e.g. 1234], in progress, hang-up to cancel call-back. Press any key or hold the line to proceed with call-back"

Your phone will then ring the originally dialled extension [1234 in this example]

Shortcodes

Menu Access: #9

Deactivate #8

Setup Automatic Call Back for a User



Automatic Call Back can only be set up by a Company Administrator.

Step 1

Go to "Users" and "List Users" and locate the user that you want to add Automatic Call Back for and then click the "Edit" button.



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

Dashboard / User Management

User Management

First Name:
Last Name:

Username:
@ uat.branding.com
Number:

Extension:
Department:
All

Site:
All
Mac Address:
?

Search

Users

	First Name	Last Name	Phone Number	Extension	Email Address	Site	
<input type="checkbox"/>	Adam	Eckersley	01427807623	7623	a.d.eckersley@gmail...	ColourfulSiteUat	Edit
<input type="checkbox"/>	Bernice	Test	01427807624	4534	bernice.gardiner@ga...	ColourfulSiteUat	Edit
<input type="checkbox"/>	Dan	Test	01427807625	1807	daniel.edwards@gamm...	ColourfulSiteUat	Edit
<input type="checkbox"/>	Lindis	Test		7376	lindi.stevenson@gam...	ColourfulSiteUat	Edit
<input type="checkbox"/>	Louise	Test		1234	louise.stringer@gam...	ColourfulSiteUat	Edit
<input type="checkbox"/>	Mike	Test		1796	Michael.Playfoot@ga...	ColourfulSiteUat	Edit
<input type="checkbox"/>	Mircea	Test		3242	jason.mcmahon@gamma...	ColourfulSiteUat	Edit

Delete Selected
Add
Download

Step 2

Select the "Call Setup" tab and then click "Settings" under the Outgoing Calls tab. From here you can turn Automatic Call Back on or off. Click "Apply" to save your changes.

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

Dashboard / User Management / Edit User

Edit Bernice Test

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

Incoming Calls
Call Handling
Twinning
Blacklist
Settings
Advanced

Outgoing Calls
Speed Dial
Settings

In Call Options
Call Transfer
Settings
Settings
Call Forwarding
Hot Desk
Call Recording
Manage Profile
Remote Office

Outgoing Call Settings

Settings

Enable Automatic Callback
on

Withhold my number when making calls
off

WH?T

Apply

Horizon / Features Guide

31

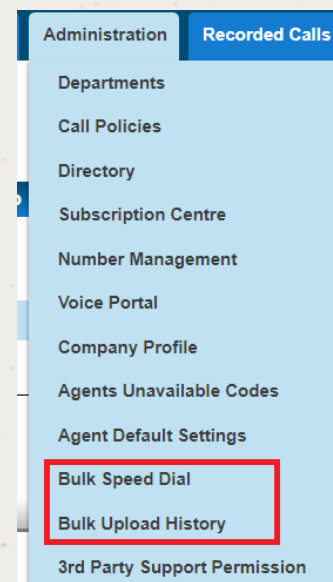
Bulk Speed Dial

Under the Administration tab of the GUI there will be two new menu options for a Company Administrator to use. When setting up a **new** company you will be able to create a set of 1 and 2 digit speed dials and then copy those details to one, some or all the users within the organisation. **We recommend that all users are created before using this service.**

When an Administrator accesses the Administration menu, they will be presented with two new options



Bulk Speed Dial - option create speeds dial and apply to multiple users

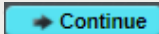
Bulk Upload History - Historical log of an Administrators changes



To create a new speed dial list, select Administration>Bulk Speed Dial and you will then be presented with the following screen, where you can add the 1 and 2 digit speed dials to a group of users by toggling between the 1 and 2 Digit Dialling tabs

A screenshot of the 'Bulk Speed Dial' configuration screen in the Horizon GUI. The screen has a dark blue header with the 'Horizon' logo and user information. Below the header is a navigation bar with tabs: Dashboard, Users, Site Management, Call Groups, Device Management, Administration, Recorded Calls, and Statistics. The 'Administration' tab is selected. Below the navigation bar is a breadcrumb trail: Dashboard / Bulk Speed Dial. The main content area has a title 'Bulk Speed Dial' and two buttons: 'Define Template' and 'Select Users'. Below this is a section titled 'Speed Dial Numbers' with two tabs: '1 Digit Dialling' and '2 Digit Dialling'. The '1 Digit Dialling' tab is selected. Below the tabs is a table with columns 'Name' and 'Destination'. There is an 'Add New' button and a 'Cancel' button.

Enter the speed dial details freehand or select from the Company's directory by clicking the  icon, then search for the user details you wish to add. To delete a row hit the  icon.

Once you are happy that you have correctly created the speed dials hit  the icon, after which you will be presented with the option to either 'Update all users' or 'select users to update'.

By selecting all users then finish and save will add the speed dials to all users.

If you want to add to specific users then click select user to update then you will be presented with the below screen where to you can select the users you wish to apply the list(s) to, simply check the box and click the +Add selected button, to apply the speed dial lists to the selected user(s) now select the Finish and save option.

You will be asked to acknowledge the following implication after which the speed dials will be created against the selected users.

Confirm

X

Warning - by submitting this request you will be overwriting all of the current speed dials that the user(s) selected have set up. Are you sure you want to continue?

No

Yes

The service has been designed to assist with the initial set up of company and is not suitable for the for the ongoing management of a company's speed dial list, as it:

Does not retain any record of previously provisioned speed dials

Will overwrite the personal amendments made by a user

Will delete records where a blank is left basically meaning you cannot bulk update a single entry

The Bulk Upload History tab will show the event type, who requested the change, when they requested it, the status and when it completed as an audit log of activity.

Dashboard

Users

Site Management

Call Groups

Device Management

Administration

Recorded Calls

Statistics

Dashboard / Bulk Upload History

Bulk Upload History

Upload Type: Any

Requestor:

Complete From:

Complete To:

Request From:

Request To:

Status: Any

Search

Bulk Upload Templates List

ID	Type	Requested By	Requested On	Status	Completed
255	SpeedDialBulk	4367BrandingCompanyUat	2018-03-12 11:20:22	Finished processing	2018-03-12 11:21:25

WHOT

Busy Lamp Field (BLF)

A Busy Lamp Field (BLF) gives you the ability to monitor a fellow 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.

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.

Please note: We allow a maximum of 50 Busy Lamps to be configured if a sidecar is present. The remaining line keys can then be used for other available entries

 **If you are experiencing issues with Busy Lamp Fields please see the [Network Configuration Guidelines](#)**

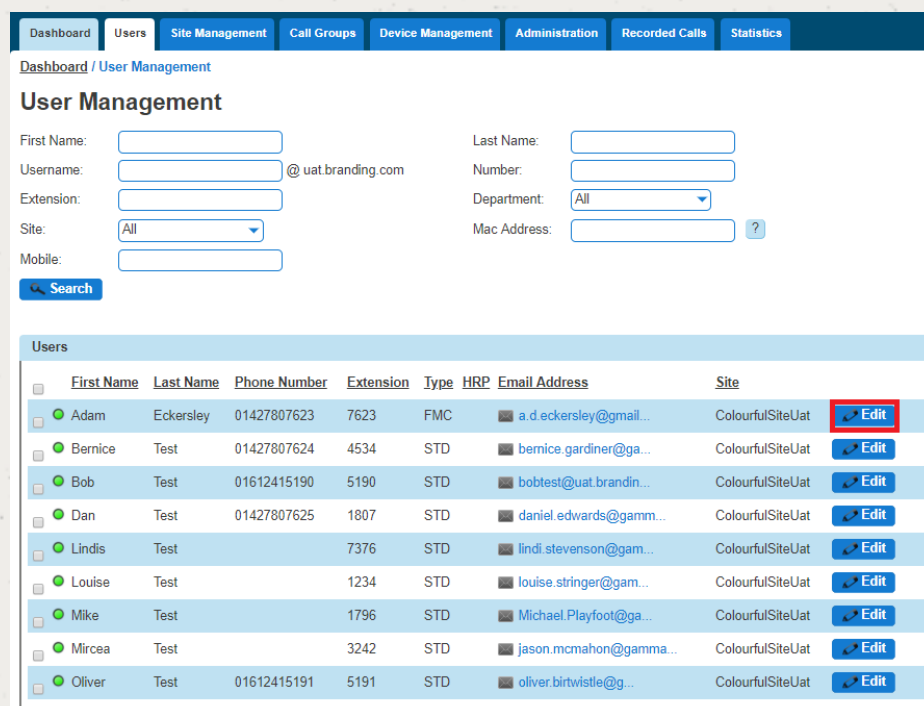
Setup and Edit Busy Lamp Fields (BLFs)












Busy Lamp Fields can only be set up by a Company Administrator.

Step 1

Go to "Users" and "List Users" and locate the user that you want to add Busy Lamp Fields for and then click the "Edit" button.



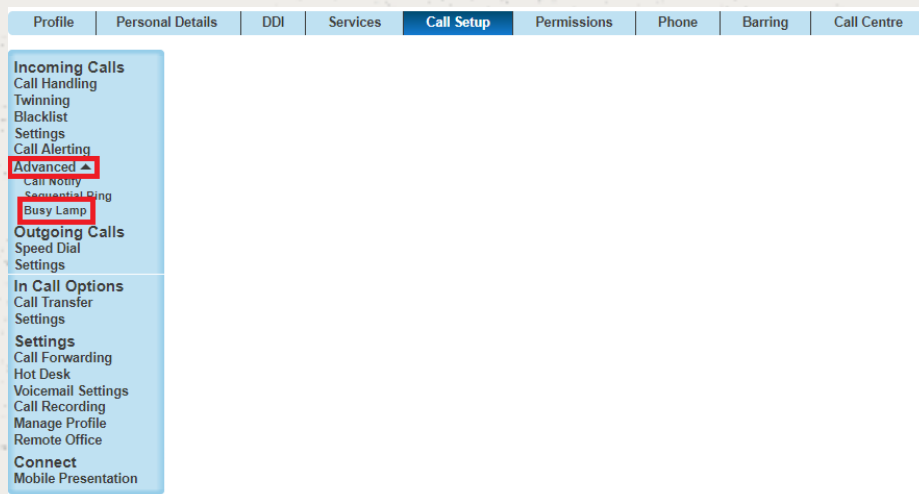
The screenshot shows the 'User Management' section of the application. It includes a search bar and a table of users. The 'Edit' button for the user 'Adam Eckersley' is highlighted with a red box.

First Name	Last Name	Phone Number	Extension	Type	HRP	Email Address	Site	
Adam	Eckersley	01427807623	7623	FMC		a.d.eckersley@gmail...	ColourfulSiteUat	
Bernice	Test	01427807624	4534	STD		bernice.gardiner@ga...	ColourfulSiteUat	
Bob	Test	01612415190	5190	STD		bobtest@uat.brandin...	ColourfulSiteUat	
Dan	Test	01427807625	1807	STD		daniel.edwards@gamm...	ColourfulSiteUat	
Lindis	Test		7376	STD		lindi.stevenson@gam...	ColourfulSiteUat	
Louise	Test		1234	STD		louise.stringer@gam...	ColourfulSiteUat	
Mike	Test		1796	STD		Michael.Playfoot@ga...	ColourfulSiteUat	
Mircea	Test		3242	STD		jason.mcmahon@gamma...	ColourfulSiteUat	
Oliver	Test	01612415191	5191	STD		oliver.birtwistle@g...	ColourfulSiteUat	

Step 2

Select the "Call Setup" tab and then "Advanced" and "Busy Lamp" under the "Incoming Calls" tab.





Step 3

Horizon will detect to see if the user's device is compatible for Busy Lamp. If not, you will 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".

You can remove Busy Lamp Fields (BLFs) by clicking the "X" next to the user you want to remove. Click Save.

Busy Lamp

Sidecar

Do you have a Sidecar installed? Yes ☐ No ☒

Monitored Users

Hide call details of monitored user? Yes ☒ No ☐

Search...

<input type="checkbox"/> Bernice Test	<input checked="" type="checkbox"/> Louise Test	X
<input type="checkbox"/> Mircea Test	<input checked="" type="checkbox"/> Bob Test	X
<input type="checkbox"/> Mike Test	<input checked="" type="checkbox"/> Oliver Test	X
<input type="checkbox"/> Linds Test		
<input type="checkbox"/> Dan Test		

Add Selected

Users Added: 3 / 10

Save



To ensure that the BLFs do not interfere with incoming calls to that handset, please ensure that "hide call details of monitored users" is ticked 'yes'.

Busy Lamp Field (BLF) Name Searching



The portal has been updated to improve the searching for a user when editing a BLF, previously users were only searchable by the full username

Dashboard / User Management / Edit User

Edit Adam Eckersley

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

Account Details

First Name: Last Name:

Username: Department:

Contact Mobile: Email:

Connect Mobile: 07458080429

Settings

Enable Hot Desk ? ☒ Yes ☐ No

The search has been improved to now include the First and Last Name fields and will return results on partial matches of the user first and/or last name.

Dashboard / User Management / Edit User

Edit Adam Eckersley

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

Incoming Calls
Call Handling
Twinning
Blacklist
Settings
Call Alerting
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
Call Recording
Manage Profile
Remote Office

Connect
Mobile Presentation

Busy Lamp

Sidecar

Do you have a Sidecar installed? ☐ Yes ☒ No

Monitored Users

Hide call details of monitored user? ☐ Yes ☒ No

☐ Dan Test

Users Added: 0 / 10

Call Barge

Call Barge allows specified users to "barge" into an active call and set up a three-way call. Every Horizon Company will have one Call Barge Group set up and does not require a Call Centre subscription to use.

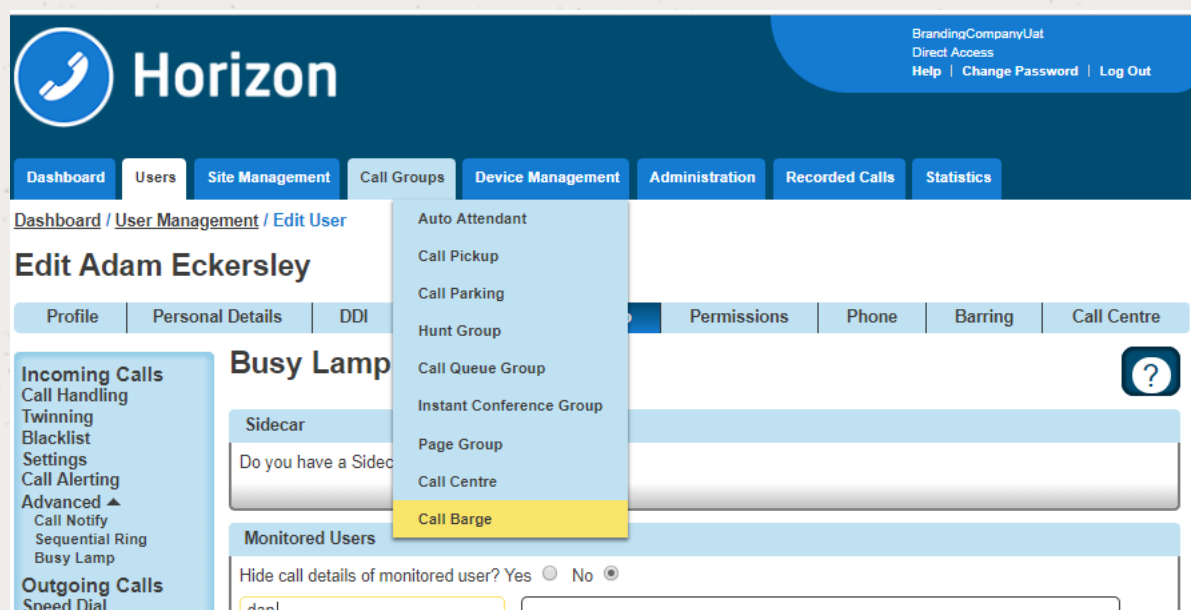
Setup & Edit Call Barge



Call Barge can only be set up and edited by a Company Administrator.

Step 1

Select "Call Groups" and then "Call Barge".



Step 2

You will now have the Call Barge set up screen. All Horizon Users will be in the left-hand table that are currently not set up as a Monitored or Managing User. Select all the users that you want to be monitored or managing and select the relevant "Add Selected" button.

Only Managing Users can barge into calls, and they can only barge into calls of Monitored Users.



A Call Centre Agent or Supervisor that has the Call Barge service subscribed will automatically appear in the appropriate list on this screen and cannot be removed or unassigned using the "Remove All" or "Unassigned All Users" buttons. The Call Centre Barge feature is classed as a higher priority.



Dashboard / Call Groups / Call Barge

Call Barge

HOW

Select Users

Search...

- ☐ Bernice Test
- ☐ Mircea Test
- ☐ Lindis Test
- ☐ Dan Test
- ☐ Mike Test
- ☐ Louise Test
- ☐ Adam Eckersley

Monitored Users

- Lindis Test
- Louise Test

+ Add Selected Remove All

Managing Users

- Adam Eckersley

+ Add Selected Remove All

on Warning Tone

WH?T

Unassign All Users Save

Once you have made all the changes, click Save.

Barging into a call

A user has to be set up as a Managing User to be able to barge into a monitored user's call. To barge into the call, the Managing User should dial *33. Once the managing user hears the stuttered dial tone, they should enter the monitored user's extension number.

⚠ When a barge happens, the Monitored Users hears a Barge-in warning tone. The other party is briefly put on hold for 1 second and will hear silence while the Monitored User is receiving the warning tone.

- 👍 There is no limit on how many Managing Users can barge in on a single call of a monitored user
- 👍 If a call is unanswered by a Monitored User and a Managing User barges in on this call, then the call will be answered by the Managing User and this will not invoke a three-way call.

Call Barring

You can control Call Barring at either Site Level, or at User Level. There are seven call barring options. These are:

Allow free phone calls

Allow national calls

Allow international calls

All chargeable directory services calls

Allow premium calls

Allow mobile calls

Allow 084 calls

Allow 087 calls

There are two categories that need consideration:

When making a call - call barring that is applied to any call the user makes directly via their calling device or software, including a consultative transfer.

When transferring/diverting a call - call barring that is applied to call when a user attempts to blind transfer a call to an alternative station or a divert attempt as a result of the call forwarding feature being invoked, a divert on busy for example. The call barring under this heading does not apply to consultative transfers. Consultative transfers are covered under 'when making a call'.

You can quickly view what call bars a user has set up, both on their site and if they are overriding the site settings by using the Horizon Health Check.

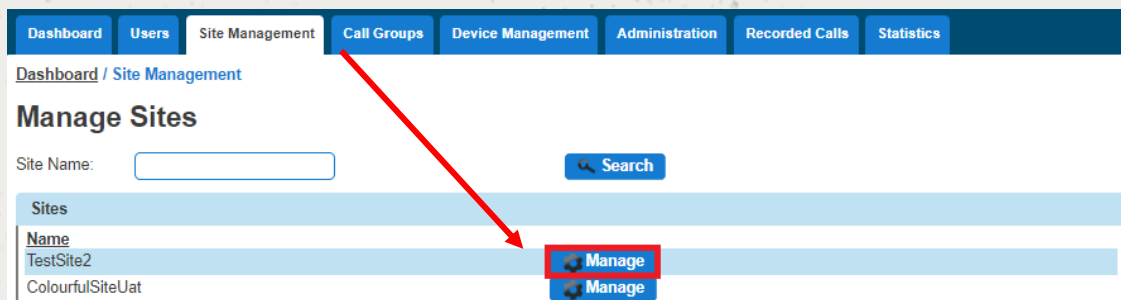
Setup and Manage Site Call Barring



Site Call Barring can only be set up by a Company Administrator.

Step 1

Select "Site Management" and then click the "Manage" button next to the site you want to add or manage Call Barring for.



Step 2



Select "Call Plan" and this will then load up the available options you have for site call barring. This can be done for making a new call or transferring a call.

Once you have made your changes you should click "Save".

Dashboard / Site Management / ColourfulSiteUat / Call Plan

ColourfulSiteUat Call Plan

Manage ColourfulSiteUat

Call Plan Options

When making a call

When transferring/diverting a call

- ☒ Allow freephone calls
- ☒ Allow national calls
- ☒ Allow international calls
- ☒ Allow chargeable directory service calls
- ☐ Allow premium calls
- ☒ Allow mobile calls
- ☒ Allow 084 calls
- ☒ Allow 087 calls

WH?T

Save

Override Site Call Barring for a User



Overriding Site Call Barring for a user can only be done by a Company Administrator.

Step 1

Go to "Users" and "List Users" and locate the user that you want to override site call barring for and then click the "Edit" button.

Step 2

Go to "Users" and "List Users" and locate the user that you want to override site call barring for and then click the "Edit" button.

Select the Call Barring tab and then you toggle the "Override site call plan" button. The default options are what the site the user is located on has set up.



DashboardUsersSite ManagementCall GroupsDevice ManagementAdministrationRecorded CallsStatistics

Dashboard / User Management / Edit User

Edit Adam Eckersley

ProfilePersonal DetailsDDIServicesCall SetupPermissionsPhoneBarringCall Centre

Call Plan Options

When making a callWhen transferring/diverting a call

☐ offOverride site call plan

☒ onAllow freephone calls

☒ onAllow national calls

☒ onAllow international calls

☒ onAllow chargeable directory service calls

☐ offAllow premium calls

☒ onAllow mobile calls

☒ onAllow 084 calls

☒ onAllow 087 calls

WH?T


Save




Call Forwarding

The Call Forwarding feature allows you to forward incoming calls to a number of 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.

If a user has Connect they will be able to control how calls are forwarded depending on whether someone called their mobile or fixed number. This is referred to as Call Forwarding Selective.

 **If a user is also using a soft client then the Call Forwarding button on their device will no longer work (Poly VVXs) or disappear (Cisco's).**

 **Call Forward Not reachable is designed to forward a call in the event that the subscriber's device is not registered with the Horizon platform. In the case of a call group, all devices associated with the call group need to be unregistered for the unreachable divert to be applied. The unreachable divert only occurs in the event that the device or devices become unregistered from the Horizon platform, typically due to an issue with connectivity between Horizon and the site/device being hard down, unreachable should not be considered as a DR feature for any other scenario outside of this.**

Shortcodes

Action	Shortcode
Call Forwarding Always Activation	*72
Call Forwarding Always Deactivation	*73
Call Forwarding Always Interrogation	*21*
Call Forwarding Always to VM Activation	*21
Call Forwarding Always to VM Deactivation	#21
Call Forwarding Selective Activation	#76
Call Forwarding Selective Deactivation	#77
Call Forward Busy Activation	*90
Call Forward Busy Deactivation	*91
Call Forward Busy Status Check	*67*
Call Forward Busy to VM Activation	*40
Call Forward Busy to VM Deactivation	#40
Call Forward No Answer Activation	*92
Call Forward No Answer Deactivation	*93
Call Forward No Answer Status Check	*61*
Call Forward No Answer to VM Activation	*41
Call Forward No Answer to VM Deactivation	#41
Call Forward Not Reachable Activation	*94
Call Forward Not Reachable Deactivation	*95



Action	Shortcode
Call Forward Not Reachable Status Check	*63*

Turn Call Forwarding On/Off as a Company Administrator

Step 1

Go to "Users" and "List Users" and locate the user that you want to set up Call Forwarding for and then click the "Edit" button.

Step 2

Click the "Call Setup" tab and then under Incoming Calls select "Call Handling". You can now set up the following options:

When I'm Busy - you can forward calls to voicemail or a specific number when you are on another call.

When I Do not Answer - you can forward calls to voicemail or a specific number when you do not answer after a certain number of rings. To do this you should leave the number box blank, tick the tick box and state the number of rings before the call reaches voicemail

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).

Dashboard / User Management / Edit User

Edit Adam Eckersley

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

Incoming Calls

- Call Handling**
- Forwarding
- Blacklist
- Settings
- Call Alerting
- Advanced

Outgoing Calls

- Speed Dial
- Settings

In Call Options

- Call Transfer
- Settings

Settings

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

Connect

- Mobile Presentation

Call Handling

When I'm Busy

- ☒ No Action
- ☐ Forward the call to:
- ☐ Send the call to voicemail

When I don't answer

after rings

- ☒ No Action
- ☐ Forward the call to:
- ☐ Send the call to voicemail

When I'm Unreachable

- ☒ No Action
- ☐ Forward the call to:

Voicemail Settings ☒ Save

Step 3

If you would prefer to forward calls all the time, or (for Connect users) would like to forward them depending on which number was dialled, then you need to visit the Call Forwarding screen:

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

The 'Send the call to voicemail' option will only appear if the Voicemail add-on has been given to the user.

Turn Call Forwarding On/Off as a User using the Horizon Portal

A user can set their own Call Forwarding rules when logging into www.unlimitedhorizon.co.uk. Once a user is logged in they can select the "Call Setup" option and the Incoming Call Handling option is selected.

Call Handling

When I'm Busy

☒ No Action
☐ Forward the call to:
☐ Send the call to voicemail

WH?T

When I don't answer

after rings

☒ No Action
☐ Forward the call to:
☐ Send the call to voicemail

WH?T

When I'm Unreachable

☒ No Action
☐ Forward the call to:

WH?T

Voicemail Settings Save

Turn Call Forwarding On/Off as a User using a Soft Client

Start Communications offer different Soft Clients that can be used instead of a handset. A user also has the ability to change some of their settings directly from the soft client. For full information on how to turn call forwarding on or off using the Soft Client please refer to the relevant soft client guide.



Call Notify by Email

Call Notify by Email enables a user to define criteria that cause certain incoming calls to trigger an e-mail notification. If an incoming call meets user-specified criteria an e-mail is sent to the notify address informing the user of the details of the incoming call attempt. A criteria set is based on incoming calling line identity, time of day and day of week. Multiple criteria sets can be defined.

Turn Call Notify by Email On/Off



Call Notify by Email can only be set up for a user by the Company Administrator.

Step 1

Go to "Users" and "List Users" and locate the user that you want to set up Call Notify by Email for and then click the "Edit" button.

Step 2

Click the "Call Setup" tab and then under Incoming Calls select "Call Notify" under the "Advanced" option in Incoming Calls.

The screenshot shows the 'Edit User' interface for 'Bob Test'. The top navigation bar includes 'Dashboard', 'Users', 'Site Management', 'Call Groups', 'Device Management', 'Administration', 'Recorded Calls', and 'Statistics'. The breadcrumb trail is 'Dashboard / User Management / Edit User'. The 'Edit Bob Test' page has tabs for 'Profile', 'Personal Details', 'DDI', 'Services', 'Call Setup', 'Permissions', 'Phone', 'Barring', and 'Call Centre'. The 'Call Setup' tab is active. On the left sidebar, under 'Incoming Calls', the 'Advanced' section is expanded, and 'Call Notify' is selected. The 'Call Notify' settings are displayed in a form with three sections: 'Notify Options', 'Restrict by Schedule', and 'Number Restriction'. In the 'Notify Options' section, the 'Call Notify' toggle is set to 'On' (highlighted with a red box), and the 'Notify Email' field is empty. The 'Restrict by Schedule' section has two radio buttons: 'Use call notify on this number all the time' (selected) and 'Use call notify on this number only when I'm available'. The 'Number Restriction' section has two radio buttons: 'Notify me for any number' (selected) and 'Notify me only for these numbers'. A 'Save' button is at the bottom right.

Step 3

From here you can switch Call Notify by Email on or off.

If you select "On", you will get some more options. You should enter your email address into the Notify Email text box.



You can change the email address that gets the notifications at any time by editing the Notify Email text box and clicking "Save".



If you want it to notify you at certain times, you can set up a 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.



Call Paging

Call Paging is a feature within Horizon that allows a user to call numerous users all at the same time with one-way audio (i.e. only the caller can speak). 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.



Call paging only works for users that use handsets and not soft clients.



Poly devices will announce the message instantaneously if the user is not on a call.



Cisco devices will announce the message instantaneously if the user is not on a call. If a user's is on a call, the Call Page will announce and put the current call on hold.



Yealink devices will display the page as a call that needs to be answered. If the user is on a call, then it will display the Call Page as a call waiting. If there are other users that are in the group that are available to receive the call page, the user that is on the call will lose the page.

Setup Call Page Group



Call paging is set up by the Company Administrator for a user.

Step 1

Click the "Call Groups" option and then select "Page Group". On the Page Group page click "Add".

Step 2

You will now be in the wizard for Call Page Groups. The first page you will be setting up the following:

Site - the site that the Call Page will be used for. All the users of the Call Page Group will be on this site.

Group Details - enter the name, username and department that you would like the group to be assigned to.
This is so that you can quickly identify the group if you ever need to edit or delete the group.

Caller ID - this will be what is displayed on the handset when the Call Page Group is used.



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

Dashboard / Group Management / Page Group / Create New Page Group

Create Page Group

Account
Select Sending Users
Select Receiving Users
Assign Extension

Location

Site:
TestSite2

Group Details

Name:
TestPageGroup

Department:
Choose One

Username:
newpagegroup
@ uat.branding.com

Caller ID

Calling ID First Name:
Emergency

Calling ID Last Name:
Call Group

Cancel
Continue

Step 3

You can now select your "Sending users". These are you 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"

If you have added a user in error you can use the white "X" next to the user's name.

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

Dashboard / Group Management / Page Group / Create New Page Group

Create Page Group

Account
Select Sending Users
Select Receiving Users
Assign Extension

i Your new page group has been created successfully, you have 6 Page Group subscriptions remaining

Select Users

Search...

☒ Bob Test

☐ Adam Eckersley

☐ Oliver Test

☐ Bernice Test

☐ Mircea Test

☐ Mike Test

☐ Lindis Test

+ Add Selected

Louise Test
X

Cancel
Continue

Step 4

You can now select the "Receiving Users", these will be the people that get the call page when the call page extension is dialled.

The screenshot shows the 'Create Page Group' wizard in the Horizon Portal. The top navigation bar includes 'Dashboard', 'Users', 'Site Management', 'Call Groups', 'Device Management', 'Administration', 'Recorded Calls', and 'Statistics'. The breadcrumb trail is 'Dashboard / Group Management / Page Group / Create New Page Group'. The wizard progress bar shows four steps: 'Account', 'Select Sending Users', 'Select Receiving Users' (current step), and 'Assign Extension'. The main section is titled 'Select Users' and contains a search box with the text 'Search...'. Below the search box is a list of users with checkboxes: Louise Test, Bob Test, Adam Eckersley, Oliver Test, Bernice Test, Mircea Test, and Mike Test. To the right of this list is a large empty box for selecting users. At the bottom left of the list is a button labeled '+ Add Selected'. At the bottom right of the wizard are two buttons: 'Cancel' and 'Continue'.

Step 5

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.


If you click "Finish and Edit" this will save the Call Page Group that you have just configured and take you back to the start of the wizard "Account" so you can edit the group as you see fit.

If you click "Finish and Show List" this will take you back to the Page Group page within the Horizon Portal and you will now see your new Call Page Group.

The screenshot shows the 'Create Page Group' wizard in the Horizon Portal, Step 5: Assign Extension. The top navigation bar and breadcrumb trail are the same as in Step 4. The wizard progress bar shows four steps: 'Account', 'Select Sending Users', 'Select Receiving Users', and 'Assign Extension' (current step). The main section is titled 'Extension' and contains a label 'Extension:' followed by a text input field containing the number '2222'. Above the input field is a yellow warning icon and the text 'Extension already in use'. To the right of the input field is a question mark icon. At the bottom of the wizard are three buttons: 'Cancel', 'Finish and Edit', and 'Finish and Show List'.



Edit a Call Page Group (including Add/Removing Users)

 You are unable to edit the Site or the Username of the Call Page group.

Step 1

Click the "Call Groups" option and then select "Page Group". On the Page Group page click "Edit" next to the Call Page Group that you wish to edit.

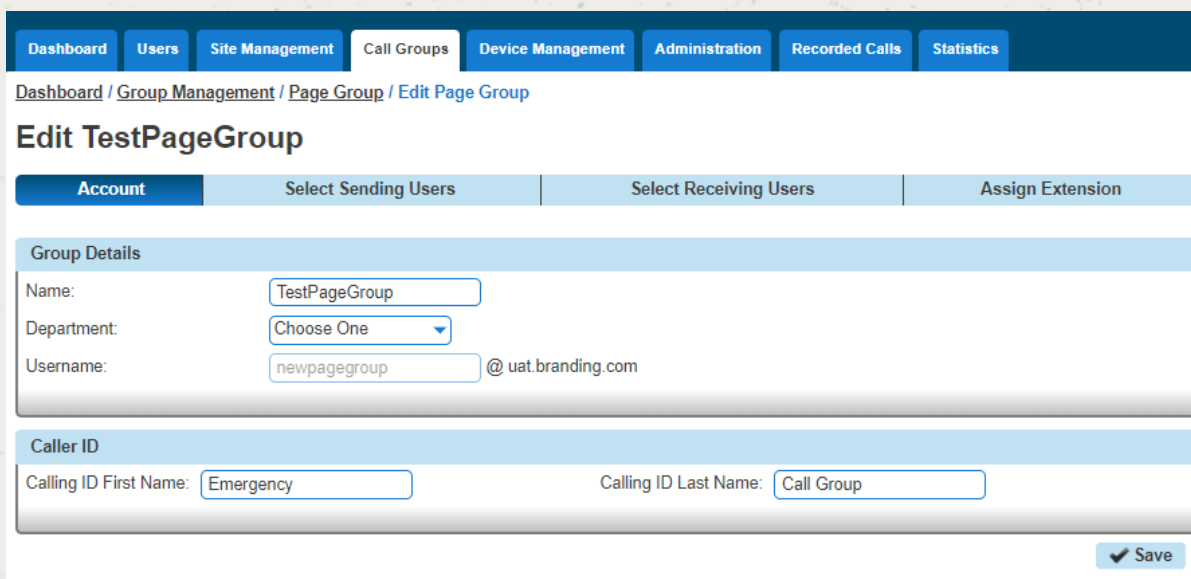
Step 2

Using the links at the top of the page you can edit the following:

Account

Group Details - you change the name and department

Caller ID - this will be what is displayed on the handset when the Call Page Group is used.



Select
Sending
Users

Add
new
users
by
clicking
the
"+Add

Selected" button.

Remove users by clicking the white "X" next to the user.



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

Dashboard / Group Management / Page Group / Edit Page Group

Edit TestPageGroup

Account
Select Sending Users
Select Receiving Users
Assign Extension

Select Users

Search...

☐ Bob Test
☐ Adam Eckersley
☐ Oliver Test
☐ Bernice Test
☐ Mircea Test
☐ Mike Test
☐ Lindis Test

+ Add Selected

Louise Test

X

Save

Select Receiving Users

Add new users by clicking the "+Add Selected" button.

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

Dashboard / Group Management / Page Group / Edit Page Group

Edit TestPageGroup

Account
Select Sending Users
Select Receiving Users
Assign Extension

Select Users

Search...

☐ Bob Test
☐ Adam Eckersley
☐ Oliver Test
☐ Bernice Test
☐ Mircea Test
☐ Mike Test
☐ Lindis Test

+ Add Selected

Louise Test

X

Save

Remove users by clicking the "X" next to the user.

Assign Extension

Change the Extension number of the Call Page Group.



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

Dashboard / Group Management / Page Group / Edit Page Group

Edit TestPageGroup

Account
Select Sending Users
Select Receiving Users
Assign Extension

Extension

Extension:
?

Save

Step 1

Click the "Call Groups" option and then select "Page Group". From here select the Call Page Group that you want to delete (you can select multiple call page groups to delete) and then hit the "Delete Selected" button. Click on the "Confirm" button to confirm the deletion.

Page Group

Name:
Site:

Number:
Department:

Search

Page Groups

<input type="checkbox"/>	Name	Site
<input checked="" type="checkbox"/>	TestPageGroup	TestSite2

Delete Selected
Add

X

Confirm

On performing this action, all the settings of the Page Group(s) will be deleted. Are you sure you wish to continue?

- TestPageGroup

Cancel
Confirm



Call Park

The Call Park service allows a user to hold the call for an extended period of time, allowing them access to other features and calls as well as making the call available to other users who are notified. A Call Park group is site specific and each user can only be part of one call park group.

Shortcodes

Park a call	User presses transfer when on a call and then dials *68 (or pressed "Park") followed by the extension number of the user the call is to be parked against
Group Park	Users within a group press 'GrPark' and the handset will randomly allocate against another user's extension. Each user can only be in one group.
Retrieve a parked call	User dials *88 from handset (or presses 'GetPark') and dials the extension of the handset the call is parked against.

👉 Device Customisation on Poly and Cisco devices are different. On Poly 'Get Park' on the soft keys and 'Call Retrieve' on line keys can be used to retrieve a parked call. On Cisco 'Get Park' on soft keys (also appearing as 'Parked Call Retrieve' on Device Customisation) can be used to retrieve a parked call. Cisco handsets do not allow this to be provisioned on line keys.

Setup Call Park Group

👉 Call Pickup is setup by the Company Administrator

Step 1

Click the "Call Groups" option and then select "Call Parking". On the Call Park page click "Add".

Horizon

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

Dashboard / Group Management / Call Parking

Call Parking

Name: Site:

Search

<input type="checkbox"/> Name	Site
No Records Found	

Delete Selected Add

Step 2

On the Create Call Park page you will be able to enter the Name of the Call Park Group and the Site that you want the Call Park Group to be assigned to.

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

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

Create New Call Parking Group

Call Parking

Name:

Site:

Select Users

Search...

- ☐ Bernice Test
- ☐ Mircea Test

Step 3

Once you have 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" to finish your Call Park Group

Call Parking

Name:

Site:

Select Users

Search...

- ☒ Bernice Test
- ☒ Mircea Test
- ☒ Lindis Test
- ☐ Dan Test

+ Add Selected

Delete Call Park Group



Step 1

Click the "Call Groups" option and then select "Call Parking". On the Call Pickup page click "Add".

Create Call Pickup

Name:

Test

Site:

ColourfulSiteUat

WH?T

Select Users

Search...

☐ Mike Test

☐ Lindis Test

☐ Dan Test

Louise Test

Bernice Test

Mircea Test

+ Add Selected

WH?T

Cancel

Create

Call Pickup

A Call Pickup Group allows you to answer any phone ringing within the defined call-pickup group. If part of a group, then the user will be able to pick up the call by dialling *98 which will connect that call to them. Please note that if there are multiple calls ringing within a group the call which has been ringing the longest will be picked up first.

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



There is also "Directed Pickup", which is the Horizon Shortcode *97 followed by the extension number. For example, *973354 will direct call pickup on extension 3354. A user does not need to be in a Call Pickup group for Directed Pickup. The "Pick Up" button on a handset also follows this format.

Setup Call Pickup Group



Call Pickup is setup by the Company Administrator

Step 1

Click the "Call Groups" option and then select "Call Pickup". On the Call Pickup page click "Add".

Step 2

On the Create Call Pickup page you will be able to enter the Name of the Call Pickup Group and the Site that you want the Call Pickup Group to be assigned to.

You can also assign that users that you want to be assigned to the Call Pickup Group by selecting them and clicking the "Add Selected" button.

Once you have selected all the users you click the "Created" button.

Create Call Pickup

Name:

Site:

Select Users

Search...

☐ Mike Test

☐ Linds Test

☐ Dan Test

☒ Louise Test

☒ Bernice Test

☒ Mircea Test



Add/Remove users from an existing Call Pickup Group

Step 1

Click the "Call Groups" option and then select "Call Pickup". On the Call Pickup page click "Edit" next to the Call Pickup group that you wish to add or remove the user(s) from.

The screenshot shows the 'Call Pickup' management page. At the top is a navigation bar with tabs: Dashboard, Users, Site Management, Call Groups, Device Management, Administration, and Statistics. Below the navigation bar is a breadcrumb trail: Dashboard / Group Management / Call Pickup. The main heading is 'Call Pickup'. A light blue message box states: 'Your new call pickup group has been created successfully, you have 1 CallPickUp subscriptions remaining'. Below this is a form with 'Name:' and 'Site:' fields. The 'Site' dropdown is set to 'All'. A 'Search' button is below the form. A table titled 'Call Pickup' contains one row with columns 'Name' and 'Site'. The row shows 'Test' and 'ColourfulSiteUat'. To the right of the row is an 'Edit' button, which is highlighted with a red rectangle. At the bottom of the table are 'Delete Selected' and 'Add' buttons.

Step 2

To add users select them in the left table and click "Add Selected".

To remove users, click the white "x" next to the user name in the right table. Click "Save".

Edit Test

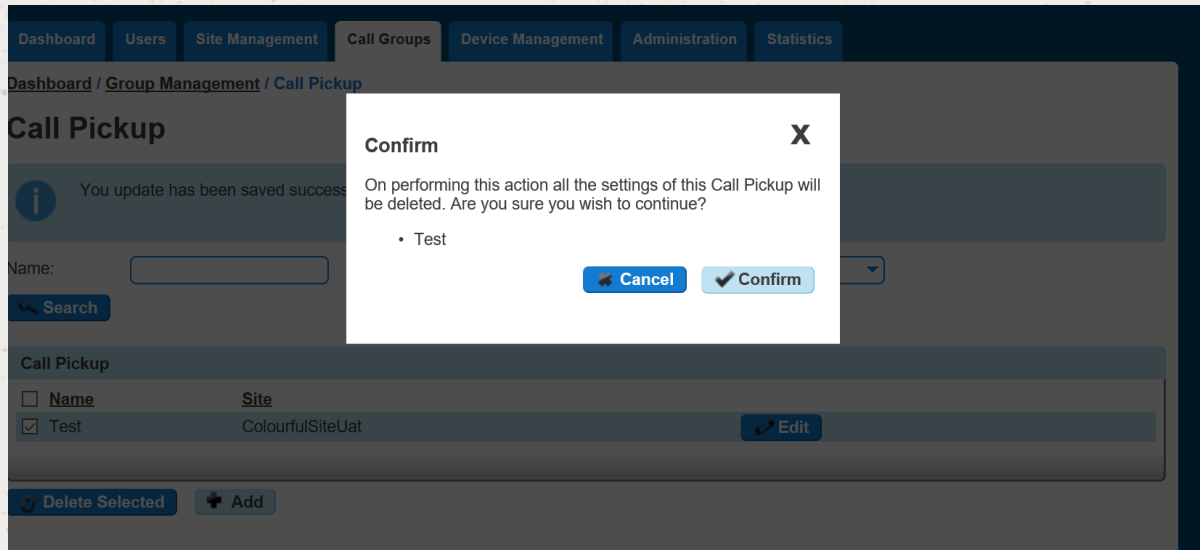
The screenshot shows the 'Edit Test' page. At the top is a light blue header 'Edit Call Pickup'. Below it is a form with 'Name:' and 'Site:' fields. The 'Name' field contains 'Test' and the 'Site' dropdown is set to 'ColourfulSiteUat'. A 'WH?T' logo is in the bottom right corner. Below the form is a section titled 'Select Users'. It contains a search bar and two tables. The left table has a red box around its checkboxes and the 'Add Selected' button. The right table has a red box around its 'x' buttons. The left table lists four users: Mircea Test, Mike Test, Lindis Test, and Dan Test. The right table lists two users: Louise Test and Bernice Test.

Delete Call Pickup Group

Step 1

Click the "Call Groups" option and then select "Call Pickup".

On the Call Pickup page select the group(s) that you wish to delete and click the "Delete" button. You will then be presented with a confirmation box asking if you are sure that you want to delete the Call Pickup Group. Clicking "Confirm" will delete the group.



Call Queue Groups

A call queue group is a basic simultaneous Hunt Group with the ability to queue up to 25 calls at network level should all users be busy. Each Call Queue Group can be customised with its own welcome and comfort message as well as its own hold music and has the added capability of a user breakout.

Charge is only applied to a user who can be part of a Call Queue Group. Therefore, you could have 3 users over multiple groups and only be charged for those 3 users, rather than users per group.

⚠ If a user in a Call Queue Group has Anonymous Call Rejection enabled and a withheld caller reaches the front of the queue, the call will not be delivered to the user with Anonymous Call Rejection, even if that user is available. The call will wait until a user without Anonymous Call Rejection enabled becomes available.

Setup a Call Queue Group



Call Queue Groups are setup by the Company Administrator

Step 1

Click the "Call Groups" option and then select "Call Queue Group". On the Call Queue Group page click "Add".

Step 2

Click the "Call Groups" option and then select "Call Queue Group". On the Call Queue Group page click "Add".

Step 3

You will now be in the wizard for Call Queue Groups. The first page you will be setting up the following:



Site - the site that the Call Queue Group will be used for. All the users of the Call Queue Group will be on this site.

Group Details - enter the name, username and department that you would like the group to be assigned to. This is so that you can quickly identify the group if you ever need to edit or delete the group.

Caller ID - this will be what is displayed on the handset when the Call Queue Group is used.

The screenshot shows the 'Create Call Queue Group' form in the Horizon system. The form has a navigation bar with tabs: Dashboard, Users, Site Management, Call Groups, Device Management, Administration, and Statistics. Below the navigation bar is a breadcrumb trail: Dashboard / Group Management / Call Queue Group / Create New Call Queue Group. The form is titled 'Create Call Queue Group' and has four tabs: Account, Options, Users, and Number. The 'Account' tab is selected. The form is divided into three sections: Location, Group Details, and Caller ID. The Location section has a 'Site' dropdown menu with 'ColourfulSiteUat' selected. The Group Details section has 'Name' and 'Username' fields, both containing 'Test'. The Username field also includes '@ uat.branding.com'. The Caller ID section has 'Calling ID First Name' and 'Calling ID Last Name' fields, both containing 'Test'. At the bottom right of the form are 'Cancel' and 'Continue' buttons. The 'Continue' button is highlighted with a red box.

Step 4

Now you can configure the options for the Call Queue Group. The available options during the setup of the Call Queue Group are:

Queue Settings:

Queue Length is how many calls you would like in the Call Queue Group, up to a maximum of 25 calls.

If you want the call to play a ring tone when offering the call to a user

If you want to reset the wait time for the Statistics when a call enters the group or not.

User Settings

If you want to allow users to be able to sign in or out of a Call Queue Group using the users Horizon Portal access

If Call Waiting is allowed for users

Please Note: If “Allow call waiting on users” is on as well as “Play ringing when offering call” is on – the call will present on the phone and the calling party will hear ringing – even if no agent is free to answer. This is the nature of Call Waiting and we would recommend having one or the other on, rather than both.

Overflow Settings

If you want to enable overflow for calls that have been waiting for a defined number of seconds, and if this is to

Play busy tone

Transfer to a different phone number

If you want to play the default announcement before overflow processing



Additional Options

If you would like Distinctive Ringing for external calls.

The screenshot shows the 'Create Call Queue Group' form with the 'Options' tab selected. The breadcrumb trail at the top reads: 'Dashboard / Group Management / Call Queue Group / Create New Call Queue Group'. The form is divided into four sections: 'Queue Settings', 'User Settings', 'Overflow Settings', and 'Additional Options'. In the 'Queue Settings' section, 'Queue Length' is set to 25 calls, and both 'Play ringing when offering call' and 'Reset wait time upon entry into queue' are checked. The 'User Settings' section has two unchecked options: 'Allow users to sign in/out of Queue Group' and 'Allow Call Waiting on users'. The 'Overflow Settings' section has 'Play busy tone' selected, with other options unchecked. In the 'Additional Options' section, the 'Distinctive Ringing for External Calls' toggle is set to 'off'. At the bottom right are 'Cancel' and 'Continue' buttons.

Dashboard / Group Management / Call Queue Group / Create New Call Queue Group

Create Call Queue Group

Account Options Users Number

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

- ☒ Play busy tone
- ☐ Transfer to phone number
- ☐ Enable overflow after calls wait 30 seconds
- ☐ Play default announcement before overflow processing

Additional Options

☐ off Distinctive Ringing for External Calls

Cancel Continue

Step 5

Select the users which you want in the Call Queue Group, click "Add Selected" so that they move to the box on the right-hand side of the screen and then click "Continue".



A user needs to have the Call Queue Group User add-on associated to their Services. To do this go to edit a user and select the "Services" tab and tick "Call Queue Group User" option and click Save.

Dashboard
Users
Site Management
Call Groups
Device Management
Administration
Statistics

Dashboard / Group Management / Call Queue Group / Create New Call Queue Group

Create Call Queue Group

Account
Options
Users
Number

i Your new call queue group has been created successfully, you have 0 Call Queue Group subscriptions remaining

?

Select Users

Search...

☐ Lindis Test

+ Add Selected

Cancel
Continue

Step 6

Find an available number that you have on your Horizon

Company to assign to and type in a free extension.

"Finish and Show List" will finish the set up with basic settings of the Call Queue Group.

"Finish and Edit" will finish the setup with the basic settings of the Call Queue Group and allow you to edit some of the more advanced options. These include:

Announcements

Entrance Message (this is a message placed to the user when their call reaches the Call Queue Group)

Comfort Message

Music on Hold

Call Recording

Voicemail

What announcement should be used for the voicemail

If you want voicemail notifications to be sent to an email address

If you want all calls to be sent to voicemail

Change Voicemail Passcode for the Call Queue Group

Scheduling (Advanced Settings)

Call Forwarding (Advanced Settings)

Call Forwarding when Busy (Advanced Settings)



Dashboard
Users
Site Management
Call Groups
Device Management
Administration
Statistics

Dashboard / Group Management / Call Queue Group / Create New Call Queue Group

Create Call Queue Group

Account
Options
Users
Number

i Your new call queue group has been created successfully, you have 0 Call Queue Group subscriptions remaining

?

Select Users

Search...

☐ Lindis Test

Add Selected

Cancel
Continue

Add/Remove Users to/from a Call Queue Group



A user needs to have the Call Queue Group User add-on associated to their Services. To do this go to edit a user and select the "Services" tab and tick "Call Queue Group User" option and click Save.

Step 1

Click the "Call Groups" option and then select "Call Queue Group". On the Call Queue Group page click "Edit".

Dashboard
Users
Site Management
Call Groups
Device Management
Administration
Statistics

Dashboard / Group Management / Call Queue Group

Call Queue Group

Name:
Site:

Number:
Department:

Search

Call Queue Groups

	Name	Site	Department	Phone Number	Status	
<input type="checkbox"/>	dggdfgdf	ColourfulSiteUat		(4354)	✓	Deactivate Edit
<input type="checkbox"/>	Test	ColourfulSiteUat		(8767)	✓	Deactivate Edit

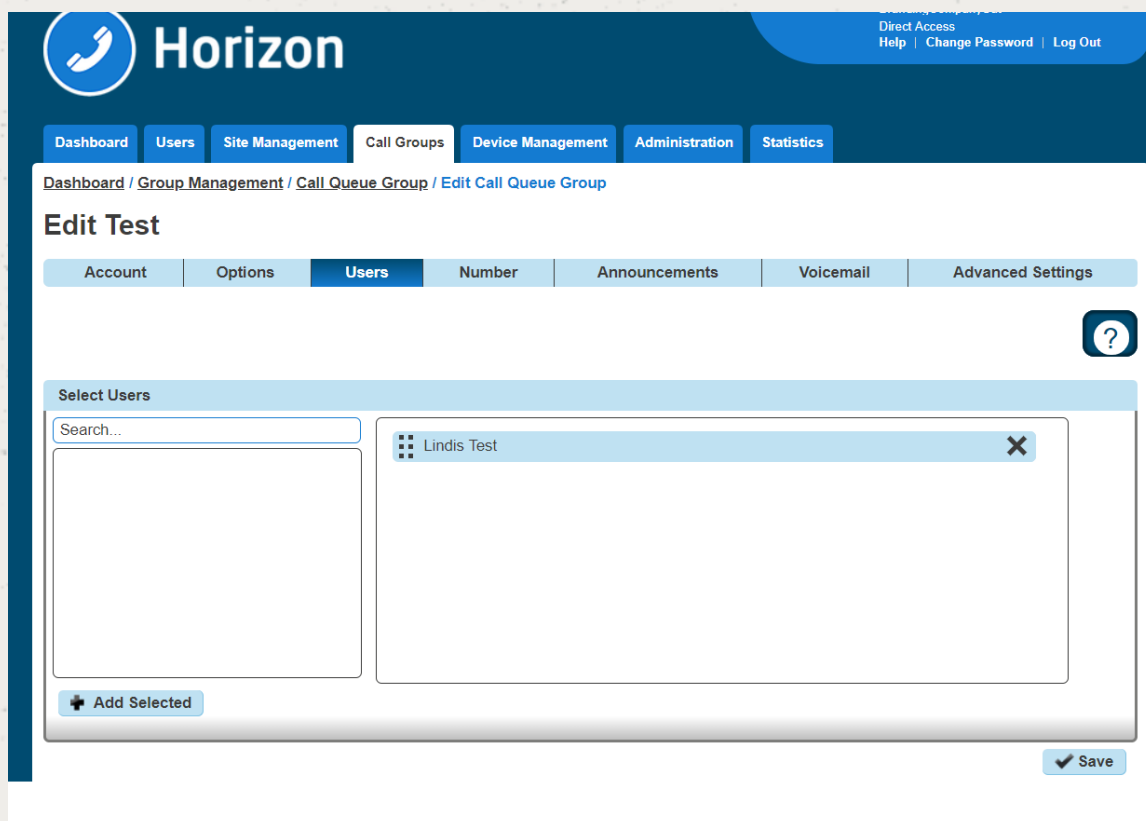
Delete Selected
Add

Step 2

Select the "Users" tab. From here you can add new users from the table on the left-

hand side and clicking "Add Selected", and remove users by clicking the white "X" next to the user you want to remove.

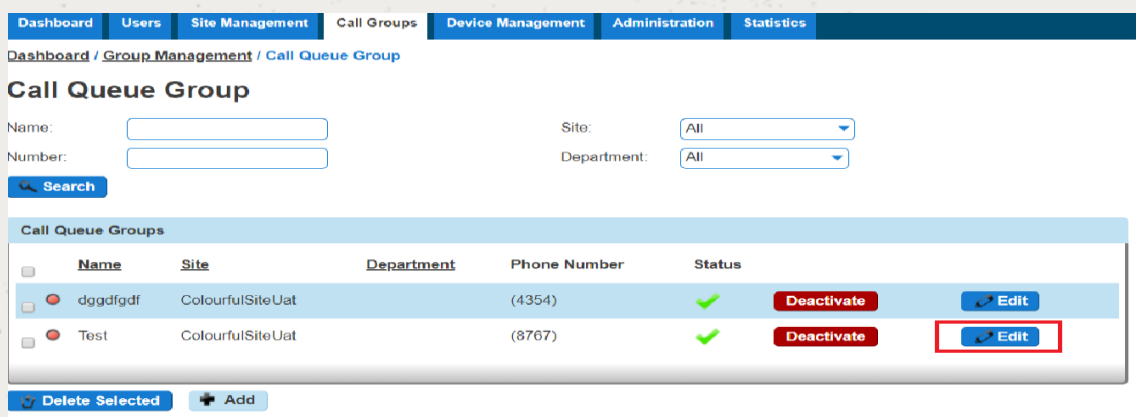




Edit a Call Queue Group Settings

Step 1

Click the "Call Groups" option and then select "Call Queue Group". On the Call Queue Group page click "Edit".



Step 2

From here you will be presented with the following options:

Account

Change the name and Caller ID settings

Options



Change the Queue Settings, including:

- Queue Length
- Play ringing when offering a call
- Allow users to dial a number to leave a message
- Reset the wait time when a call enters the call queue group

Change the user settings:

- Allow users to sign in/out of a Call Queue Group
- Allow call waiting for users

Overflow settings

- Enable overflow after call is waiting for a defined amount of seconds
- To send the call to voicemail or transfer to another phone number
- Play a default announcement before overflow processing

Switch on Distinctive Ringing for external calls

Users

Add or remove users from the Call Queue Group

Number

- Change the telephone number of the Call Queue Group
- Change the extension number of the Call Queue Group

Announcements

- Entrance Message (this is a message placed to the user when their call reaches the Call Queue Group)
- Comfort Message
- Music on Hold

Call Recording

Voicemail

- What announcement should be used for the voicemail
- If you want voicemail notifications to be sent to an email address
- If you want all calls to be sent to voicemail
- Change Voicemail Passcode for the Call Queue Group

Scheduling (Advanced Settings)

Call Forwarding (Advanced Settings)

Call Forwarding when Busy (Advanced Settings)

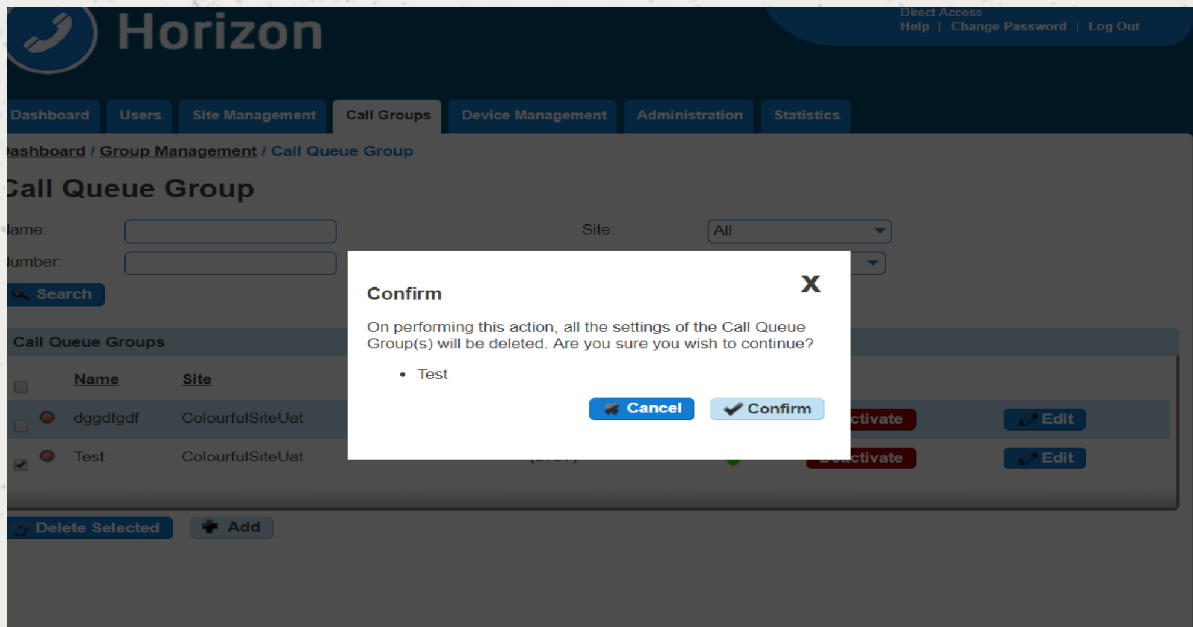
Delete a Call Queue Group



Step 1

Click the "Call Groups" option and then select "Call Queue Group". On the Call Queue Group page select the Call Queue Group(s) that you want to delete and then click the "Delete Selected" option.

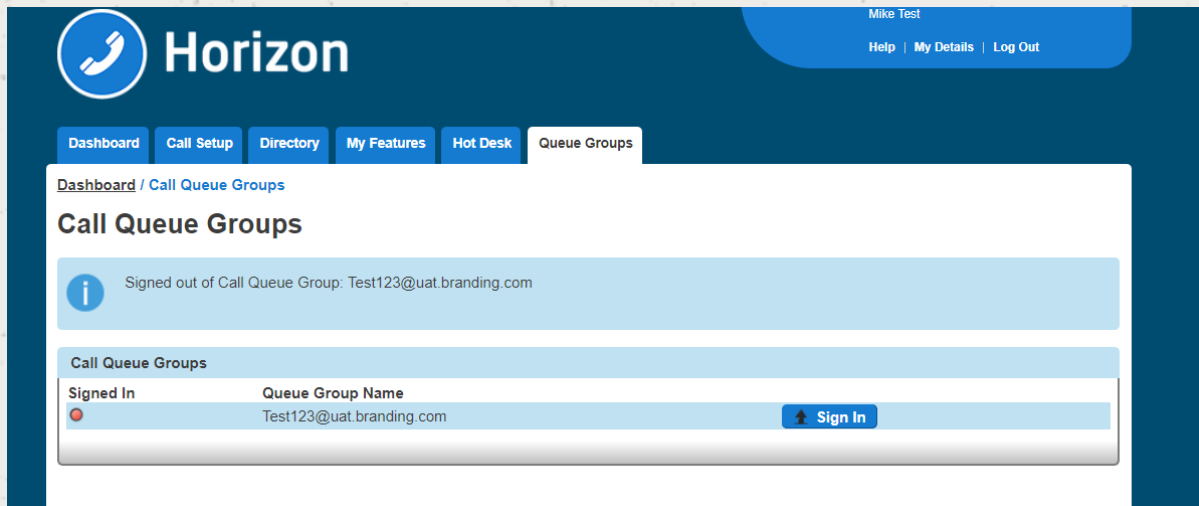
Click "Confirm" when asked if you are sure that you want to continue in deleting the Call Queue Group.




User logging in and out of a Call Queue Group

A user can log in and out of a Call Queue Group in their Horizon Portal using their log in details if the Call Queue Group has the "Allow users to sign in/out of a Call Queue Group" option selected in the Call Queue Group Options (see Editing Call Queue Group)

Once this option is selected then when a user logs into the Horizon Portal they will see "Queue Groups" in the menu. They will then be able to click "Sign In" or "Sign Out" depending on what their status with the Call Queue Group is.



The screenshot shows the Horizon portal interface. At the top, the user is logged in as 'Mike Test' with links for 'Help', 'My Details', and 'Log Out'. The navigation menu includes 'Dashboard', 'Call Setup', 'Directory', 'My Features', 'Hot Desk', and 'Queue Groups'. The 'Queue Groups' page displays a message: 'Signed out of Call Queue Group: Test123@uat.branding.com'. Below this is a table titled 'Call Queue Groups' with columns 'Signed In' and 'Queue Group Name'. The table contains one entry for 'Test123@uat.branding.com' with a 'Sign In' button.

Signed In	Queue Group Name
	Test123@uat.branding.com Sign In

Call Transfer

Call Transfer gives you various options when transferring a call. These options include having a call being transferred back to yourself if the person you are transferring it to is engaged or does not answer the call. When a call is recalled to your handset, it just rings as it normally would when you receive a call.

The options that you have available are:

Call transfer recall - this will return the call to you if it has not been answered within a defined amount of rings

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.

Activate/Deactivate Call Transfer as a Company Administrator

Step 1

Click the "Users" option and then select "List Users" so you can search for the user that you want Call Transfer set up for.

Locate the user and click the "Edit" button.

Step 2

In the User Management page click "Call Setup" and then under the In Call Options header select "Call Transfers"

From here you can set up your Call Transfer options.

The screenshot shows the Horizon user management interface. The top navigation bar includes 'Dashboard', 'Users', 'Site Management', 'Call Groups', 'Device Management', 'Administration', and 'Statistics'. The 'Users' section is active, and the 'Edit User' page for 'Mike Test' is displayed. The 'Call Setup' tab is selected, and the 'Call Transfer' settings are visible. The 'Call Transfer' section has a toggle switch set to 'on'. Below it, the 'Number of Rings before Recall' is set to 4 rings. The 'Options' section shows two settings: 'Use Diversion Inhibitor for Blind Transfer' and 'Use Diversion Inhibitor for Consultative Calls', both set to 'off'. A 'Save' button is at the bottom right of the settings area.

Profile	Personal Details	DDI	Services	Call Setup	Permissions	Phone	Barring	Call Centre
Call Transfer								
Call Transfer								
Call Transfer Recall								
Number of Rings before Recall 4 rings								
<input type="checkbox"/> Enable Busy Camp								
Options								
Use Diversion Inhibitor for Blind Transfer off								
Use Diversion Inhibitor for Consultative Calls off								
<input type="button" value="Save"/>								

Privacy on Transfer and/or Forwarding

Currently there are few behaviours where a display update (e.g. an updated CLI and/or name) is sent mid call but are not passed through to the receiving party. The following services do not receive a display update:

- Attended Call Transfer
- Blind Call Transfer (transferred party)
- Call Forwarding (Always, No Answer, Busy, Unreachable)
- Call Barge
- Call Pickup (Group and Directed)
- Call Park / Retrieve
- Sequential Ring

Setting “Privacy on Transfer and / or forwarding” to “Off” will allow this update to be passed to users within the same Horizon Company and provide a display update on the above services. Please note all new Companies created from the 15th March 2018 onwards will have the Privacy setting turned/ off so that the CLI update will occur by default but we will not be updating any existing company user settings. These will need to be updated manually as required.

For clarity we will not be sending the CLI / Name details through to PSTN or other Horizon Companies and PSTN / external Parties will always see the CLI that they either dialled or received a call from.

All new Companies created from the 15th March 2018 onwards will have the Privacy setting set to off so that the CLI update will occur by default but we will **not** be updating any existing company user settings. These will need to be updated manually as required.

To update the users setting head to User Management → Edit User → DDI → Caller ID Number Presented

Edit Dan Test

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

Find a Fixed Number
Current number: 01427807625 [Change](#) [Remove](#) WH?T

Extension
Extension: ?

Presentation Name
Currently presenting: Dan Test
☒ Same as user details
☐ Other:
First Name: Last Name: WH?T

Caller ID Number Presented
☐ off Override site call policy
☒ off Privacy on transfer and/or forwarding WH?T

[Save](#)

Privacy on Transfer Service Interaction Impacts



The display enhancements affect several different types of redirection services on the Horizon platform and the following section fully details our results from testing. In nearly all instances whether or not parties involved in these redirections receive display updates is determined by the privacy settings of one single party. Below is a table which advises which party this is in each affected service:

Redirection Service	Party who can affect display updates
Call Barge	Barger
Call Park / Group Call Park	Call Retriever
Directed Call Pickup / Group Call Pickup	Call Retriever
Attended Call Transfer	Call Transferer
Blind Call Transfer	Call Transferer
Call Forward (Busy,NA,Unreachable,Always)	Call Forwarder
Sequential Ring	Called Party

The effects of the privacy changes are described in more detail along with examples below.

There are instances where services can be combined, and multiple different party's privacy settings can affect display outcome, these cases are covered below.

Examples / Findings

Call Barge findings

The major change to this service is that the bargee will now see their display update to that of the barger. The party whose privacy settings dictate who receives display updates is the barger:

Example 1.CB – On net call barge – User C has privacy disabled

User A receives a call from User B

User C barges in on User B's call

User A and User B's display will update to reflect User C's details

User C leaves User B's call

User A's display updates to User B

User B's display updates to User A

This may pose an issue for people who use the barge service silently, i.e. managers who wish to monitor their agents without them being aware of the barge.

We also see the display update on the non-bargee/barger party of the call, providing they are on the same enterprise as the other users.

There is a slight change to this behaviour if User C has privacy enabled, in that User A (i.e. the non barged target) does not see their display update, and User B does not see their display update back to User A after User C has left the call:

Example 2.CB – On net call barge – User C has privacy enabled



User A receives a call from User B

User C barges in on User B's call

User B's receives display update with User C's details

User A continues to see User B's display details

User C leaves User B's call

User A continues to see User B's display details

User B continues to see User C's display details

In the event that the barged call involved a PSTN user, only users on the same enterprise as the barger will receive display updates:

Example 3.CB – PSTN call barge – User C B has privacy disabled

User A receives a call from PSTN party

User B barges in on User A's call

User A's receives display update with User B's details

PSTN party continues to see User A's display details

User B leaves User A's call

User A's display updates to PSTN's displayed details

PSTN party continues to see User A's display details

Example 4.CB – PSTN call barge – User C B has privacy enabled

User A receives a call from PSTN party

User B barges in on User A's call

User A's receives display update with User B's details

PSTN party continues to see User A's display details

User B leaves User A's call

User A's display updates to PSTN's displayed details

PSTN party continues to see User A's display details

Call Park / Group Call Park findings

Call park behaviour also changes, but only if the caller who is parked is on the same enterprise as the call park retriever. If this is the case and the call park retriever has no privacy set, then the parked caller will have their display update to the retriever:

Example CP.1 – Retrieval of parked call – User C has privacy disabled

User A calls User B

User A parks User B against an extension



User C retrieves User B's call

User B's display will update to User C's

The above example demonstrates what will happen if User C has privacy disabled. If User C has privacy enabled, then User B's display will continue to show User A's details:

Example CP.2 – Retrieval of parked call – User C has privacy enabled

User A calls User B

User A parks User B against an extension

User C retrieves User B's call

User B will not receive a display update and will continue to see User A's display details

If a PSTN call is parked then the behaviour remains unchanged, i.e. the PSTN caller will never get a display update regardless of privacy settings for any of the parties involved:

Example CP.3 – Retrieval of parked PSTN call – User B has privacy disabled

PSTN party calls User A

User A parks PSTN party against an extension

User B retrieves the PSTN call

The PSTN party will not receive a display update and will continue to see User A's display details

Call Pickup findings

This enhancement also affects the call pick up service, including both group pick up and directed pick up. Similarly, to call park, the privacy setting here that matters is that of the user who is picking up the call. If they have no privacy set, then the user who is making the call has their display updated to the party who picks up the call.

Example CP.1 Call Pick up – User C has privacy disabled

User A attempts to call User B

User C picks up the call using call pick up

User A's display will update to User C

If User C does have privacy enabled, then User A's display will continue to show User B's details:

Example CP.2 Call Pick up – User C has privacy enabled

User A attempts to call User B

User C picks up the call using call pick up

User A does not receive a display update and continues to see User B's display details

If the call being picked up is an external party, then the behaviour remains unchanged and the PSTN's display is not updated regardless of privacy settings of the parties involved.





Call Groups – Auto Attendants, Hunt Group, Call Centre & Call Queue Groups findings

The display behaviour for callers making calls into these call groups will not change. They will continue to see the call group they detail rather than the user who answers the call. There is a slight change to some call transfer scenario's however this is covered in section 8.2.

The recipient user in these call groups continues to see the calling parties' details.

Call Transfer – Attended findings

Attended call transfers are the most notably affected feature with this display enhancement.

When a call is transferred with attended consultation before answer, both parties receive a display update with the new remote party. The new remote party is also provided when the AS reconnects both users together. Only users on the same enterprise will receive display updates.

When a call is transferred with attended consultation after answer, both parties receive display updates with the new remote party. The new remote party is provided when the AS reconnects both users together. Only users on the same enterprise will receive display updates.

Example CTA.2 – On net attended transfer – User B has privacy disabled

User A calls User B

User B calls User C

User B then transfers User A to User C

User A's display will then update to User C's details

User C's display will then update to User A's details

Again, this is the case regardless of whether the call was transferred before or after answer (dependant on the user's device, see section XXX).

The key privacy setting in this scenario is that of the transferrer, if they have privacy disabled then all the parties involved in the transfer will receive a display update.

If the transferrer decides to enable privacy however this then starts supressing the CLI updates to the other parties:

Example CTA.3 – On net attended transfer – User B has privacy enabled

User A calls User B

User B calls User C

User B then transfers User A to User C

User A and User C will only see User B's details on their display

As we are setting privacy to 'privacy for external calls' only any external or PSTN parties involved in a transfer will not see a display update. Only parties on the same enterprise as the transferrer will see display updates:



Example CTA.3 – Transfer of PSTN party – User A has privacy disabled

PSTN caller calls User A

User A places PSTN caller on hold

User A calls User B

User A transfers PSTN caller to User B

User B receives a display update with the PSTN caller's details

The PSTN caller does not receive any form of display update and will continue to see User A's details

Example CTA.4 – Transfer to PSTN – User A has privacy disabled

User A calls User B

User A places User B on hold

User A calls a PSTN party

User A transfers User B to PSTN party

User B receives display update with PSTN party's details

PSTN party does not receive any form of display update and will continue to see User A's details

In the above 2 examples if User A has privacy enabled, then User B will not receive the display update with the PSTN party's details and will instead continue to see User A's details, shown below:

Example CTA.3 – Transfer of PSTN party – User A has privacy enabled

PSTN caller calls User A

User A places PSTN caller on hold

User A calls User B

User A transfers PSTN caller to User B

User B does not receive a display update and continues to see User A's details

The PSTN caller does not receive any form of display update and will continue to see User A's details



Example CTA.4 – Transfer to PSTN – User A has privacy enabled

User A calls User B

User A places User B on hold

User A calls a PSTN party

User A transfers User B to PSTN party

User B does not receive a display update and continues to see User A's details

PSTN party does not receive any form of display update and will continue to see User A's details

Blind Transfer findings

Blind transfers remain largely the same, in that the transfer target will continue to see the transferee rather than the transferrer (current behaviour on production). Once we disable privacy for users however the transferred party will now get a display update with the transfer targets display details.

Example CTB.1 – On net blind transfer - User B has privacy disabled

User A calls User B

User B blind transfers User A to User C

User C receives call with A's details

User A receives a display update with User C's details

In the above example User B does not have privacy enabled, therefore allowing User A to receive the display update. If User B had privacy enabled, then User A would continue to see User B's details rather than User C's:

Example CTB.2 – On net blind transfer - User B has privacy enabled

User A calls User B

User B blind transfers User A to User C

User C receives call with A's details

User A does not receive a display update and continues to see User B's details

In production, at present if a call is blind transferred to a PSTN party, then the PSTN party always receives the display details for the transferred party rather than the transferrer. This is regardless of any privacy settings.

If however, a PSTN party is the transferred party and is blind transferred to another user, the PSTN party never receives a display update, again regardless of any privacy settings for any of the parties involved in the transfer:

Example CTB.3 – Blind transfer of PSTN - User A has privacy disabled

User A calls PSTN party

User A blind transfers PSTN party to User B



User B receives call with the PSTN parties' details

The PSTN party does not receive any form of display update

Call Forwarding – No Answer / Busy / Unreachable / Always findings

If a user calls another user who has a call forwarding enabled and has disabled privacy, then the user making the call will receive the forward destination:

Example CF.1 – Call Forward Always – User B has privacy disabled

User B has call forward always to User C

User A calls User B

User B receives User C's display details

User C receives User B's display details

If user B were to enable privacy, then the User A would not receive the forward destination and instead will just see User B's number:

Example CF.2 – Call Forward Always – User B has privacy enabled

User B has call forward always to User C

User A calls User B

User B receives User B's display details

User C receives User B's display details

The same scenarios apply if the forwarded number is a PSTN number:

Example CF.3 – Call Forward Always – User B has privacy disabled

User B has call forward always to PSTN

User A calls User B

User B receives the PSTN's display details

PSTN receives User B's display details

Example CF.4 – Call Forward Always – User B has privacy enabled

User B has call forward always to PSTN

User A calls User B

User B receives User B's display details

PSTN receives User B's display details

All the above examples apply regardless of what the call forward type is, whether it be call forward always (as shown above), call forward on busy, call forward on no answer or call forward on unreachable.



These display updates only apply to users who are calling other users on the same enterprise with a forward enabled. If a PSTN party calls a user with a call forward, they do not receive a display update:

Example CF.5 – PSTN to Call Forward Always – User B has privacy disabled

User A has call forward always to User B

PSTN calls User A

User B receives the PSTN's display details

PSTN does not receive a display update and continues to see User A's display details

Example CF.6 – PSTN to Call Forward Always – User B has privacy enabled

User A has call forward always to User B

PSTN calls User A

User B receives the PSTN's display details

PSTN does not receive a display update and continues to see User A's display details

Sequential Ring findings

The calling parties display is now updated if a sequential ring party answers the call. This is providing that the user with the sequential ring enabled does not have privacy enabled. If they do have privacy enabled, then the calling party does not receive a display update.

The calling party receives a display update regardless of whether or not the sequential ring destination is internal or external.

Example SR.1 – Sequential Ring – User B has privacy disabled

User B has Sequential Ring setup to call User C

User A calls User B

User B does not answer call

Call rolls over to User C

User C answers the call

User A receives User C's display details

Example SR.2 – Sequential Ring – User B has privacy enabled

User B has Sequential Ring setup to call User C

User A calls User B

User B does not answer call

Call rolls over to User C

User C answers the call



User A does not receive a display update and continues to see User B's details

If the calling party is not on the same enterprise as the user who has sequential ring setup then the PSTN party does not receive a display update:

Example SR.3 – PSTN call to Sequential Ring – User B has privacy disabled

User A has Sequential Ring setup to call User B

PSTN calls User A

User A does not answer call

Call rolls over to User B

User B answers the call

PSTN does not receive a display update and continues to see User A's display details

Example SR.4 – PSTN call to Sequential Ring – User B has privacy enabled

User A has Sequential Ring setup to call User B

PSTN calls User A

User A does not answer call

Call rolls over to User B

User B answers the call

PSTN does not receive a display update and continues to see User A's display details



Service Combinations

There are some customer setups that mix redirection services, such as call transfers to parties with a call forward enabled. Below are some examples of the most common of these combinations.

Attended Call Transfer to User with Call Forward

Example CTF.1 – Call Transfer to User with Call Forward – User B and User C have privacy disabled

User C has call forward to User D

User A calls User B

User B transfers User A to User C which is forwarded to User D

User A will receive display update with User D's display details

User D will receive display update with User A's details

The updated CLI is carried through in the above example all the way to User D. However, if one affecting users, User B and User C in this instance then we see altered behaviour. I.e. if the call forwarder has privacy enabled, then the transferred party will not receive a display update. Likewise, if the transferrer has privacy enabled, then the forward destination and the transferee will not get a display update:

Example CTF.2– Call Transfer to User with Call Forward – User B have privacy disabled. User C has privacy enabled

User C has call forward to User D

User A calls User B

User B transfers User A to User C which is forwarded to User D

User A will not receive any display updates and will continue to see User B's display details

User D will receive display update with User A's details

Example CTF.3– Call Transfer to User with Call Forward – User B have privacy enabled. User C has privacy disabled.

User C has call forward to User D

User A calls User B

User B transfers User A to User C which is forwarded to User D

User A will not receive any display updates and will continue to see User B's display details

User D will receive any display updates will continue to see User B's display details

Attended call transfer to call group



In the event a user is transferred to a call group (i.e. a hunt group), providing the transferred user is on the same enterprise they will receive a display update with the call group's details. They will not however receive a display update when the call is answered by another user within the call group.

Example CTFCG.1– Attended Call Transfer to Hunt Group – User B have privacy disabled.

User A calls User B

User B transfers User A to Hunt Group #1

User C answers call from Hunt Group #1

User A will receive display update to see Hunt Group #1's display details

User C will receive display update on answer with User A's display details

Note that in the above example if the call is transferred before answer then User C does not get a display update until they have answered the call. More information on this can be found known issue section 12.

As this is primarily an attended call transfer scenario, if the transferrer has privacy disabled then no parties get a display update:

Example CTFCG.2– Attended Call Transfer to Hunt Group – User B have privacy enabled.

User A calls User B

User B transfers User A to Hunt Group #1

User C answers call from Hunt Group #1

User A does not receive a display update and continues to see User B's details.

User C does not receive a display update and continues to see User B's details.

Redirection service display of call received via a call group

If a call is received into a call group, the caller will only ever see the call group display details whenever a call transfer, call pick up, call barge or park call retrieval is made. This is regardless of any privacy settings that other users that may be in the call flow.

Other users in the call flow however will receive the relevant display updates, privacy settings permitting. Examples below:

Example CGS.1– Attended call transfer of call group call – User B has privacy disabled

User A calls Hunt Group #1

User B answers call

User B transfers call to User C

User A does not receive a display update and continues to see Hunt Group #1's display details

User C receives a display update with User A's display details

Example CGS.2– Call pickup of incoming call group call – User B has privacy disabled

User A calls Hunt Group #1



User B picks up call using call pickup

User A does not receive a display update and continues to see Hunt Group #1's display details

User B receives a display update with User A's display details

Example CGS.3– Call park/retrieval call group call – User C has privacy disabled

User A calls Hunt Group #1

User B answers call

User B parks call against extension

User A does not receive a display update and continues to see Hunt Group #1's display details

User B receives a display update with User A's display details

Example CGS.4– Call barge of call group call – User C has privacy disabled

User A calls Hunt Group #1

User B answers call

User C barges in on User B's and User A's call

User A does not receive a display update and continues to see Hunt Group #1's display details


User B receives a display update with User A's display details



Call Waiting

Call Waiting allows a user to receive multiple calls at the same time. If you are on a call and you receive another call, it will display on your screen, and you will also hear a beeping noise in the receiver. You can receive up to 3 external calls.

If you switch off Call Waiting and a call comes though whilst you are already on another call, then the new caller will get a busy tone.

 **Call Waiting is applicable to the individual user of a hunt group for calls made directly to their extension number. 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 selecting this option would be an engaged tone returned where the user is receiving or answered a call in the Hunt Group.**

Shortcodes

Call Waiting persistent activation - *43

Call Waiting persistent deactivation - #43

Cancel Call Waiting - *70

Enable / Disable Call Waiting for a User

Step 1

Click the "Users" option and then select "List Users" so you can search for the user that you want Call Transfer set up for.

Locate the user and click the "Edit" button.

Step 2

In the User Management page click "Call Setup" and then under the In Call Options header select "Settings". From here you can enable / disable call waiting.

Horizon

Direct Access
Help | Change Password | Log Out

Dashboard | Users | Site Management | Call Groups | Device Management | Administration | Statistics

Dashboard / User Management / Edit User

Edit Mircea Test

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

In Call Settings

Information

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.

Settings

Enable call waiting ☒

✓ Apply

Left Sidebar Menu:

- Incoming Calls
- Call Handling
- Twining
- Blacklist
- Settings
- Advanced ▼
- Outgoing Calls
- Speed Dial
- Settings
- In Call Options
- Call Transfer
- Settings**
- Call Forwarding
- Hot Desk
- Manage Profile
- Remote Office

Enable / Disable Call Waiting for a Hunt Group

Step 1

Click the "Call Groups" option and then select "Hunt Groups" so you can search for the Hunt Group that you want Call Waiting set up for.

Locate the Hunt Group and click the "Edit" button.

Horizon

Direct Access
Help | Change Password | Log Out

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

Dashboard / Group Management / Hunt Group

Hunt Group

Name: Site:

Number: Department:

Search

Hunt Groups

Name	Site	Department	Phone Number	Status	
Test Hunt Group 1	ColourfulSiteUat	first department	(4321)	✓	Deactivate Edit

Delete Selected Add

Step 2

In the Edit Hunt Group page click "Options". From here you can enable / disable call waiting.

Edit Test Hunt Group 1

Account Options Select Users Assign Number Voicemail Advanced Settings

Ring Order

☐ Circular
☐ Regular
☐ Simultaneous
☒ Uniform
☐ Weighted

No Answer Action

☒ Skip to next agent after 4 rings ?
☐ Forward call to: after 10 seconds

Unreachable Action

☐ Enable Call Forwarding when unreachable
Forward call to:
☐ Make hunt group busy when all available agents are unreachable

Additional Options

☒ Enable call waiting
☐ Distinctive Ringing for External Calls

[Save](#)

Enable / Disable Call Waiting for a Call Queue Group

Step 1

Click the "Call Groups" option and then select "Call Queue Groups" so you can search for the Call Queue Group that you want Call Recording set up for.

Locate the Call Queue Group and click the "Edit" button.

Dashboard Users Site Management Call Groups Device Management Administration Statistics

Dashboard / Group Management / Call Queue Group

Call Queue Group

Name: Site:

Number: Department:

[Search](#)

Call Queue Groups

	Name	Site	Department	Phone Number	Status	
<input type="checkbox"/>	dggdfgdf	ColourfulSiteUat		(4354)	✓	Deactivate Edit
<input type="checkbox"/>	Test	ColourfulSiteUat		(8767)	✓	Deactivate Edit

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

Step 2

In the Edit Call Queue Group page click "Options".

Within the Options page you can activate / deactivate the "Allow Call Waiting on users"

Edit Test

AccountOptionsUsersNumberAnnouncementsVoicemailAdvanced Settings

Queue Settings

Queue Length: 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

☒ Play busy tone

☐ Transfer to phone number

☐ Enable overflow after calls wait seconds

☐ Play default announcement before overflow processing

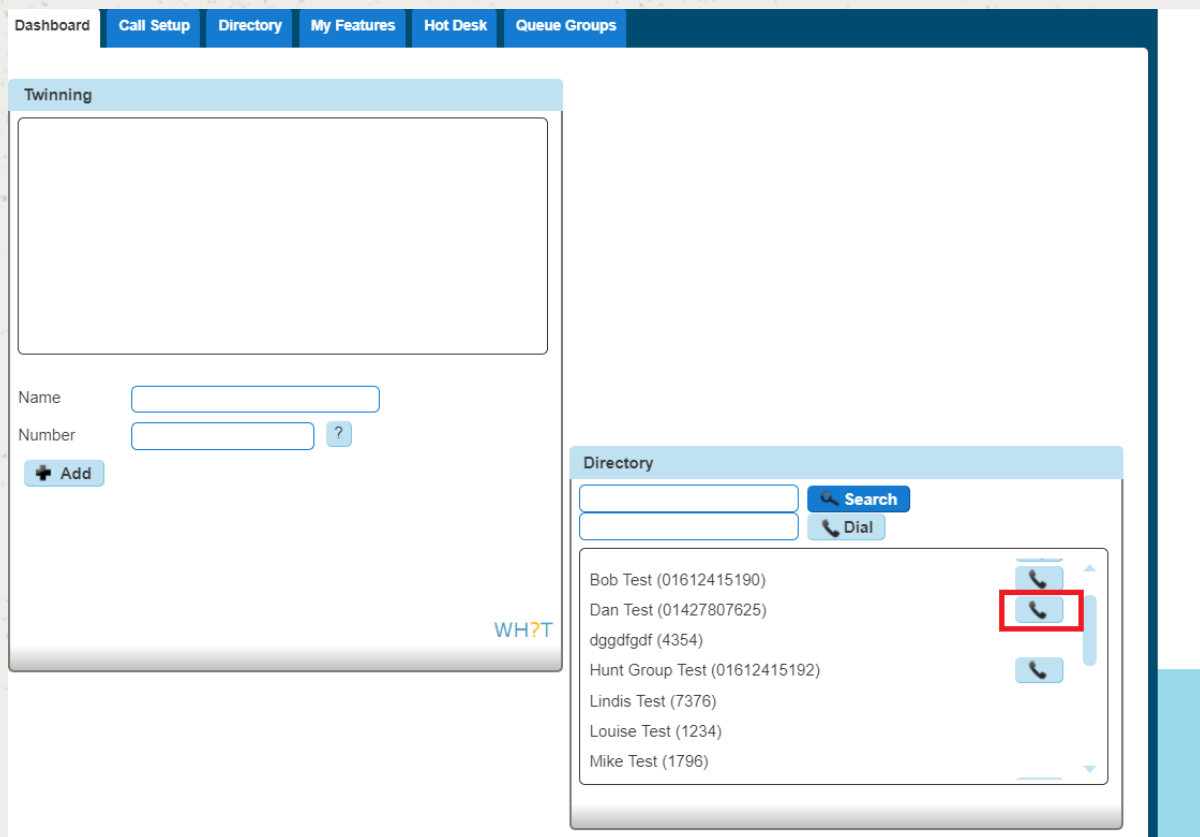
Additional Options

☐ Distinctive Ringing for External Calls

Save

Click to Dial

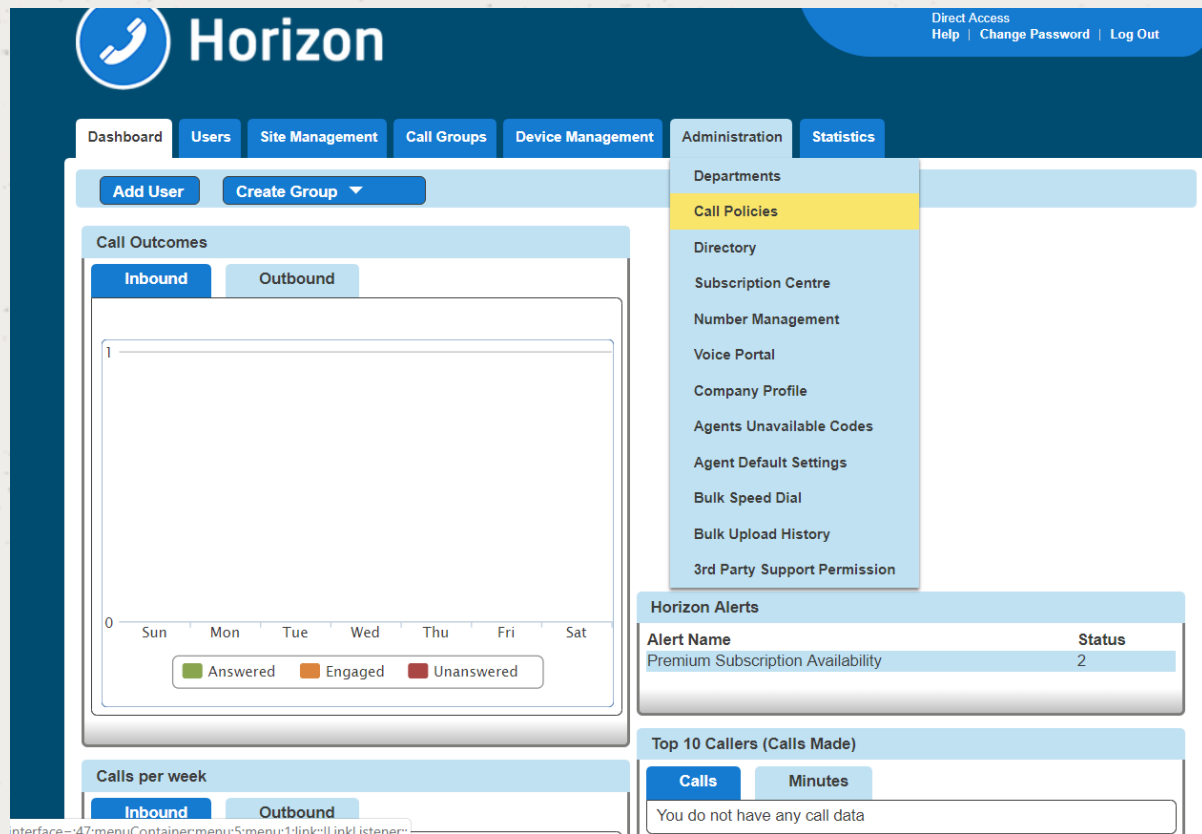
Click to Dial enables a user to use the Horizon Portal to call someone within the Horizon directory. To do this, the user just clicks on the telephone icon that is next to the user.



Site to site presentation policy

We will be introducing the option to present a user's extension details when a site to site call is made within the same Company, currently the users full DDI is presented. By default, from the 14th February 2018 onwards, all new companies will be provisioned to present the user's extension details on a site to site call within a company.

To enable or disable the service, head to the Administration tab of the Horizon GUI and select Call Policies from the drop-down menu.



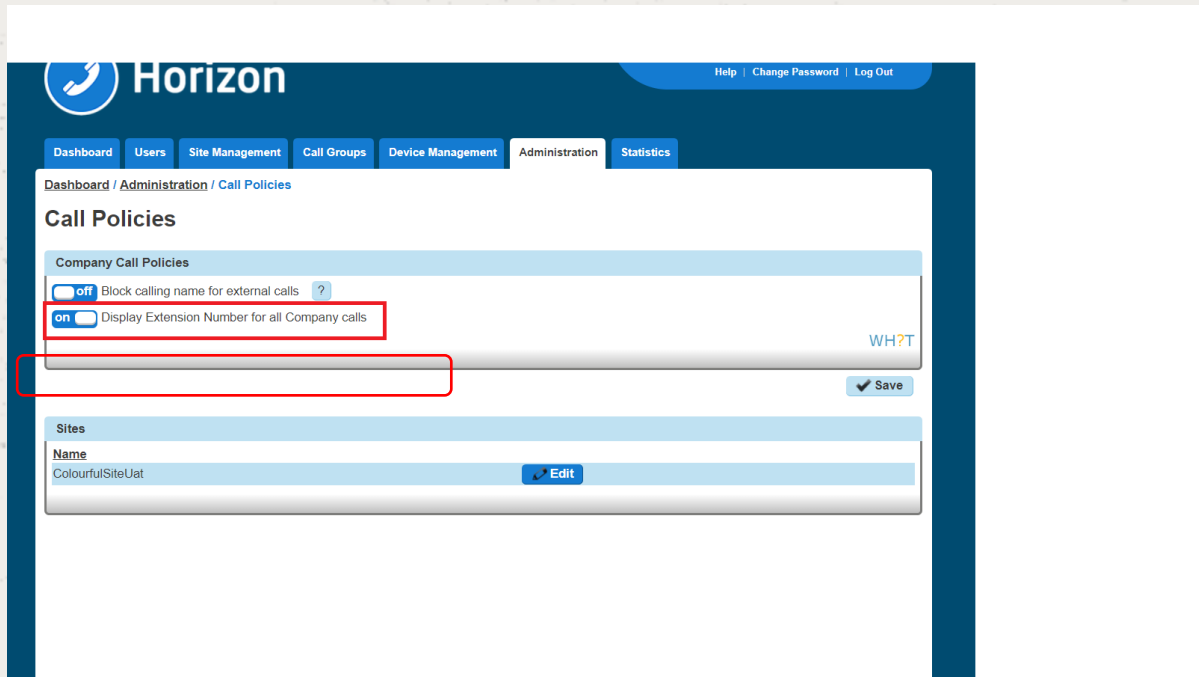
The screenshot shows the Horizon GUI Administration page. The 'Administration' tab is selected, and the 'Call Policies' menu item is highlighted. The main content area shows the 'Call Outcomes' section with 'Inbound' and 'Outbound' tabs. The 'Inbound' tab is active, showing a line graph with data points for Sun, Mon, Tue, Wed, Thu, Fri, and Sat. The legend indicates 'Answered' (green), 'Engaged' (orange), and 'Unanswered' (red). The 'Calls per week' section is also visible, with 'Inbound' and 'Outbound' tabs. The 'Horizon Alerts' section shows a table with 'Alert Name' and 'Status'. The 'Top 10 Callers (Calls Made)' section is also visible, with 'Calls' and 'Minutes' tabs. The 'Calls' tab is active, showing a message: 'You do not have any call data'.

Alert Name	Status
Premium Subscription Availability	2

Callers	Minutes
You do not have any call data	

In the Call Policies page simply toggle the "Display Extension Number for all Company calls" toggle switch to on to enable or off to disable.



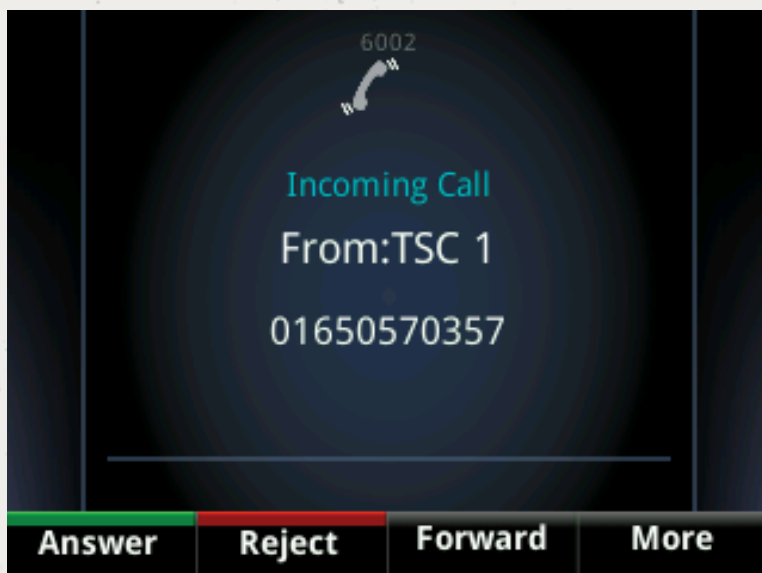


The setting is also available at the site level and is only applied to the caller.

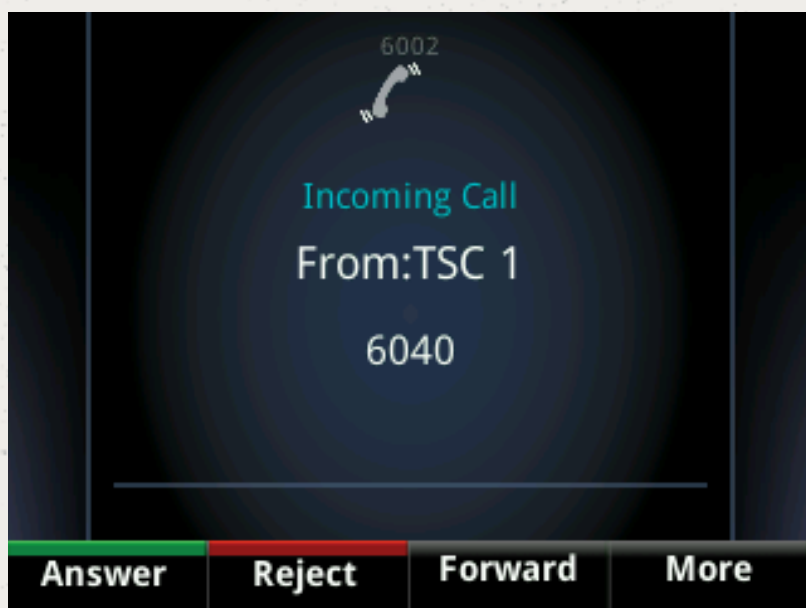
In the use case where a company has three sites A, B and C, if site A has it enabled, users on any other site will see the extension number when called by any user of site A.

If site C has it disabled and site A and B has it enabled then a site C user calling a site A or B user will present their full DDI

When the option is set to off a site to site call will display the users full DDI number as per the following image.



When the option is set to on that same call will present the extension number is as per the below image.



CLI Presentation

The Number Presentation functionality allows you to present a different CLI for outbound calls. You should refer to the Service Description for full terms and conditions of CLI Presentation.

For a user to be able to use CLI Presentation, the Administrator needs to switch on the "Override Site Call Policy" option. Use the Override Site Call Policy guide on how to do this.

Override Site Call Policy

The Site Call Policy would normally dictate on what numbers are presented. Horizon allows a user to present a different number to what the site defines.



An Administrator can set up the Override Site Call Policy option.

Step 1

Click the "Users" option and then select "List Users" so you can search for the user that you want to override the site call policy for.

Locate the user and click the "Edit" button.

Step 2

Select "DDI" and then you can select the "Override Site Call Policy" option.

The Administrator can also set the CLI to present whilst in this screen by entering the telephone number that they would like to present in the "Phone Number" text box in the Number Presentation table.

Edit Dan Test

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

Find a Fixed Number

Current number: 01427807625 [Change](#) [Remove](#)

WH?T

Extension

Extension: ?

Presentation Name

Currently presenting: Dan Test

☒ Same as user details
☐ Other:

First Name: Last Name:

WH?T

Caller ID Number Presented

☒ on Override site call policy
☐ off Privacy on transfer and/or forwarding

WH?T

Presentation Number

Currently Presenting: 01427807625

Change user's presentation number to:

☐ Site DDI (01427807376)
☒ User's DDI (01427807625)
☐ Other (UK):
☐ Other (Int):

Withhold user's number: ☐ off

WH?T

[Save](#)

Comfort Messages

Horizon allows you to upload up to 4 different files and has a "Time between Messages" option. This has been set up so that larger files can play the four files in order, break for (in this case) 10 seconds and then play all for files at once. It is not set up in a way where you can play four differing files (music, announcements) with a 10 second split between files.

Comfort Message
☒ Enable Comfort Message

Comfort Message Settings
Time between messages: seconds

Announcements
☐ Default
☒ Custom

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



Departments

As the company administrator you have the ability under the "Administrator" tab to add and manage departments, so that users and services can be associated to them.

Setup Departments

Step 1

Click the "Administration" option and then select "Departments". Enter the name of a department and click "Add"

The screenshot shows the 'Administration' tab selected in the top navigation bar. The breadcrumb trail is 'Dashboard / Administration / Departments'. The main heading is 'Departments'. Below it, there is a table with one row: 'first department'. A 'Delete Selected' button is visible. The 'Add Department' section is highlighted with a red box; it contains a 'Name:' label and an empty text input field. An 'Add' button with a plus icon is at the bottom right of this section.

Delete Departments

Step 1

Click the "Administration" option and then select "Departments".

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

Dashboard
Users
Site Management
Call Groups
Device Management
Administration
Statistics

Dashboard / Administration / Departments

Departments

Departments

☐ Name

☒ first department

Delete Selected

Add Department

Name:

Add

Add/Remove users from Departments

Step 1

Click the "Users" option and then select "List Users" so you can search for the user that you want add/remove the department for.

Locate the user and click the "Edit" button.

Step 2

On the "Profile" table you can select the Department of a user. If you wish for a user not to be assigned to a department then select the option "None". Click Save.

Dashboard
Users
Site Management
Call Groups
Device Management
Administration
Statistics

Dashboard / User Management / Edit User

Edit Dan Test

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

Account Details

First Name:
 Dan

Last Name:
 Test

Username:
 danTEST@uat.branding.com

Department:

None
Add

None

first department

Contact Mobile:

Email:

Change Site

Reset Password

Reset Passcode

Save



Device Customisation


Device Customisation allows you to set up the line keys and soft keys of your Horizon hardware.

The options you have with Device Customisation are:

Option	Meaning
Speed Dial	A key that quickly dials a number. This could be a number that is on the Horizon company or a different number
Busy Lamp Field	Sets up a Busy Lamp Field key so you can monitor a user's line
Call Park	Allows you to park a call against your own extension or to another defined extension
Call Retrieve	Allows you to retrieve a parked call from either your own extension or another defined extension
Group Call Park	Allows you to park a call again the call park group that you are in. Other users within the group will be able to pick up a call parked by using Group Call Pickup
Call Pickup	Allows you to pick up a call that has been parked against this extension or another defined extension
Group Call Pickup	Allows you to pick up a call that has been parked in the Call Park Group that you are in.
Page Group	This allows you to call the Page Group that the user is a member of. The user must be a Page Group sender.
Call Pull	This feature gives the opportunity to the user to retrieve a call that has been answered from a desktop client.
Empty	This will leave an empty line key.
Last Call Redial	This will allow you will be able to redial the last call you have made.
Call Return	This will allow you to call the last received or missed call.
Voicemail	This will allow you to dial out to your voice portal using the mailbox number and voice pin you supply

 If your user is using the Receptionist Console, Speed Dials set up within Device Customisation will not show in the Receptionist Console.

Give a user access to set up Device Customisation

 A company Administrator can give a user permission to do their own device customisation.

Step 1

Click the "Users" option and then select "List Users" so you can search for the user that you want give device customisation permissions to.

Locate the user and click the "Edit" button.

Step 2

Click the "Permissions" tab and enable "This User can customise their soft keys" and "This User can customise their line keys"

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

Access and Permissions

This User can enable Call Forwarding ☒ 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

Device Customisation Permissions

This User can customise their soft keys ☐ off

This User can customise their linekeys ☐ off

WH?T

✓ Save

Device Customisation as a Company Admin

Step 1

Click the "Users" option and then select "List Users" so you can search for the user that you want give device customisation permissions to.

Locate the user and click the "Edit" button.

Step 2

Click the "Phone" tab and then select "Device Configuration".

Horizon

BrandingCompanyUat
Direct Access
Help | Change Password | Log Out

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

Dashboard / User Management / Edit User

Edit Bernice Test

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

Desk Device Details

Vendor: Polycom
Model: VVX411
Codec: G711
Mac Address: 64:16:7F:26:2B:92
Profile Type: Polycom VVX411

WH?T

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



Configure my Device

Assigning Line Keys

Line Keys are the buttons that go horizontal across your phone.

Step 1

When in the Device Customisation page for your device, select the "Line Keys" option.

The screenshot shows the 'Edit Kings Cross' page with the 'Phone' tab selected. Under the 'Polycom VVX250 - Device Customisation' section, the 'Device Customisation' option is highlighted with a mouse cursor. Other options include 'Reset Layout' and 'Restart Device'.

Step 2

Select a Line Key that you want to configure

The screenshot shows the 'Edit Kings Cross' page with the 'Phone' tab selected. Under the 'Polycom VVX250 - Key Assignment' section, the 'Line Keys' tab is selected. It displays four line keys (1, 2, 3, 4) with dropdown menus for configuration. Line keys 3 and 4 are currently set to 'Busy Lamp Field'. 'Back' and 'Save' buttons are at the bottom right.

Step 3

Now select what you want that particular key to do. Please see the table in the Device Customisation section of this guide.


Clicking "Save" will restart the device(s) that you have configured to download the latest configuration file with your new handset setup.





If you have a Side Car set up and would like to configure the line keys on the Side Car, click "Side Car" to load up the buttons of the side car.

Polycom VVX411 - Line Keys



[Reset Layout](#) [Side Car](#)

Do you have any Sidecars installed? Yes ☒ No ☐

Select Model:



Directory

Horizon provides two types of directory, one that is 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	Available To
Company Directory	Company Administrator	<p>The Company Directory is a list of all the users within the Horizon Company.</p> <p>You can also add contacts that are not part of the Horizon Company to appear in the Company Directory</p>	All users within a Company
User Directory	Horizon User	The user directory allows the user to add contacts unique to them	Individual User only

Add New User to Company Directory

To add a new user to the Company Directory you just need to add a new user to the Horizon Company.

Add/Remove External Contact(s) to the Company Directory

Step 1

Click the "Administration" option and then select "Directory".

Within the Company Directory you can add a new contact by clicking "Add" and go to Step 2 of this guide.

Horizon

BrandingCompanyUat
Direct Access
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:
 Company: [Search](#)

My Directory

<input type="checkbox"/>	First Name	Last Name	Number	Company	Email Address	
<input type="checkbox"/>	mike	test	07731132140			Edit

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

If you are wanting to delete contact(s) then select the contacts that you wish to delete and click the "Delete Selected" button. Confirm that you want to delete these items from the directory.

Horizon

BrandingCompanyUat
Direct Access
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:
 Company: [Search](#)

My Directory

<input type="checkbox"/>	First Name	Last Name	Number	Company	Email Address	
<input checked="" type="checkbox"/>	mike	test	07731132140			Edit

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

Step 2

Enter the details of the contact you want to appear in the directory. Remember that you do not need to add users of the Horizon Company in here as they should automatically appear in the Company Directory during the Add New User to Company Directory guide.



Horizon

BrandingCompanyUat
Direct Access
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:
Company:

Upload Multiple Contacts

File to Upload:

Add Multiple External Contacts to the Company Directory

Step 1

Click the "Administration" option and then select "Directory".

Within the Company Directory you should click "Add" and then "Download Template"

Horizon

BrandingCompanyUat
Direct Access
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:
Company:

Upload Multiple Contacts

File to Upload:

Step 2

This will download a CSV file with a couple of examples for you to follow. Delete the examples and enter the following details:

First Name (maximum 15 characters, no spaces)



Last Name (maximum 15 characters, no spaces)

Telephone Number (format of the cell should be "Text", number should have a leading "0")

Extension Number (match the extension number length that your Horizon Company has set up)

Email Address

Company (maximum 15 characters)

Step 3

Save the file, remembering to keep it as a CSV file and then in the Horizon Portal click "Browse", locate the file and then click "Upload"

Horizon

BrandingCompanyUat
Direct Access
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: Company:

[+ Add](#)

Upload Multiple Contacts

File to Upload: [Browse](#) [Download Template](#)

[Upload](#)

Step 4

Check the contacts in the "Confirm Contacts Upload" table and then click Confirm once you are happy with the results.

If you need to make a change you will need to enter these back in the CSV file and re-upload.



Add Contacts

Add Single Contact

First Name:	<input type="text"/>	Last Name:	<input type="text"/>
Number:	<input type="text"/>	Extension:	<input type="text"/>
Email:	<input type="text"/>	Company:	<input type="text"/>

+ Add



Please confirm you wish to import this information

Confirm Contacts Upload

First Name	Last Name	Phone Number	Extension	Email	Company
Hugh	Horizon	1234567890	1234	hughhorizon@hughknew.com	HughKnew
Colin	Contact	1234567891	1235	colincontact@collinscoffee.com	CollinsCoffee

✓ Confirm



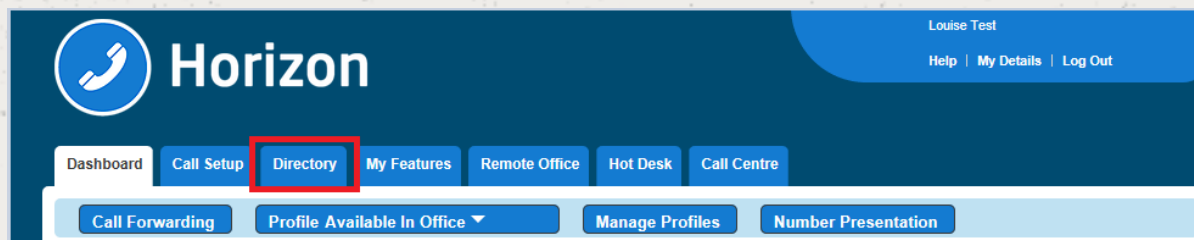
Add Single Contact to User Directory

Step 1

Log into the Horizon Portal and log in as a user.

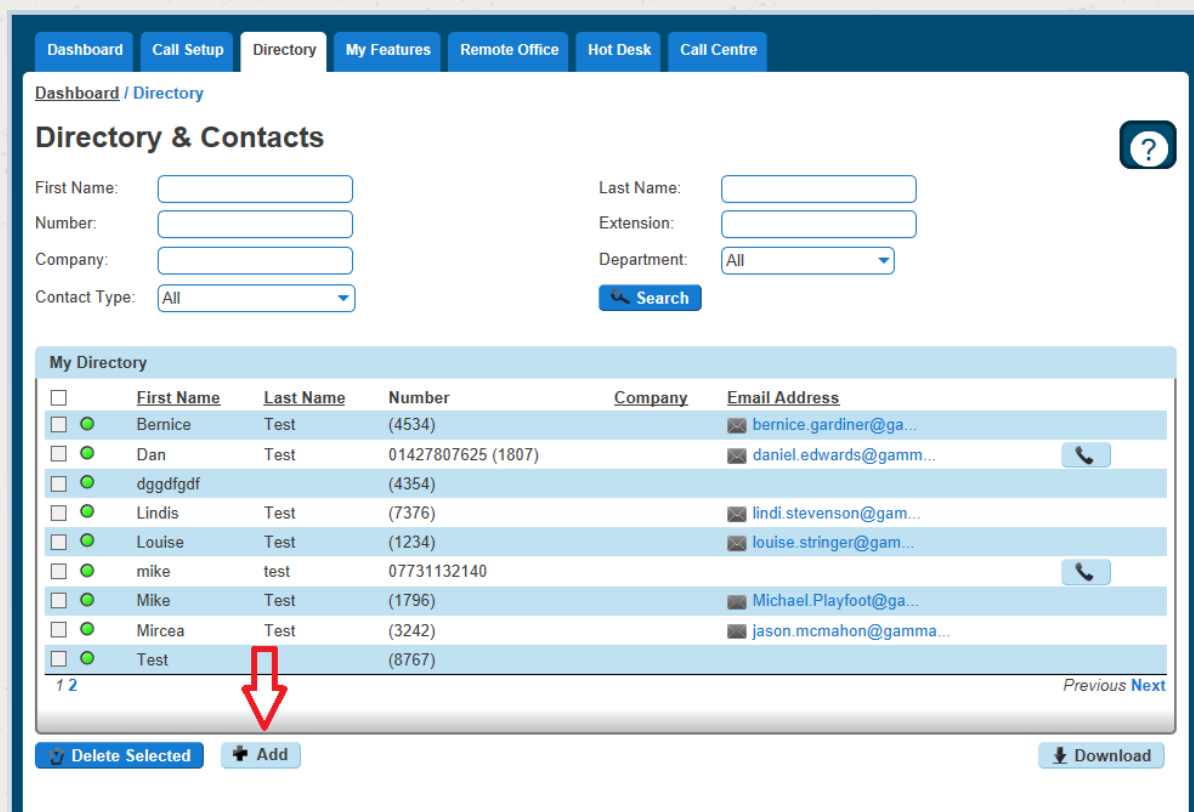
Step 2

From the menu bar select 'Directory'.



Step 3

Click on the blue '+ Add' button at the bottom.



Step 4

Enter the contact details in the relevant fields and click the blue '+ Add' button at the bottom right

Add Contacts

Add Single Contact


First Name:

Last Name:

Number:

Extension:

Email:



+ Add

Step 5

You will then see confirmation that the contact has been added. This will now appear in the user's directory on the Horizon Portal.

Directory & Contacts

Contact added successfully

First Name:

Last Name:

Number:

Extension:

Company:

Department:

Contact Type:

Search

My Directory

<input type="checkbox"/>	First Name	Last Name	Number	Company	Email Address	
<input type="checkbox"/>	Bernice	Test	(4534)		bernice.gardiner@ga...	
<input type="checkbox"/>	Contact	One	01616200000 (0000)		gamma@gamma.co.uk	
<input type="checkbox"/>	Dan	Test	01427807625 (1807)		daniel.edwards@gamm...	


Add Multiple Contacts to User Directory

Step 1

Log into the Horizon Portal and log in as a user.

Step 2

From the menu bar select Directory.



Horizon

Louise Test
Help | My Details | Log Out

Dashboard

Call Setup

Directory

My Features

Remote Office

Hot Desk

Call Centre

Call Forwarding

Profile Available In Office

Manage Profiles

Number Presentation

Step 3

Click on the blue '+ Add' button at the bottom.

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

Dashboard / Directory

Directory & Contacts

First Name:
Number:
Company:
Contact Type: All

Last Name:
Extension:
Department: All

Search

My Directory

	First Name	Last Name	Number	Company	Email Address
<input type="checkbox"/>	Bernice	Test	(4534)		bernice.gardiner@ga...
<input type="checkbox"/>	Dan	Test	01427807625 (1807)		daniel.edwards@gamm...
<input type="checkbox"/>	dggdfgdf		(4354)		
<input type="checkbox"/>	Lindis	Test	(7376)		lindi.stevenson@gam...
<input type="checkbox"/>	Louise	Test	(1234)		louise.stringer@gam...
<input type="checkbox"/>	mike	test	07731132140		
<input type="checkbox"/>	Mike	Test	(1796)		Michael.Playfoot@ga...
<input type="checkbox"/>	Mircea	Test	(3242)		jason.mcmahon@gamma...
<input type="checkbox"/>	Test		(8767)		

1 2
Previous Next

Delete Selected
Add
Download

Step 4

Click on the blue 'Download Template' button within the 'Upload Multiple Contacts' section

Add Contacts

Add Single Contact

First Name:
Number:
Email:

Last Name:
Extension:

Add

Upload Multiple Contacts

File to Upload:
Browse
Download Template

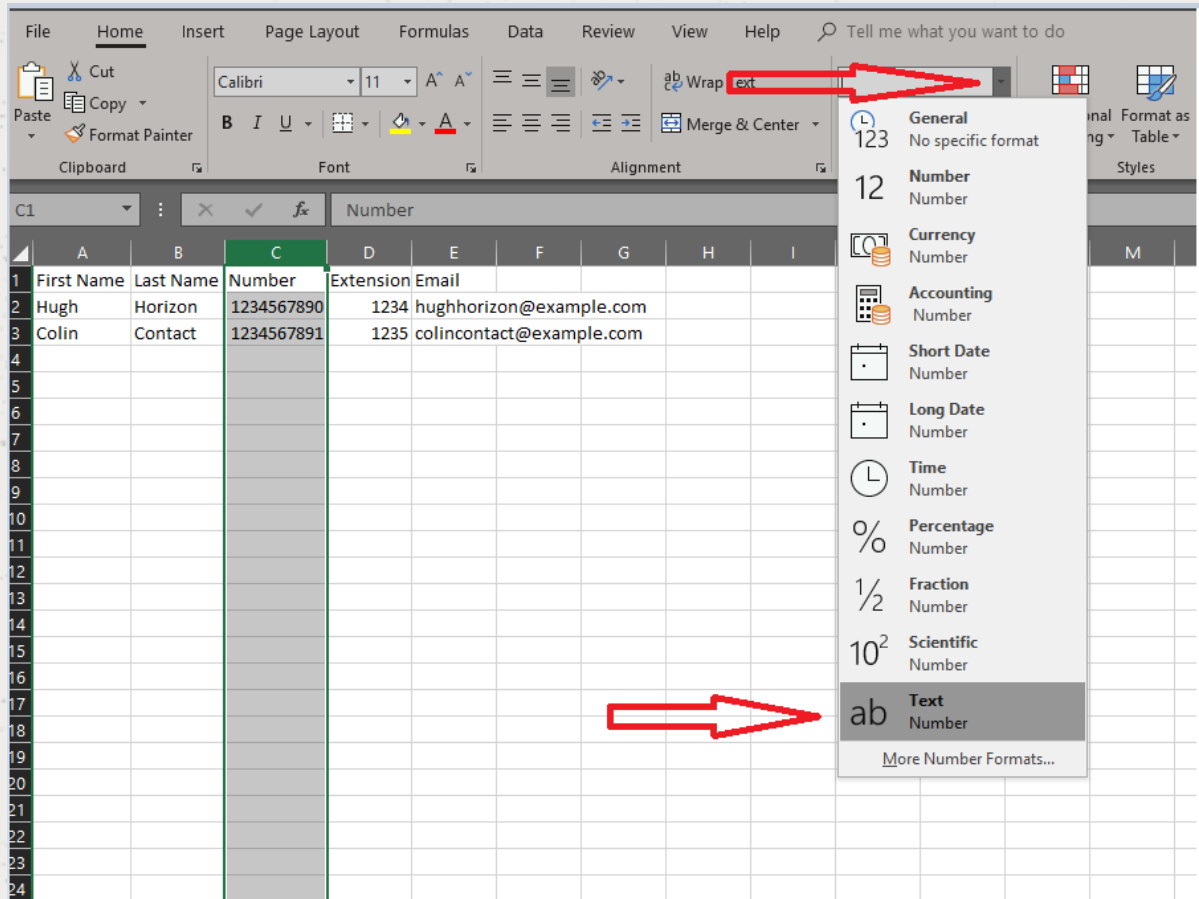
Upload

Step 5

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, if the 0 is missing then this is what will be uploaded.





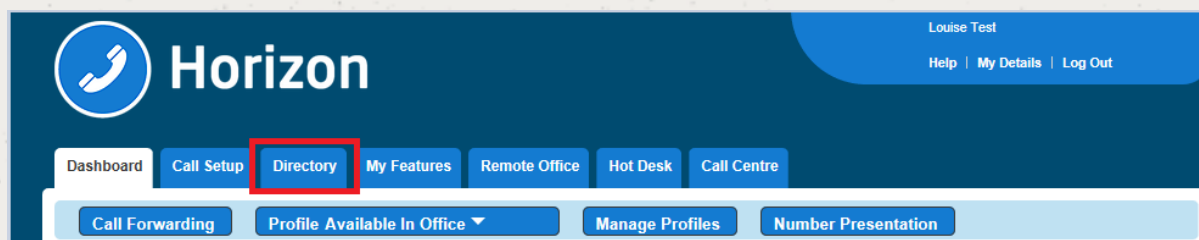
Delete Contact(s) from User Directory

Step 1

Log into the Horizon Portal and log in as a user.

Step 2

From the menu bar select Directory.



Step 3

Mark the contacts you would like to delete with a tick and click 'Delete Selected'.

Directory & Contacts



First Name:
Number:
Company:
Contact Type:

Last Name:
Extension:
Department:

[Search](#)

My Directory

	First Name	Last Name	Number	Company	Email Address	
<input type="checkbox"/>	Bernice	Test	(4534)		bernice.gardiner@ga...	
<input checked="" type="checkbox"/>	Contact	One	01616200000 (0000)		gamma@gamma.co.uk	Edit
<input type="checkbox"/>	Dan	Test	01427807625 (1807)		daniel.edwards@gamm...	
<input type="checkbox"/>	dggdfgdf		(4354)			
<input type="checkbox"/>	Lindis	Test	(7376)		lindi.stevenson@gam...	
<input type="checkbox"/>	Louise	Test	(1234)		louise.stringer@gam...	
<input type="checkbox"/>	mike	test	07731132140			
<input type="checkbox"/>	Mike	Test	(1796)		Michael.Playfoot@ga...	
<input type="checkbox"/>	Mircea	Test	(3242)		jason.mcmahon@gamma...	

1 2

[Previous](#) [Next](#)[Delete Selected](#)[Add](#)[Download](#)

Distinctive Ringing for External Calls

Distinctive Ringing for External Calls gives the handset a different ringtone to calls that come from another Horizon user on the same Company

Setup Distinctive Ringing as a Company Administrator

Step 1

Click the "Users" option and then select "List Users" so you can search for the user that you want enable / disable do not disturb for.

Locate the user and click the "Edit" button.

Step 2

Click the "Call Setup" tab and then select "Settings" under Incoming Calls. From here you can set Distinctive Ring for External Calls to be on or off for the user.

The screenshot shows the Horizon user management interface. At the top, there are navigation tabs: Dashboard, Users, Site Management, Call Groups, Device Management, Administration, Recorded Calls, and Statistics. Below these, the breadcrumb trail reads: Dashboard / User Management / Edit User. The main heading is 'Edit Bernice Test'. Below this, there are sub-tabs: Profile, Personal Details, DDI, Services, Call Setup, Permissions, Phone, Barring, and Call Centre. The 'Call Setup' tab is selected. On the left, 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, Call Recording, Manage Profile, Remote Office). The 'Settings' category is expanded, showing 'Incoming Call Settings'. This section contains a list of settings with toggle switches: 'Reject Withheld Numbers' (off), 'Enable music for calls on hold' (on), 'Lookup Caller ID when none is Provided' (off), 'Present Incoming Caller's ID for External Calls' (on), 'Present Incoming Caller's ID for Internal Calls' (on), 'Do Not Disturb' (off), and 'Distinctive Ring for External Calls' (off). The 'Distinctive Ring for External Calls' setting is highlighted with a red rectangular box. At the bottom right of the settings area, there is a 'WH?T' logo and an 'Apply' button with a checkmark icon.



Do Not Disturb

Do Not Disturb (DND) allows users to set their phone as unavailable so that incoming calls are given a busy treatment. 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 Horizon Portal by a user or Company Administrator.

Shortcodes

Activate - *78

Deactivate - *79

Enabling Do Not Disturb (DND) from a Handset or soft Client

To see Do Not Disturb (DND) from your Horizon handset you can select the "DND" soft key on your Horizon Handset or dial *78 to switch on and *79 to switch off.

From the Soft Client go to the settings menu and select "Do Not Disturb". For more information on the Soft Clients please see our soft client user guides.

Enabling/Disabling Do Not Disturb (DND) from Administrator Portal

A Company Administrator can put a user into Do Not Disturb (DND) by completing the following steps.

Step 1

Click the "Users" option and then select "List Users" so you can search for the user that you want enable / disable do not disturb for.

Locate the user and click the "Edit" button.

Step 2

Click the "Call Setup" tab and then select "Settings" under Incoming Calls. From here you can set Do Not Disturb to be on or off for the user.





Edit Dan Test

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

Incoming Calls

[Call Handling](#)

[Twinning](#)

[Blacklist](#)

[Settings](#)

[Advanced](#) ▼

Outgoing Calls

[Speed Dial](#)

[Settings](#)

In Call Options

[Call Transfer](#)

[Settings](#)

Settings

[Call Forwarding](#)

[Hot Desk](#)

[Manage Profile](#)

[Remote Office](#)

Incoming Call Settings

Settings

Reject Withheld Numbers

☐ off

Enable music for calls on hold

☒ on

Lookup Caller ID when none is Provided

☐ off

Present Incoming Caller's ID for External Calls

☒ on

Present Incoming Caller's ID for Internal Calls

☒ on

Do Not Disturb

☐ off

WH?T

✓ Apply

Hot Desking

As the company administrator, you have the ability to allow a user to use a pre-configured hot desk where a phone is available for a user to login to. Hot Desk is also referred to as "Hotelling".

By default, all users Hot Desk Options are disabled for security purposes. When switched on, it provides the ability for all devices in all locations under one Company to be used in a hot desk environment. You can disable a user from being set up as a host device.

Switch Hot Desking On/Off

To switch Hot Desking either on or off you do this based on the handset that is associated with the user.

Step 1

Go to "Users" and "List Users" and locate the user that you want to have the handset available for hot desking for and then click the "Edit" button. Please note this will not work if

Step 2

On the "Profile" tab you should make sure that the "Enable Hot Desk" is set to yes or no.

Edit Dan Test

Profile

Personal Details

DDI

Services

Call Setup

Permissions

Phone

Barring

Call Centre

Account Details

First Name:

Last Name:

Username:

Department:

None

Add

Contact Mobile:

Email:

Settings

Enable Hot Desk ? Yes ☒ No ☐

Change Site

Reset Password

Reset Passcode


Save

Login to a Hot Desk as Administrator

A Company Administrator can give a user a hot desk. To do this,

Step 1

Go to "Users" and "List Users" and locate the user that you want to have the handset available for hot desking for and then click the "Edit" button.

 Horizon / Features Guide

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Step 2

On the "Call Setup" tab select "Hot Desk" under Settings. From here you can search for a handset on the site using any of the following search criteria:

- First Name
- Last Name
- MAC Address
- Extension

Click on the blue tick to start an association between the user (guest) and the handset (host).

[Dashboard](#) / [User Management](#) / [Edit User](#)

Edit Dan Test

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

Incoming Calls
Call Handling
Twinning
Blacklist
Settings
Advanced ▾
Outgoing Calls
Speed Dial
Settings
In Call Options
Call Transfer
Settings
Settings
Call Forwarding
Hot Desk
Call Recording
Manage Profile
Remote Office

Hot Deskings

Settings
Enforce Association Limit for hours

Search for a Hot Desk Phone
Site:
First Name: ?
Last Name: ?
Mac Address: ?
Extension:

ColourfulSiteUat, Oliver, Test, 5191 ☒

End Hot Desk Association as Administrator

Step 1

Go to "Users" and "List Users" and locate the user who is hot desking and then click the "Edit" button.

Step 2



Click the "Call Setup" tab and "Hot Desk" under the Settings section. From here click "Stop Using" to end the association.

The screenshot shows the Horizon web interface. At the top, there's a header with the Horizon logo and user information: BrandingCompanyUat, Direct Access, Help, Change Password, Log Out. Below the header is a navigation bar with tabs: Dashboard, Users, Site Management, Call Groups, Device Management, Administration, Recorded Calls, Statistics. The main content area is titled 'Edit Dan Test' and has sub-tabs: Profile, Personal Details, DDI, Services, Call Setup, Permissions, Phone, Barring, Call Centre. The 'Call Setup' tab is selected. On the left, there's a sidebar menu with categories: Incoming Calls, Outgoing Calls, In Call Options, Settings, Hot Desk (highlighted with a red box), Call Recording, Manage Profile, Remote Office. The 'Hot Desking' section shows 'Current Phone' information: Current Hot Desk Device: ColourfulSiteUat, Oliver, Test; In Use Since: 26 January 20:47; Automatic Sign Off: 12 Hours (12:00 Remaining). A 'Stop Using' button is highlighted with a red box. Below this is a 'Settings' section with 'Enforce Association Limit for' set to 12 hours and a 'Save' button. At the bottom, there's a 'Search for a Hot Desk Phone' section with a 'Site' dropdown set to 'ColourfulSiteUat'.

Login to a Hot Desk as a User

Step 1

Log into the Horizon Portal and log in as a user.

Step 2

From the menu bar select 'Hot Desk'.

The screenshot shows the Horizon web interface. At the top, there's a header with the Horizon logo and user information: Dan Test, 01427807625, Help, My Details, Log Out. Below the header is a navigation bar with tabs: Dashboard, Call Setup, Directory, My Features, Hot Desk (highlighted with a red box). Below the navigation bar is a section titled 'Call Statistics'.

Step 3

From here you can search for a handset on the site using any of the following search criteria:

First Name



Last Name
MAC Address
Extension

Click on the blue tick to start an association between the user (guest) and the handset (host).

Horizon

Dan Test
01427807625
Help | My Details | Log Out

Dashboard Call Setup Directory My Features Hot Desk

Dashboard / Call Setup

Incoming Call Handling Twinning Hot Desk Speed Dial Blacklist

Hot Desking

Settings

Enforce Association Limit for 12 hours

✓ Save

Search for a Hot Desk Phone

Site: Choose One

First Name: Oliver ?

Last Name: Test ?

Mac Address: ?

Extension: ?

Search

ColourfulSiteUat, Oliver, Test, 5191 ✓

Login to a Hot Desk using a Poly Handset

Step 1

On the Poly handset you should see a "GuestIn" button. Press this.

Step 2

Enter the Voice Portal user ID and Voice Portal Passcode and press OK.

Step 3

If successful, the GuestIn button will become "GuestOut"

Login to a Hot Desk using a Cisco Handset and the Voice Portal



Step 1

Dial the Voice Portal from the handset that the user wishes to hot desk into.

If the user is already associated with the device, simply enter the passcode credentials.

If the user is not associated with the device, the user will need to press * to login with credentials that are not currently associated to the handset.

Step 2

Select Option 7 - "Access Hoteling"

Step 3

Select one of the following options:

- 1 - the operator will check if there is an ongoing associated with this Host
- 2 - the Guest will associate with the Host
- 3 - the Guest can end the association with the Host.

Step 4

Once the association has been made with the Host phone login will disassociate after 24 hours.



Hunt Groups

Horizon has the ability to 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.

Hunt Group Types

Hunt Group	Description
Circular	A Circular hunt group sends the incoming calls to users according to their position in the list. After a call has been answered, the next call will be answered by the person following the user who answered, even if the call is at the top of the list.
Regular	A Regular hunt group sends the incoming call to the next available user in the hunt group. Regular hunt groups will restart from the 1st member of the group when a new call is delivered.
Simultaneous	A Simultaneous hunt group sends incoming calls to all users in the group at the same time. Once the call has been answered, the remaining calls to all the other users will be released.
Uniform	A Uniform hunt group sends the incoming call to the user who has been idle the longest. After a user has answered the call, they'll move to the bottom of the queue.
Weighted	A Weighted hunt group sends the incoming call to the users according to a percentage you assign them.

Setup a Hunt Group



Hunt Groups are setup by the Company Administrator

Step 1

Click the "Call Groups" option and then select "Hunt Group". On the Hunt Group page click "Add".

The screenshot shows the Horizon web interface. At the top, there's a navigation bar with the Horizon logo and the name 'Horizon'. Below it, a menu bar contains 'Dashboard', 'Users', 'Site Management', 'Call Groups', 'Device Management', 'Administration', and 'Statistics'. The 'Call Groups' menu is open, showing options: 'Auto Attendant', 'Call Pickup', 'Call Parking', 'Hunt Group' (highlighted with a red box), 'Call Queue Group', 'Instant Conference Group', 'Page Group', 'Call Centre', and 'Call Barge'. Below the menu, the 'Hunt Group' setup page is visible. It has fields for 'Name' and 'Number', a 'Search' button, and dropdowns for 'Site' and 'Department'. Below these is a table of existing hunt groups. The table has columns: 'Name', 'Site', 'Phone Number', and 'Status'. One entry is shown: 'Test Hunt Group 1' with site 'ColourfulSiteUat' and phone number '(4321)'. At the bottom of the table are buttons for 'Delete Selected' and 'Add' (highlighted with a red box).



Step 3

You will now be in the wizard for Hunt Groups. The first page you will be setting up the following:

Site - the site that the Hunt Group will be used for. All the users of the Hunt Group will be on this site.

Group Details - enter the name, username and department that you would like the group to be assigned to.
This is so that you can quickly identify the group if you ever need to edit or delete the group.

Caller ID - this will be what is displayed on the handset when the Hunt Group is used.

Create Hunt Group

Account Options Select Users Assign Number

Location

Site: ColourfulSiteUat

Group Details

Name: Hunt Group Test

Department: first department

Username: huntgrouptest @ uat.branding.com

Caller ID

Calling ID First Name: Hunt Group

Calling ID Last Name: Test

Cancel Continue

Step 4

Now you can configure the options for the Hunt Group. The available options during the setup of the Call Queue Group are:

Ring Order:

Select if you want a Circular, Regular, Simultaneous, Uniform or Weighted Hunt Group

No Answer Action

If a user does not answer the call, how many rings before it skips to the next user, or if you want to forward the call to a specific number after a defined number of seconds.

Unreachable Action

If you want to set up Call Forwarding if unreachable. This is designed to forward a call in the event that the subscriber's device is not registered with the Horizon platform. In the case of a call group, all devices associated with the call group need to be unregistered for the unreachable divert to be applied. The unreachable divert only occurs in the event that the device or devices become unregistered from the Horizon platform, typically due to an issue with connectivity between Horizon and the site/device being hard down, unreachable should not be considered as a disaster recovery feature for any other



scenario outside of this.

Additional Options

If you would like Distinctive Ringing for external calls.

If you would like to enable Call Waiting

[Dashboard](#) / [Group Management](#) / [Hunt Group](#) / [Create New Hunt Group](#)

Create Hunt Group

AccountOptionsSelect UsersAssign Number

Your new hunt group has been created successfully, you have 0 Hunt Group subscriptions remaining

Ring Order

☒ Circular

☐ Regular

☐ Simultaneous

☐ Uniform

☐ Weighted

WH?T

No Answer Action

☒ Skip to next agent after

2

 rings

?

☐ Forward call to: after

10

 seconds

WH?T

Unreachable Action

☐ Enable Call Forwarding when unreachable

Forward call to:

☐ Make hunt group busy when all available agents are unreachable

Additional Options

☐ Enable call waiting

☒ on

 Distinctive Ringing for External Calls

WH?T

Cancel

Continue

Step 5

Select the users which you want in the Hunt Group, click "Add Selected" so that they move to the box on the right-hand side of the screen and then click "Continue".



Step 6

Find an available number that you have on your Horizon Company to assign to and type in a free extension.

"Finish and Show List" will finish the set up with basic settings of the Hunt Group.

"Finish and Edit" will finish the setup with the basic settings of the Hunt Group and allow you to edit some of the more advanced options. These include:

Call Recording

Voicemail

- What announcement should be used for the voicemail

- If you want voicemail notifications to be sent to an email address

- If you want all calls to be sent to voicemail

- Change Voicemail Passcode for the Call Queue Group

Scheduling (Advanced Settings)

Call Forwarding (Advanced Settings)

Call Forwarding when Busy (Advanced Settings)

Add/Remove Users to/from a Hunt Group

Step 1

Click the "Call Groups" option and then select "Hunt Group". On the Hunt Group page click "Edit".



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

Dashboard / Group Management / Hunt Group

Hunt Group

Name:
Site:

All

Number:
Department:

All

Search

Hunt Groups

	Name	Site	Department	Phone Number	Status	
<input checked="" type="checkbox"/>	Hunt Group Test	ColourfulSiteUat	first department	<div></div> (5192)	✓	<div>Deactivate</div> <div>Edit</div>
<input type="checkbox"/>	Test Hunt Group 1	ColourfulSiteUat	first department	(4321)	✓	<div>Deactivate</div> <div>Edit</div>

Delete Selected
Add

Step 2

Select the "Select Users" tab. From here you can add new users from the table on the left-hand side and clicking "Add Selected", and remove users by clicking the white "X" next to the user you want to remove.

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

Dashboard / Group Management / Hunt Group / Edit Hunt Group

Edit Hunt Group Test

Account
Options
Select Users
Assign Number
Call Recording
Voicemail
Advanced Settings

Select Users

Search...

☐ Adam Eckersley
☐ Oliver Test
☐ Bernice Test
☐ Mircea Test
☐ Mike Test
☐ Lindis Test
☐ Dan Test

Louise Test
X

Bob Test
X

Add Selected

WH?T

Save

Edit a Hunt Group Settings

Step 1

Click the "Call Groups" option and then select "Hunt Group". On the Hunt Group page 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:

Search

Hunt Groups

	Name	Site	Department	Phone Number	Status	
<input type="checkbox"/>	Hunt Group Test	ColourfulSiteUat	first department	[REDACTED] (5192)	✓	Deactivate Edit
<input type="checkbox"/>	Test Hunt Group 1	ColourfulSiteUat	first department	(4321)	✓	Deactivate Edit

Delete Selected
Add

Step 2

From here you will be presented with the following options:

Account

Change the name and Caller ID settings

Options

Change the Hunt Group Settings, including:

- Ring Order
- No Answer Action
- Unreachable Action
- Call Waiting
- Distinctive Ring for External Calls

Select Users

Add or remove users from the Hunt Group

Assign Number

Change the telephone number of the Hunt Group

Change the extension number of the Hunt Group

Call Recording

Voicemail

What announcement should be used for the voicemail

If you want voicemail notifications to be sent to an email address

If you want all calls to be sent to voicemail



Change Voicemail Passcode for the Call Queue Group

Scheduling (Advanced Settings)

Call Forwarding (Advanced Settings)

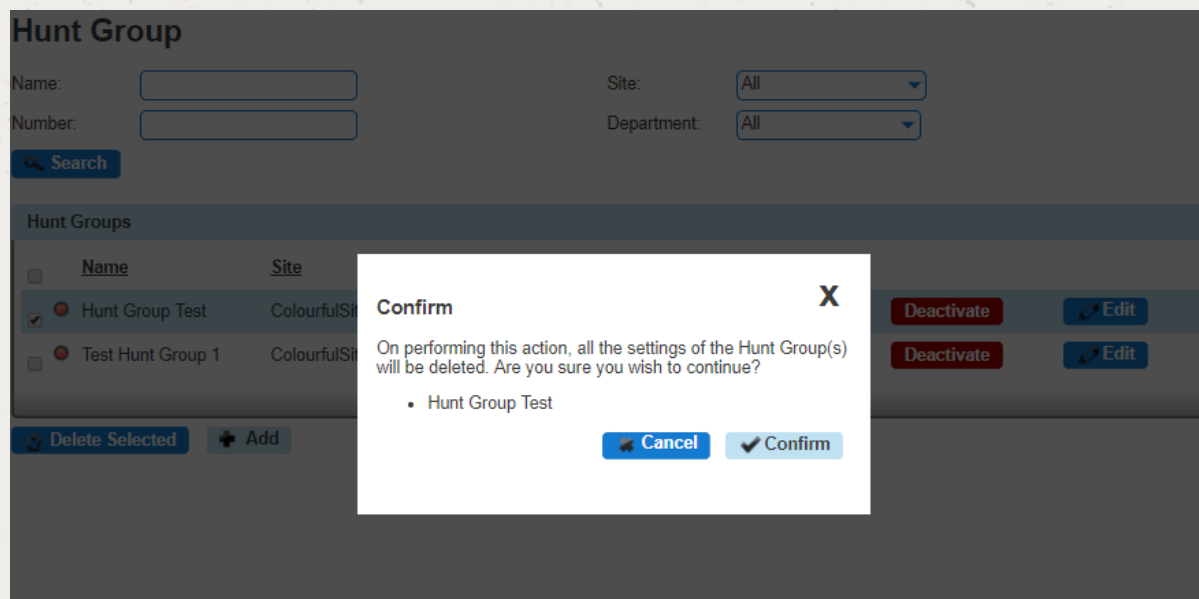
Call Forwarding when Busy (Advanced Settings)

Delete a Hunt Group

Step 1

Click the "Call Groups" option and then select "Hunt Group". On the Hunt Group page select the Hunt Group(s) that you want to delete and then click the "Delete Selected" option.

Click "Confirm" when asked if you are sure that you want to continue in deleting the Hunt Group.



Apply a Schedule to a Hunt Group

For help on how to set up a Schedule, please see our Schedule section of this guide.

Step 1

Click the "Call Groups" option and then select "Hunt Group". On the Hunt Group page 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:

Search

Hunt Groups

<input type="checkbox"/>	Name	Site	Department	Phone Number	Status	
<input checked="" type="checkbox"/>	Hunt Group Test	ColourfulSiteUat	first department	[REDACTED] (5192)	✓	Deactivate Edit
<input type="checkbox"/>	Test Hunt Group 1	ColourfulSiteUat	first department	(4321)	✓	Deactivate Edit

Delete Selected
Add

Step 2

Select the "Advanced Settings" tab and switch "Enable Virtual Package" to On.

Click the "Edit" button next to Schedule and this will load up the settings for Schedules.

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

Dashboard / Group Management / Hunt Group / Edit Hunt Group

Edit Hunt Group Test

Account
Options
Select Users
Assign Number
Call Recording
Voicemail
Advanced Settings

Advanced Settings

on ☐ Enable Virtual Package

WHYT

Advanced Features

Status	Name		
<input checked="" type="radio"/>	Schedule	Activate	Edit
<input type="radio"/>	Call Forwarding	Activate	Edit
<input type="radio"/>	Call Forwarding When Busy	Activate	Edit
<input checked="" type="radio"/>	Nuisance Call Management		Edit

Schedule

Forward To:

☒ Do not use a schedule
☐ Use the following schedule

Save

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 do not put any schedule in Closed Hours and only use Additional Routing, the calls will always forward instead of following the schedule.

If you have not actually set up a schedule yet, you can use the "+" icon to set up a new schedule. Please see the Schedules section of the document on how to create schedules for Hunt Groups.

Listening to your Hunt Group Voicemail

Step 1

Dial the Voice Portal extension or full number.

If you are dialling from a Horizon Company handset then you should press "*" and then enter the hunt group extension number.

If you dial the full number from a phone that is not on the Horizon Company then you will be prompted to enter the extension number of the Hunt Group.

Step 2

Enter the Voicemail Passcode for the Hunt Group and then press 1 to access the voicemail box.

Resetting a Hunt Groups Voicemail Passcode

Step 1

Click the "Call Groups" option and then select "Hunt Group". On the Hunt Group page click "Edit".

Name	Site	Department	Phone Number	Status	Action
Hunt Group Test	ColourfulSiteUat	first department	(5192)	✓	Deactivate Edit
Test Hunt Group 1	ColourfulSiteUat	first department	(4321)	✓	Deactivate Edit

Step 2

Select the "Voicemail" tab and press the "Change Voicemail Passcode" button.

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

Dashboard / Group Management / Hunt Group / Edit Hunt Group

Edit Hunt Group Test

Account
Options
Select Users
Assign Number
Call Recording
Voicemail
Advanced Settings

Voicemail

on
Enable Voicemail

Voicemail Settings

Announcement

☒ Use Default with Personalised Name Audio
Browse
?

☐ Use My Audio file
Browse
?

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
☒

Change Voicemail Passcode
Save

Step 3

Enter the new PIN and then confirm the PIN.

Account
Options
Select Users
Assign Number
Call Recording
Voicemail
Advanced Settings

Voicemail

on
Enable Voicemail

Voicemail PIN

Create New Voicemail PIN

New PIN

Confirm PIN

Back
Save

Passcode Rules

It cannot have Sequential digits

Sequentially ascending digit patterns are those that increase by one from each number to the next. Sequentially descending digit patterns are those that decrease by one from each number to the next. Any sequence of 3 sequential digits in a passcode will be rejected by Horizon. Examples of rejected passcodes: 123545, 365472, 123456, 426987

It cannot have repeated Digits

Any sequence of 3 repeated digits will be rejected by Horizon. Examples of rejected passcodes: 111537, 485552, 342333, 444444

It cannot have Repeating Sequences

If the passcode is only formed by repeating sequences, the passcode will be rejected by Horizon. Examples of rejected passcodes: 24 24 24, 747 747, 9123 9123

It cannot have the Extension on passcode

If the passcode contains the extension or the reverse of the extension on the passcode, the passcode will be rejected by Horizon. Example: Passcode 6074
Example of rejected passcodes: 607434, 360744, 534706, 470606

It cannot be part of the phone number

If the passcode is part of the phone number or the reverse of the passcode is part of the phone number, the passcode will be rejected by Horizon. Example: Phone Number 02054275924 Example or rejected passcodes: 205427, 275924, 295724, 245020



Instant Conference Group

As the company administrator you can setup a conference group allowing up to 20 different people to be called automatically once the conference has been started. You may choose to use this to create incident bridges or similar instant conference groups for your company.

For this to be activated the conference group can be started by any user calling the conference number, which will then trigger calls to other group members.

Setup an Instant Conference Group



Instant Conference Groups are setup by the Company Administrator

Step 1

Click the "Call Groups" option and then select "Instant Conference Group". On the Instant Conference Group page click "Add".

Step 2

You will now be in the wizard for Instant Conference Groups. The first page you will be setting up the following:

Site - the site that the Instant Conference Group will be used for.

Group Details - enter the name, username and department that you would like the group to be assigned to. This is so that you can quickly identify the group if you ever need to edit or delete the group.

Caller ID - this will be what is displayed on the handset when the Instant Conference Group is used.



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

Dashboard / Group Management / Instant Conference Group / Create New Instant Conference Group

Create Instant Conference Group

Account
Options
Select Numbers
Assign Number

Location

Site: Choose One

Group Details

Name:

Department: Choose One

Username: @uat.branding.com

Caller ID

Calling ID First Name:

Calling ID Last Name:

Cancel Continue

Step 3

On the options screen, select the Maximum Call Time for Unanswered Calls. This is the maximum ring time for the user phones to be dialled if unanswered to avoid ongoing ringing.

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

Dashboard / Group Management / Instant Conference Group / Create New Instant Conference Group

Create Instant Conference Group

Account
Options
Select Numbers
Assign Number

i Your new instant conference group has been created successfully, you have 6 InstantConferenceGroup subscriptions remaining

Maximum Call Time Settings

☐ Enable Maximum Call Time for Unanswered Calls

Maximum Call Time for Unanswered Calls: 10 Minutes.

Cancel Continue

Click "Continue".

Step 4

Now enter the telephone numbers you want to be involved in the Instant Conference. You can use the Directory icon to search for a user's telephone number if they are a Horizon user. You can enter non-Horizon numbers in here as well.



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

Dashboard / Group Management / Instant Conference Group / Create New Instant Conference Group

Create Instant Conference Group

Account
Options
Select Numbers
Assign Number

Instant Conference Group Number List

Step 5

Select the number that you want for the Conference Group from the available list, and then assign an Extension number into the text box. If the extension number has been taken, then this will prompt you to choose another.

Click "Finish and Show List" and your new Instant Conference Group will show in the list.

Edit an Instant Conference Group

Step 1

Click the "Call Groups" option and then select "Instant Conference Group". On the Instant Conference Group page click "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

<input type="checkbox"/>	Name	Site	Department	Phone Number	Status	
<input type="checkbox"/>	test1	TestSite2		(5555)	✓	<input type="button" value="Deactivate"/> <input type="button" value="Edit"/>

Step 2

From here you will be presented with the following options:

Account



Change the name, department and Caller ID settings

Options

Enable or disable the maximum call time for unanswered calls, and define this figure in minutes.

Select Numbers

Add or remove numbers from the Instant Conference Group

Assign Number

Change the telephone number of the Instant Conference Group

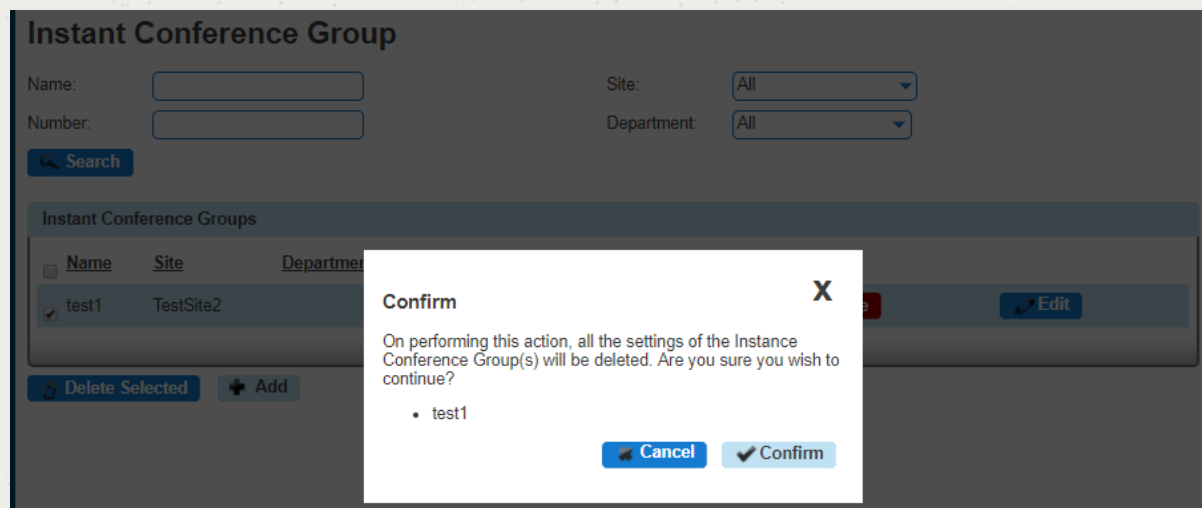
Change the extension number of the Instant Conference Group

Delete an Instant Conference Group

Step 1

Click the "Call Groups" option and then select "Instant Conference Group". On the Instant Conference Group page select the Instant Conference Group(s) that you want to delete and then click the "Delete Selected" option.

Click "Confirm" when asked if you are sure that you want to continue in deleting the Instant Conference Group.



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, on a site by site basis. This music will be played across company calls with the exceptions Call Centre and Call Queue Group that has music set differently.

Music on hold has a maximum file size of 5MB or 625 Seconds

To create a file for use with music on hold, it needs to be in the following format:

.wav format and encoded with CCITT u-Law

Formatted at 8000Khz sample rate, 8 bit mono, 7 kb/sec

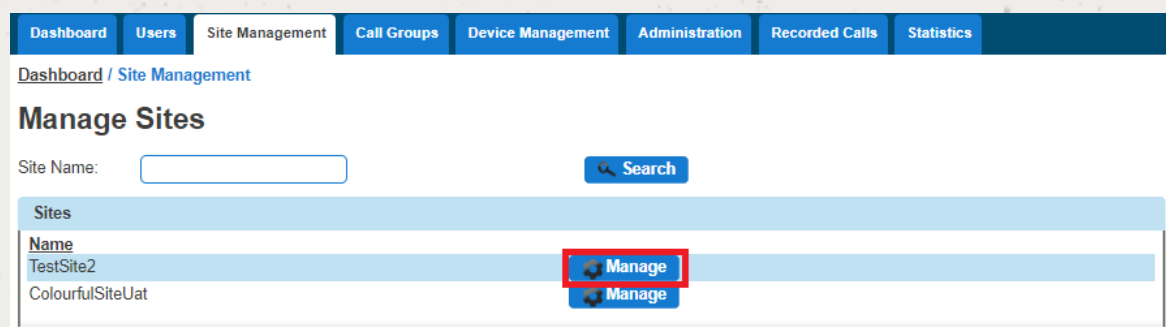
Shortcodes

Music on Hold per call Deactivation - *60


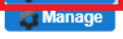
Setup Music on Hold

Step 1

Select "Site Management" and on the Site Management page click the Manage button for the site you want to add Music on Hold for.



The screenshot shows the 'Manage Sites' section of the Site Management page. At the top, there is a navigation bar with tabs: Dashboard, Users, Site Management (selected), Call Groups, Device Management, Administration, Recorded Calls, and Statistics. Below the navigation bar, the breadcrumb 'Dashboard / Site Management' is visible. The main heading is 'Manage Sites'. There is a search bar with the label 'Site Name:' and a 'Search' button. Below the search bar, there is a table with the following data:

Sites	
Name	
TestSite2	
ColourfulSiteUat	

Step 2

Select "Music on Hold"



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

Dashboard / Site Management / ColourfulSiteUat

ColourfulSiteUat

Add User
Create Group
Current Site DDI 01427807376

Manage ColourfulSiteUat

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

Step 3

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.

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

Dashboard / Site Management / ColourfulSiteUat / Music on Hold

ColourfulSiteUat Music on Hold

Manage ColourfulSiteUat

General Settings

☐ Enable during call hold
☐ Enable during call park
☐ Enable while caller holding

External Calls

☒ Use System Default
☐ Custom Audio File
Upload File [Browse](#) [?](#)

Internal Calls

☐ Use a different source for internal calls
☒ Use System Default
☐ Custom Audio File
Upload File [Browse](#) [?](#)

Save



Nuisance Call Management for Horizon Call Groups

This is the ability to reject incoming calls from a user defined list and/or anonymous numbers directly via the Hunt, Auto Attendant (AA) Call Queue (CQ) and Call Centre (CC) 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.

The announcements are system wide and cannot be customised on a per Company or Call Group basis.

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

Call Groups	Device Management	Administration
Auto Attendant		
Call Pickup		
Call Parking		
Hunt Group		
Call Queue Group	Used	Available
Instant Conference Group		4
Page Group		12
Call Centre		7
Call Barge		5
		6
	1	6

To set up the NCM option for a Call Group find the group you wish to modify 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:

Search

Name	Site	Department	Phone Number	Status	
<input type="checkbox"/> Hunt Group Test	ColourfulSiteUat	first department			Deactivate
<input type="checkbox"/> Test Hunt Group 1	ColourfulSiteUat	first department	(4321)		Deactivate

Delete Selected Add

The NCM feature can be found under the Advanced Settings tab for all 4 Call Group types.

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

Group Details

Name:

Department:

Username: @ uat.branding.com

WH?T

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.

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

Dashboard / Group Management / Hunt Group / **Edit Hunt Group**

Edit Hunt Group Test

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

Advanced Settings

☒ Enable Virtual Package

WH?T

Status	Name		
	Schedule	Activate	
	Call Forwarding	Activate	
	Call Forwarding When Busy	Activate	
	Nuisance Call Management		

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.

Nuisance Call Management


off

Reject Withheld Numbers

off

Enable/Disable the Blacklist

Add Blacklist Number:




+

Add

Blacklist Numbers:

01234567890



WH?T

✓

Save

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

off

Reject Withheld Numbers

on

Enable/Disable 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.

on

Reject Withheld Numbers

on

Enable/Disable the Blacklist

Will only reject those incoming calls where the callers ID is anonymous or withheld.

on

Reject Withheld Numbers

off

Enable/Disable the Blacklist

Availability Profiles

Availability (Express) Profiles enables users to pre-configure multiple profiles for managing incoming calls differently based on the user's status. There are four pre-set profiles with the available options:

Profile	Option 1	Option 2	Option 3
Available In Office	Also ring this number	If I'm busy: Send to Voicemail Forward call to...	If I do not answer: Send to Voicemail Forward call to...
Available Out of Office	Send to voicemail	Forward call to...	Send me an email at...
Busy	Send all calls to voicemail...	But forward the following numbers to...	Send me an email at...
Unavailable	Send all calls to voicemail...	But forward the following numbers to...	Have voicemail take the call using: No answer greeting Unavailable greeting

If a user elects to use Availability Profiles then this takes precedence over all other service settings associated with processing incoming calls. A user can have either one or no profile activated at any one time.

Give permission to a user to use Availability Profiles

Step 1

Click the "Users" option and then select "List Users" so you can search for the user that you want setup Availability Profiles for.

Locate the user and click the "Edit" button.

Step 2

Click the "Permissions" tab and select "This user can use Profile" to On or Off.



Edit Bernice Test

Profile	Personal Details	DDI	Services	Call Setup	Permissions	Phone	Barring	Call Centre
Access and Permissions								
This User can enable Call Forwarding <input type="checkbox"/> off			This User can use Advanced Call Setup <input type="checkbox"/> off			This User can use CLI presentation <input type="checkbox"/> off		
This User can use Profiles <input type="checkbox"/> off			This User can use Remote Office <input type="checkbox"/> off					
Device Customisation Permissions								
This User can customise their linekeys <input checked="" type="checkbox"/> on								
Save								

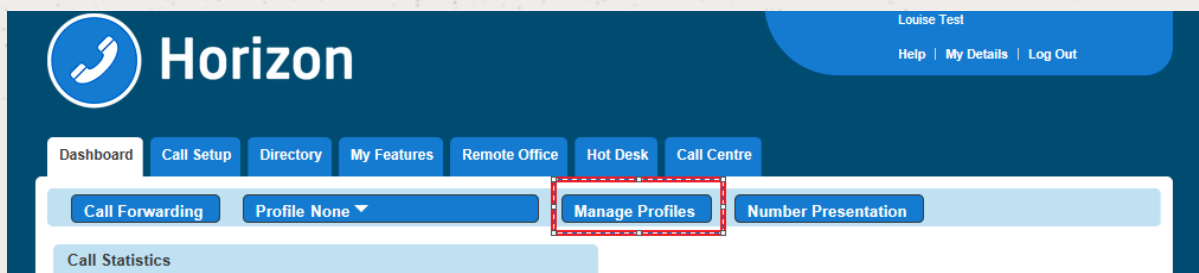
Setup and Edit Availability Profiles as a User

Step 1

Log into the Horizon Web Portal as a Horizon User and click on "Manage Profiles"

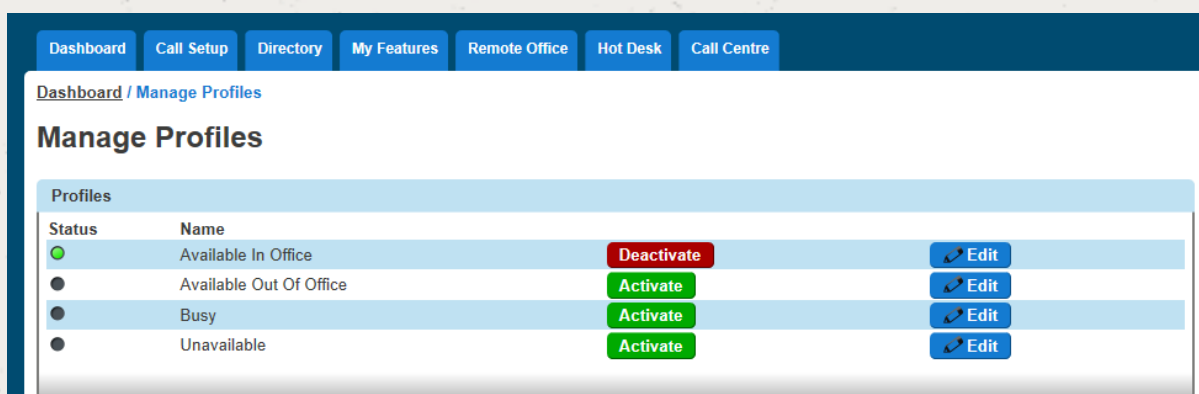


If you cannot see the "Manage Profiles" button then you need to be granted this access by the Company Administrator



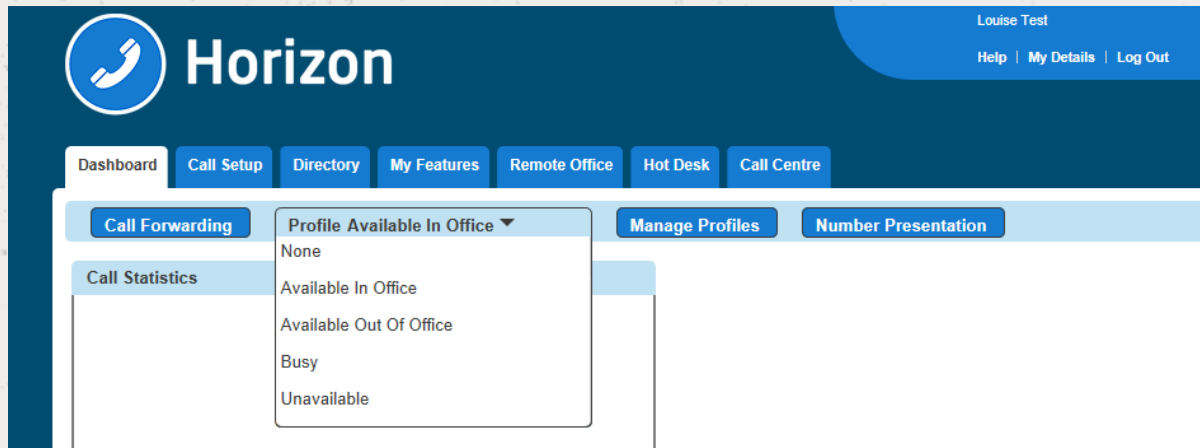
Step 2

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



Activate Availability Profiles as a User

To activate an availability profile as a user you simply just have select the profile you want from the Horizon Dashboard.



Remote Office

Remote office allows a Horizon user to use any phone as their 'Horizon phone' - meaning they will not 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.

⚠ If a user has a restriction to mobile phones (calling them or transferring to them) then Remote Office to a mobile phone will not work. A "This call cannot be completed" message will be played.

Give permission to a user to use Remote Office

Step 1

Click the "Users" option and then select "List Users" so you can search for the user that you want grant Remote Office permissions to.

Locate the user and click the "Edit" button.

Step 2

Click the "Permissions" tab and select "This user can use Profile" to On or Off.

The screenshot shows the Horizon user management interface. At the top, there's a navigation bar with 'Horizon' and a phone icon. Below it, a menu bar includes 'Dashboard', 'Users', 'Site Management', 'Call Groups', 'Device Management', 'Administration', and 'Statistics'. The 'Users' menu is expanded, showing 'Dashboard / User Management / Edit User'. The main content area is titled 'Edit Bernice Test' and has several tabs: 'Profile', 'Personal Details', 'DDI', 'Services', 'Call Setup', 'Permissions' (selected), 'Phone', 'Barring', and 'Call Centre'. Under the 'Permissions' tab, there's a section 'Access and Permissions' with four toggle switches: 'This User can enable Call Forwarding' (off), 'This User can use Advanced Call Setup' (off), 'This User can use CLI presentation' (off), and 'This User can use Remote Office' (off). A black arrow points to the 'This User can use Remote Office' toggle. Below this is a section 'Device Customisation Permissions' with one toggle: 'This User can customise their linekeys' (off). A 'Save' button is at the bottom right.

Activate / Deactivate Remote Office as a User

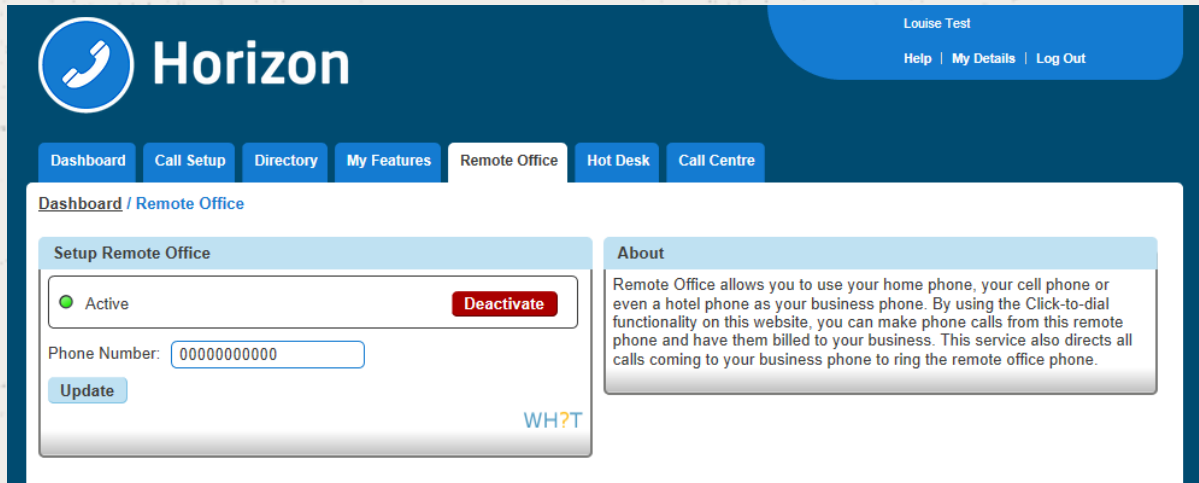


Step 1

Log into the Horizon Portal as a user and if the user has permission to use Remote Office they will see "Remote Office" as an option in the menu bar. Select this to load up the Remote Office page.

Step 2

You can then input the phone number you would like to use for remote office and click 'Activate' or 'Deactivate'.



The screenshot shows the Horizon Portal interface. At the top, there's a header with the Horizon logo and the name 'Louise Test' with links for 'Help', 'My Details', and 'Log Out'. Below the header is a navigation bar with buttons for 'Dashboard', 'Call Setup', 'Directory', 'My Features', 'Remote Office' (which is highlighted), 'Hot Desk', and 'Call Centre'. The main content area is titled 'Dashboard / Remote Office'. It features a 'Setup Remote Office' section with a toggle switch set to 'Active' and a 'Deactivate' button. Below this is a 'Phone Number' field containing '0000000000' and an 'Update' button. To the right, there's an 'About' section explaining that Remote Office allows users to use their home, cell, or hotel phone as their business phone, and that calls are billed to the business and directed to the remote office phone. The WH?T logo is visible in the bottom right corner of the setup section.

How to make outgoing calls using Remote Office

Step 1


Log into the Horizon Portal as a user and if the user has permission to use Remote Office they will see "Remote Office" as an option in the menu bar. Select this to load up the Remote Office page.

Step 2

Make sure that Remote Office is activated.

Outgoing calls must be made through the Horizon Portal using Click to Dial. You can either enter the telephone number you would like to call and tick the blue "Dial" button or click the blue telephone icon next to someone in the Company Directory.





Horizon

Louise Test
[Help](#) | [My Details](#) | [Log Out](#)

Dashboard

Call Setup

Directory

My Features

Remote Office

Hot Desk

Call Centre

Call Forwarding

Profile Available In Office ▾

Manage Profiles

Number Presentation

Call Statistics

Missed

Placed

Received

Directory

Search

Dial

Louise Test (1234)

mike test (07731132140)

Mike Test (1796)

Mircea Test (3242)

Test (8767)

Test Hunt Group 1 (4321)

TestCC (01427807622)

How to receive calls using Remote Office

Incoming calls will be delivered directly to the number that has been enabled for Remote Office.



Sequential Ringing

Sequential Ringing enables users to define a list of phone numbers that are alerted sequentially for incoming calls that match specified criteria. While Horizon searches for the user, the calling party is provided with a greeting followed by periodic comfort announcements. The caller can also interrupt the search to leave a message by pressing a telephone key. The user must set the number of rings after which the sequence will continue to the next phone number.

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.

Enable/Disable Sequential Ringing



A company Administrator sets up Sequential Ringing for a user.

Step 1

Click the "Users" option and then select "List Users" so you can search for the user that you want set up Sequential Ringing for.

Locate the user and click the "Edit" button.

Step 2

Click the "Call Setup" tab and under "Incoming Calls" select Advanced and Sequential Ringing. Within the Sequential Ringing setup, you can enable/disable.

For basic Sequential Ringing you can enter up to five numbers to call moving on to the next number after a defined number of rings (between 2 and 5 rings).

The screenshot shows the Horizon web interface. At the top, there's a navigation bar with the Horizon logo and a user profile section (BrandingCompanyUat, Direct Access, Help, Change Password, Log Out). Below this is a main navigation menu with tabs: Dashboard, Users, Site Management, Call Groups, Device Management, Administration, and Statistics. The 'Users' tab is selected, and the breadcrumb trail shows 'Dashboard / User Management / Edit User'. The main content area is titled 'Edit Bernice Test' and has several sub-tabs: Profile, Personal Details, DDI, Services, Call Setup, Permissions, Phone, Barring, and Call Centre. The 'Call Setup' tab is active. On the left side of the 'Call Setup' tab, there's a sidebar menu with categories: 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), and Settings (Call Forwarding, Hot Desk, Manage Profile, Remote Office). The 'Sequential Ring' option is highlighted. The main content area for 'Sequential Ring' has a section 'Enable Sequential Ring' with a toggle switch set to 'off'. Below this is a section 'My Phone Numbers' with five input fields for phone numbers, each with a magnifying glass icon. At the bottom, there's a 'Settings' section with a dropdown menu set to '3' and the text 'Move on to next number after 3 rings'. There are 'Advanced' and 'Save' buttons at the bottom right.



Step 3

If you would like to have Sequential Ringing for just certain numbers or would like to use Sequential Ringing during certain hours then click on the "Advanced Button".

See our guide on Schedules for help with setting up schedules and how to apply them.

The screenshot shows the Horizon web interface. At the top, there's a navigation bar with the Horizon logo and links for Direct Access, Help, Change Password, and Log Out. Below this is a secondary navigation bar with tabs for Dashboard, Users, Site Management, Call Groups, Device Management, Administration, and Statistics. The main content area is titled 'Edit User' and 'Edit Bernice Test'. It has a sub-navigation bar with tabs for Profile, Personal Details, DDI, Services, Call Setup (which is active), Permissions, Phone, Barring, and Call Centre. On the left, there's 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, Manage Profile, Remote Office). The 'Call Setup' section is titled 'Sequential Ring'. It has two main sections: 'Restrict by Calling Number' and 'Restrict by Schedule'. The 'Restrict by Calling Number' section has two radio buttons: 'Apply to call from any number' (unselected) and 'Apply to these numbers' (selected). Below this is a large empty text area for entering numbers, with a search icon and an 'Add' button. The 'Restrict by Schedule' section has two radio buttons: 'Use ringing all the time' (unselected) and 'Use ringing during a schedule' (selected). Below this are two rows: 'Open Hours' and 'Closed Hours', each with a dropdown menu set to 'None' and a '+' button. At the bottom right of the 'Call Setup' section are 'Back' and 'Save' buttons.

Schedules

You can set up schedules within Horizon for certain features to behave a certain way during certain times of the day.

Setup Schedules

Step 1

Select the Call Group that you want to apply the schedule to using the Call Groups menu and then click Edit. Select Advanced Settings, set Enable Virtual Package to On and click Edit next to Schedule.

Step 2

In Closed hours, you can select either a predefined schedule you have previously set up or click the + icon to create a new schedule.

Dashboard / Group Management / Hunt Group / Edit Hunt Group

Edit Test Hunt Group 1

Account	Options	Select Users	Assign Number	Voicemail	Advanced Settings
Advanced Settings <input checked="" type="checkbox"/> Enable Virtual Package					
Advanced Features					
Status	Name				
<input checked="" type="radio"/>	Schedule		Activate		Edit
<input checked="" type="radio"/>	Call Forwarding		Activate		Edit
<input checked="" type="radio"/>	Call Forwarding When Busy		Activate		Edit
<input checked="" type="radio"/>	Nuisance Call Management				Edit
Schedule					
Forward To: 654321					
<input type="radio"/> Do not use a schedule <input checked="" type="radio"/> Use the following schedule					
Closed Hours: All Hours					
Additional Routing: None					
Save					

Step 3

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, the colour you would like to assign to the schedule for appearing on the calendar and then click "+ Create".



Schedule Setup

Schedule Setup

Name:

Type:

☐ Closed
☒ Open

Colour:

■

+ Create

Step 4

Now you can Add Events to the schedule, therefore building the schedule. Name the event, if the event is all day 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.

Recommended if you want an out of hours schedule - select all days apart from Saturday and Sunday.

Schedule Setup

Events

Add Event

Create Event

Name:

All Day Event:

☒

Start Date:

12/01/19

12

End Date:

12/01/19

12

Recurs:

Never

?

+ Create

Example out of hours schedules (Company open hours 09:00 - 17:00 Monday to Friday)

Your first event should cover the morning out of hours, in this case from 00:00 (midnight) – 08:59. We want this to recur weekly on Monday – Friday so you will need to tick Mon/Tue/Wed/Thu/Fri and click create at the bottom.

The screenshot shows the 'Create Event' modal window. On the left, there is a sidebar with three buttons: 'Schedule Setup', 'Events', and 'Add Event'. The 'Add Event' button is highlighted. The main form has the following fields: 'Name' (OOH AM), 'All Day Event' (unchecked), 'Start Date' (12/01/19), 'Time' (00:00), 'End Date' (12/01/19), 'Time' (08:59), 'Recurs' (Weekly), and a section for recurrence details. The recurrence details include 'This event recurs every 1 week(s)', a list of days (Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday) with checkboxes, and 'Stop recurring' options (Never, After 1 occurrences, On). A '+ Create' button is at the bottom.

The next step is to click 'Add' in the events page which will then take you back to the creating a new event page. Create your afternoon out of hours, in this case from 17:00 – 23:59. We also want this event to recur weekly from Monday – Friday.

The screenshot shows the 'Create Event' modal window for an afternoon out of hours event. The fields are: 'Name' (OOH PM), 'All Day Event' (unchecked), 'Start Date' (12/01/19), 'Time' (17:00), 'End Date' (12/01/19), 'Time' (23:59), 'Recurs' (Weekly), and a section for recurrence details. The recurrence details include 'This event recurs every 1 week(s)', a list of days (Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday) with checkboxes, and 'Stop recurring' options (Never, After 1 occurrences, On). A '+ Create' button is at the bottom.

You will now need to add in the weekend section. As the office is closed all weekend we can leave 'All Day Event' ticked. We want this to recur weekly on Saturdays and Sundays.

Name	Edit
OOH AM	Edit
OOH PM	Edit
OOH WEEKENDS	Edit

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

After you have saved all of your events, you will see them here under 'Events' where you can either add more, edit the existing events or if you are happy with what is already created, click the X to close this pop-out.

Once you are happy with your events, click the X and you should now see this page. You will need to input a CLI or extension number into the Forward To: box. This is where calls will be diverted to whenever it is within the scheduled hours.

Please note if you wish to forward the call to the voicemail box of this particular group, you will need to input the company voice portal extension here (the extension only, as when putting in the full DDI for the voice portal it will act as if you are calling the company voice portal).

After you have created your schedule and have inputted the number you wish for calls to forward to during the scheduled hours, click 'save' at the bottom of the page to save your schedule settings. and to activate this schedule click the 'Activate' button halfway up the page and then click 'save' again.

Edit Schedules

Step 1

Select "Site Management" and click on the Manage button the site you want to create a schedule for.

Manage Sites	
Site Name:	<input type="text"/> Search
Sites	
Name	
ColourfulSiteUat	Manage

Step 2

Click on the "Schedules" button.

[Dashboard](#) / [Site Management](#) / [ColourfulSiteUat](#)

ColourfulSiteUat

[Add User](#) [Create Group](#) [Current Site DDI 01427807376](#)

Manage ColourfulSiteUat


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
[Music 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](#)

Step 3

Click on the "Edit" button of the schedule that you want to edit.

 **Horizon**
BrandingCompanyUat
Direct Access
[Help](#) | [Change Password](#) | [Log Out](#)

[Dashboard](#) [Users](#) [Site Management](#) [Call Groups](#) [Device Management](#) [Administration](#) [Statistics](#)

[Dashboard](#) / [Site Management](#) / [ColourfulSiteUat](#) / [Manage Schedules](#)

Manage ColourfulSiteUat Schedule [Manage ColourfulSiteUat](#)

◀ ▶ today January 2019 month week day

Mon	Tue	Wed	Thu	Fri	Sat	Sun
31	1	2	3	4	5	6
7	8	9	10	11	12 OOH WEEKENDS	13 OOH WEEKENDS
14 0:59 - 8:59 OOH AM 17:00 - 23:59 OOH PM	15 0:59 - 8:59 OOH AM 17:00 - 23:59 OOH PM	16 0:59 - 8:59 OOH AM 17:00 - 23:59 OOH PM	17 0:59 - 8:59 OOH AM 17:00 - 23:59 OOH PM	18 0:59 - 8:59 OOH AM 17:00 - 23:59 OOH PM	19 OOH WEEKENDS	20 OOH WEEKENDS
21 0:59 - 8:59 OOH AM 17:00 - 23:59 OOH PM	22 0:59 - 8:59 OOH AM 17:00 - 23:59 OOH PM	23 0:59 - 8:59 OOH AM 17:00 - 23:59 OOH PM	24 0:59 - 8:59 OOH AM 17:00 - 23:59 OOH PM	25 0:59 - 8:59 OOH AM 17:00 - 23:59 OOH PM	26 OOH WEEKENDS	27 OOH WEEKENDS
28 0:59 - 8:59 OOH AM 17:00 - 23:59 OOH PM	29 0:59 - 8:59 OOH AM 17:00 - 23:59 OOH PM	30 0:59 - 8:59 OOH AM 17:00 - 23:59 OOH PM	31 0:59 - 8:59 OOH AM 17:00 - 23:59 OOH PM	1 0:59 - 8:59 OOH AM 17:00 - 23:59 OOH PM	2 OOH WEEKENDS	3 OOH WEEKENDS
4 0:59 - 8:59 OOH AM 17:00 - 23:59 OOH PM	5 0:59 - 8:59 OOH AM 17:00 - 23:59 OOH PM	6 0:59 - 8:59 OOH AM 17:00 - 23:59 OOH PM	7 0:59 - 8:59 OOH AM 17:00 - 23:59 OOH PM	8 0:59 - 8:59 OOH AM 17:00 - 23:59 OOH PM	9 OOH WEEKENDS	10 OOH WEEKENDS

Open Hours **Closed Hours**

Schedules

<input type="checkbox"/>	Name	Type	Edit
<input checked="" type="checkbox"/>	All Hours	Open	Edit
<input type="checkbox"/>	test	Open	Edit

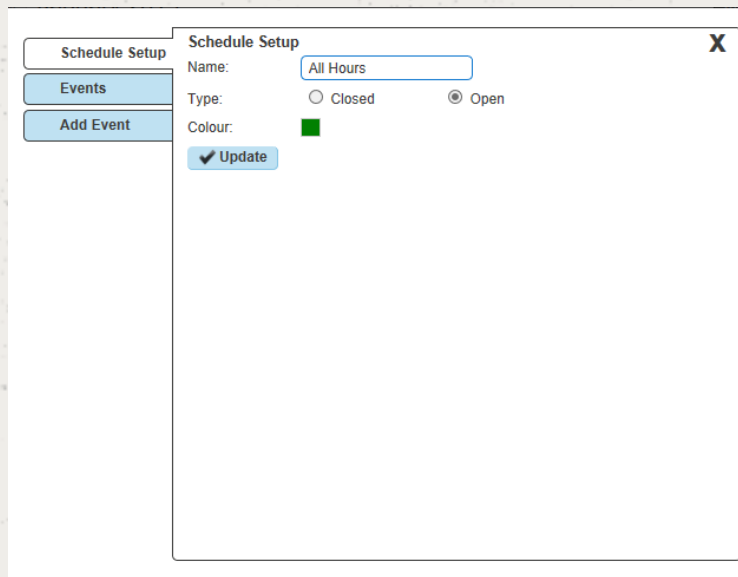
[Delete Selected](#) [Add](#)

Horizon Copyright© 2019

Step 4



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

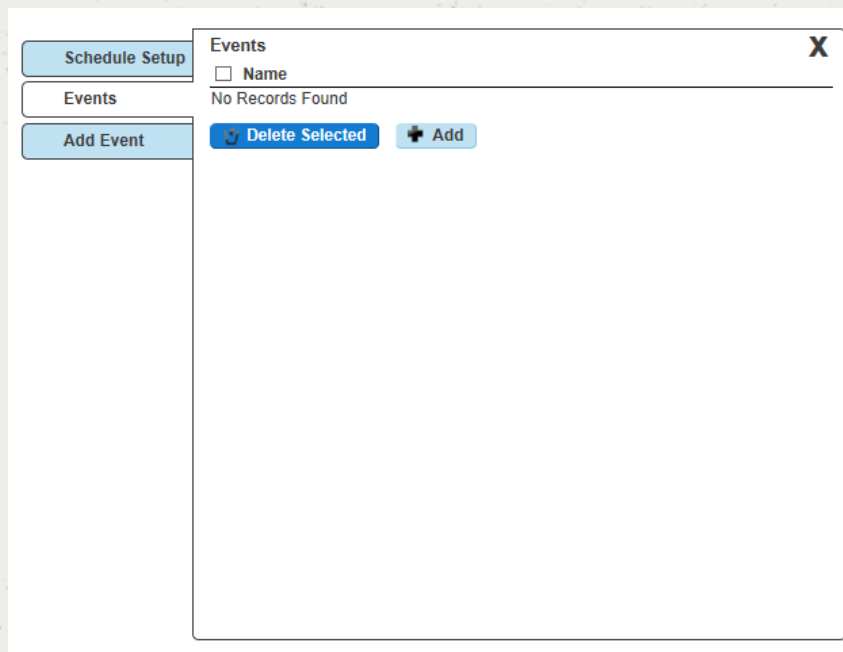


The screenshot shows a dialog box titled "Schedule Setup" with a close button (X) in the top right corner. On the left side, there is a vertical menu with three buttons: "Schedule Setup" (highlighted), "Events", and "Add Event". The main area of the dialog contains the following fields and controls:

- Name:** A text input field containing "All Hours".
- Type:** Two radio buttons labeled "Closed" and "Open". The "Open" radio button is selected.
- Colour:** A small green square color picker.
- Update:** A blue button with a checkmark icon and the text "Update".

Step 5

"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.

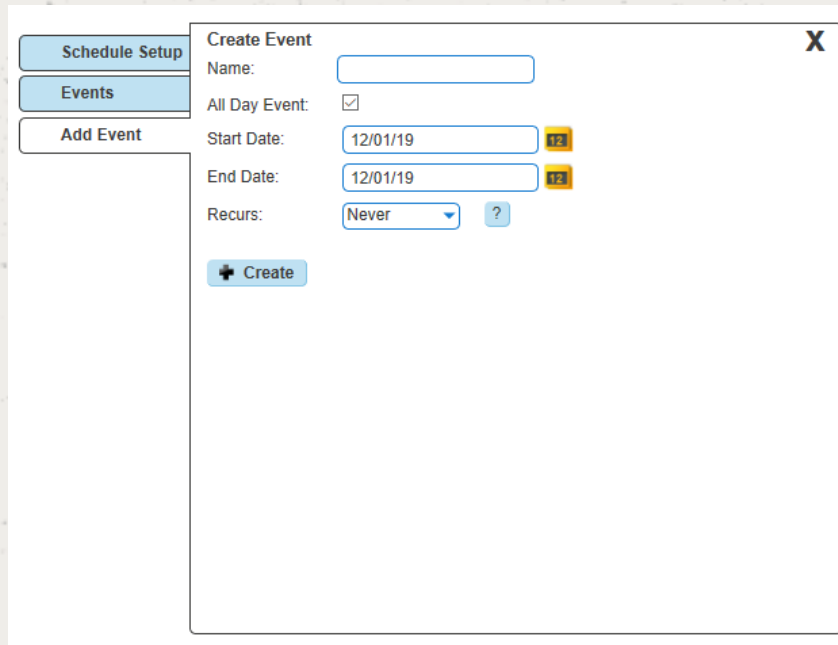


The screenshot shows a dialog box titled "Events" with a close button (X) in the top right corner. On the left side, there is a vertical menu with three buttons: "Schedule Setup", "Events" (highlighted), and "Add Event". The main area of the dialog contains the following elements:

- Name:** A text input field with a small square selection box to its left.
- No Records Found:** Text indicating that no events are currently listed.
- Delete Selected:** A blue button with a trash can icon.
- Add:** A blue button with a plus icon.

Step 6

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



The screenshot shows a 'Create Event' dialog box with a sidebar on the left containing three buttons: 'Schedule Setup', 'Events', and 'Add Event'. The 'Add Event' button is highlighted. The main area of the dialog is titled 'Create Event' and contains the following fields:

- Name:** A text input field.
- All Day Event:** A checkbox that is checked.
- Start Date:** A date picker showing '12/01/19' with a calendar icon.
- End Date:** A date picker showing '12/01/19' with a calendar icon.
- Recurs:** A dropdown menu set to 'Never' with a help icon.
- + Create:** A button to save the event.

Twinning

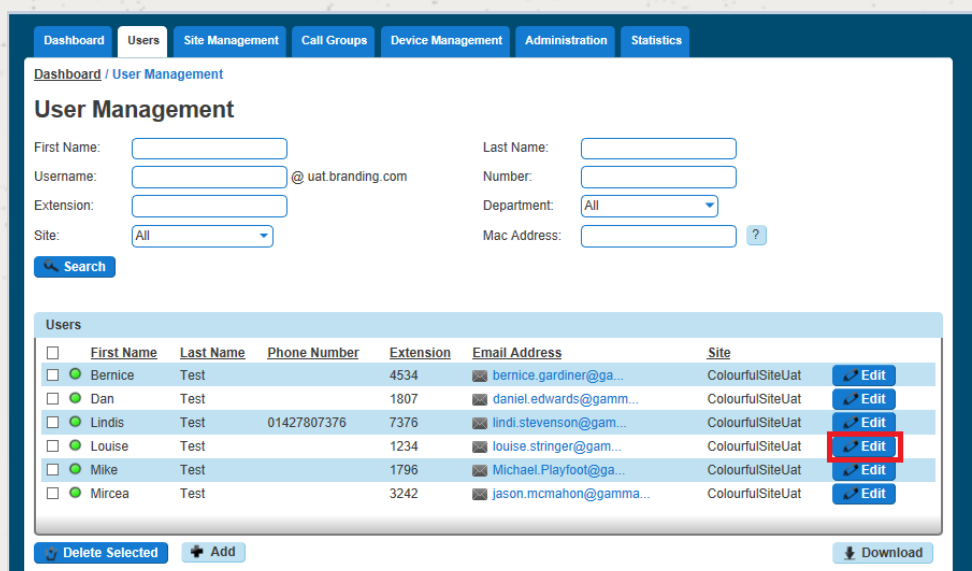
Twinning is a service that allows a user to use their mobile phone, or any other non-Horizon handset to behave as if it was part of the Horizon Company. For example, if someone calls your Horizon handset and you have got twinning enabled to a mobile phone, your mobile will ring at the same time as your Horizon handset, allowing you freedom to answer your calls from anywhere.

Enable/Disable Twinning as an Administrator

Step 1

Click the "Users" option and then select "List Users" so you can search for the user that you want Twinning set up for.

Locate the user and click the "Edit" button.



The screenshot shows the 'User Management' interface. At the top, there are tabs for Dashboard, Users, Site Management, Call Groups, Device Management, Administration, and Statistics. Below the tabs, there's a search bar and a 'Search' button. The main section is titled 'User Management' and contains a table of users. The table has columns for First Name, Last Name, Phone Number, Extension, Email Address, and Site. The user 'Louise' is highlighted, and the 'Edit' button next to her name is circled in red. Below the table, there are buttons for 'Delete Selected', 'Add', and 'Download'.

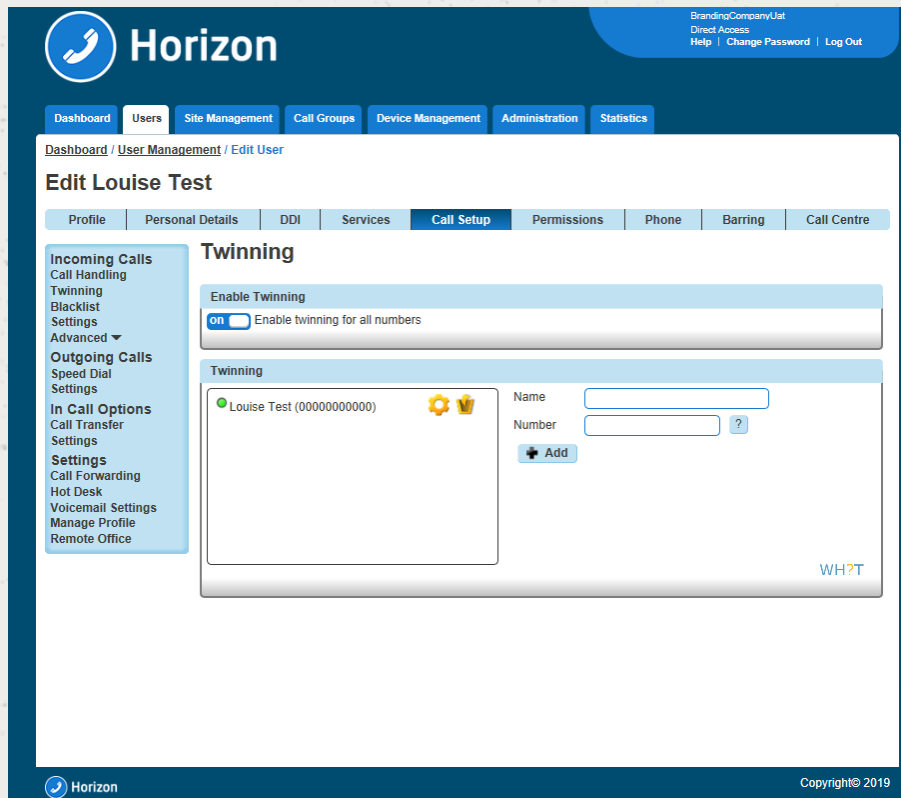
	First Name	Last Name	Phone Number	Extension	Email Address	Site	
<input type="checkbox"/>	Bernice	Test		4534	bernice.gardiner@ga...	ColourfulSiteUat	Edit
<input type="checkbox"/>	Dan	Test		1807	daniel.edwards@gamm...	ColourfulSiteUat	Edit
<input type="checkbox"/>	Lindis	Test	01427807376	7376	lindi.stevenson@gam...	ColourfulSiteUat	Edit
<input type="checkbox"/>	Louise	Test		1234	louise.stringer@gam...	ColourfulSiteUat	Edit
<input type="checkbox"/>	Mike	Test		1796	Michael.Playfoot@ga...	ColourfulSiteUat	Edit
<input type="checkbox"/>	Mircea	Test		3242	jason.mcmahon@gamma...	ColourfulSiteUat	Edit

Step 2

Click "Call Setup" and then under the "Incoming Calls" section of the side-menu, click "Twinning".

From here you can enable twinning; enter the number(s) that you would like to add for a user. You can have up to 7 numbers per user.





Enable/Disable Twining as a User

Enable / Disable Twining using the Horizon Portal

Step 1

Log into the Horizon Portal and log in as a user.

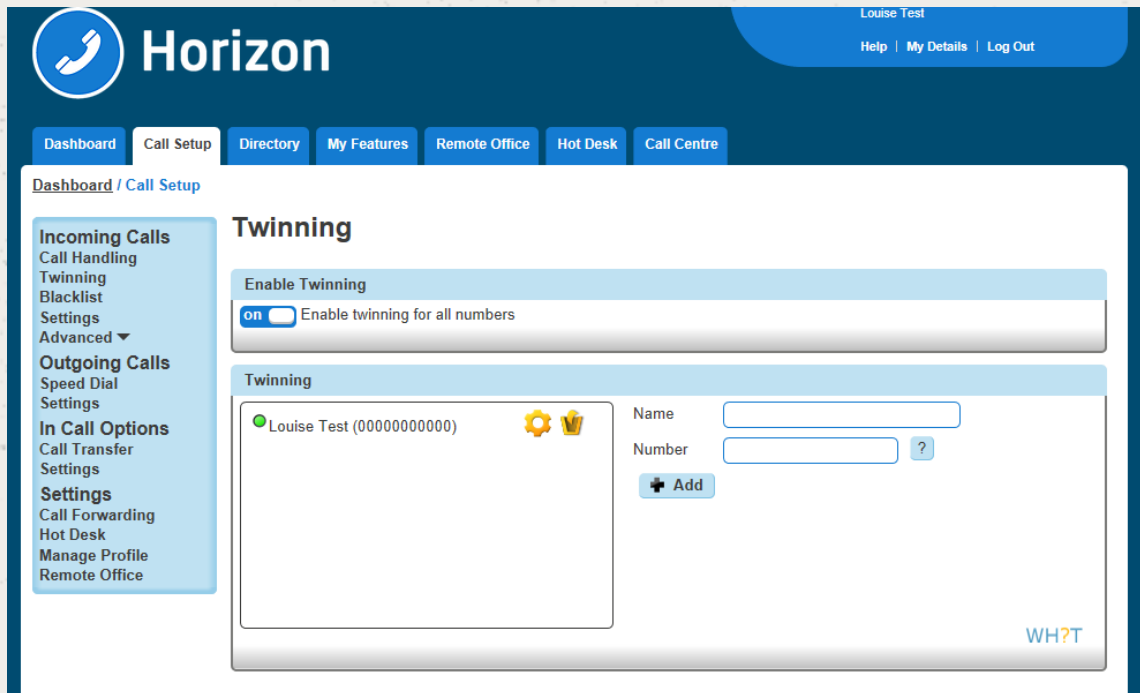
Step 2

From the menu bar select Call Setup and the Twining.

From here you can add a new number and give it a name (though you do not have to) and then click Add. You can also delete any numbers by clicking the Bin icon.

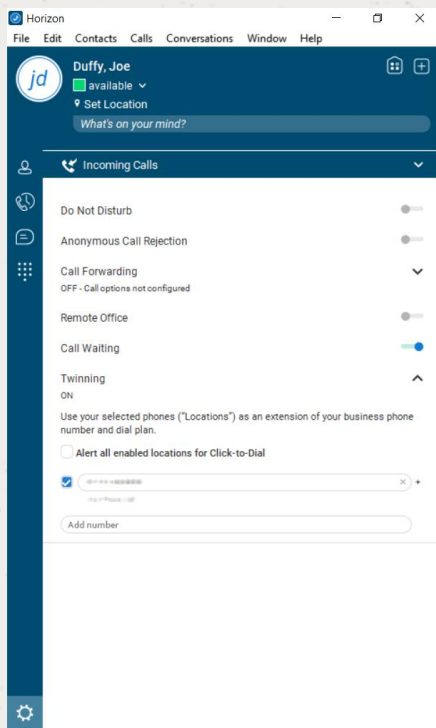
If there is a green light next to a number, this means that twining is active with that number. A red light means that this is switched off.

A user can have up to 7 numbers set up for twining.



Enable / Disable Twinning using the PC Soft Client and Collaborate

A user can enable / disable Twinning using the PC Client by clicking the Settings icon, Incoming Calls and then Twinning and then you can either select "Configure" to add/delete numbers, or by selecting/de-selecting an already configured number.



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 passcode if needed.



For this feature to work a site DDI needs to be setup under the Site Management pages.

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.

Setup a Company Voice Portal

Step 1

Select "Administration" and then "Voice Portal" and then select the site that you want the Voice Portal to be against (The voice portal will be created on a company level, and it will be available for all users across all of the sites within the company).

Step 2

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.



Managing a Company via the Voice Portal

Option 1 - Voicemail

1 - Messages

This plays all new or saved messages

2 - Change the busy greeting

Within this option you can:

Record a new Busy greeting - allows you to record a fully personalised message without any additional messaging.

Play the saved message - lets you listen back to the current saved message.

Implement the system default - to reset the message to the system default with your personalised name greeting. To manage your name greeting, use Option 3 on the voice portal.

Please note the personalised name greeting is a maximum of 10 seconds

3 - Change the no answer greeting

Within this option you can:

Record a new No Answer greeting - allows you to record a fully personalised message without any additional messaging.

Play the saved message - lets you listen back to the current saved message.

Implement the system default - to reset the message to the system default with your personalised name greeting. To manage your name greeting, use Option 3 on the voice portal.

Please note the greeting maximum is 120 seconds (2minutes)

5 - Record and Send Messages

This enables you to record a message and forward it to another user's mailbox. To do this, follow the in-call instructions to record your message, type the extension and send.

7 - Delete all messages

Allows you to delete all stored messages on your mailbox.

Option 2 - Voicemail Express

To use this option, you need to set up an Availability Profile - e.g. Available, Unavailable, Busy - in the Horizon Portal. Once set up, you have the option to implement each profile, whether you are in the office or on the move, by selecting the corresponding option.

Changes made in Voicemail Express will also appear in the Horizon portal.

Option 3 - Recording your name greeting



This lets you record or adjust your mailbox name greeting, as well as being the name used on the system default voicemail greeting.

Option 4 - Call Forwarding

This can also be set up and managed through the Horizon portal, where you will also have the ability to define, activate, and de-activate call forwarding on your user account. See Call Forwarding for more details.

Option 8 - Call Forwarding

You can change your passcode using the voice portal or via the Horizon portal.



Voicemail

For Voicemail to work, the Horizon Company needs the Voice Portal to be set up first.

Voicemails have a 30-day limit. 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 capacity on a voicemail is 100 minutes. After this, the caller will be unable to leave a voicemail message.

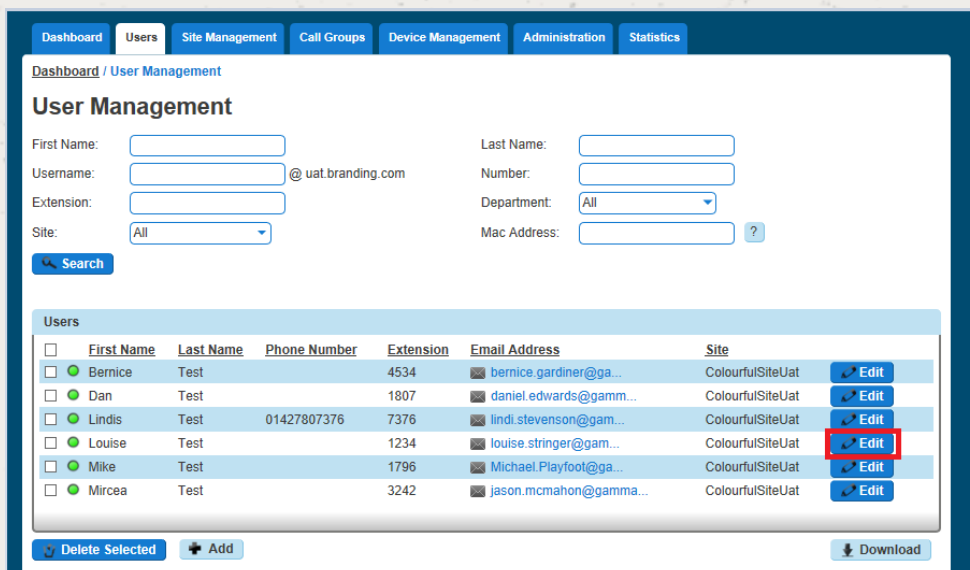
The user can skip to the end of the voicemail message by pressing 6.

Setup Voicemail for a user

Step 1

Click the "Users" option and then select "List Users" so you can search for the user that you want Voicemail set up for.

Locate the user and click the "Edit" button.



The screenshot shows the 'User Management' interface. At the top, there are tabs for Dashboard, Users, Site Management, Call Groups, Device Management, Administration, and Statistics. Below the tabs, there's a 'User Management' section with input fields for First Name, Last Name, Username, Extension, Site, Number, Department, and Mac Address. A 'Search' button is also present. Below the search fields, there's a table of users. The table has columns for First Name, Last Name, Phone Number, Extension, Email Address, and Site. The user 'Lindis' is highlighted, and the 'Edit' button next to her name is circled in red.

	First Name	Last Name	Phone Number	Extension	Email Address	Site	
<input type="checkbox"/>	Bernice	Test		4534	bernice.gardiner@ga...	ColourfulSiteUat	Edit
<input type="checkbox"/>	Dan	Test		1807	daniel.edwards@gamm...	ColourfulSiteUat	Edit
<input type="checkbox"/>	Lindis	Test	01427807376	7376	lindi.stevenson@gam...	ColourfulSiteUat	Edit
<input type="checkbox"/>	Louise	Test		1234	louise.stringer@gam...	ColourfulSiteUat	Edit
<input type="checkbox"/>	Mike	Test		1796	Michael.Playfoot@ga...	ColourfulSiteUat	Edit
<input type="checkbox"/>	Mircea	Test		3242	jason.mcmahon@gamma...	ColourfulSiteUat	Edit

Step 2

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



Dashboard / User Management / Edit User

Edit Louise Test

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

Service Pack

☒ Premium 2 Left

[Request More](#) ?

WH?T

Optional Extras

<input type="checkbox"/> Integrator	1 Left
<input type="checkbox"/> Integrator - Bullhorn	2 Left
<input type="checkbox"/> Integrator CRM	2 Left
<input type="checkbox"/> Integrator EMIS	2 Left
<input type="checkbox"/> Receptionist	2 Left
<input type="checkbox"/> TAPI Driver	2 Left
<input checked="" type="checkbox"/> Voice Mail	0 Left

[Request More](#) ?

WH?T

Step 3

Click "Call Setup" and under the Settings header, click "Voicemail Settings". Here, you can choose which file is to be played upon no answer as well as choosing to receive an email notification when a voice mail is left.

Horizon

BrandingCompany/lat
Direct Access
Help | Change Password | Log Out

Dashboard / User Management / Edit User

Edit Louise Test

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

Incoming Calls

Call Handling

Twinning

Blacklist

Settings

Advanced

Outgoing Calls

Speed Dial

Settings

In Call Options

Call Transfer

Settings

Settings

Call Forwarding

Hot Desk

Voicemail Settings

Manage Profile

Remote Office

Voicemail Settings ?

Announcement

☒ Use Default with Personalised Name Audio [Browse](#) ?

☐ Use My Audio file [Browse](#) ?

Notification Settings

☒ Notify Me at This Address

Voicemail Options

☐ Send All Calls to Voicemail

☐ Transfer to "0"

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

WH?T

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Step 4

Now select "Call handling" under the Incoming Calls menu so that you can set up what calls should be sent to the user's voicemail, and when.



Horizon

BrandingCompanyUrl
Direct Access
Help | Change Password | Log Out

Dashboard Users Site Management Call Groups Device Management Administration Statistics

Dashboard / User Management / Edit User

Edit Louise Test

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

Call Handling

When I'm Busy

☒ No Action

☐ Forward the call to: 00000000000

☐ Send the call to voicemail

When I don't answer

after 6 rings

☒ No Action

☐ Forward the call to: 00000000000

☐ Send the call to voicemail

When I'm Unreachable

☒ No Action

☐ Forward the call to: 00000000000

Voicemail Settings Save

Setup Voicemail from a handset

You can setup voicemail directly from a user's handset, including personalised name greetings, no answer greetings and busy greetings. This can be applied to both a user or group telephone number.

Step 1

Dial the company Voice Portal and enter the user or group extension number when prompted for an ID.

Step 2

Enter the passcode of the user / group.

If the user does not know their password, then this can always be reset in the "Edit User" tab on the Horizon Portal.

A hunt group passcode can be manually set in the "Edit Hunt Group" page under the Voicemail tab.

Step 3

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 do this in order to proceed.

Step 4

After this is complete the user should be presented with the following 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'.

Step 5

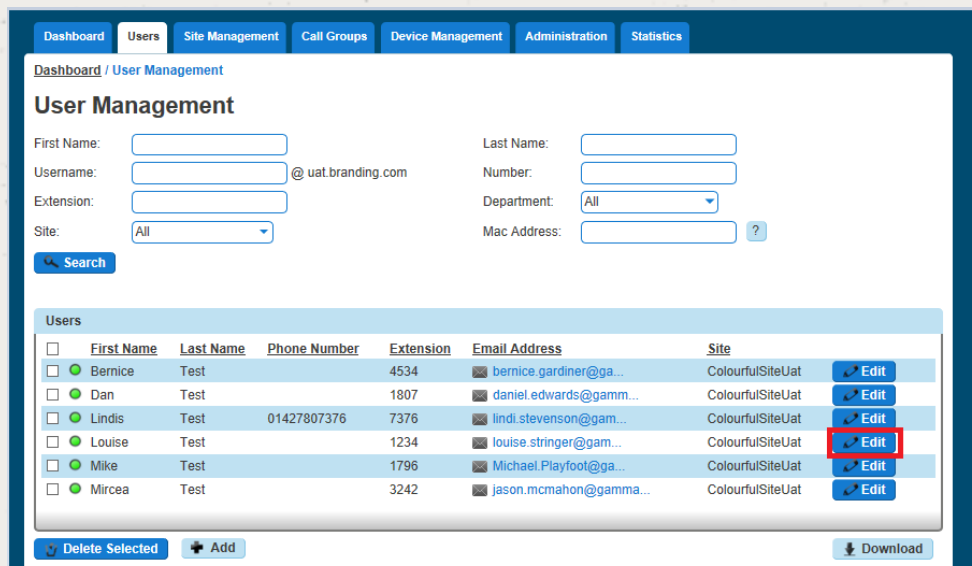
Finally, you will need to specify on the Horizon Portal what message you would wish to use during "No Answer" and "Busy" actions

Change a user's passcode for Voicemail

Step 1

Click the "Users" option and then select "List Users" so you can search for the user that you want to change the passcode for.

Locate the user and click the "Edit" button.



The screenshot shows the 'User Management' interface. At the top, there are tabs for Dashboard, Users, Site Management, Call Groups, Device Management, Administration, and Statistics. Below the tabs, the 'User Management' section is active. It contains search filters for First Name, Last Name, Username, Extension, Site, Last Name, Number, Department, and Mac Address. A 'Search' button is located below the filters. Below the search filters, there is a table of users. The table has columns for First Name, Last Name, Phone Number, Extension, Email Address, and Site. The user 'Louise' is highlighted, and the 'Edit' button next to her name is circled in red. Below the table, there are buttons for 'Delete Selected', 'Add', and 'Download'.

	First Name	Last Name	Phone Number	Extension	Email Address	Site	
<input type="checkbox"/>	Bernice	Test		4534	bernice.gardiner@ga...	ColourfulSiteUat	Edit
<input type="checkbox"/>	Dan	Test		1807	daniel.edwards@gamm...	ColourfulSiteUat	Edit
<input type="checkbox"/>	Lindis	Test	01427807376	7376	lindi.stevenson@gam...	ColourfulSiteUat	Edit
<input type="checkbox"/>	Louise	Test		1234	louise.stringer@gam...	ColourfulSiteUat	Edit
<input type="checkbox"/>	Mike	Test		1796	Michael.Playfoot@ga...	ColourfulSiteUat	Edit
<input type="checkbox"/>	Mircea	Test		3242	jason.mcmahon@gamma...	ColourfulSiteUat	Edit

Step 2

Click "Call Setup" and under the Settings header, click "Voicemail Settings". From here you can click the "Change Voicemail Password" button. This will generate an email to the user with a new voicemail passcode.

The screenshot shows the 'Edit Louise Test' page in the Horizon system. The 'Call Setup' tab is selected, leading to the 'Voicemail Settings' section. On the left, a sidebar menu lists various settings including 'Incoming Calls', 'Outgoing Calls', 'In Call Options', and 'Settings'. The 'Voicemail Settings' section includes three main areas: 'Announcement' with radio buttons for 'Use Default with Personalised Name Audio' (selected) and 'Use My Audio file'; 'Notification Settings' with a checked box for 'Notify Me at This Address' (louis.stringer@gamma.); and 'Voicemail Options' with checkboxes for 'Send All Calls to Voicemail' and 'Transfer to "0"'. At the bottom right, there is a 'Change Voicemail Passcode' button and a 'Save' button with a checkmark icon. The top navigation bar includes links for Dashboard, Users, Site Management, Call Groups, Device Management, Administration, and Statistics. The bottom of the page shows the Horizon logo and a copyright notice for 2019.

Change a user's passcode for Voicemail

Step 1

Click the "Call Groups" option and then select "Hunt Group" or "Call Queue Group". Locate the call group and click the "Edit" button.

The screenshot shows the 'Hunt Group' management page in the Horizon system. The 'Call Groups' tab is selected, leading to the 'Hunt Group' section. The page has a search bar with fields for 'Name', 'Number', 'Site', and 'Department'. Below the search bar is a table titled 'Hunt Groups' with columns for Name, Site, Department, Phone Number, and Status. The table contains one entry: 'Test Hunt Group 1' with Site 'ColourfulSiteUat', Department 'first department', Phone Number '(4321)', and Status 'Active' (indicated by a green checkmark). To the right of the table, there are buttons for 'Deactivate' and 'Edit'. The 'Edit' button is highlighted with a red rectangle. At the bottom, there are buttons for 'Delete Selected' and 'Add'. The top navigation bar includes links for Dashboard, Users, Site Management, Call Groups, Device Management, Administration, and Statistics. The bottom of the page shows the Horizon logo and a copyright notice for 2019.

Step 2

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

Now select Call handling under the Incoming Calls menu so that you can set up what calls should be sent to the group voicemail, and when.



Send All Calls To Voicemail

Step 1

Click the "Users" option and then select "List Users" so you can search for the user that you want to amend the Voicemail settings for and click the "Edit" button.

Step 2

Select the "Call Setup" tab and click Voicemail Settings. Towards the bottom of this page there will be a "Voicemail Options" section and here you will be able to tick the Send All Calls to Voicemail box.

The screenshot shows the 'Edit Louise Test' page in a web application. The top navigation bar includes 'Dashboard', 'Users', 'Site Management', 'Call Groups', 'Device Management', 'Administration', and 'Statistics'. Below this, a breadcrumb trail reads 'Dashboard / User Management / Edit User'. The main heading is 'Edit Louise Test'. A sub-navigation bar contains 'Profile', 'Personal Details', 'DDI', 'Services', 'Call Setup' (selected), 'Permissions', 'Phone', 'Barring', and 'Call Centre'. On the left, a sidebar lists various settings categories: 'Incoming Calls', 'Call Handling', 'Twinning', 'Blacklist', 'Settings', 'Advanced', 'Outgoing Calls', 'Speed Dial', 'Settings', 'In Call Options', 'Call Transfer', 'Settings', 'Settings', 'Call Forwarding', 'Hot Desk', 'Voicemail Settings', 'Manage Profile', and 'Remote Office'. The main content area is titled 'Voicemail Settings' and includes a help icon. It contains three sections: 'Announcement' with two radio button options ('Use Default with Personalised Name Audio' and 'Use My Audio file'), each with a 'Browse' button and a help icon; 'Notification Settings' with a checkbox 'Notify Me at This Address' and a text input field; and 'Voicemail Options' which is highlighted with a red box. This section contains two checkboxes: 'Send All Calls to Voicemail' (checked) and 'Transfer to "0"' (unchecked), each with a text input field. At the bottom right of the 'Voicemail Options' section is a 'WH?T' link. At the bottom of the page are two buttons: 'Change Voicemail Passcode' and 'Save'.

Transfer on 0 for Voicemail

Step 1

Click the "User Management" button and next to your selected User click "Edit".

Step 2

On the Edit screen select the "Call Setup" tab at the top of the screen and then click Voicemail Settings. Here you will be able to tick the "Transfer to 0" box.

To ensure the caller is aware of the transfer option this feature provides, it is important that the user records an appropriate voicemail message such as the following example:

"Hi, you are through to the voicemail of _____. I cannot take your call right now so please leave a message and I will get back to you. Alternatively, press 0 to be transferred to the Service Desk"

This voicemail greeting should advise that the feature is available to the calling party in addition to programming the destination number.

The screenshot shows the 'Edit Louise Test' user management interface. The 'Call Setup' tab is selected, and the 'Voicemail Settings' section is active. The 'Voicemail Options' section contains two checkboxes: 'Send All Calls to Voicemail' and 'Transfer to "0"'. The 'Transfer to "0"' checkbox is highlighted with a red box. Below the checkboxes is a text input field. At the bottom right, there are buttons for 'Change Voicemail Passcode' and 'Save'.

Please note, it is not currently possible to program an extension number into the provided field, the full DDI number must be used.