

# Horizon

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## 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)

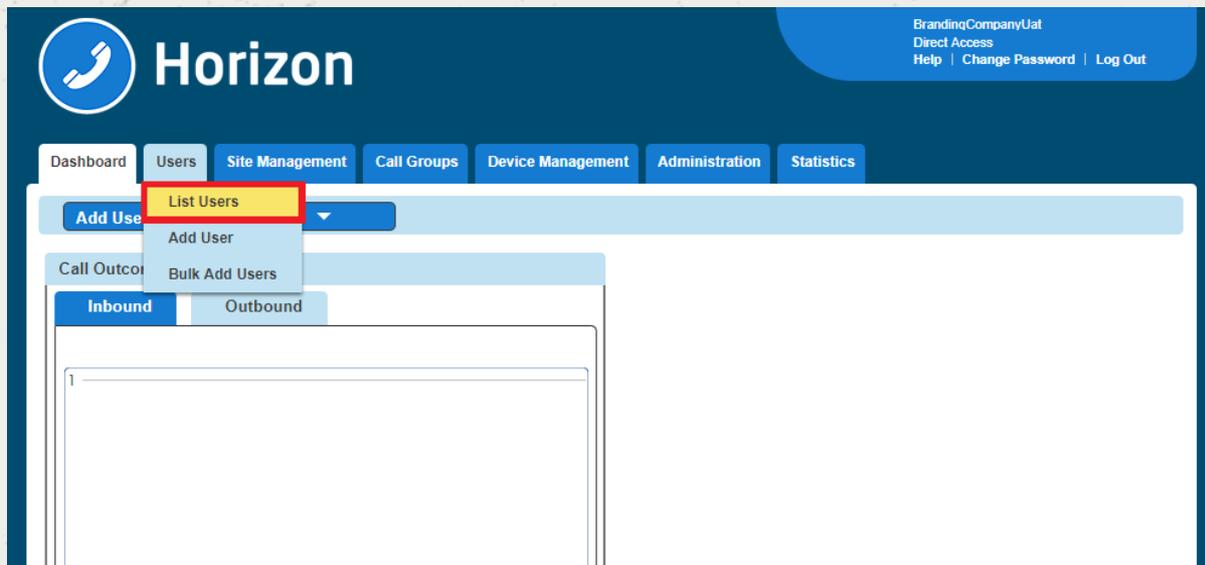


If your user is using the Receptionist Console, Speed Dials set up by the user here will appear in the Receptionist Console.

## Set up 1 or 2 Digit Dialling as a Company Admin

Step 1

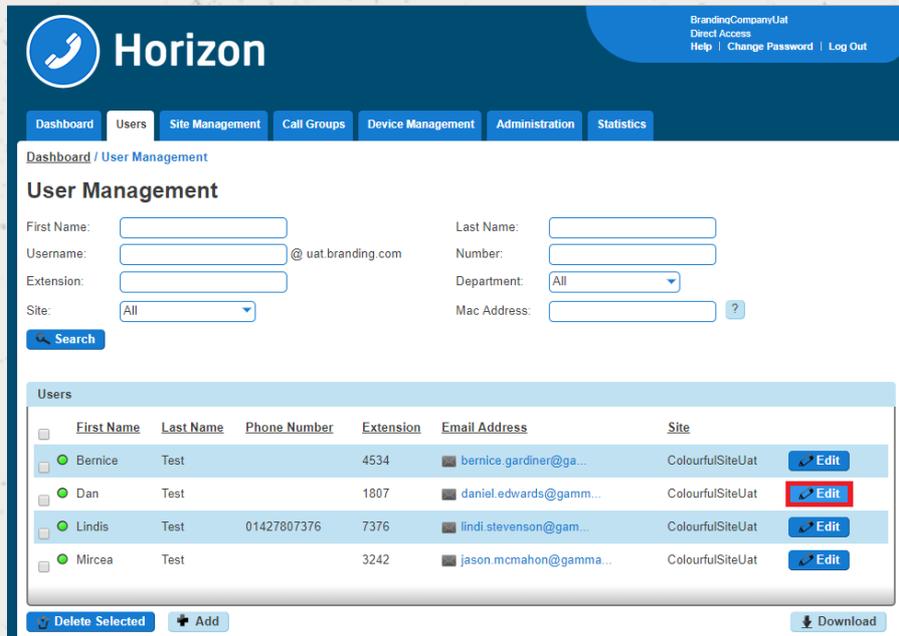
Hover over "Users" and then click "List Users".



## 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.

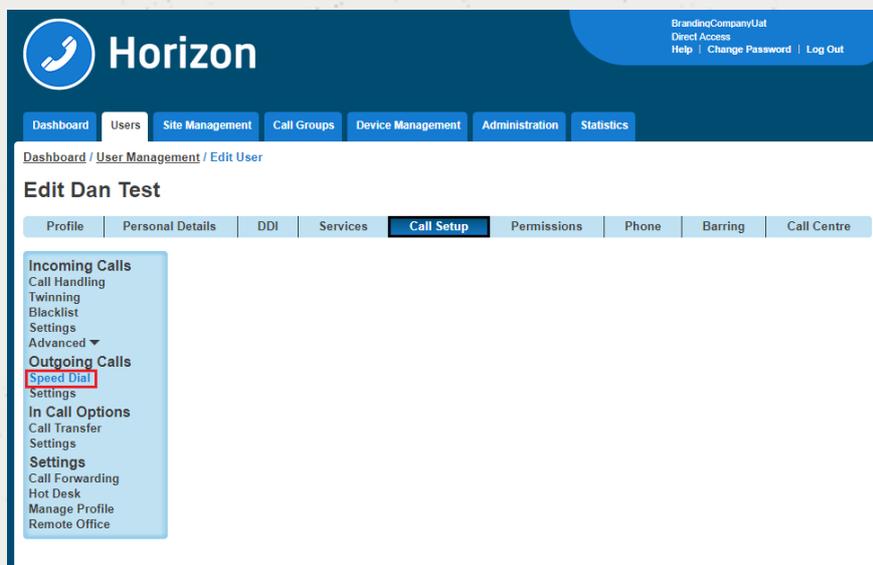


The screenshot shows the Horizon User Management interface. At the top, there is a navigation bar with the Horizon logo and user information (BrandingCompanyUat, Direct Access, Help, Change Password, Log Out). Below the navigation bar, there are tabs for Dashboard, Users, Site Management, Call Groups, Device Management, Administration, and Statistics. The main content area is titled "User Management" and contains a search form with fields for First Name, Last Name, Username, Extension, Site, Number, Department, and Mac Address. A "Search" button is located below the form. Below the search form is a table of users with columns for First Name, Last Name, Phone Number, Extension, Email Address, and Site. The table contains four rows of user data. The "Edit" button for the user "Dan" is highlighted with a red box. At the bottom of the table, there are buttons for "Delete Selected", "Add", and "Download".

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"



The screenshot shows the Horizon Edit User interface. At the top, there is a navigation bar with the Horizon logo and user information (BrandingCompanyUat, Direct Access, Help, Change Password, Log Out). Below the navigation bar, there are tabs for Dashboard, Users, Site Management, Call Groups, Device Management, Administration, and Statistics. The main content area is titled "Edit Dan Test" and contains a sub-navigation bar with tabs for Profile, Personal Details, DDI, Services, Call Setup, Permissions, Phone, Barring, and Call Centre. The "Call Setup" tab is selected. Below the sub-navigation bar, there is a list of settings categories. The "Outgoing Calls" category is expanded, and the "Speed Dial" option is highlighted with a red box.

## 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

Lindis Test(01427807376 Ext: 7376)

#### Step 6

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



The screenshot shows the Horizon user management interface. At the top, the user is logged in as 'BrandingCompanyUat'. The navigation menu includes 'Dashboard', 'Users', 'Site Management', 'Call Groups', 'Device Management', 'Administration', and 'Statistics'. The current page is 'Edit Dan Test', with sub-tabs for 'Profile', 'Personal Details', 'DDI', 'Services', 'Call Setup', 'Permissions', 'Phone', 'Barring', and 'Call Centre'. The 'Call Setup' tab is active, showing the 'Speed Dial' configuration. A sidebar on the left lists various call management options. The main content area shows a table for 'Speed Dial Numbers' with columns for 'Name' and 'Destination'. A single entry is visible: 'Lindis Test' with destination '01427807376'. There are buttons for 'Add New', 'Save', and 'Upload'.

## 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"

The screenshot shows the Horizon user management interface. At the top, the user is logged in as 'Dan Test'. The navigation menu includes 'Dashboard', 'Call Setup', 'Directory', 'My Features', and 'Hot Desk'. The 'Call Setup' tab is active, showing the 'Call Statistics' section. The main content area is currently empty.

### 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

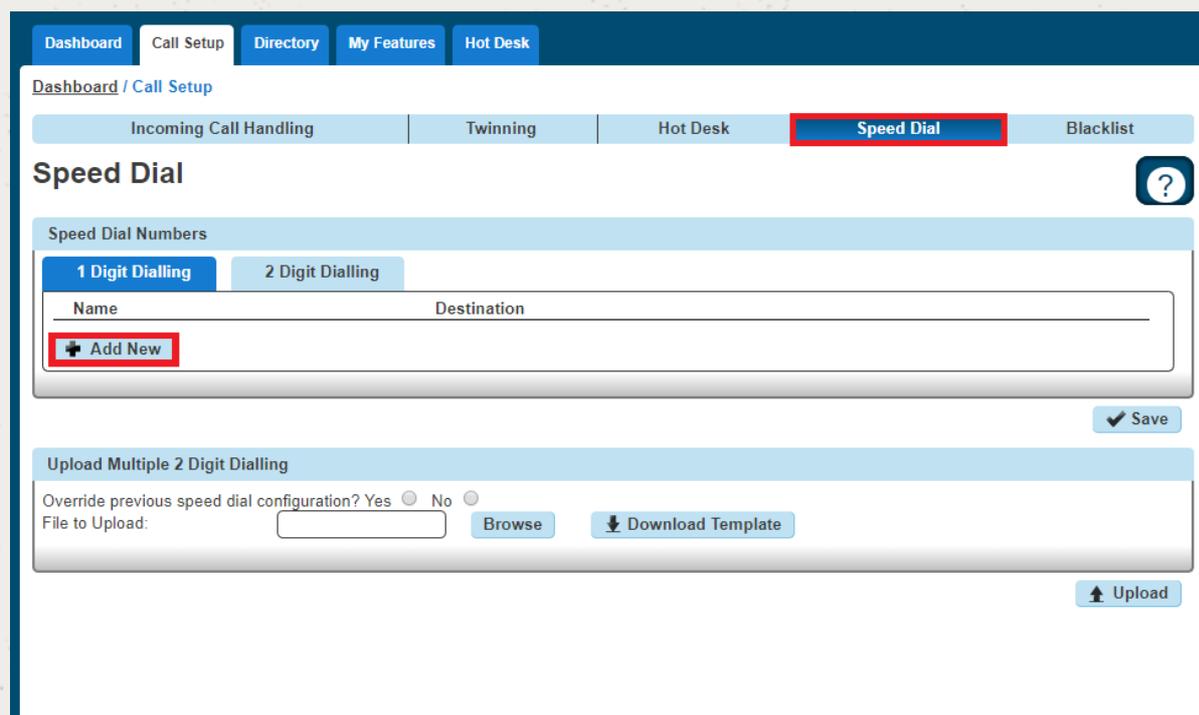
There is a blank row. There must be no blank rows when uploading your bulk spreadsheet.

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).



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## 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.

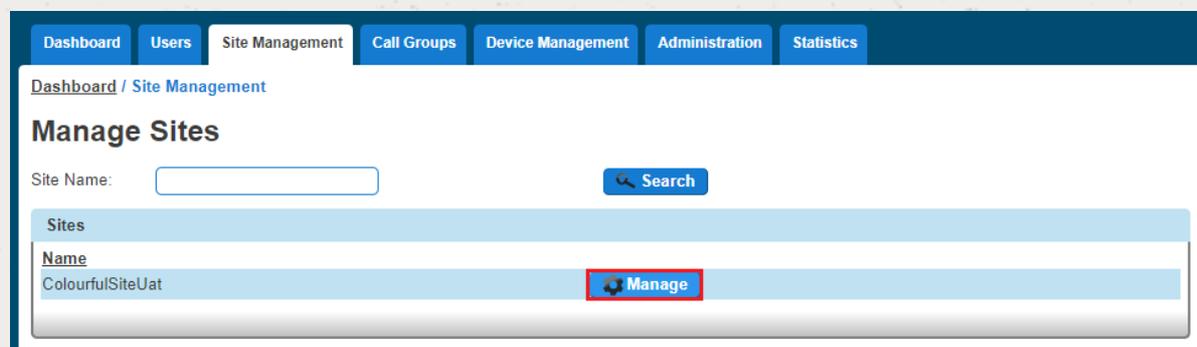


Account and Authorisation Codes can only be set up by a Company Administrator.

## 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 / Site Management / ColourfulSiteUat

## ColourfulSiteUat

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

Manage ColourfulSiteUat

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

### 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

[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

[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 contains '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 'Back' and 'Add' buttons. The 'Add' button is highlighted with a red box.

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

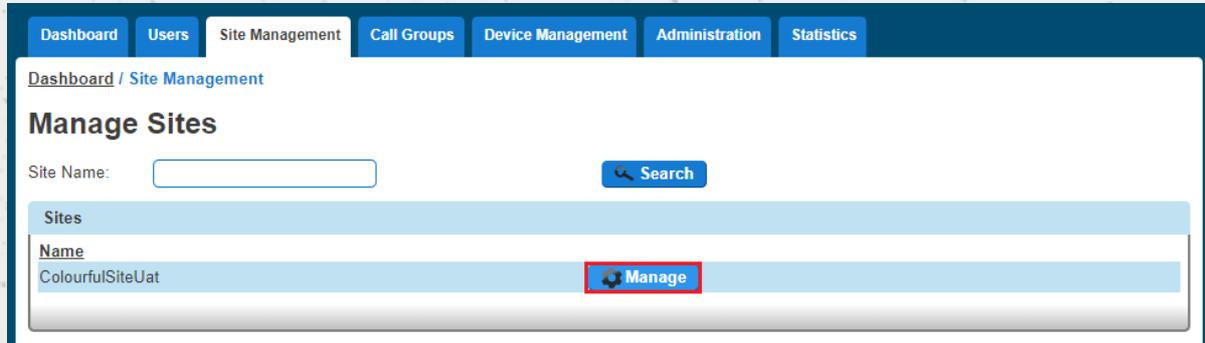
The screenshot shows the 'ColourfulSiteUat Auth Account Code Administration' page. At the top, there is a breadcrumb trail: 'Dashboard / Site Management / ColourfulSiteUat / Auth Code Administration'. The page title is 'ColourfulSiteUat Auth Account Code Administration' with a 'Manage ColourfulSiteUat' button. Below the title is a 'Code Structure' section with a toggle for 'Enable Codes' (set to 'on') and a dropdown 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



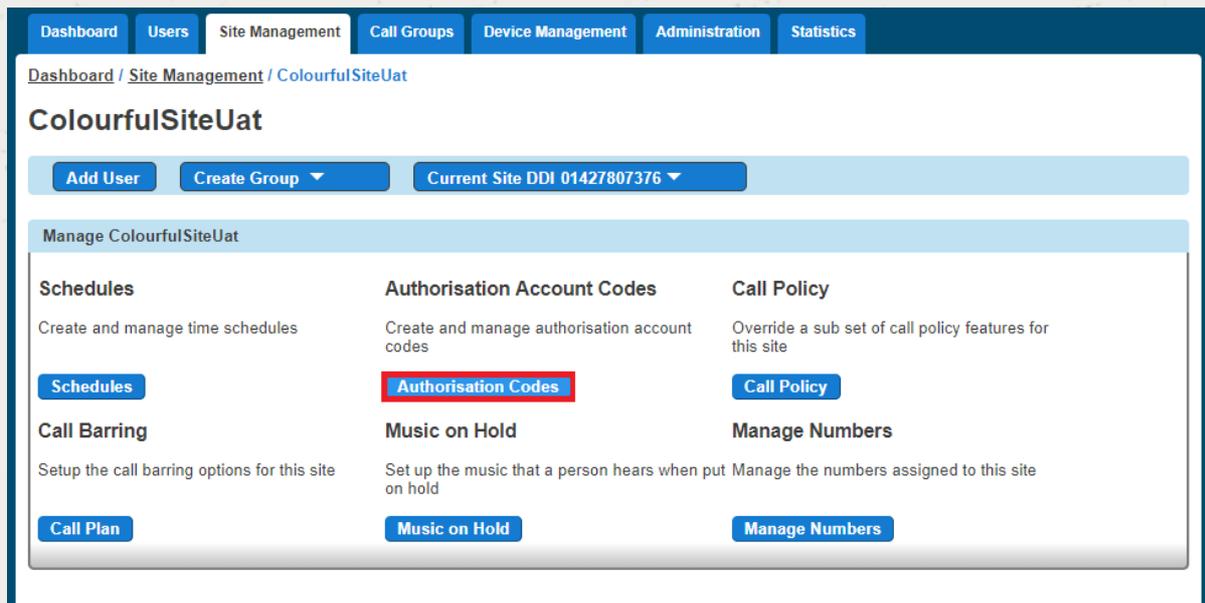
### Step 1

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.

## ColourfulSiteUat Auth Code Administration

Manage ColourfulSiteUat

Select Users

Search...

- 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".

## Switch Authorisation Codes On/Off

### Step 1

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

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

Dashboard / Site Management

### Manage Sites

Site Name:

Sites	
Name	
ColourfulSiteUat	<input checked="" type="button" value="Manage"/>

### Step 2

Select "Authorisation Codes"



### 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.

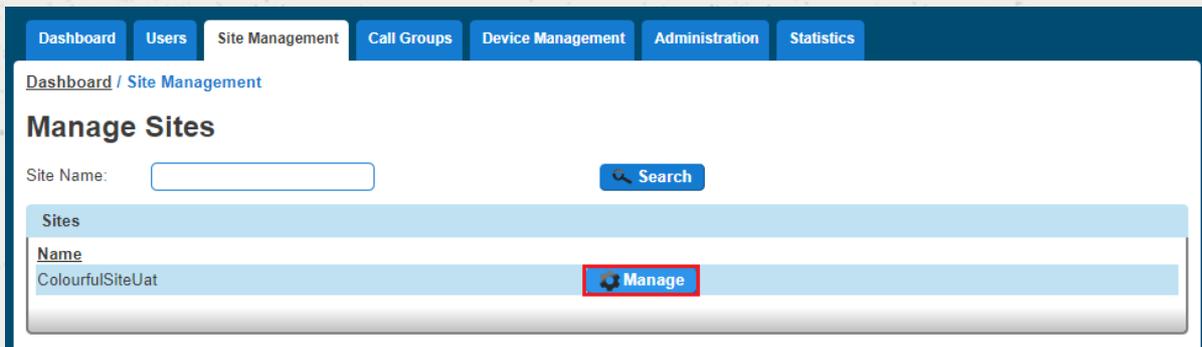
To Delete an Authorisation Code, you simply select the code from the table and press "Delete Selected".

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

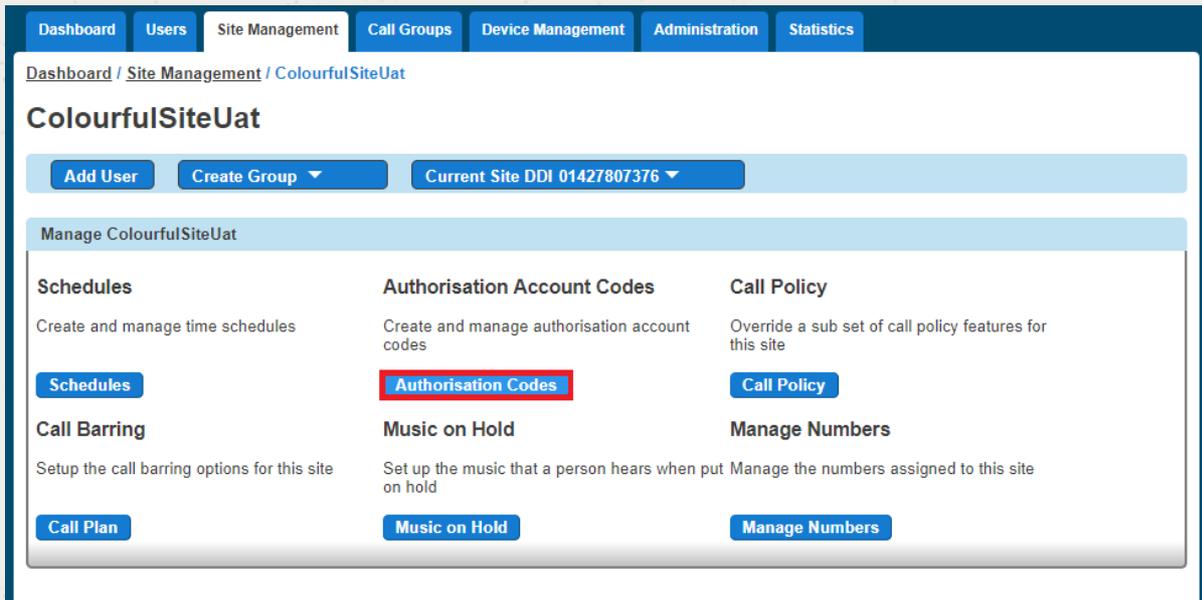
## Step 1

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

Search...

- 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



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# 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".



## User Management

First Name:  Last Name:   
Username:  @ uat.branding.com Number:   
Extension:  Department: All   
Site: All  Mac Address:  ?

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

### 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.

## Edit Dan Test

- 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	<input type="checkbox"/> off
Enable music for calls on hold	<input type="checkbox"/> on
Lookup Caller ID when none is Provided	<input type="checkbox"/> off
Present Incoming Caller's ID for External Calls	<input type="checkbox"/> on
Present Incoming Caller's ID for Internal Calls	<input type="checkbox"/> on
Do Not Disturb	<input type="checkbox"/> off

WH?T

# 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.

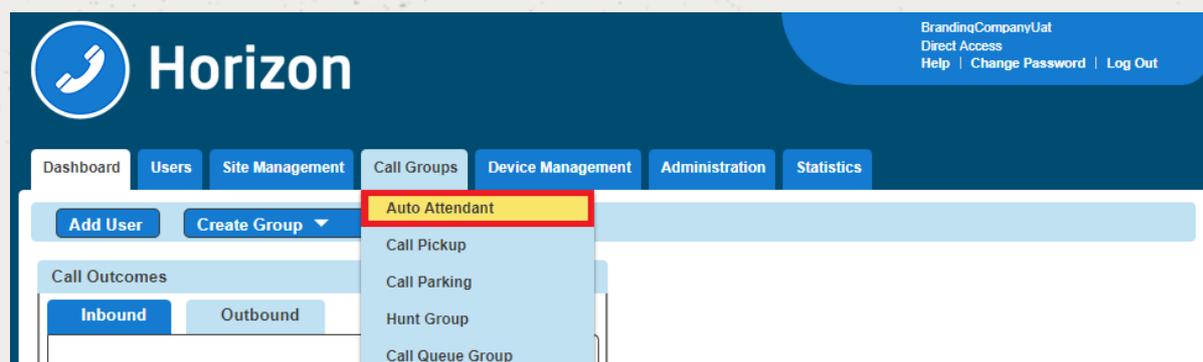
There is no limit on the number of Auto Attendants a Company can have, however there is a limit of up to 3 levels of Auto Attendants (for example you can have one auto attendant going to another auto attendant three times).

**👉 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: [Text Box] Username: [Text Box] @ 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.

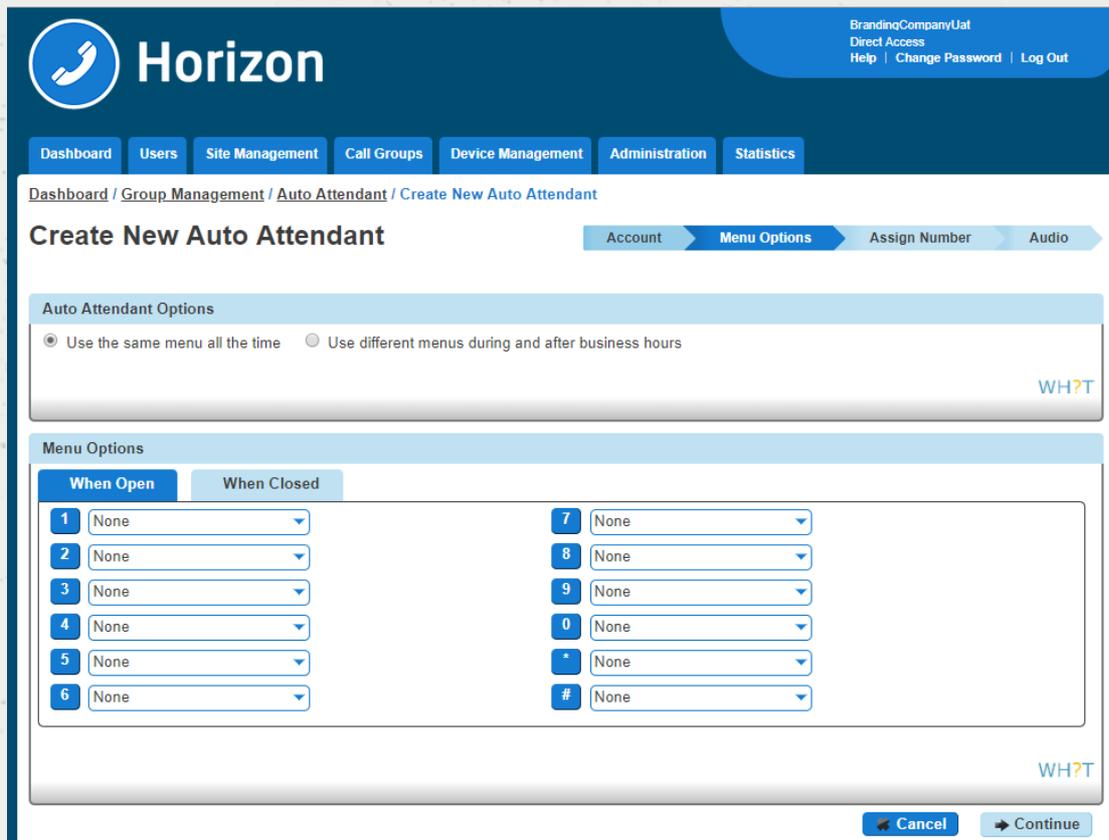
### Name dialling entries

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.



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 / User Management

## User Management

First Name:  Last Name:

Username:  @ uat.branding.com Number:

Extension:  Department:

Site:  Mac Address:  ?

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

### 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 / User Management / Edit User

## Edit Bernice Test

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

**Outgoing Call Settings**

**Settings**

Enable Automatic Callback

Withhold my number when making calls

**Settings**

- 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

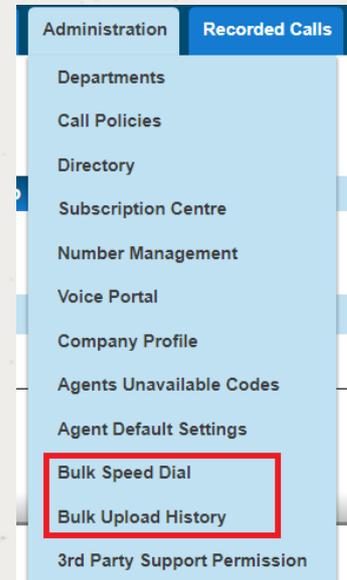
# Bulk Speed Dial

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.**

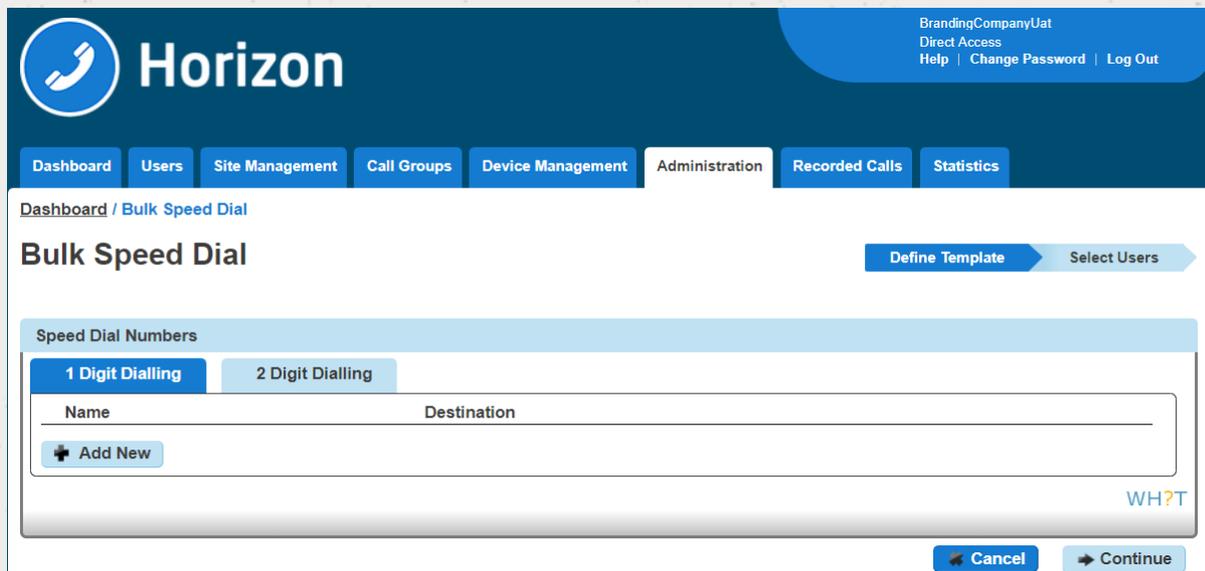
When an Administrator accesses the Administration menu, they will be presented with two new options

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

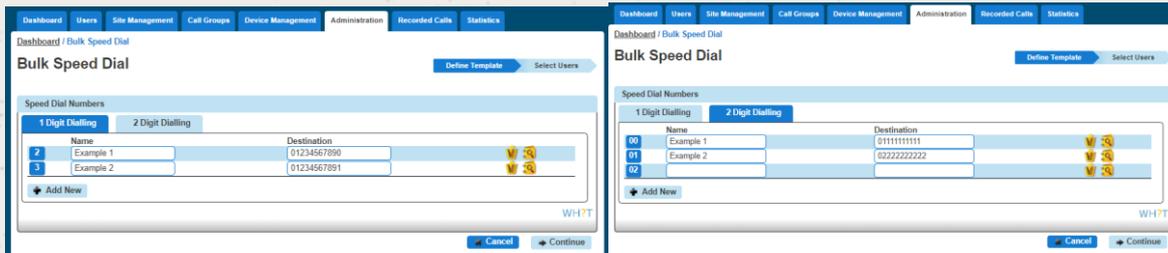
Bulk Upload History - Historical log of an Administrators changes



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

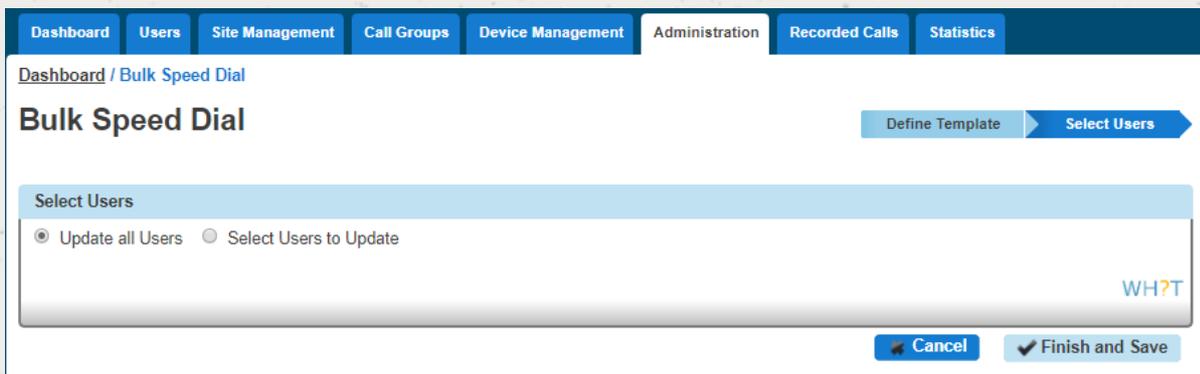


Enter the speed dial details freehand or select from the Company's directory by clicking the  icon, then search for the user details you wish to add. To delete a row hit the  icon.

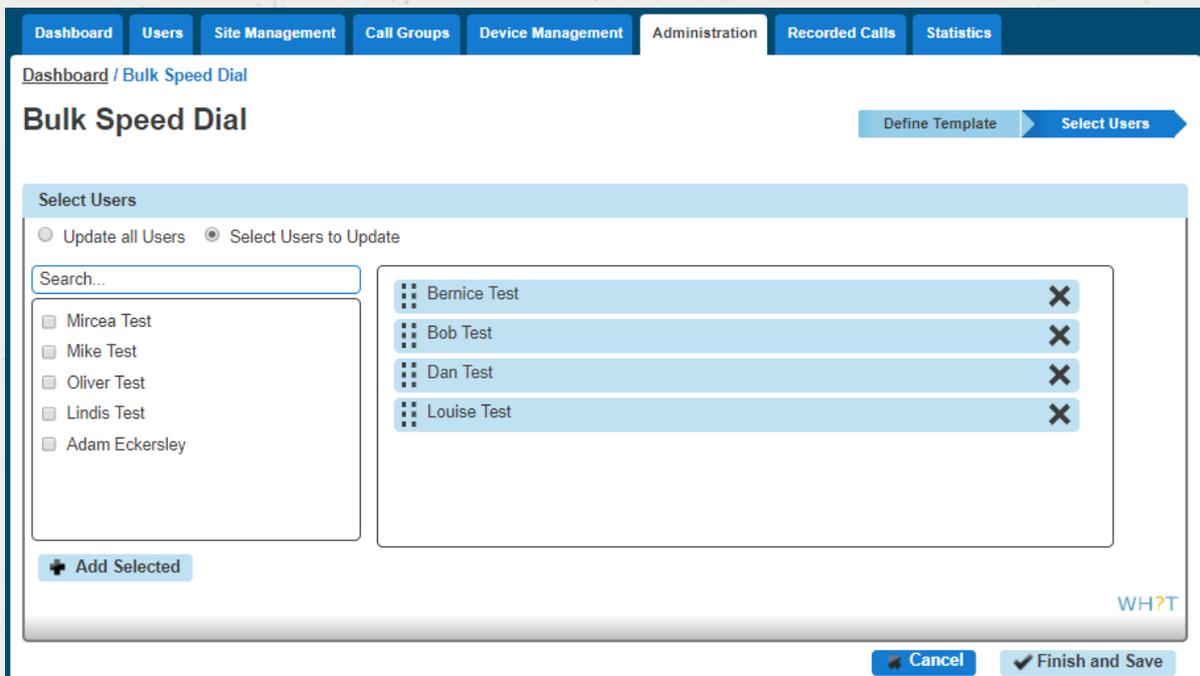


Once you are happy that you have correctly created the speed dials hit the  icon, after which you will be presented with the option to either 'Update all users' or 'select users to update'.

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?

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:

Complete From:

Request From:

Status:

Requestor:

Complete To:

Request To:

**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

# 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**

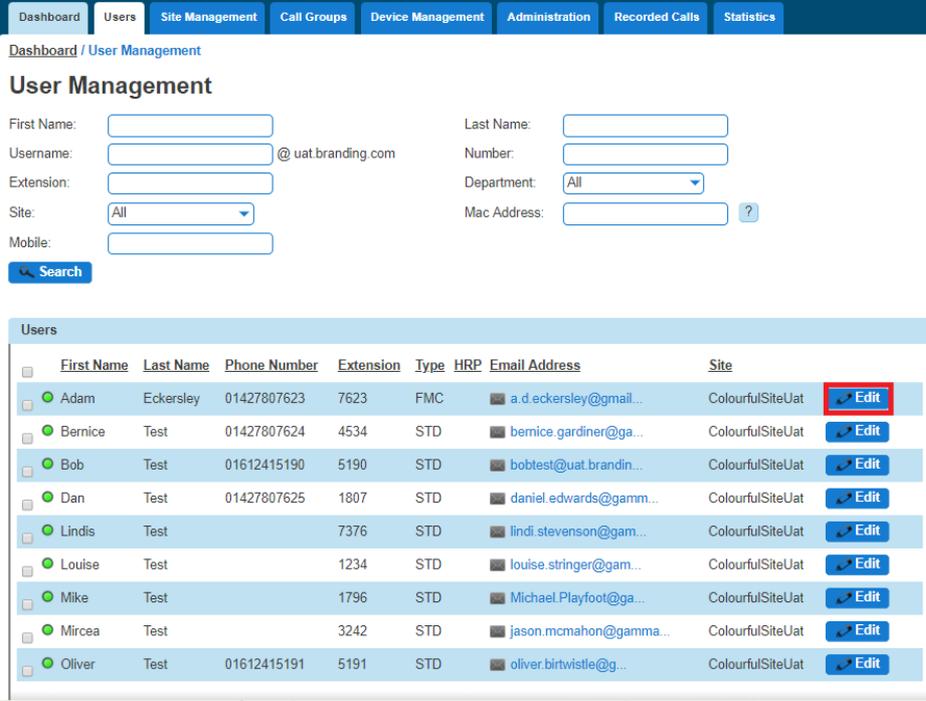
 **If you are experiencing issues with Busy Lamp Fields please see the Network Configuration Guidelines**

## 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' interface. At the top, there are navigation tabs: Dashboard, Users, Site Management, Call Groups, Device Management, Administration, Recorded Calls, and Statistics. Below the tabs, the breadcrumb is 'Dashboard / User Management'. The main heading is 'User Management'. There are input fields for First Name, Last Name, Username, Extension, Site, Mobile, Number, Department, and Mac Address. A 'Search' button is located below the input fields. Below the search area is a table of users. The table has columns: First Name, Last Name, Phone Number, Extension, Type, HRP, Email Address, and Site. The 'Edit' button for the first user, Adam Eckersley, is highlighted with a red box.

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

### Step 2

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

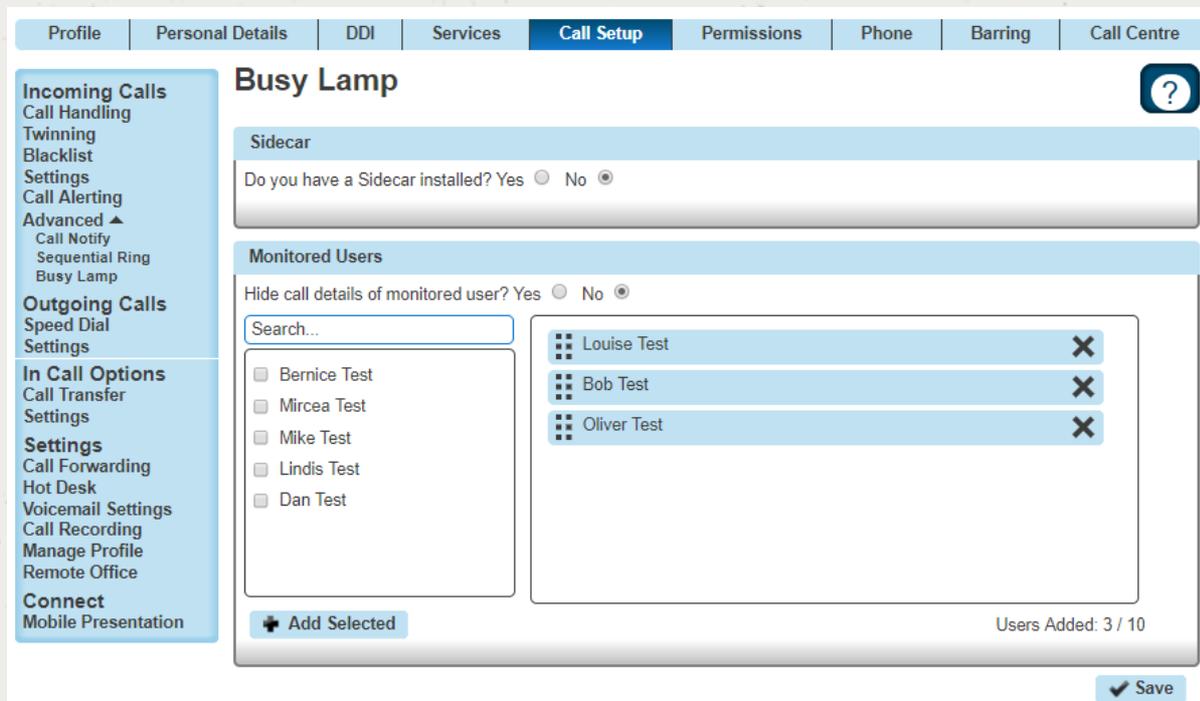


### Step 3

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.



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

Dashboard / User Management / Edit User

### Edit Adam Eckersley

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

**Account Details**

First Name: Adam	Last Name: Eckersley
Username: aeckersley@uat.branding.com	Department: None Add
Contact Mobile: +447849946955	Email: a.d.eckersley@gmail.com
Connect Mobile: 07458080429	

WH?T

**Settings**

Enable Hot Desk ? Yes  No

Change Site | Reset Password | Reset Passcode | Reset Client Password | Save

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

**Busy Lamp** ?

**Sidecar**

Do you have a Sidecar installed? Yes  No

**Monitored Users**

Hide call details of monitored user? Yes  No

dan|

- Dan Test

+ Add Selected

Users Added: 0 / 10

Save

# 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.

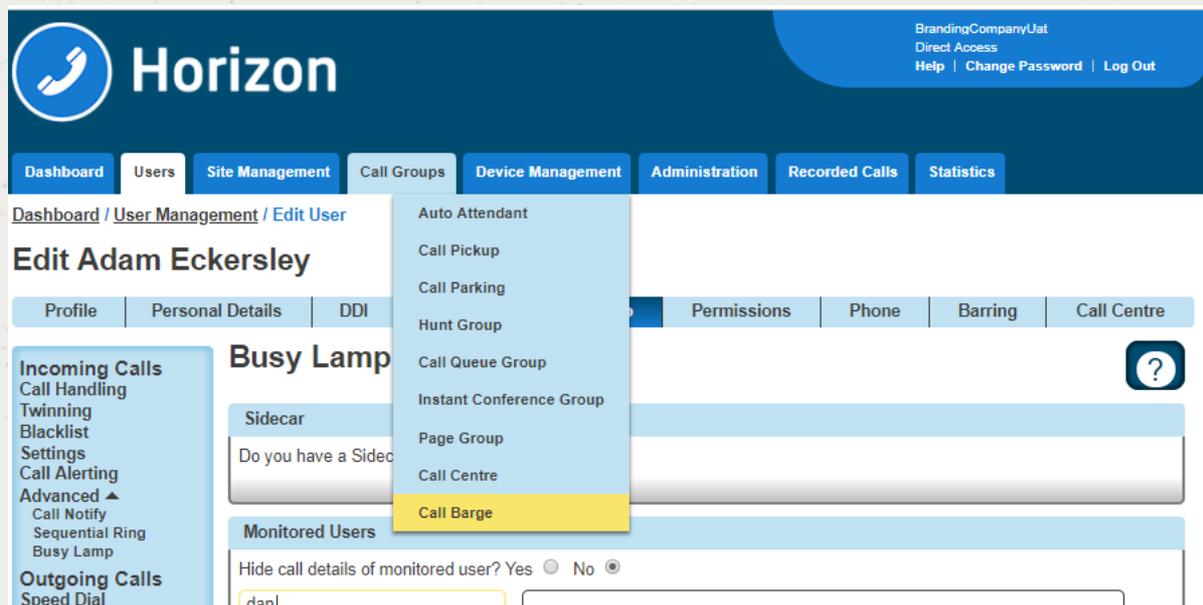
## Setup & Edit Call Barge



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.**



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 use
- 👉 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.



## Edit Adam Eckersley

### Call Plan Options

**When making a call** | When transferring/diverting a call

off Override site call plan

---

on Allow freephone calls

on Allow national calls

on Allow international calls

on Allow chargeable directory service calls

off Allow premium calls

on Allow mobile calls

on Allow 084 calls

on Allow 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).

The screenshot shows the 'Edit Adam Eckersley' page with the 'Call Setup' tab selected. The 'Call Handling' section is active, showing three settings:

- When I'm Busy:** Radio buttons for 'No Action', 'Forward the call to: [input field]', and 'Send the call to voicemail'. A 'WH?T' link is at the bottom right.
- When I don't answer:** A dropdown menu set to '6' rings. Radio buttons for 'No Action', 'Forward the call to: [input field]', and 'Send the call to voicemail'. A 'WH?T' link is at the bottom right.
- When I'm Unreachable:** Radio buttons for 'No Action' and 'Forward the call to: [input field]'. A 'WH?T' link is at the bottom right.

At the bottom of the page, there are buttons for 'Voicemail Settings' and '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

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](http://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

---

## 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

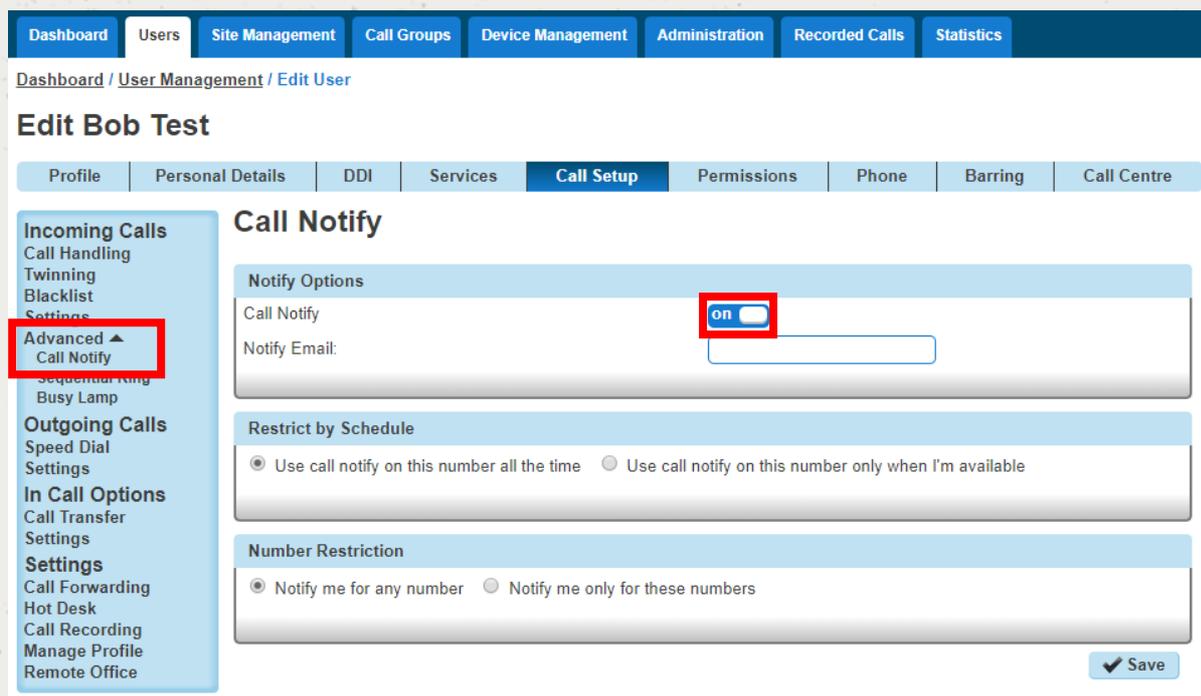
 **Call Notify by Email can only be set up for a user by the Company Administrator.**

### 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 'Call Setup' tab is selected. In the left sidebar, 'Advanced' is expanded and 'Call Notify' is highlighted with a red box. The main content area shows the 'Call Notify' settings. The 'Notify Options' section has a 'Call Notify' toggle switch set to 'on' (highlighted with a red box) and a 'Notify Email' text box. 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 / Group Management / Page Group / Create New Page Group

## Create Page Group

Account → Select Sending Users → Select Receiving Users → Assign Extension

**Location**

Site:

**Group Details**

Name:

Department:

Username:  @ uat.branding.com

**Caller ID**

Calling ID First Name:       Calling ID Last Name:

### 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 / 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

#### 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 'Select Receiving Users' step. The breadcrumb trail is 'Dashboard / Group Management / Page Group / Create New Page Group'. The progress bar shows 'Account', 'Select Sending Users', 'Select Receiving Users' (current), and 'Assign Extension'. The 'Select Users' section has a search box and a list of users: Louise Test, Bob Test, Adam Eckersley, Oliver Test, Bernice Test, Mircea Test, and Mike Test. An 'Add Selected' button is at the bottom left. 'Cancel' and 'Continue' buttons are at the bottom right.

#### 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 'Assign Extension' step. The breadcrumb trail is 'Dashboard / Group Management / Page Group / Create New Page Group'. The progress bar shows 'Account', 'Select Sending Users', 'Select Receiving Users', and 'Assign Extension' (current). The 'Extension' section has a text input field with '2222' and a warning icon with the text 'Extension already in use'. There is also a question mark icon. 'Cancel', 'Finish and Edit', and 'Finish and Show List' buttons are at the bottom.

## 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.

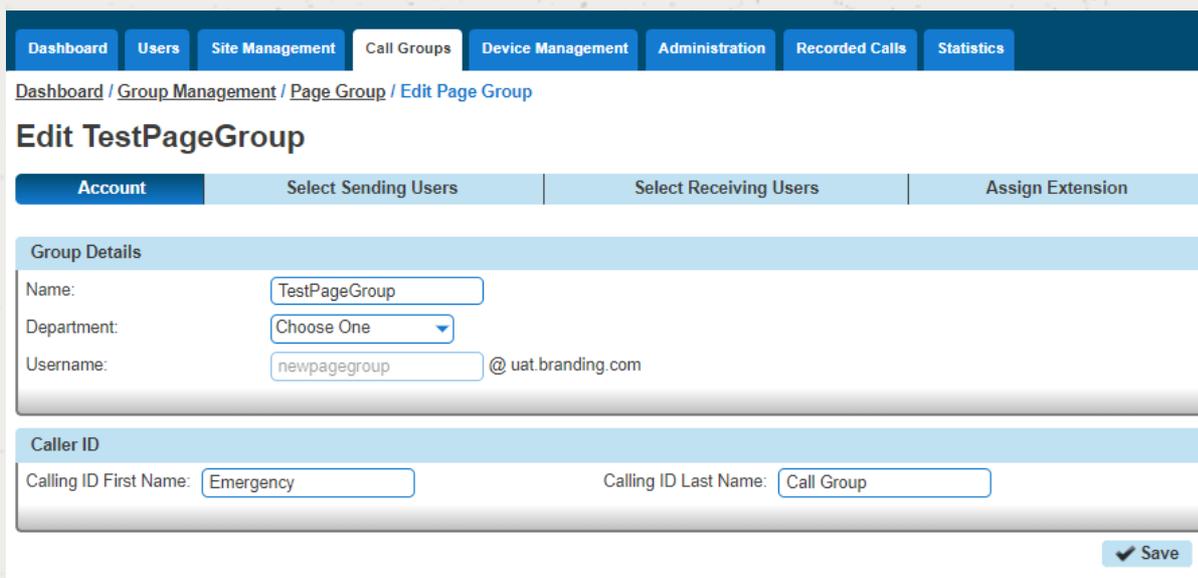
### Step 2

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.



Dashboard / Group Management / Page Group / Edit Page Group

### Edit TestPageGroup

Account | Select Sending Users | Select Receiving Users | Assign Extension

**Group Details**

Name:

Department:

Username:  @ uat.branding.com

**Caller ID**

Calling ID First Name:

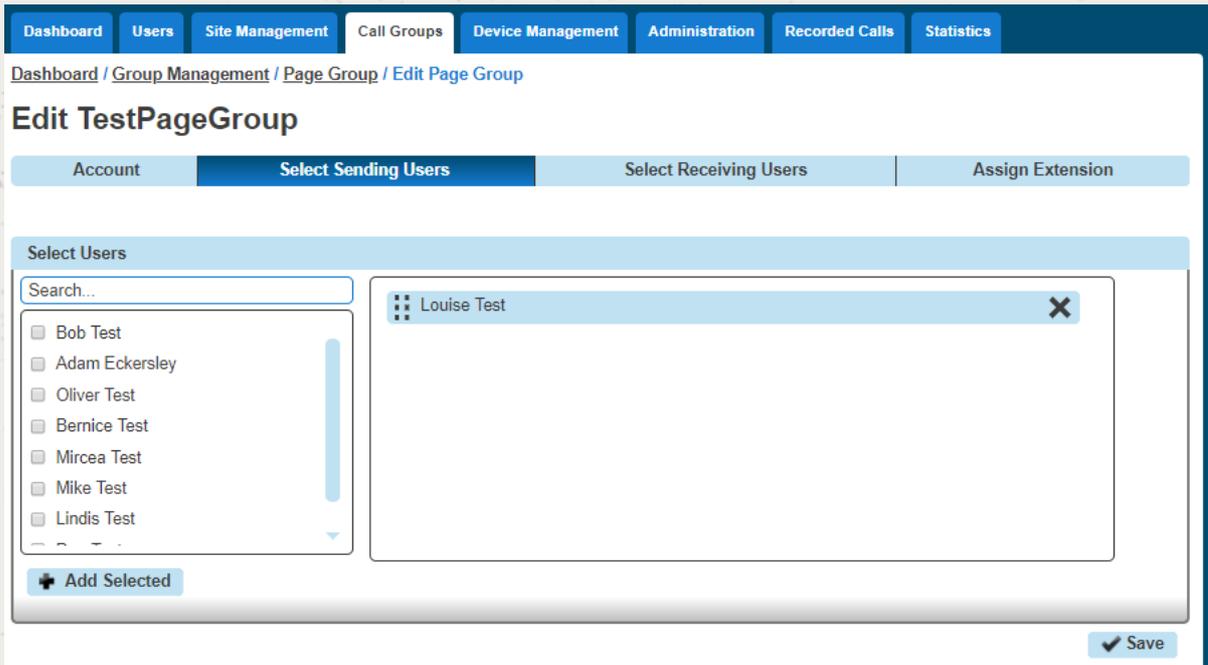
Calling ID Last Name:

Select Sending Users

Add new users by clicking the "+Add

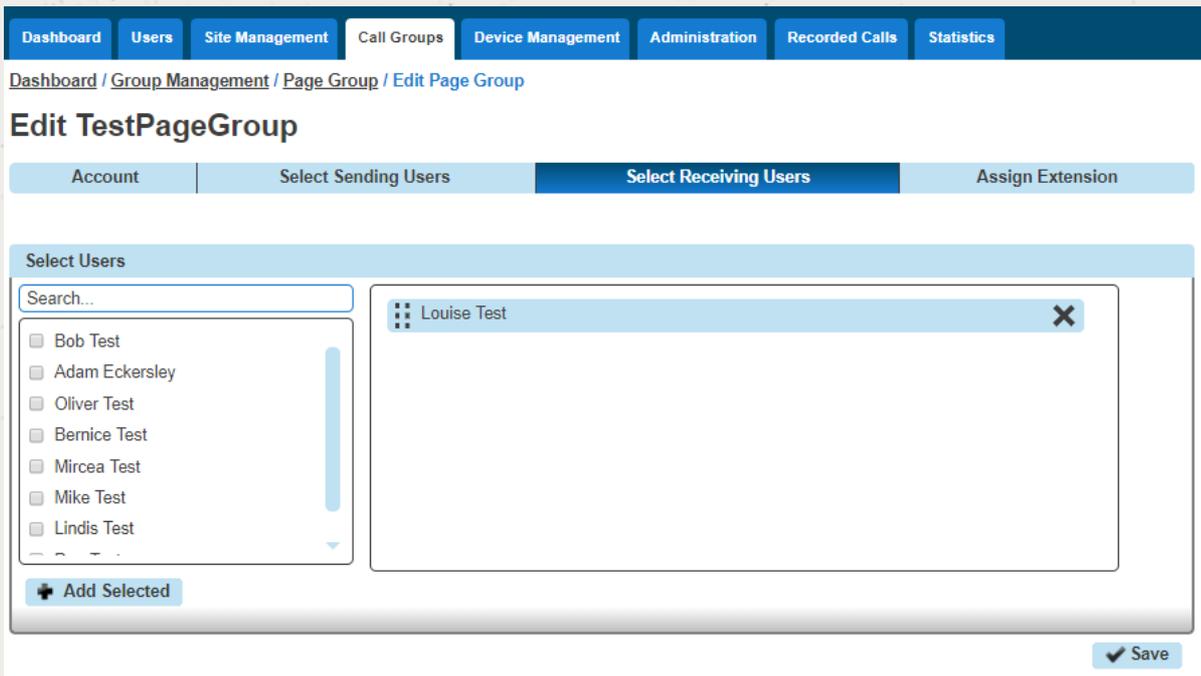
Selected" button.

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



### Select Receiving Users

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



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:  ?

### 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:

Page Groups

<input type="checkbox"/>	Name	Site	<input type="button" value="Activate"/>	<input type="button" value="Edit"/>
<input checked="" type="checkbox"/>	TestPageGroup	TestSite2		

**Confirm** X

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

- TestPageGroup

# 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.

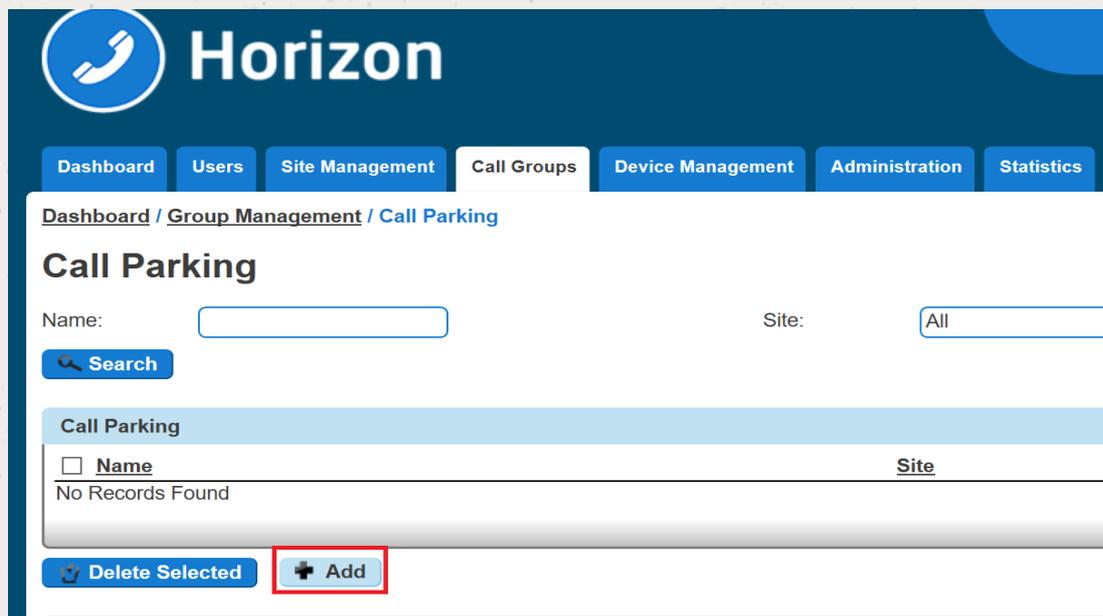
👉 Device Customisation on Poly and Cisco devices are different. On Poly 'Get Park' on the soft keys and 'Call Retrieve' on line keys can be used to retrieve a parked call. On Cisco 'Get Park' on soft keys (also appearing as 'Parked Call Retrieve' on Device Customisation) can be used to retrieve a parked 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".



## 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.

**Call Parking**

Name:

Site:

**Select Users**

Search...

Bernice Test

Mircea Test

Lindis Test

Dan 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

## 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:

Site:

WH?T

### Select Users

- Mike Test
- Lindis Test
- Dan Test

- Louise Test
- Bernice Test
- Mircea Test

WH?T

# 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:

WH?T

**Select Users**

Search...

Mike Test

Lindis Test

Dan Test

Louise Test

Bernice Test

Mircea Test

+ Add Selected

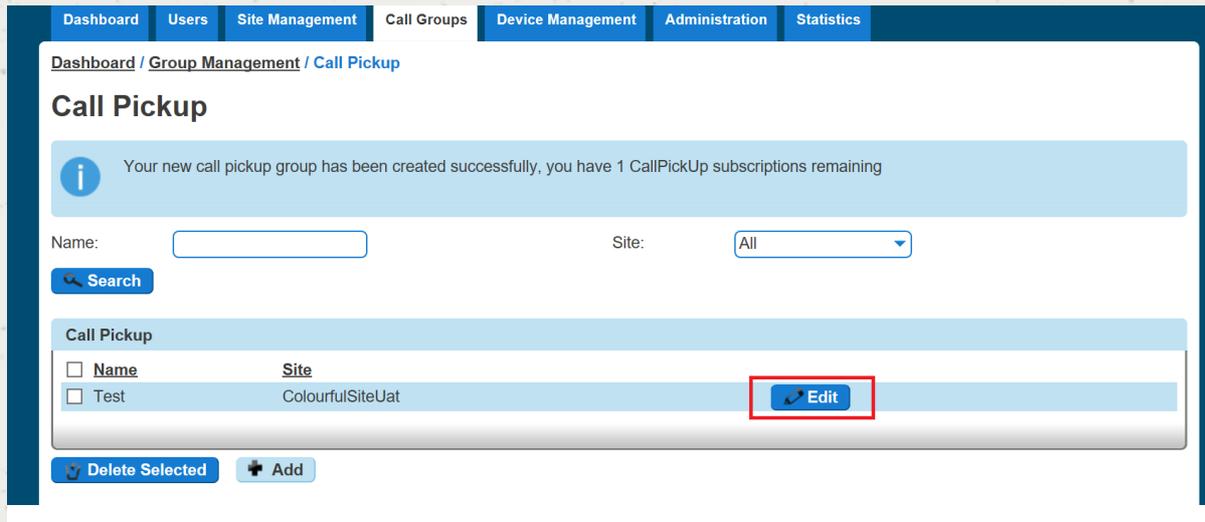
WH?T

Cancel Create

## 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.

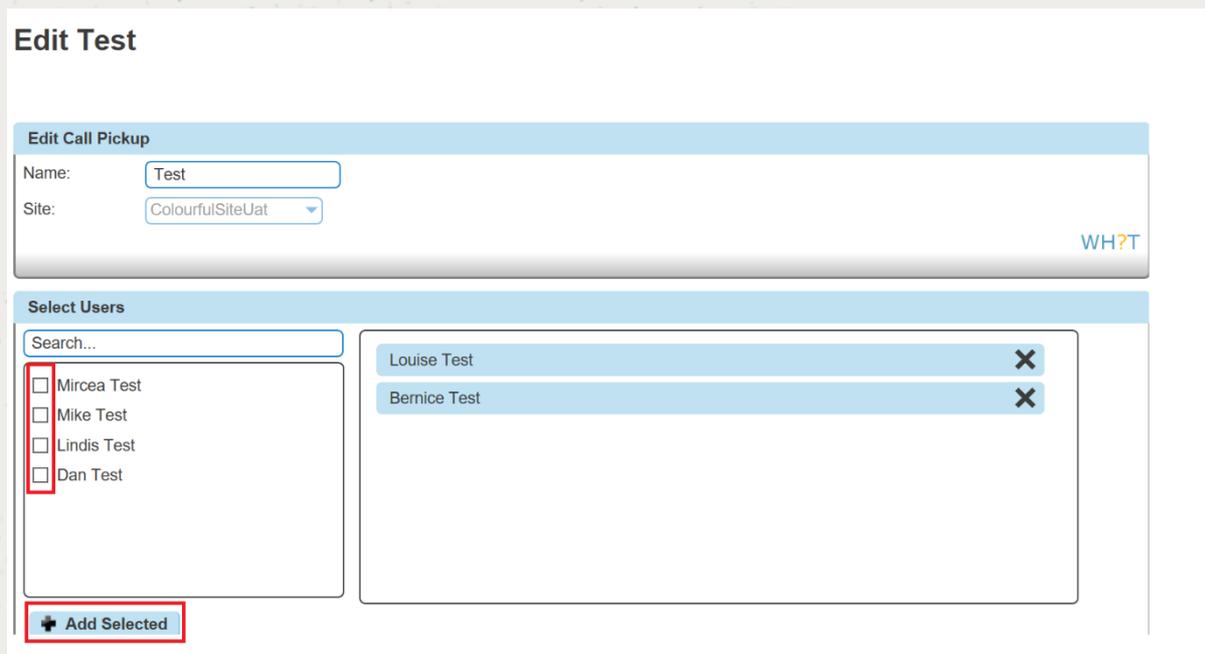


The screenshot shows the 'Call Pickup' management page. At the top, there is a navigation bar with tabs for Dashboard, Users, Site Management, Call Groups, Device Management, Administration, and Statistics. Below the navigation bar, the breadcrumb trail reads 'Dashboard / Group Management / Call Pickup'. The main heading is 'Call Pickup'. A message box states: 'Your new call pickup group has been created successfully, you have 1 CallPickUp subscriptions remaining'. Below this, there are input fields for 'Name:' and 'Site:' (set to 'All'), and a 'Search' button. A table titled 'Call Pickup' contains one entry: 'Test' with site 'ColourfulSiteUat'. An 'Edit' button is highlighted with a red box next to this entry. At the bottom, there are buttons for 'Delete Selected' and '+ Add'.

### 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".



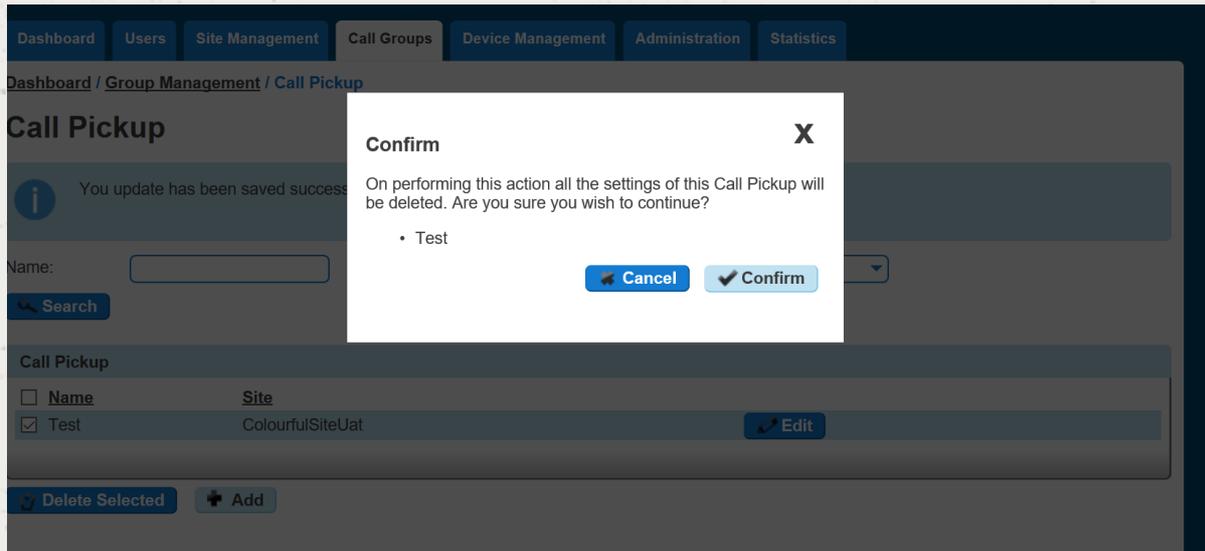
The screenshot shows the 'Edit Test' interface. The main heading is 'Edit Test'. Below it, there is a section titled 'Edit Call Pickup' with input fields for 'Name:' (set to 'Test') and 'Site:' (set to 'ColourfulSiteUat'). A 'WH?T' button is visible on the right. Below this is a 'Select Users' section. It features a search box and two columns of user selection. The left column contains a list of users: 'Mircea Test', 'Mike Test', 'Lindis Test', and 'Dan Test', each with a checkbox. The right column contains a list of selected users: 'Louise Test' and 'Bernice Test', each with a white 'x' icon for removal. An 'Add Selected' button is highlighted with a red box at the bottom left.

## 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".

Dashboard / Group Management / Call Queue Group

### Call Queue Group

Name:  Site:

Number:  Department:

<input type="checkbox"/>	Name	Site	Department	Phone Number	Status	
<input type="checkbox"/>	dggdfgdf	ColourfulSiteUat		(4354)	✓	<input type="button" value="Deactivate"/> <input type="button" value="Edit"/>
<input type="checkbox"/>	Test	ColourfulSiteUat		(1453)	✓	<input type="button" value="Deactivate"/> <input type="button" value="Edit"/>

### 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.

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

**Location**

Site: ColourfulSiteUat

**Group Details**

Name: Test

Username: Test @ uat.branding.com

**Caller ID**

Calling ID First Name: Test

Calling ID Last Name: Test

Cancel Continue

#### 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' configuration page. At the top, there is a breadcrumb trail: 'Dashboard / Group Management / Call Queue Group / Create New Call Queue Group'. Below this, the title 'Create Call Queue Group' is displayed, followed by a navigation bar with tabs for 'Account', 'Options', 'Users', and 'Number'. The 'Options' tab is currently selected. The page is divided into several sections:

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

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

### 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**

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

**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.

Horizon

Direct Access  
Help | Change Password | Log Out

Dashboard Users Site Management Call Groups Device Management Administration Statistics

Dashboard / Group Management / Call Queue Group / Edit Call Queue Group

### Edit Test

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

Select Users

Search...

Lindis Test

+ Add Selected

Save

## 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".

Dashboard Users Site Management Call Groups Device Management Administration Statistics

Dashboard / Group Management / Call Queue Group

### Call Queue Group

Name:  Site:

Number:  Department:

Search

Name	Site	Department	Phone Number	Status
dggdfgdf	ColourfulSiteUat		(4354)	✓ Deactivate Edit
Test	ColourfulSiteUat		(8767)	✓ 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 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)

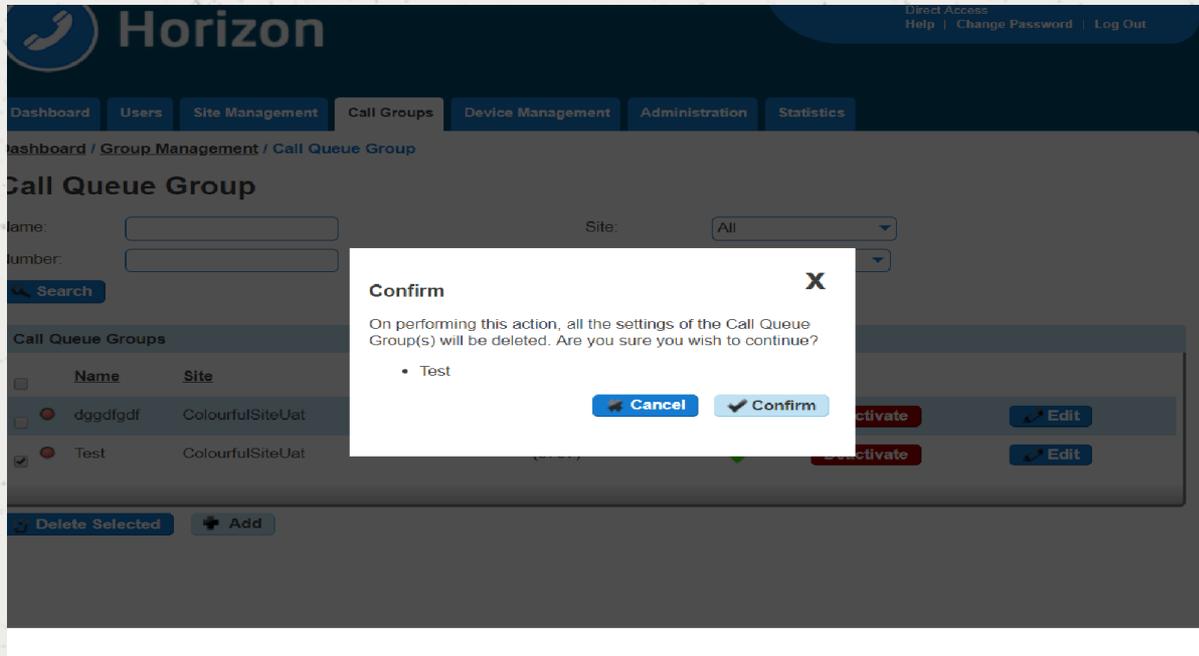
# Delete a Call Queue Group



## 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.

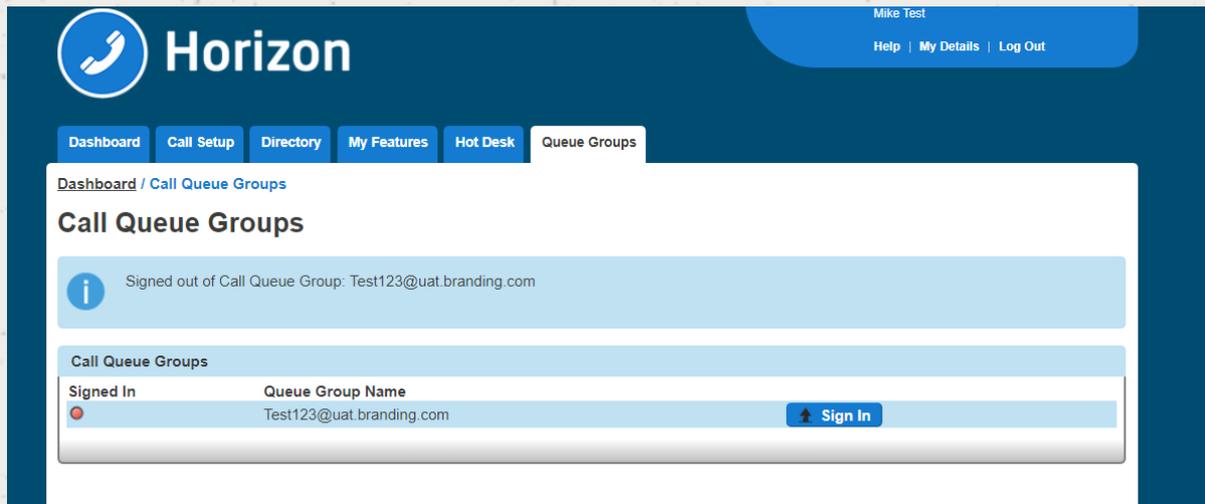
Click "Confirm" when asked if you are sure that you want to continue in deleting the Call Queue Group.



## 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.



# 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

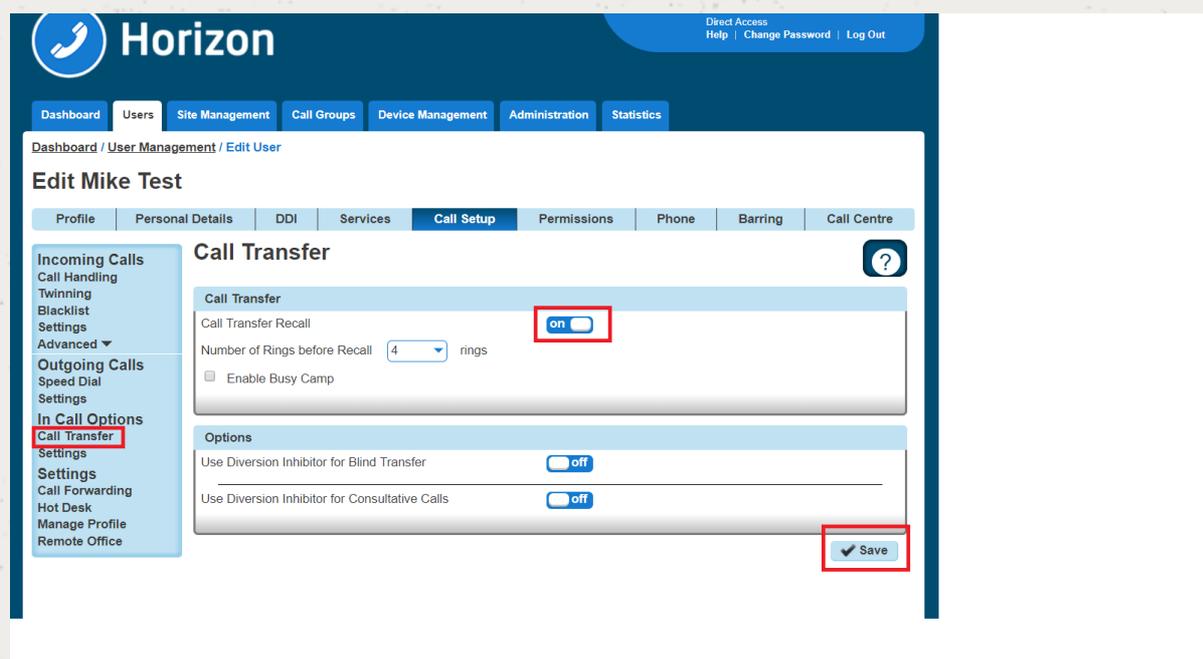
Click the "Users" option and then select "List Users" so you can search for the user that you want Call Transfer set up for.

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 web interface for editing a user named 'Mike Test'. The 'Call Setup' tab is active, and the 'Call Transfer' section is expanded. The 'Call Transfer' toggle is set to 'on'. The 'Number of Rings before Recall' is set to 4 rings. The 'Enable Busy Camp' checkbox is unchecked. The 'Options' section shows 'Use Diversion Inhibitor for Blind Transfer' and 'Use Diversion Inhibitor for Consultative Calls' both set to 'off'. A 'Save' button is visible at the bottom right of the settings panel. The left sidebar shows 'In Call Options' with 'Call Transfer' highlighted. The top navigation bar includes 'Dashboard', 'Users', 'Site Management', 'Call Groups', 'Device Management', 'Administration', and 'Statistics'. The top right corner has links for 'Direct Access', 'Help', 'Change Password', and 'Log Out'.

## 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 Menu:** Incoming Calls, Call Handling, Twinning, 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

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

WH?T

**No Answer Action**

Skip to next agent after 4 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

Distinctive Ringing for External Calls

WH?T

## 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: All

Number: [ ] Department: All

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

## 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**

Account Options Users Number Announcements Voicemail Advanced 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**

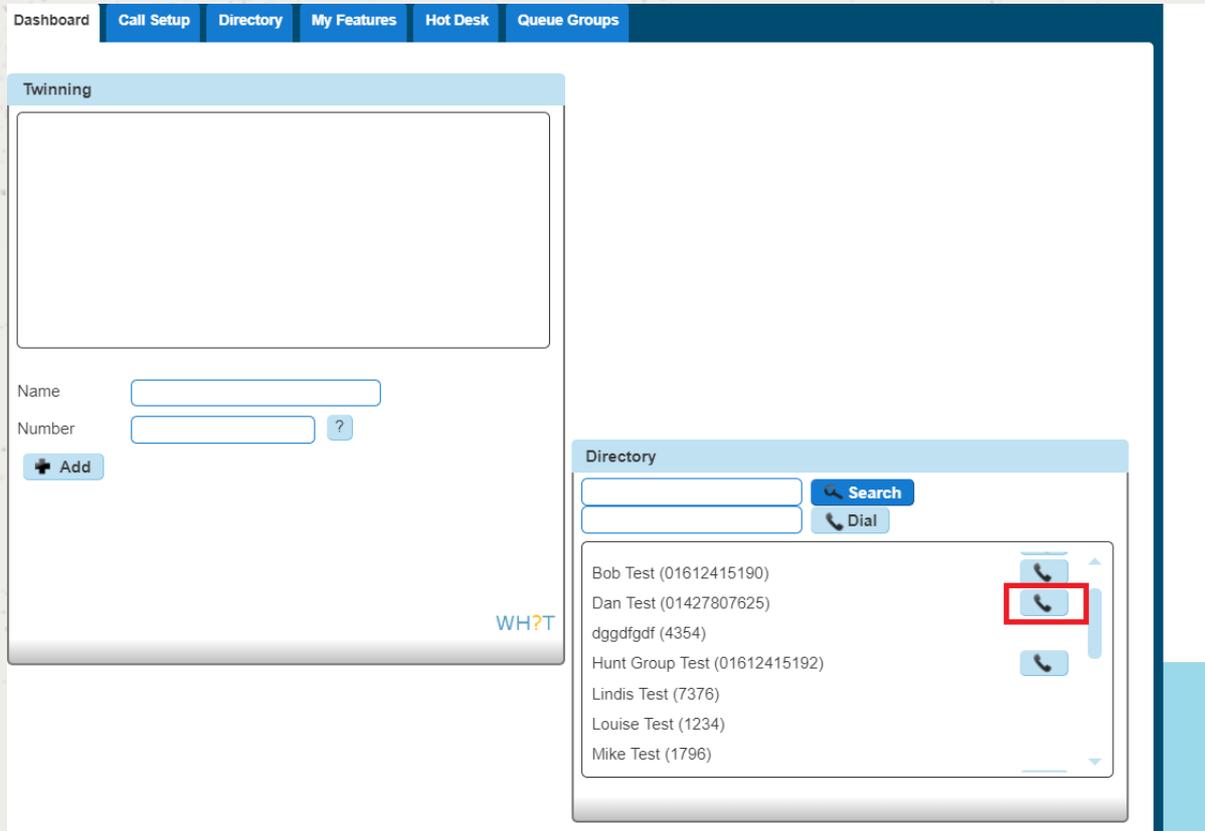
- Play busy tone
- Transfer to phone number
- Enable overflow after calls wait  seconds
- Play default announcement before overflow processing

**Additional Options**

off Distinctive Ringing for External Calls

# Click to Dial

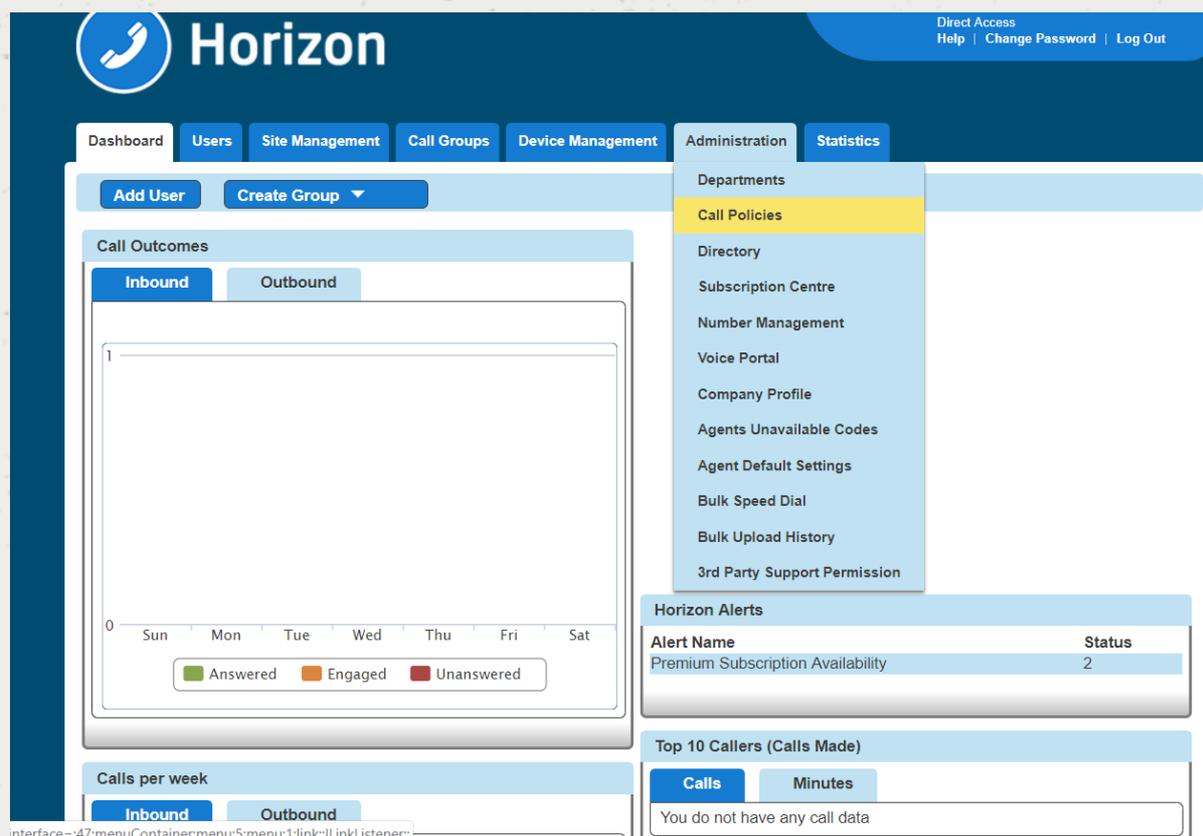
Click to Dial enables a user to use the Horizon Portal to call someone within the Horizon directory. To do this, the user just clicks on the telephone icon that is next to the user.



# Site to site presentation policy

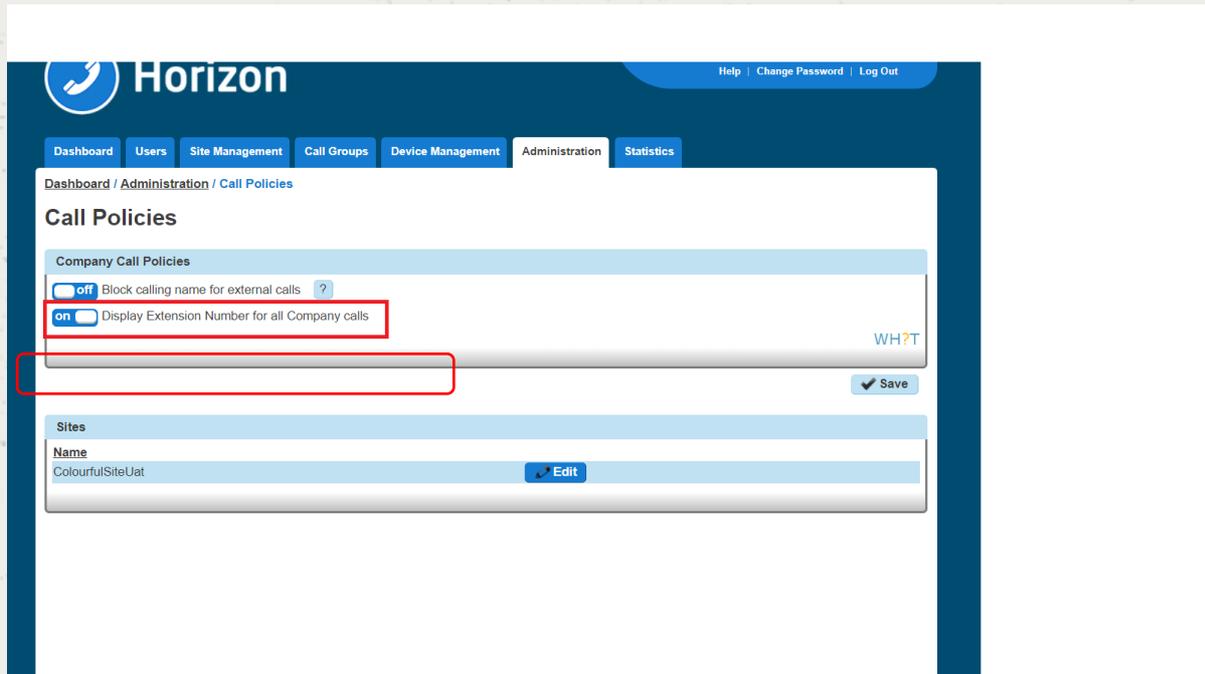
We will be introducing the option to present a user's extension details when a site to site call is made within the same Company, currently the users full DDI is presented. By default, from the 14th February 2018 onwards, all new companies will be provisioned to present the user's extension details on 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 in yellow. The page includes a navigation bar with 'Direct Access', 'Help', 'Change Password', and 'Log Out'. The main content area has tabs for 'Dashboard', 'Users', 'Site Management', 'Call Groups', 'Device Management', 'Administration', and 'Statistics'. Below the navigation, there are buttons for 'Add User' and 'Create Group'. The 'Call Outcomes' section shows a line graph for 'Inbound' and 'Outbound' calls, with a legend for 'Answered', 'Engaged', and 'Unanswered'. The 'Horizon Alerts' section shows a table with one alert: 'Premium Subscription Availability' with a status of '2'. The 'Top 10 Callers (Calls Made)' section shows a table with 'Calls' and 'Minutes' columns, and a message '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.

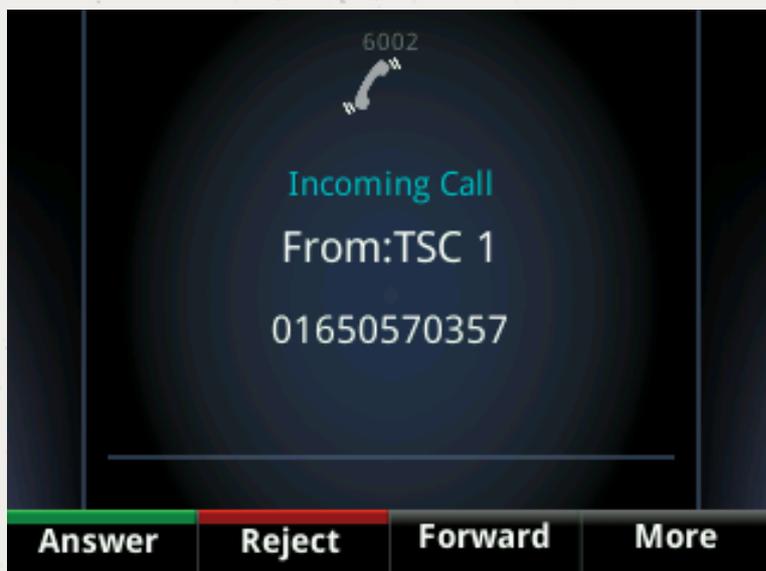


The setting is also available at the site level and is only applied to the caller.

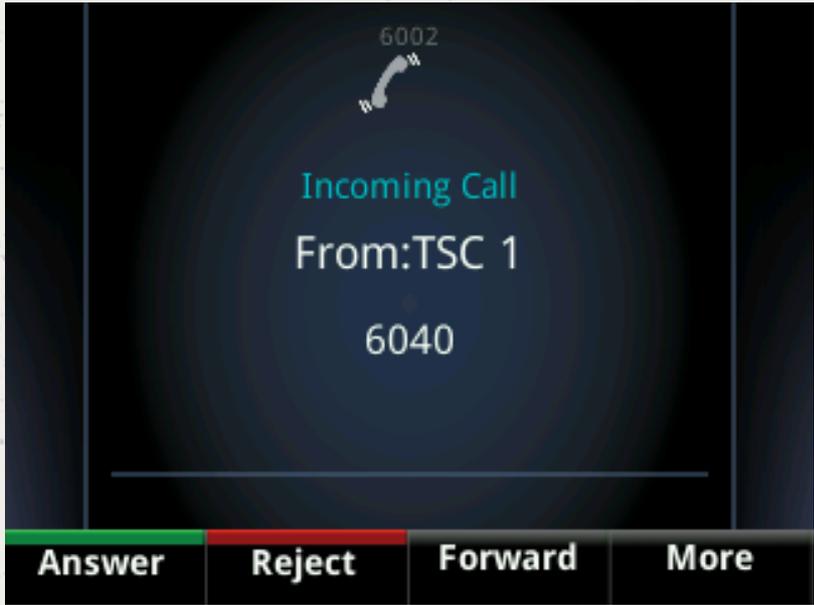
In the use case where a company has three sites A, B and C, if site A has it enabled, users on any other site will see the extension number when called by any user of site A.

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**

Override site call policy  
 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="?"/>

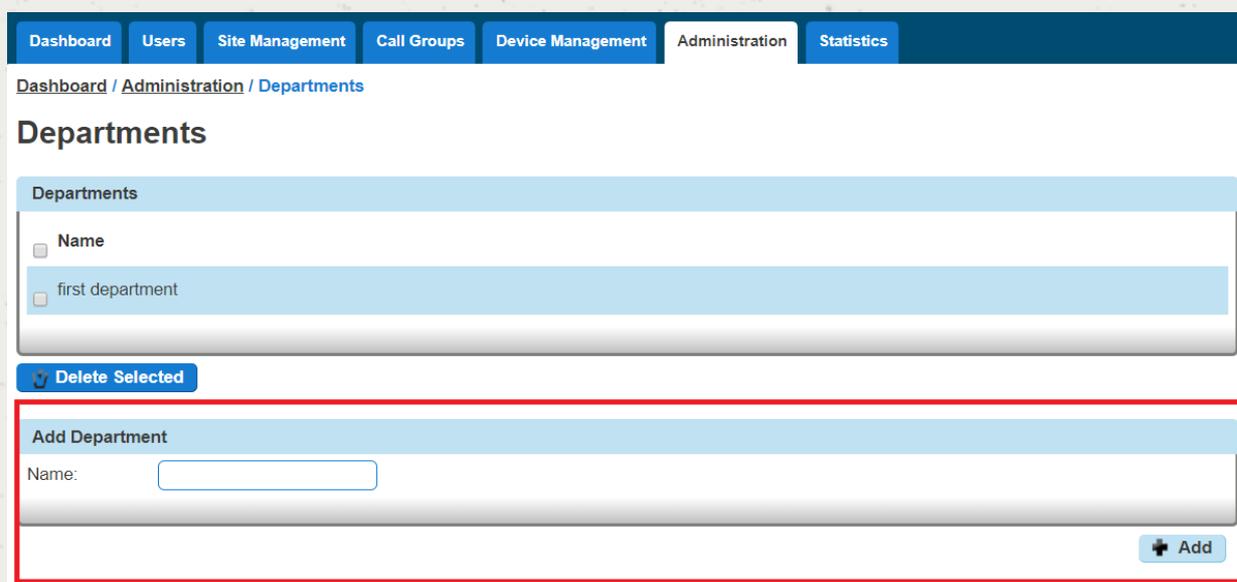
# Departments

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 a web interface with a navigation bar at the top containing tabs for Dashboard, Users, Site Management, Call Groups, Device Management, Administration, and Statistics. The 'Administration' tab is selected. Below the navigation bar, the breadcrumb path is 'Dashboard / Administration / Departments'. The main heading is 'Departments'. Below this, there is a table with the following structure:

Departments	
<input type="checkbox"/>	Name
<input type="checkbox"/>	first department

Below the table is a 'Delete Selected' button. At the bottom of the page, there is a red-bordered box containing an 'Add Department' form with a 'Name:' label and an input field, and an 'Add' button with a plus icon.

## 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 / Administration / Departments

## Departments

Departments

Name

first department

Add Department

Name:

## 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 / User Management / Edit User

## Edit Dan Test

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

Account Details

First Name:  Last Name:

Username: danTEST@uat.branding.com Department:

Contact Mobile:  Email:



# 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

WH?T

**Device Customisation Permissions**

This User can customise their soft keys  off

This User can customise their linekeys  off

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

Brand:Company/Unit  
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

HOW

**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



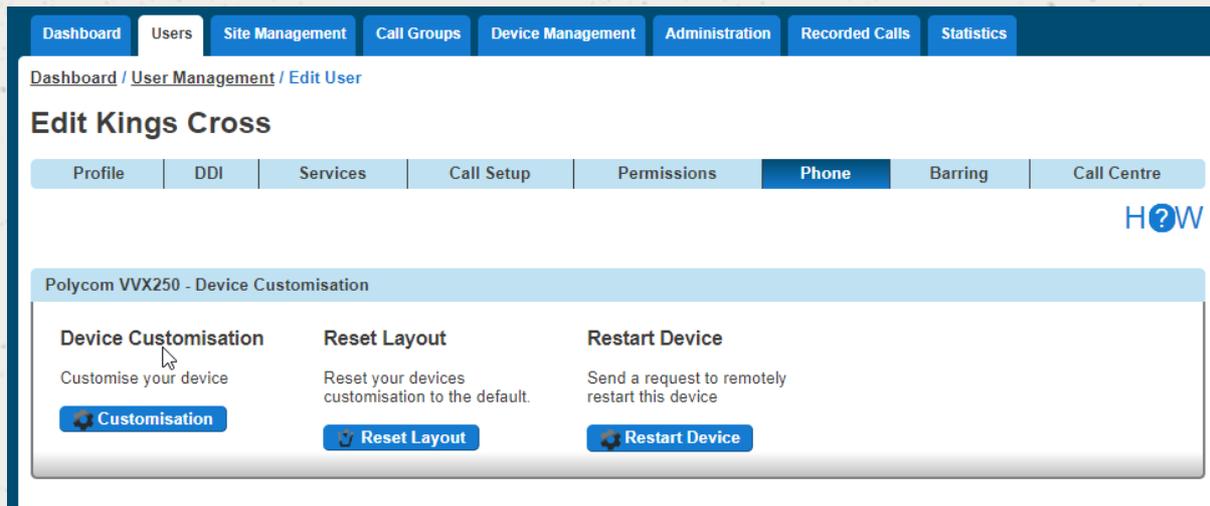
# Configure my Device

## Assigning Line Keys

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

### Step 1

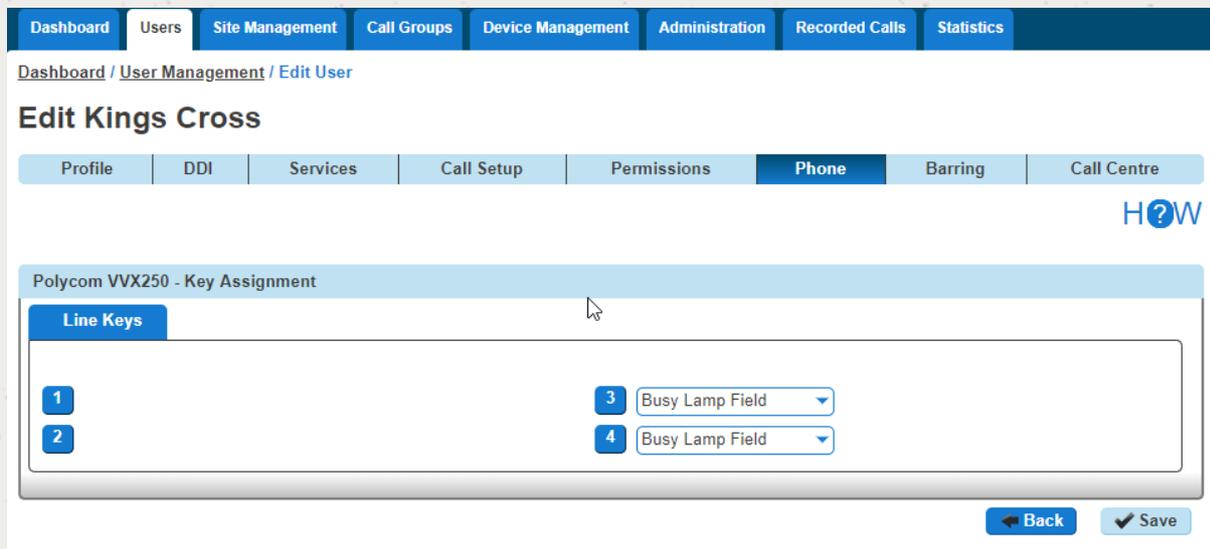
When in the Device Customisation page for your device, select the "Line Keys" option.



The screenshot shows the 'Edit Kings Cross' page with the 'Phone' tab selected. Under the 'Polycom VVX250 - Device Customisation' section, the 'Device Customisation' button is highlighted with a mouse cursor. The other buttons are '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. A table is displayed with four line keys, each with a dropdown menu set to 'Busy Lamp Field'. The 'Save' button is highlighted.

Line Key	Assignment
1	Busy Lamp Field
2	Busy Lamp Field
3	Busy Lamp Field
4	Busy Lamp Field

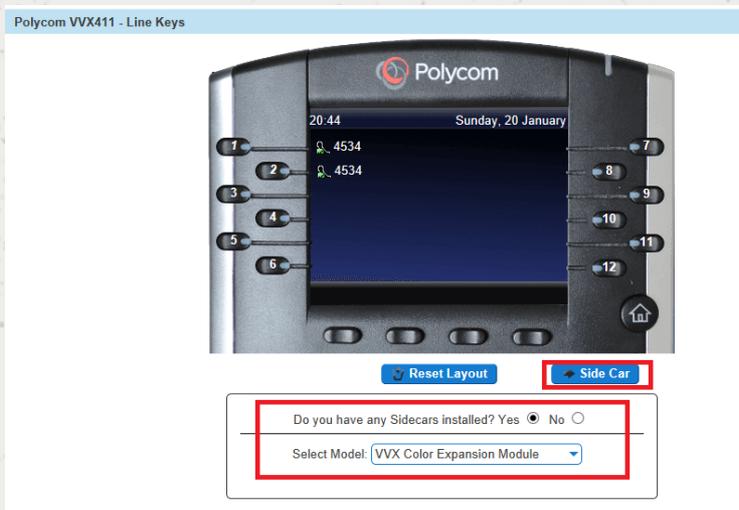
### Step 3

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.



# 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	The Company Directory is a list of all the users within the Horizon Company.  You can also add contacts that are not part of the Horizon Company to appear in the Company Directory	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:

My Directory

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

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:

My Directory

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

#### 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:

**+ Add**

**Upload Multiple Contacts**

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

**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:

**+ Add**

**Upload Multiple Contacts**

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

**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"

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 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@colinscoffee.com	ColinsCoffee

 Confirm



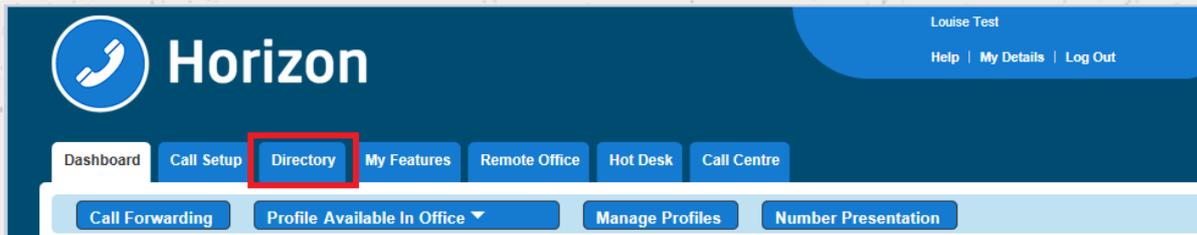
## Add Single Contact to User Directory

### Step 1

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

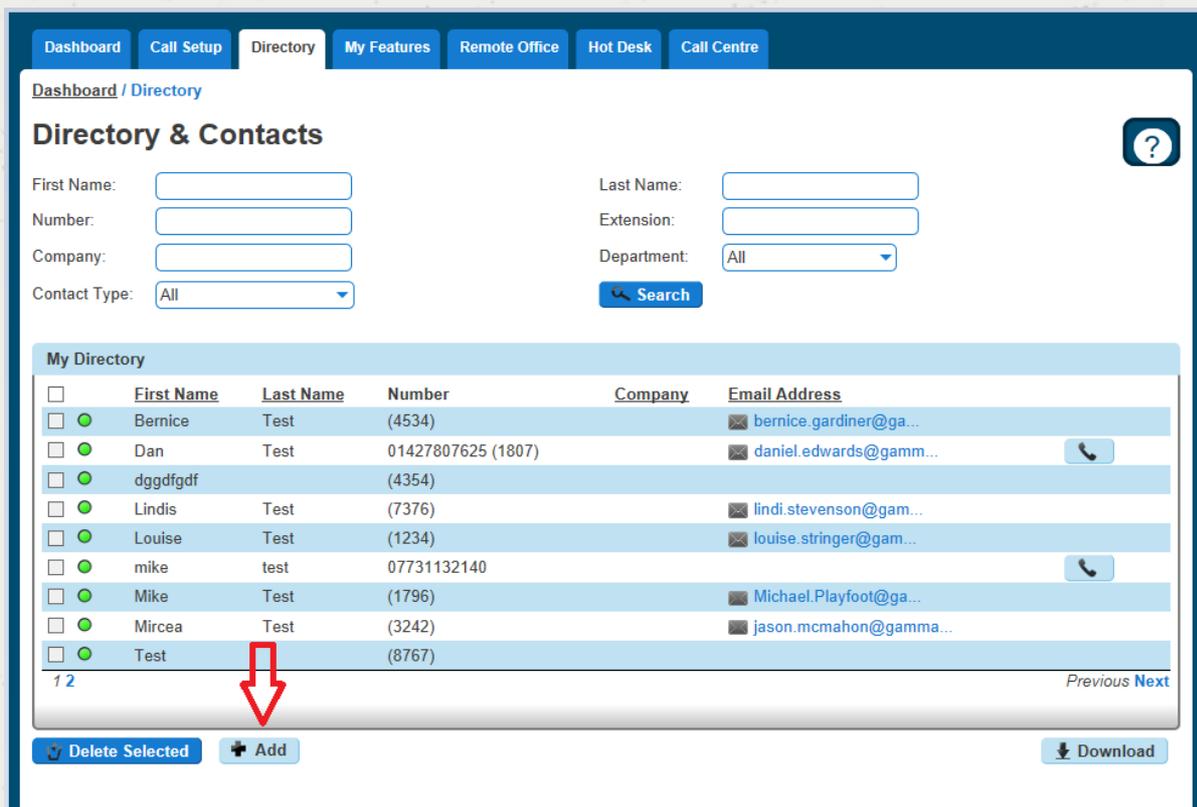
### Step 2

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:	<input type="text" value="Contact"/>	Last Name:	<input type="text" value="One"/>
Number:	<input type="text" value="01616200000"/>	Extension:	<input type="text" value="0000"/>
Email:	<input type="text" value="gamma@gamma.co.uk"/>		

  
[+ 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:	<input type="text"/>	Last Name:	<input type="text"/>
Number:	<input type="text"/>	Extension:	<input type="text"/>
Company:	<input type="text"/>	Department:	<input type="text" value="All"/>
Contact Type:	<input type="text" value="All"/>	<a href="#">Search</a>	

**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		<a href="#">Edit</a>
<input type="checkbox"/>	Dan	Test	01427807625 (1807)		daniel.edwards@gamm...		

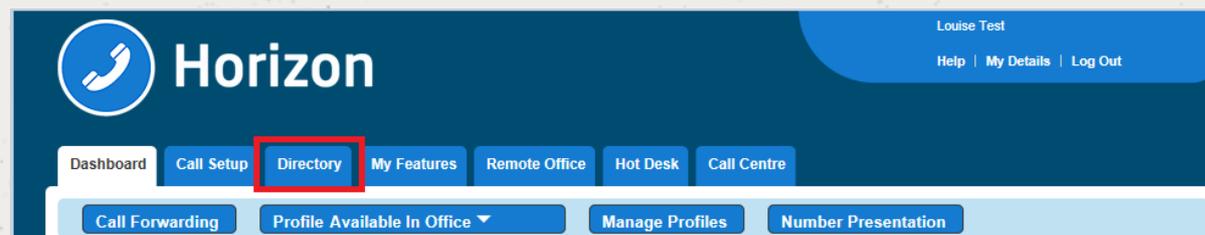
## Add Multiple Contacts to User Directory

#### Step 1

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

#### Step 2

From the menu bar select Directory.



Horizon Portal Header showing the 'Directory' menu item highlighted in red. The header includes the Horizon logo, user name 'Louise Test', and navigation links: Help, My Details, Log Out. The main menu bar contains: Dashboard, Call Setup, Directory (highlighted), My Features, Remote Office, Hot Desk, Call Centre. Below the menu bar are buttons for: Call Forwarding, Profile Available In Office, Manage Profiles, and Number Presentation.

#### Step 3

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

Dashboard / Directory

## Directory & Contacts

First Name:  Last Name:   
 Number:  Extension:   
 Company:  Department:   
 Contact Type:

**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"/>	Dan	Test	01427807625 (1807)		✉ daniel.edwards@gamm... <input type="button" value="Phone"/>
<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="button" value="Phone"/>
<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

#### Step 4

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

### Add Contacts

**Add Single Contact**

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

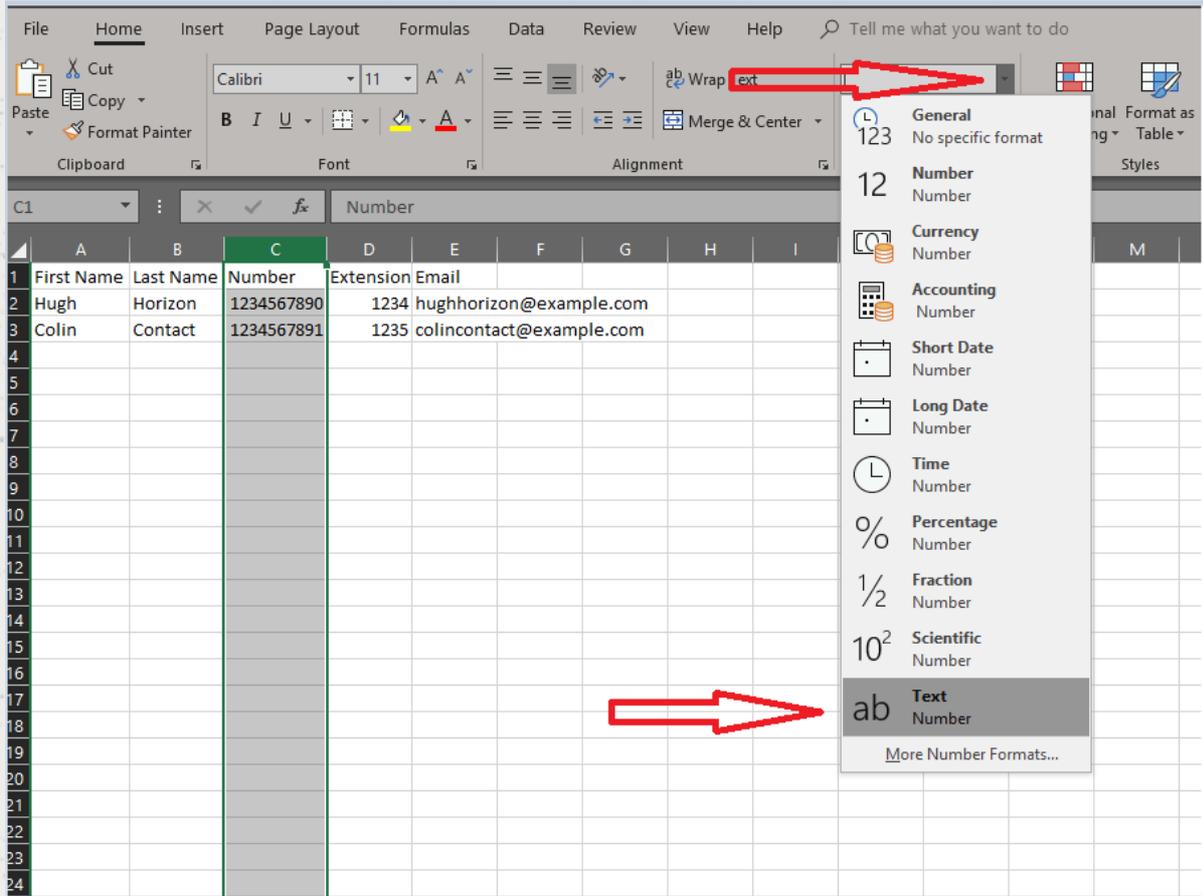
**Upload Multiple Contacts**

File to Upload:

#### 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.



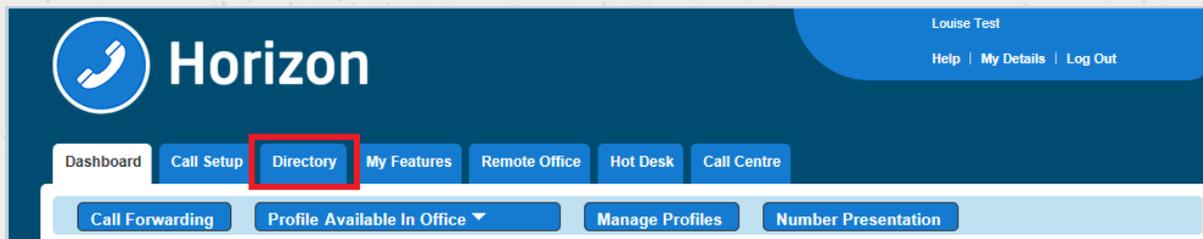
## Delete Contact(s) from User Directory

### 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		
<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 this, the breadcrumb trail reads "Dashboard / User Management / Edit User". The main heading is "Edit Bernice Test".

There are several sub-tabs: Profile, Personal Details, DDI, Services, Call Setup (selected), Permissions, Phone, Barring, and Call Centre. The "Call Setup" tab is active, and the "Incoming Call Settings" section is expanded.

On the left side, there is a sidebar menu with categories: Incoming Calls (Call Handling, Twinning, Blacklist, Settings, Advanced), Outgoing Calls (Speed Dial, Settings), In Call Options (Call Transfer, Settings), and Settings (Call Forwarding, Hot Desk, Call Recording, Manage Profile, Remote Office).

The "Incoming Call Settings" 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
- Distinctive Ring for External Calls: off (highlighted with a red box)

At the bottom right of the settings area, there is a "WH?T" logo and an "Apply" button with a checkmark.

---

## 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.





- 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	<input type="checkbox"/> off
Enable music for calls on hold	<input checked="" type="checkbox"/> on
Lookup Caller ID when none is Provided	<input type="checkbox"/> off
Present Incoming Caller's ID for External Calls	<input checked="" type="checkbox"/> on
Present Incoming Caller's ID for Internal Calls	<input checked="" type="checkbox"/> on
Do Not Disturb	<input type="checkbox"/> 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:

Contact Mobile:  Email:

**Settings**

Enable Hot Desk ? Yes  No

## 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.

## 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).

The screenshot shows the 'Edit Dan Test' user page. The breadcrumb trail is 'Dashboard / User Management / Edit User'. The page title is 'Edit Dan Test'. The navigation tabs are 'Profile', 'Personal Details', 'DDI', 'Services', 'Call Setup' (selected), 'Permissions', 'Phone', 'Barring', and 'Call Centre'. 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 main content area is titled 'Hot Desk' and contains a 'Settings' section with 'Enforce Association Limit for' set to '12' hours and a 'Save' button. Below this is a 'Search for a Hot Desk Phone' section with a 'Site' dropdown set to 'ColourfulSiteUat' and input fields for 'First Name' (Oliver), 'Last Name' (Test), 'Mac Address', and 'Extension'. A 'Search' button is present. The search results show 'ColourfulSiteUat, Oliver, Test, 5191' with a blue tick icon.

## 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 user management interface. At the top, there is a navigation bar with the Horizon logo and the name 'Horizon'. On the right, it displays 'BrandingCompanyUat', 'Direct Access', and links for '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', 'Recorded Calls', and 'Statistics'. The main content area is titled 'Edit Dan Test' and has a breadcrumb trail 'Dashboard / User Management / Edit User'. A sub-navigation bar includes 'Profile', 'Personal Details', 'DDI', 'Services', 'Call Setup', 'Permissions', 'Phone', 'Barring', and 'Call Centre'. The 'Call Setup' tab is active, showing the 'Hot Desking' section. On the left, a sidebar menu lists various call-related settings, with 'Hot Desk' highlighted. The 'Hot Desking' section contains a 'Current Phone' box with details: 'Current Hot Desk Device: ColourfulSiteUat, Oliver, Test', 'In Use Since: 26 January 20:47', and 'Automatic Sign Off: 12 Hours (12:00 Remaining)'. A 'Stop Using' button is visible. Below this is a 'Settings' section with 'Enforce Association Limit for 12 hours' and a 'Save' button. At the bottom, there is a 'Search for a Hot Desk Phone' section with a 'Site:' dropdown menu currently 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 user interface. At the top, there is a navigation bar with the Horizon logo and the name 'Horizon'. On the right, it displays 'Dan Test', '01427807625', and links for 'Help', 'My Details', and 'Log Out'. Below this is a secondary navigation bar with tabs for 'Dashboard', 'Call Setup', 'Directory', 'My Features', and 'Hot Desk'. The 'Hot Desk' tab is highlighted with a red box. Below the navigation bar, there is a 'Call Statistics' section.

### Step 3

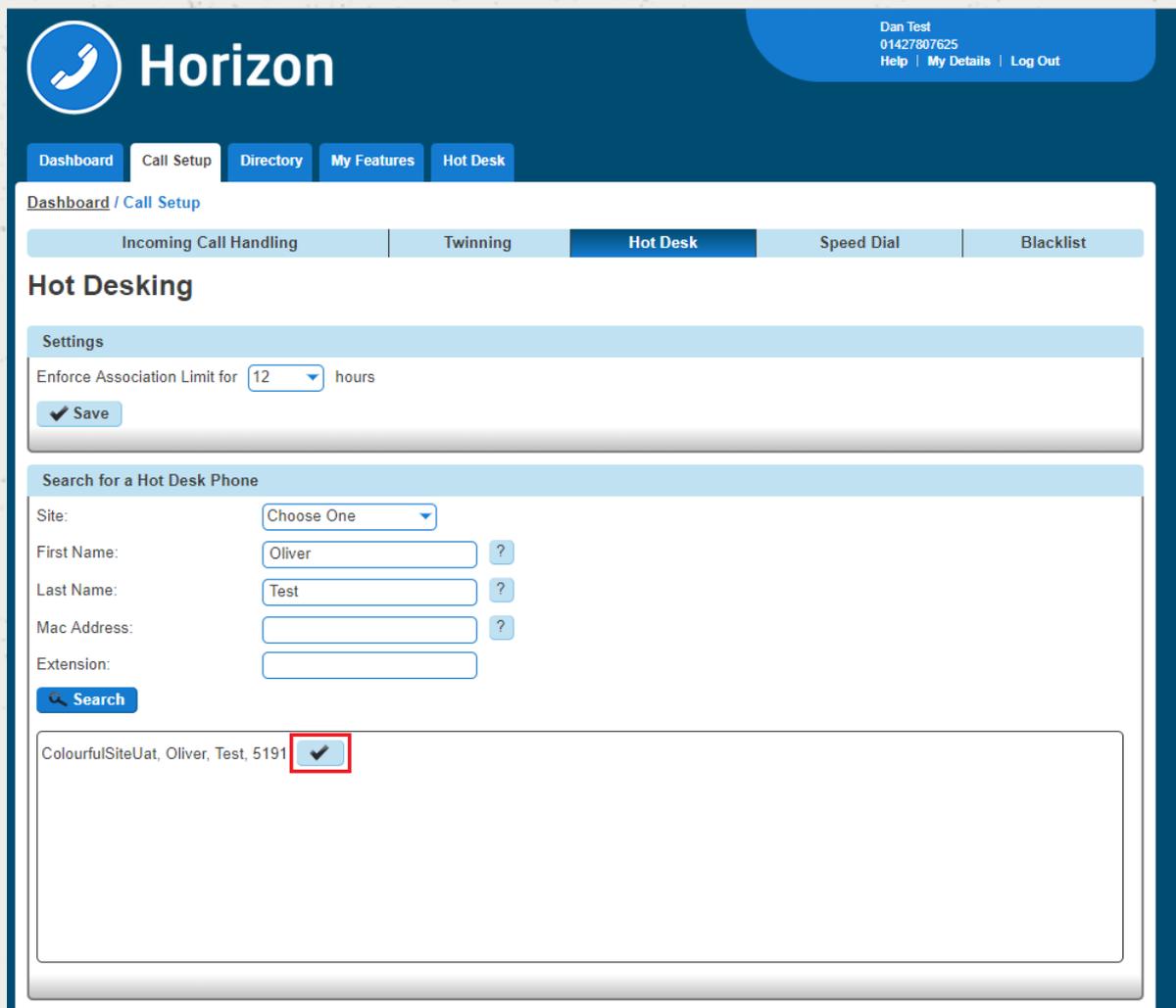
From here you can search for a handset on the site using any of the following search criteria:

First Name



Last Name  
MAC Address  
Extension

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



The screenshot shows the Horizon web interface. At the top right, the user is identified as 'Dan Test' with contact information '01427807625' and links for 'Help', 'My Details', and 'Log Out'. The navigation menu includes 'Dashboard', 'Call Setup', 'Directory', 'My Features', and 'Hot Desk'. The 'Call Setup' section is active, with sub-tabs for 'Incoming Call Handling', 'Twinning', 'Hot Desk', 'Speed Dial', and 'Blacklist'. The 'Hot Desk' sub-tab is selected, displaying 'Hot Desking' settings. Under 'Settings', there is a field for 'Enforce Association Limit for' set to '12' hours, with a 'Save' button below it. The 'Search for a Hot Desk Phone' section contains a 'Site' dropdown menu set to 'Choose One', and input fields for 'First Name' (Oliver), 'Last Name' (Test), 'Mac Address', and 'Extension', each with a help icon. A 'Search' button is located below these fields. The search results area shows a single entry: 'ColourfulSiteUat, Oliver, Test, 5191' with a blue checkmark icon to its right, which is highlighted by a red box.

## 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

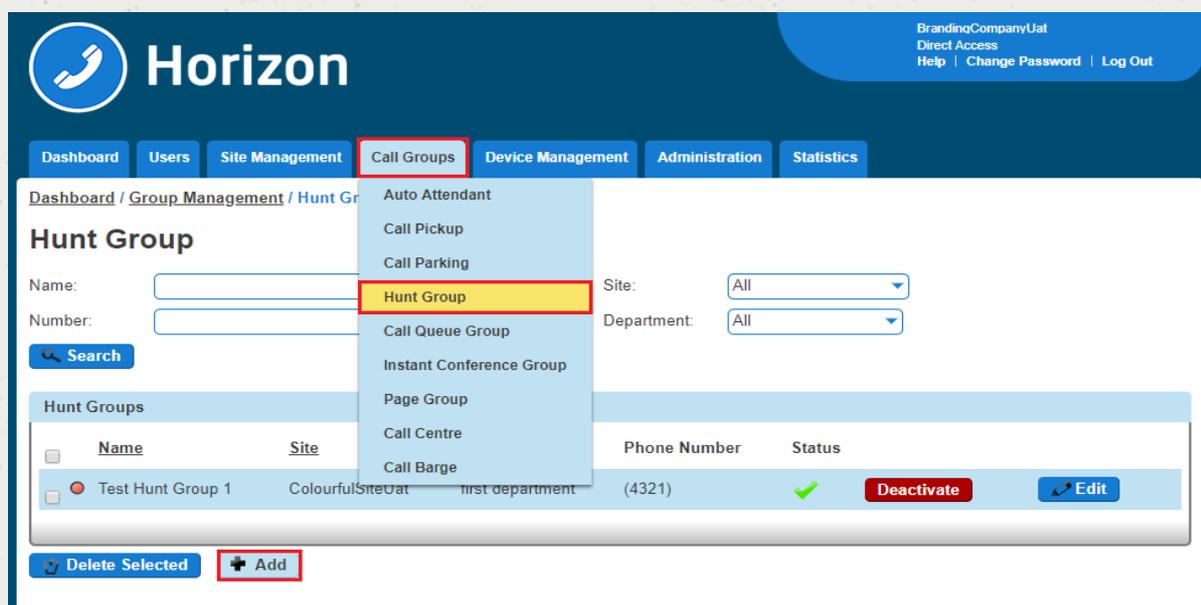
Hunt Group	Description
Circular	A Circular hunt group sends the incoming calls to users according to their position in the list. After a call has been answered, the next call will be answered by the person following the user who answered, even if the call is at the top of the list.
Regular	A Regular 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 is a navigation bar with the Horizon logo and the text "Horizon". To the right of the logo, there are links for "BrandingCompanyUat", "Direct Access", "Help", "Change Password", and "Log Out". Below the navigation bar, there is a menu with several options: "Dashboard", "Users", "Site Management", "Call Groups", "Device Management", "Administration", and "Statistics". The "Call Groups" option is highlighted with a red box. A dropdown menu is open under "Call Groups", showing several options: "Auto Attendant", "Call Pickup", "Call Parking", "Hunt Group", "Call Queue Group", "Instant Conference Group", "Page Group", "Call Centre", and "Call Barge". The "Hunt Group" option is highlighted with a yellow box. Below the dropdown menu, there is a form for creating a Hunt Group. The form has fields for "Name:" and "Number:", a "Search" button, and dropdown menus for "Site:" and "Department:". Below the form, there is a table with the following columns: "Name", "Site", "Phone Number", and "Status". The table contains one row with the following data: "Test Hunt Group 1", "ColourfulSiteUat", "(4321)", and a green checkmark. Below the table, there are buttons for "Delete Selected" and "Add". The "Add" button is 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.

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

Dashboard / Group Management / Hunt Group / Create New Hunt Group

## Create Hunt Group

Account Options Select Users Assign Number

HOW

**Location**

Site: ColourfulSiteUat WH?T

**Group Details**

Name: Hunt Group Test

Department: first department

Username: huntgrouptest @ uat.branding.com WH?T

**Caller ID**

Calling ID First Name: Hunt Group Calling ID Last Name: Test WH?T

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

Account Options Select Users Assign Number

**i** 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  rings  ?

Forward call to:  after  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

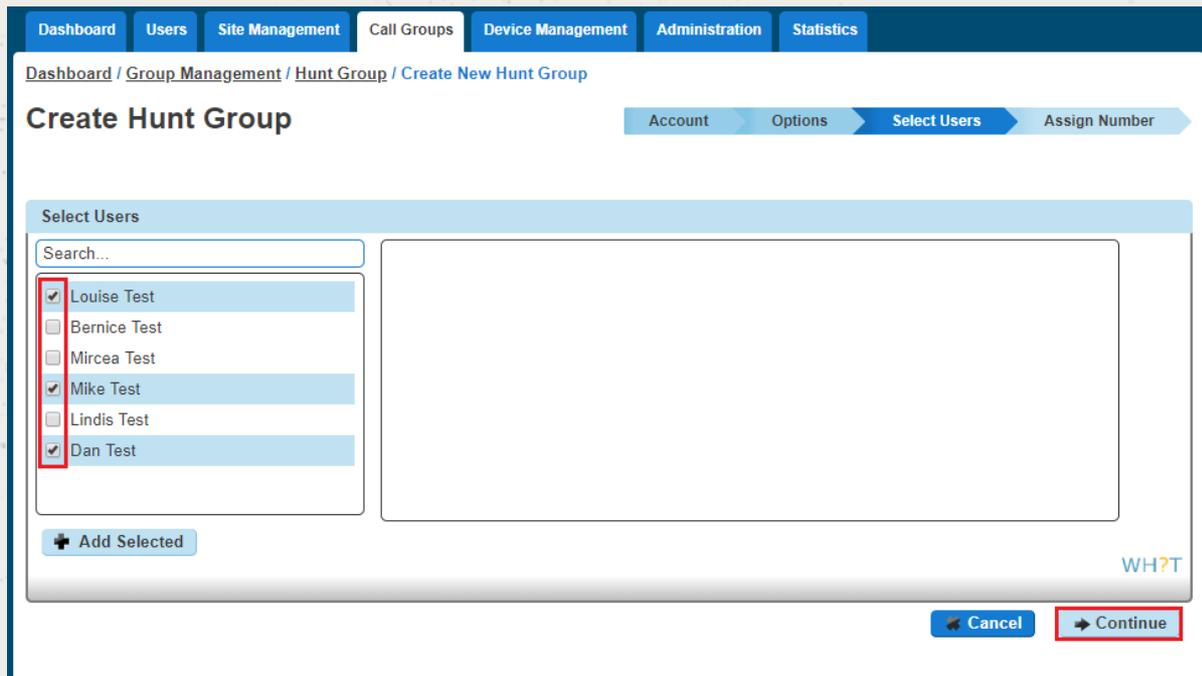
Enable call waiting

**off** Distinctive Ringing for External Calls

WH?T

### 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:

Number:  Department:

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

#### 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
- Bob Test

WH?T

## 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 / Group Management / Hunt Group

## Hunt Group

Name:  Site:

Number:  Department:

[Search](#)

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

[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 \(Advanced Settings\)](#)

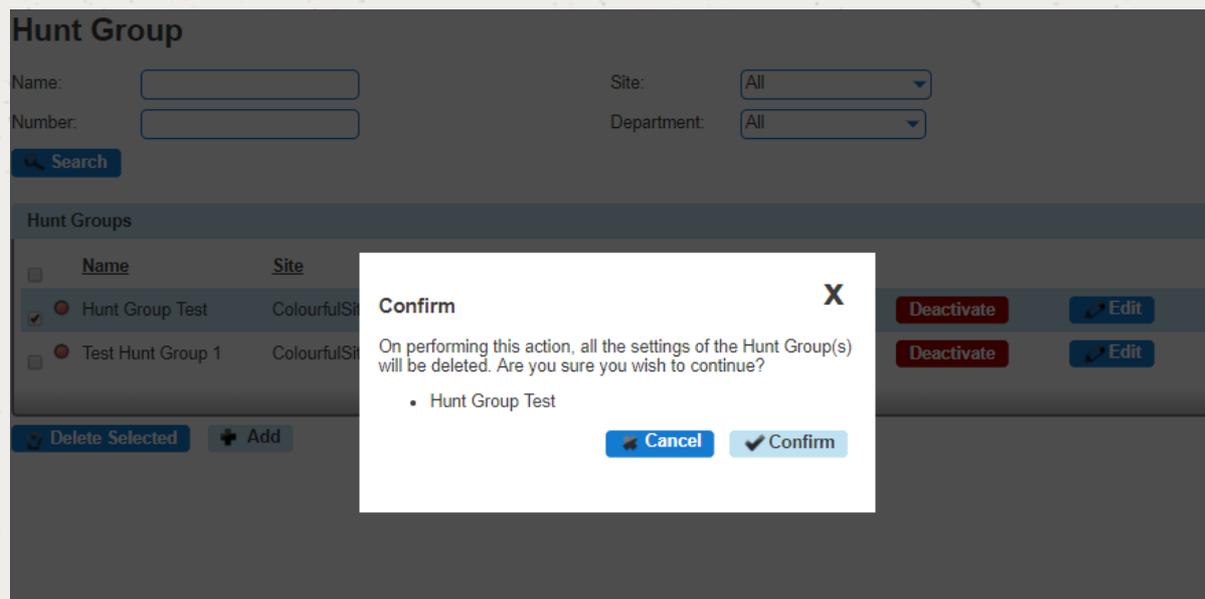
[Call Forwarding when Busy \(Advanced Settings\)](#)

## 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.



The screenshot shows the "Hunt Group" management page. At the top, there are input fields for "Name" and "Number", and dropdown menus for "Site" (set to "All") and "Department" (set to "All"). Below these is a "Search" button. The main area displays a table of "Hunt Groups" with columns for "Name" and "Site". Two groups are listed: "Hunt Group Test" and "Test Hunt Group 1", both associated with "ColourfulSite". The "Hunt Group Test" row is selected. Below the table are buttons for "Delete Selected" and "Add". A modal dialog box is open in the center, titled "Confirm" with a close button (X). The dialog text reads: "On performing this action, all the settings of the Hunt Group(s) will be deleted. Are you sure you wish to continue?". Below the text is a bulleted list containing "Hunt Group Test". At the bottom of the dialog are "Cancel" and "Confirm" buttons. In the background, behind the dialog, there are "Deactivate" and "Edit" buttons for each group in the table.

## 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:

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

### 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**

Enable Virtual Package

WH?T

**Advanced Features**

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

**Schedule**

Forward To:

Do not use a schedule  Use the following schedule

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.

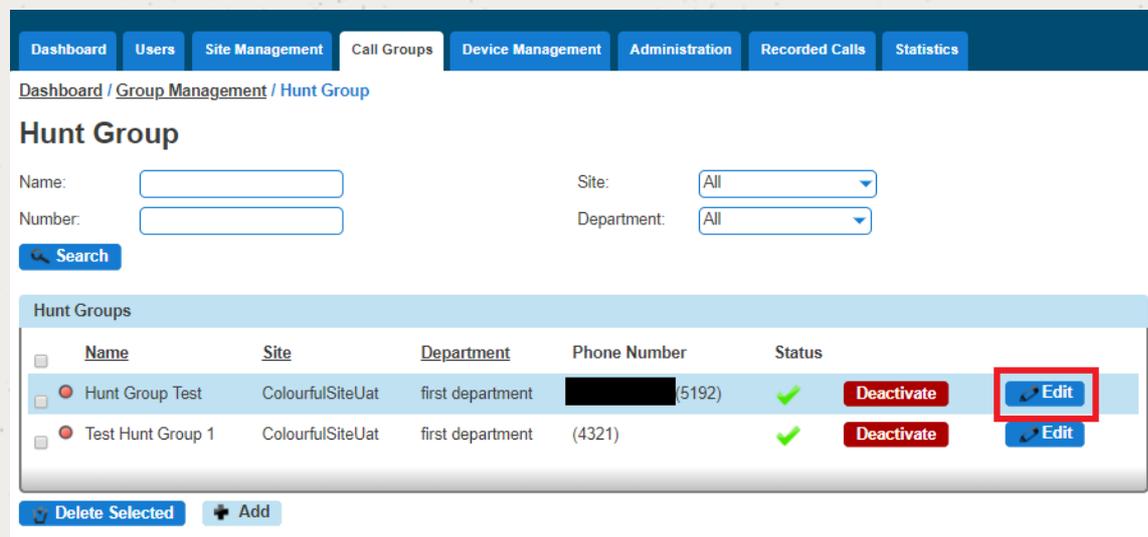
### Step 2

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".



The screenshot shows the 'Hunt Group' management page. At the top, there are navigation tabs: Dashboard, Users, Site Management, Call Groups, Device Management, Administration, Recorded Calls, and Statistics. Below the tabs, the breadcrumb path is 'Dashboard / Group Management / Hunt Group'. The main heading is 'Hunt Group'. There are input fields for 'Name' and 'Number', and dropdown menus for 'Site' (set to 'All') and 'Department' (set to 'All'). A 'Search' button is located below these fields. Below the search area is a table titled 'Hunt Groups' with columns: Name, Site, Department, Phone Number, Status, and Action. The table contains two rows: 'Hunt Group Test' and 'Test Hunt Group 1'. The 'Edit' button for 'Hunt Group Test' is highlighted with a red box. At the bottom of the table, there are buttons for 'Delete Selected' and 'Add'.

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 / Group Management / Hunt Group / Edit Hunt Group

## Edit Hunt Group Test

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

**Voicemail**

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**

Enable Voicemail ?

---

**Voicemail PIN**

**Create New Voicemail PIN**

New PIN

Confirm PIN

[Back](#)

---

**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".

Dashboard / Group Management / Instant Conference Group

### Instant Conference Group

Name:  Site:

Number:  Department:

<input type="checkbox"/>	Name	Site	Department	Phone Number	Status
No Records Found					

### 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:

**Group Details**

Name:

Department:

Username:  @uat.branding.com

**Caller ID**

Calling ID First Name:  Calling ID Last Name:

### 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 dialed 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:  Minutes.

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

Name	Site	Department	Phone Number	Status	
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

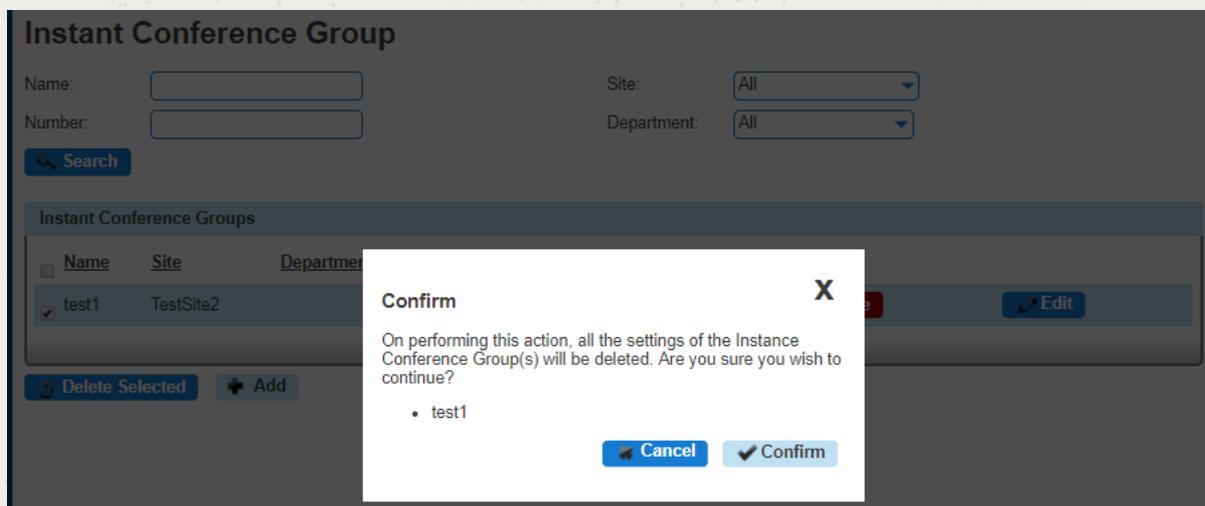
Change the extension number of the Instant Conference Group

## 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.





Dashboard / Site Management / ColourfulSiteUat

## ColourfulSiteUat

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

Manage ColourfulSiteUat

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

### 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 / 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

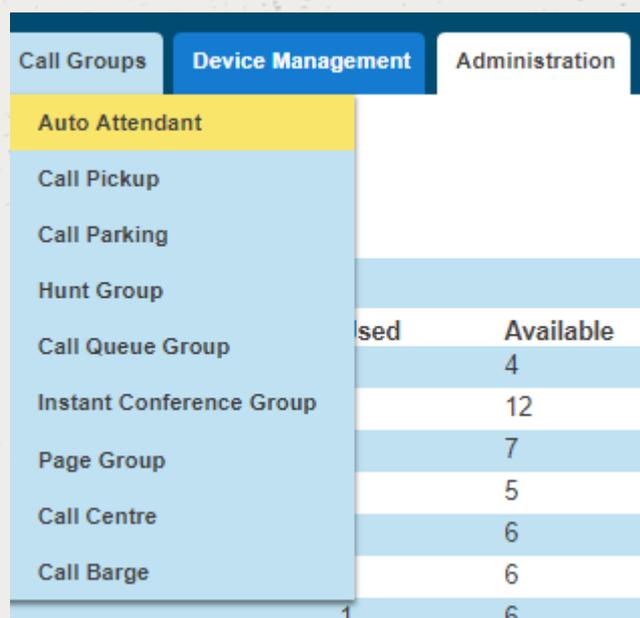
This is the ability to reject incoming calls from a user defined list and/or anonymous numbers directly via the Hunt, Auto Attendant (AA) Call Queue (CQ) and Call Centre (CC) type Call Groups as part of the Advanced Settings option.

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
<b>Auto Attendant</b>		
Call Pickup		
Call Parking		
Hunt Group		
Call Queue Group	Used	Available
Instant Conference Group		4
Page Group		12
Call Centre		7
Call Barge		5
	1	6

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

Dashboard / Group Management / Hunt Group

### Hunt Group

Name:  Site:

Number:  Department:

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

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 / Group Management / Hunt Group / Edit Hunt Group

### Edit Hunt Group Test

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

Enable Virtual Package

WH?T

Status	Name		
●	Schedule	<input type="button" value="Activate"/>	<input type="button" value="Edit"/>
●	Call Forwarding	<input type="button" value="Activate"/>	<input type="button" value="Edit"/>
●	Call Forwarding When Busy	<input type="button" value="Activate"/>	<input type="button" value="Edit"/>
●	Nuisance Call Management	<input type="button" value="Activate"/>	<input type="button" value="Edit"/>

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:



Blacklist Numbers:

01234567890 

WH?T

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 type="checkbox"/> on
---

WH?T

Save

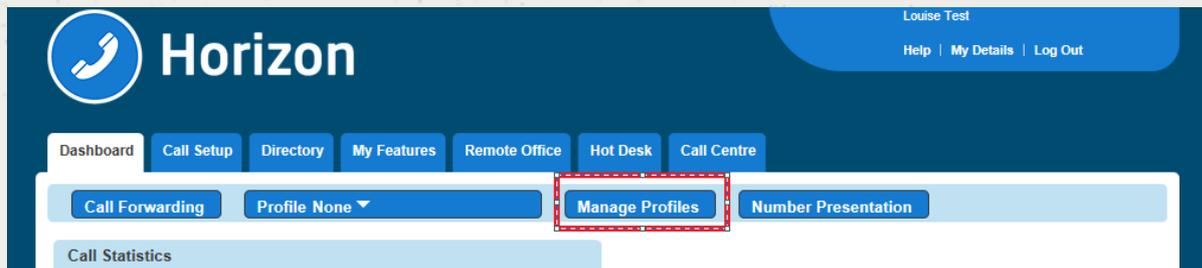
## Setup and Edit Availability Profiles as a User

### Step 1

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

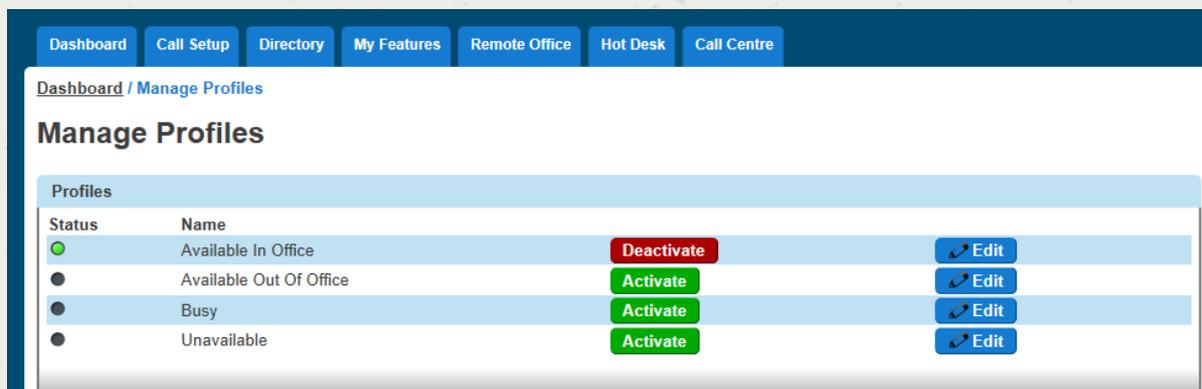


If you cannot see the "Manage Profiles" button then you need to be granted this access by the Company Administrator



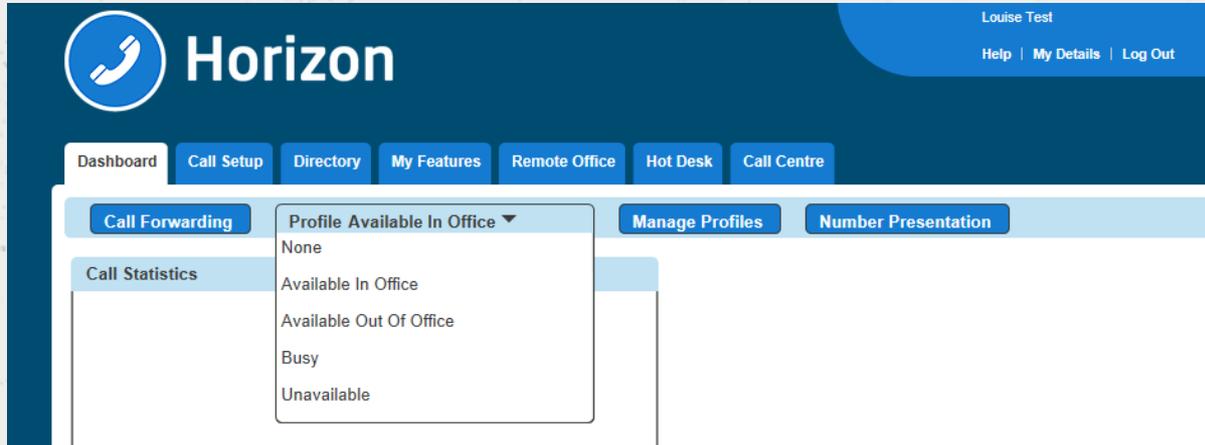
### Step 2

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

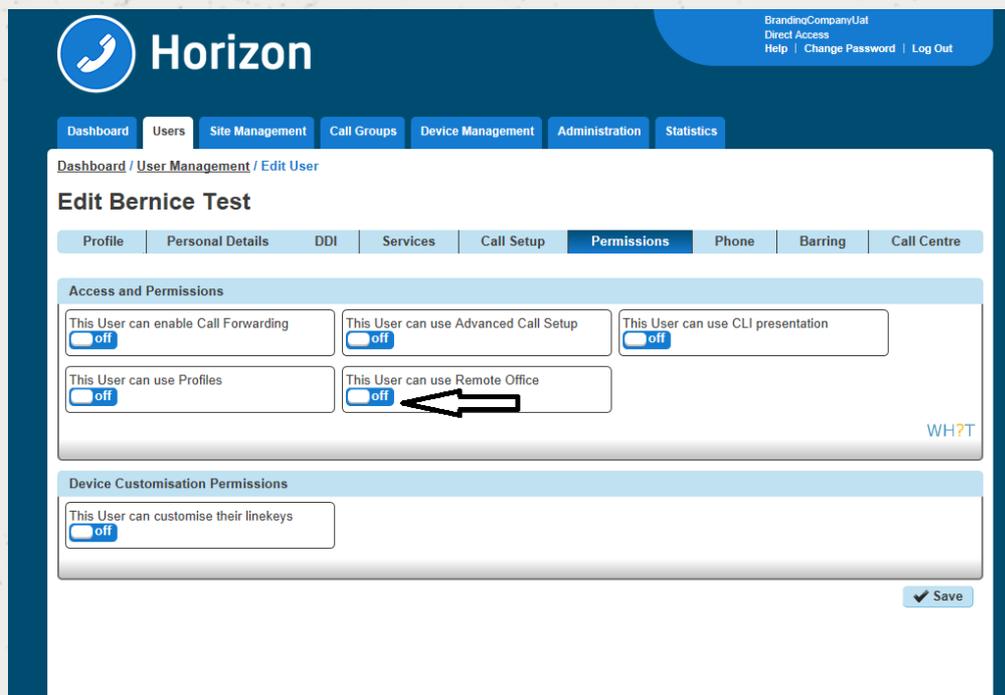
### Step 1

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.



## Activate / Deactivate Remote Office as a User

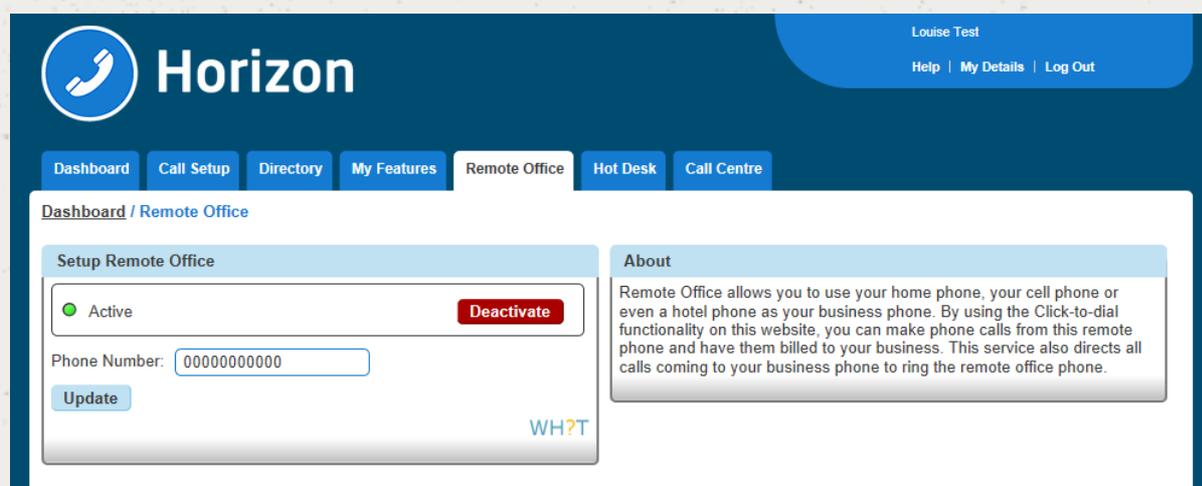


## Step 1

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'.



## How to make outgoing calls using Remote Office

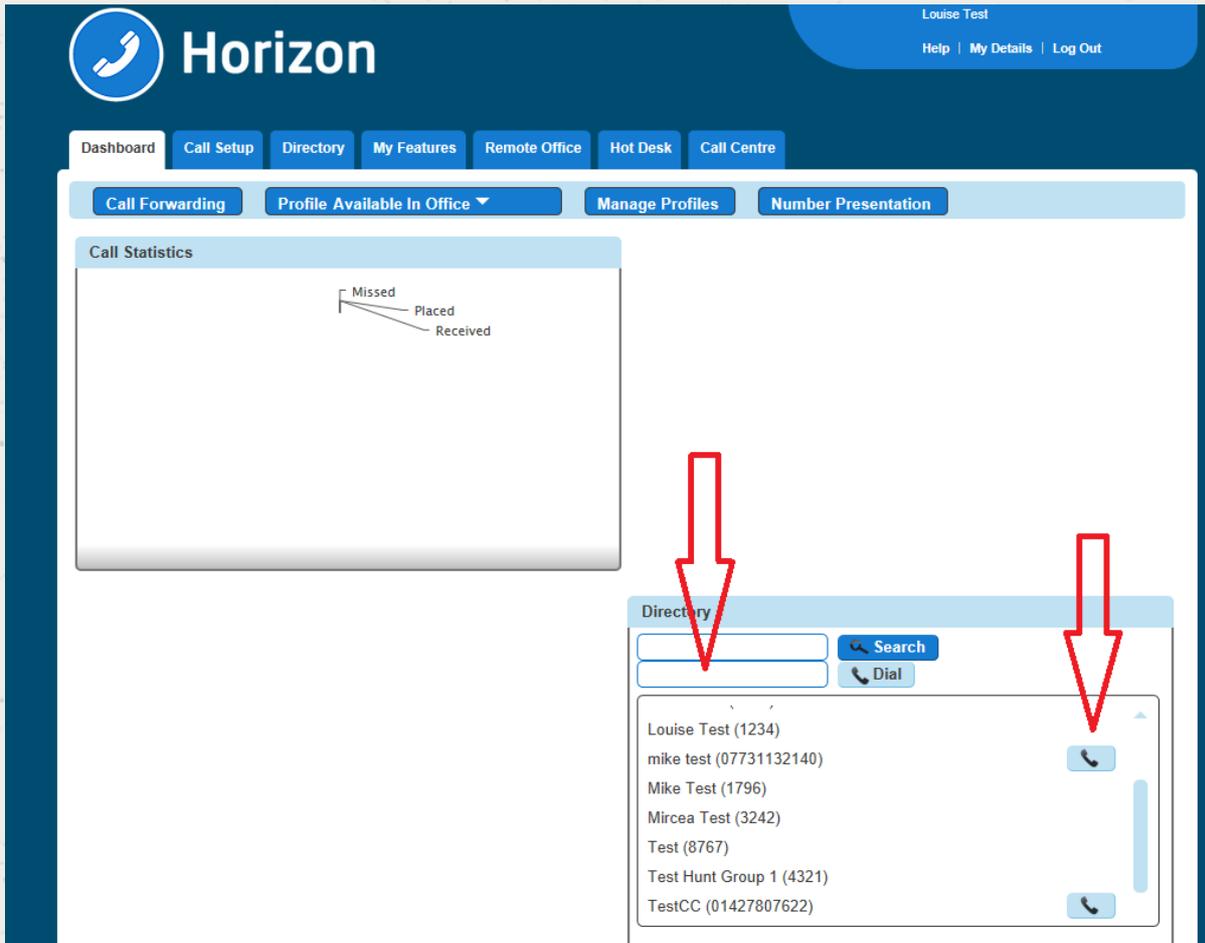
### Step 1

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.



## 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 user management interface. At the top, there is a navigation bar with the Horizon logo and user information (BrandingCompanyUat, Direct Access, Help, Change Password, Log Out). Below the navigation bar, there are tabs for Dashboard, Users, Site Management, Call Groups, Device Management, Administration, and Statistics. 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 selected, and the "Sequential Ring" option is highlighted in the left-hand menu. The "Sequential Ring" configuration panel is displayed, showing the "Enable Sequential Ring" toggle set to "off". Below this, there is a "My Phone Numbers" section with five input fields for phone numbers, each with a small icon to its right. At the bottom, there is a "Settings" section with a dropdown menu set to "3" rings, followed by "Advanced" and "Save" buttons.



### 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 for editing a user named 'Bernice Test'. The page is titled 'Edit Bernice Test' and has a navigation menu with tabs for Profile, Personal Details, DDI, Services, Call Setup (selected), Permissions, Phone, Barring, and Call Centre. A left-hand sidebar lists various call management settings, including 'Sequential Ring' under the 'Advanced' section. The main content area is titled 'Sequential Ring' and contains two 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 of dropdown menus for 'Open Hours' and 'Closed Hours', both currently set to 'None', with question mark and plus icons next to them. At the bottom right of the configuration area 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.

The screenshot shows the 'Edit Hunt Group 1' interface in Horizon. The top navigation bar includes Dashboard, Users, Site Management, Call Groups, Device Management, Administration, and Statistics. The breadcrumb trail is Dashboard / Group Management / Hunt Group / Edit Hunt Group. The main title is 'Edit Test Hunt Group 1'. Below the title are tabs for Account, Options, Select Users, Assign Number, Voicemail, and Advanced Settings. The 'Advanced Settings' tab is active, showing a toggle for 'Enable Virtual Package' set to 'on'. Below this is the 'Advanced Features' section, which is a table with columns for Status, Name, and actions (Activate and Edit). The table lists: Schedule (Status: ●, Name: Schedule, Activate: Activate, Edit: Edit), Call Forwarding (Status: ●, Name: Call Forwarding, Activate: Activate, Edit: Edit), Call Forwarding When Busy (Status: ●, Name: Call Forwarding When Busy, Activate: Activate, Edit: Edit), and Nuisance Call Management (Status: ●, Name: Nuisance Call Management, Activate: Activate, Edit: Edit). Below the table is the 'Schedule' section, which includes a 'Forward To' field with the value '654321' and a search icon. There are two radio buttons: 'Do not use a schedule' (unselected) and 'Use the following schedule' (selected). Below these are 'Closed Hours' and 'Additional Routing' dropdown menus. The 'Closed Hours' dropdown is set to 'All Hours' and has a red box around the '+ Create' button. The 'Additional Routing' dropdown is set to 'None'. A 'Save' button is at the bottom right.

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

### 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".

#### 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:

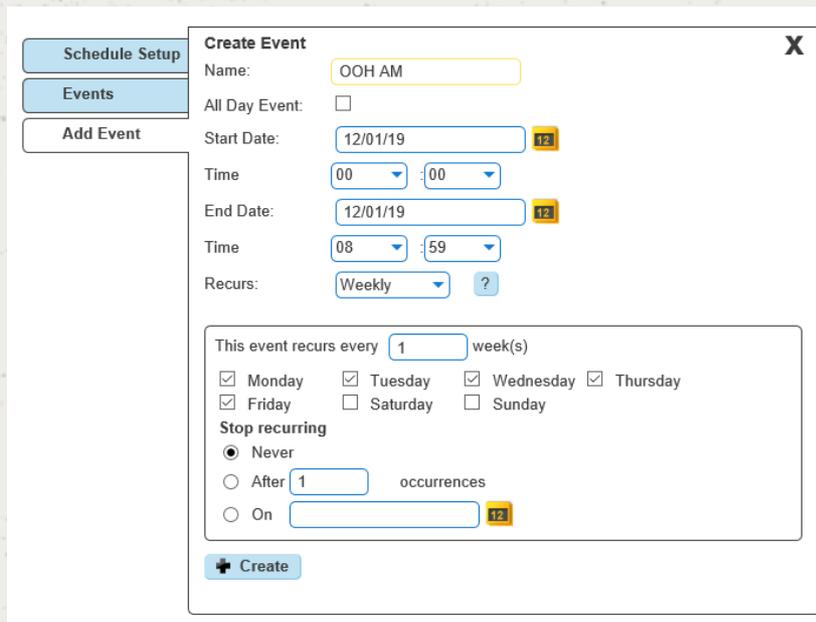
An All Day Event is from 00:00 until 23:59 on the selected day.

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.

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

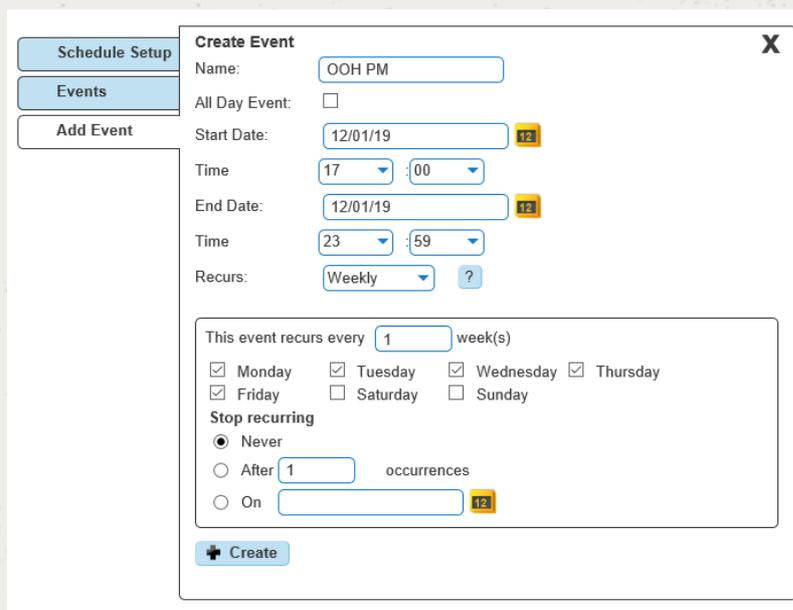
Your first event should cover the morning out of hours, in this case from 00:00 (midnight) – 08:59. We want this to recur weekly on Monday – Friday so you will need to tick Mon/Tue/Wed/Thu/Fri and click create at the bottom.



The screenshot shows the 'Create Event' form with the following fields and values:

- Name:** OOH AM
- All Day Event:**
- Start Date:** 12/01/19
- Time:** 00 : 00
- End Date:** 12/01/19
- Time:** 08 : 59
- Recurs:** Weekly
- Recurrence details:** This event recurs every 1 week(s). Days checked: Monday, Tuesday, Wednesday, Thursday, Friday. Saturday and Sunday are unchecked.
- Stop recurring:**  Never,  After 1 occurrences,  On [ ]
- Buttons:** + Create

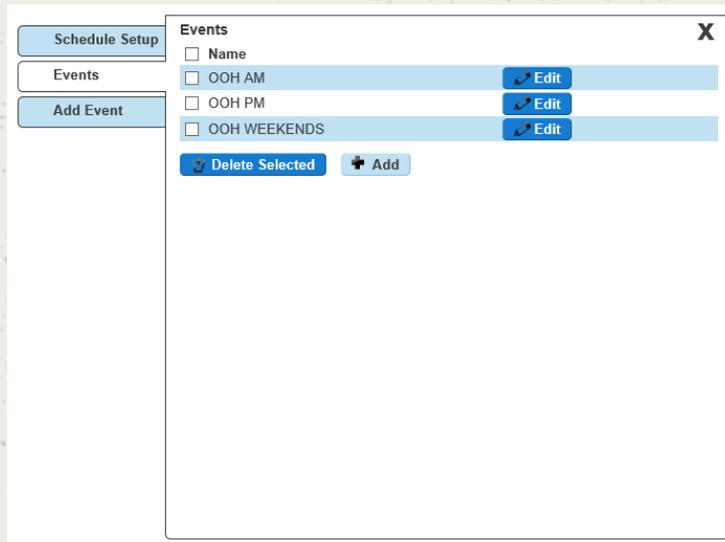
The next step is to click 'Add' in the events page which will then take you back to the creating a new event page. Create your afternoon out of hours, in this case from 17:00 – 23:59. We also want this event to recur weekly from Monday – Friday.



The screenshot shows the 'Create Event' form with the following fields and values:

- Name:** OOH PM
- All Day Event:**
- Start Date:** 12/01/19
- Time:** 17 : 00
- End Date:** 12/01/19
- Time:** 23 : 59
- Recurs:** Weekly
- Recurrence details:** This event recurs every 1 week(s). Days checked: Monday, Tuesday, Wednesday, Thursday, Friday. Saturday and Sunday are unchecked.
- Stop recurring:**  Never,  After 1 occurrences,  On [ ]
- Buttons:** + Create

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.



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.



## Step 2

Click on the "Schedules" button.

Dashboard / Site Management / ColourfulSiteUat

### ColourfulSiteUat

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

Manage ColourfulSiteUat

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

## 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

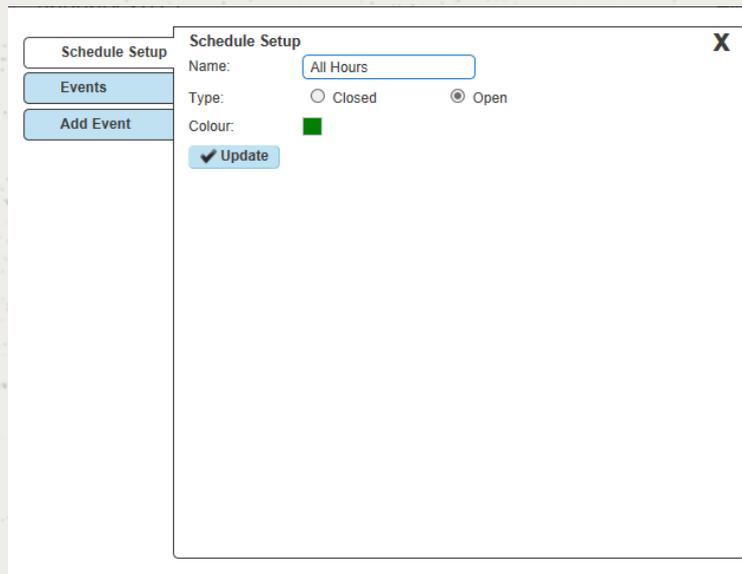
Schedules	Name	Type	
<input checked="" type="checkbox"/>	All Hours	Open	<a href="#">Edit</a>
<input type="checkbox"/>	test	Open	<a href="#">Edit</a>

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

Horizon Copyright© 2019

## Step 4

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

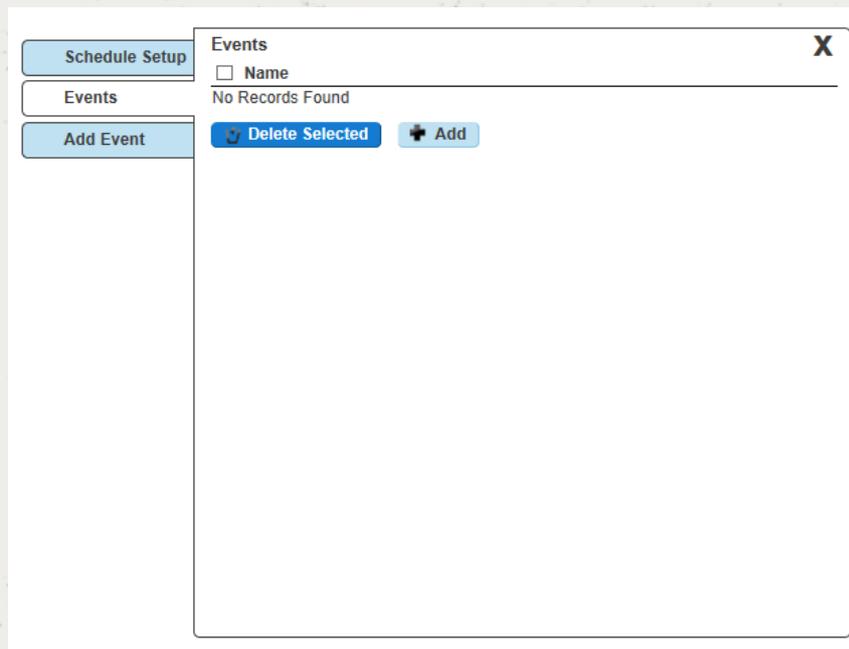


The screenshot shows a dialog box titled "Schedule Setup" with a close button (X) in the top right corner. On the left side, there is a vertical menu with three items: "Schedule Setup" (highlighted), "Events", and "Add Event". The main content area of the dialog contains the following fields and controls:

- Name:** A text input field containing "All Hours".
- Type:** Two radio buttons: "Closed" (unselected) and "Open" (selected).
- Colour:** A small green square color swatch.
- 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.

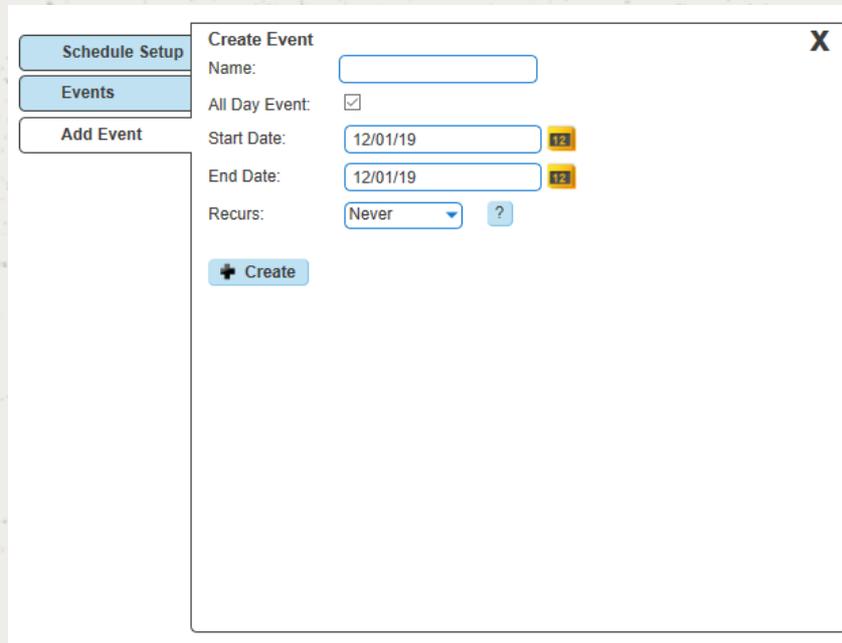


The screenshot shows a dialog box titled "Events" with a close button (X) in the top right corner. On the left side, there is a vertical menu with three items: "Schedule Setup", "Events" (highlighted), and "Add Event". The main content area of the dialog contains the following elements:

- Name:** A text input field with a checkmark icon to its left, currently empty.
- No Records Found:** A message indicating that no records are present.
- Delete Selected:** A blue button with a trash can icon.
- Add:** A blue button with a plus sign 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 contains the following fields:

- Name:** An empty text input field.
- All Day Event:** A checked checkbox.
- Start Date:** A date picker set to '12/01/19' with a yellow calendar icon to its right.
- End Date:** A date picker set to '12/01/19' with a yellow calendar icon to its right.
- Recurs:** A dropdown menu set to 'Never' with a blue question mark icon to its right.

At the bottom of the dialog is a blue button with a plus sign and the text '+ Create'. A close button (X) is located in the top right corner of the dialog.

# Twinning

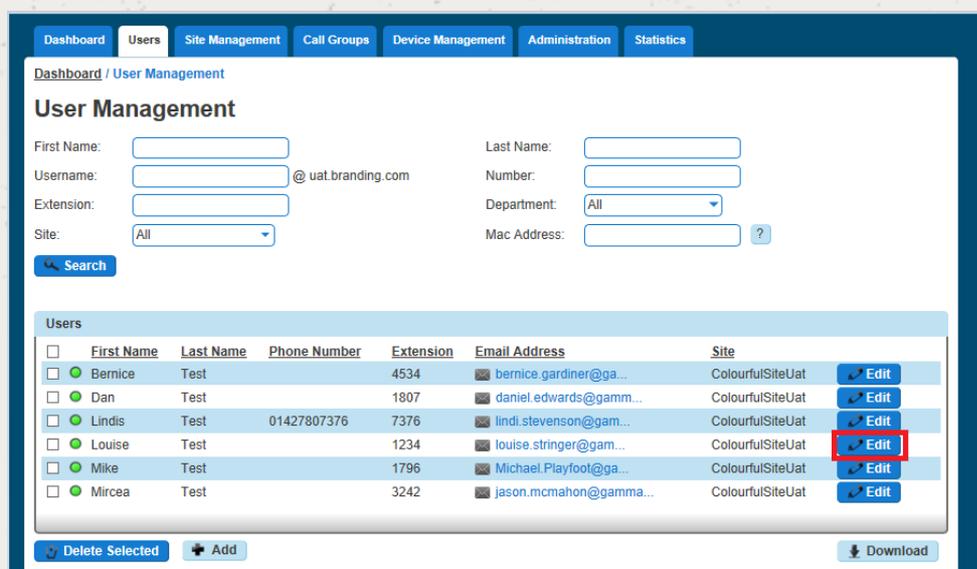
Twinning is a service that allows a user to use their mobile phone, or any other non-Horizon handset to behave as if it was part of the Horizon Company. For example, if someone calls your Horizon handset and you have got twinning enabled to a mobile phone, your mobile will ring at the same time as your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



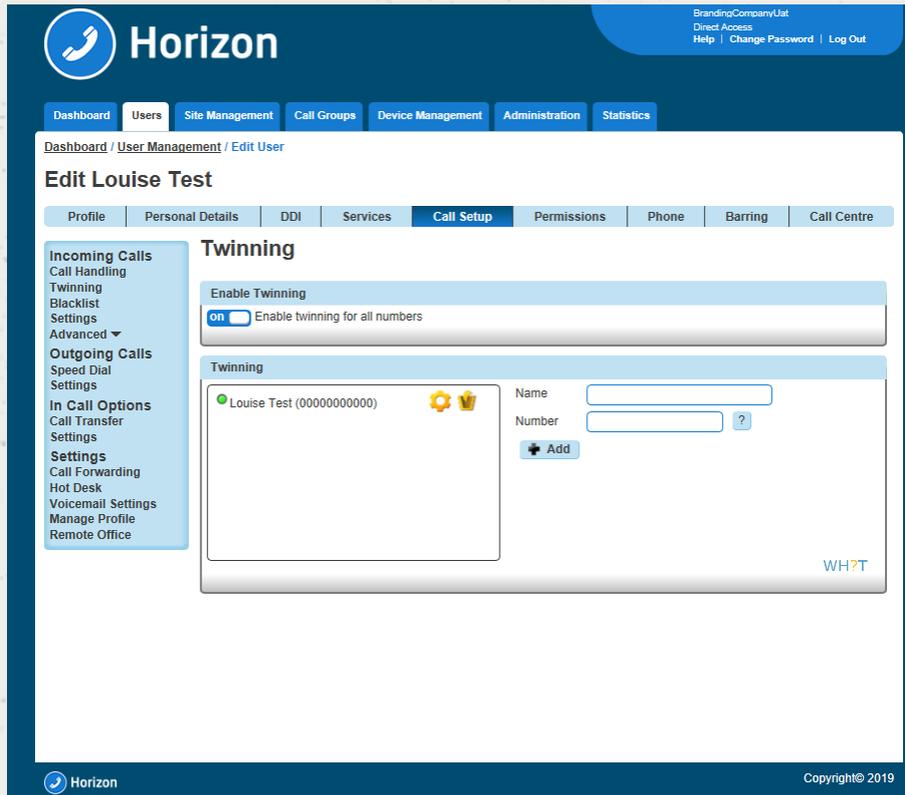
The screenshot shows the 'User Management' interface. At the top, there are navigation tabs: Dashboard, Users, Site Management, Call Groups, Device Management, Administration, and Statistics. Below the tabs, the 'User Management' section is visible. It includes a search bar and a table of users. The table has columns for First Name, Last Name, Phone Number, Extension, Email Address, and Site. The 'Edit' button for the user 'Louise' is highlighted with a red box.

	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 Twinning as a User

### Enable / Disable Twinning using the Horizon Portal

#### Step 1

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

#### Step 2

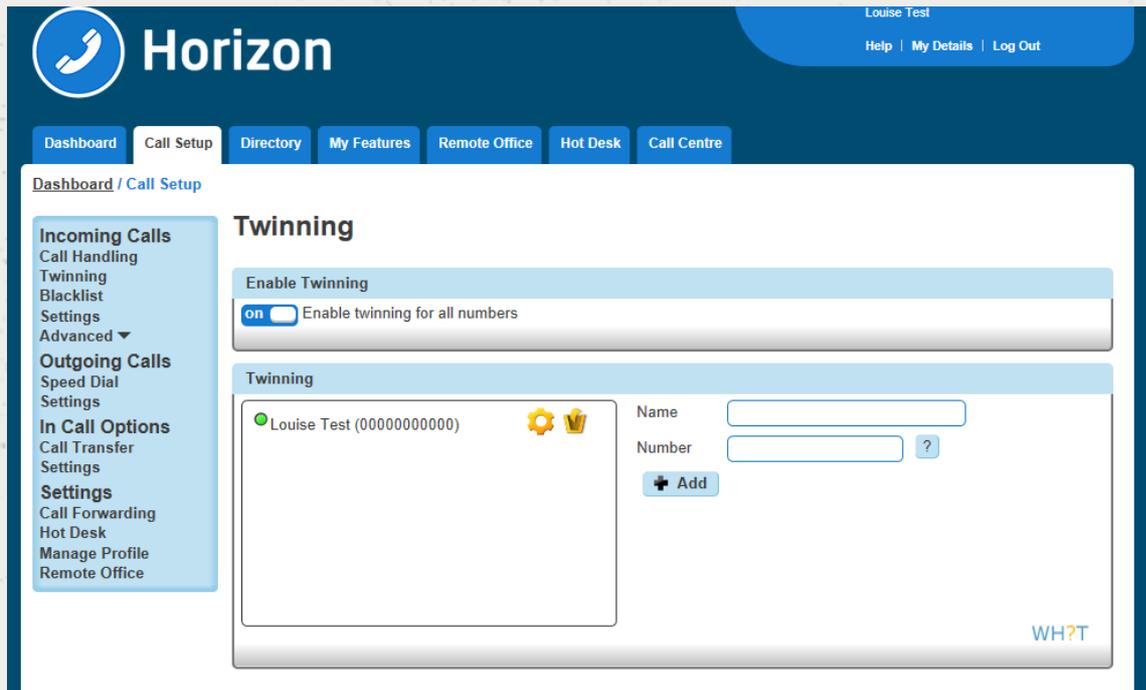
From the menu bar select Call Setup and the Twinning.

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 twinning is active with that number. A red light means that this is switched off.

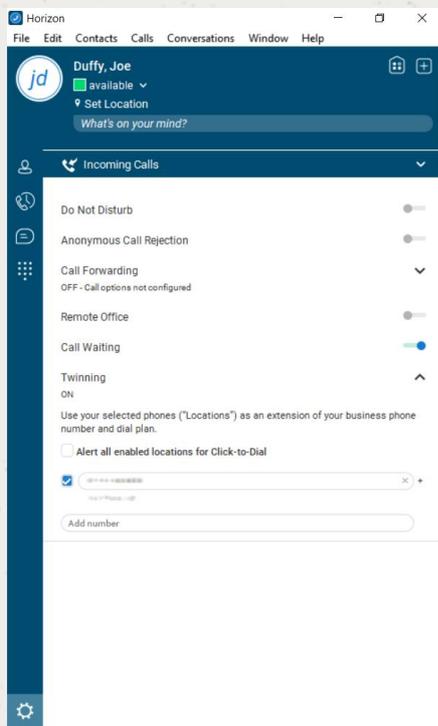
A user can have up to 7 numbers set up for twinning.





## Enable / Disable Twining using the PC Soft Client and Collaborate

A user can enable / disable Twining using the PC Client by clicking the Settings icon, Incoming Calls and then Twining 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.

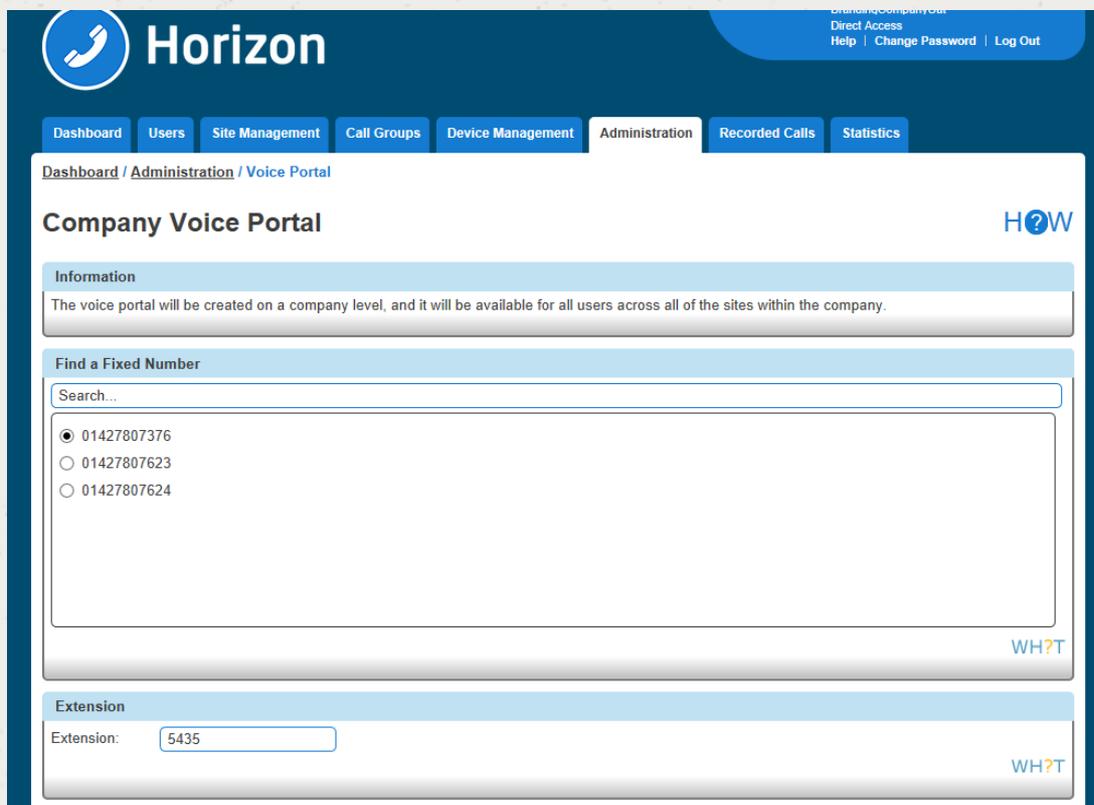
## Setup a Company Voice Portal

### 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.



The screenshot shows the Horizon administration interface. At the top, there is a navigation bar with the Horizon logo and a phone icon. The main navigation menu includes Dashboard, Users, Site Management, Call Groups, Device Management, Administration, Recorded Calls, and Statistics. The current page is "Company Voice Portal" under the "Administration" section. The page has a breadcrumb trail: Dashboard / Administration / Voice Portal. The main content area is titled "Company Voice Portal" and includes an "Information" section with the text: "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." Below this is a "Find a Fixed Number" section with a search input field and a list of three numbers: 01427807376 (selected), 01427807623, and 01427807624. At the bottom is an "Extension" section with an input field containing the number "5435". The page also features a "HOW" logo and a "WH?T" logo.

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## 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



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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.

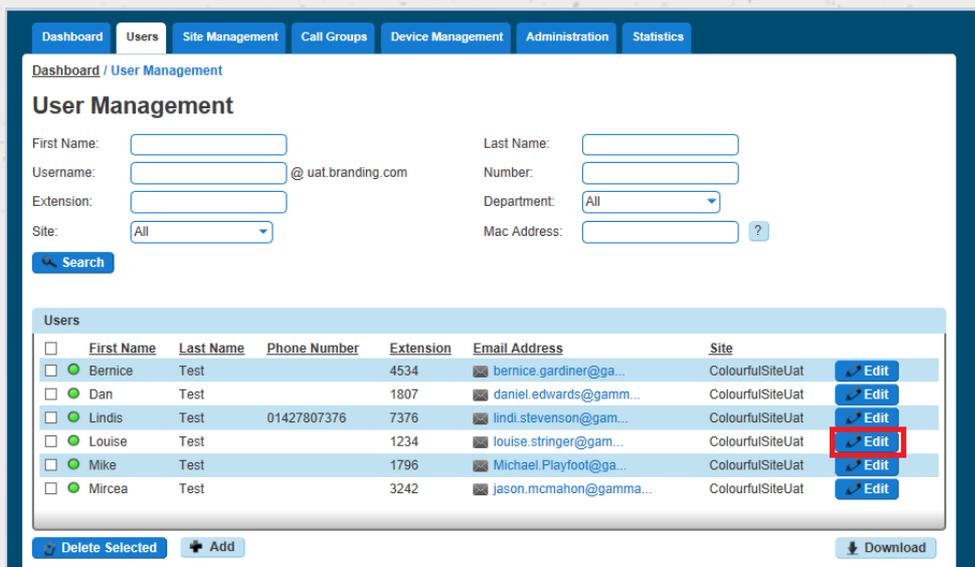
The user can skip to the end of the voicemail message by pressing 6.

## 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.

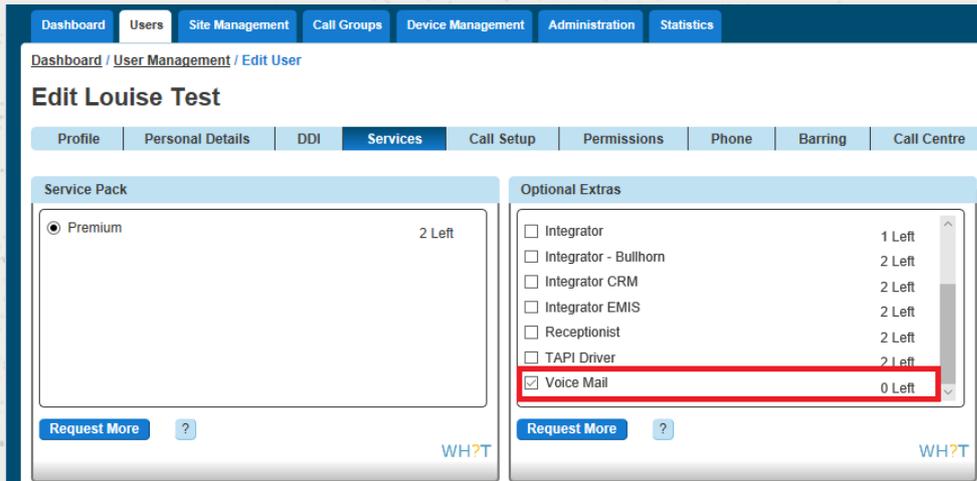


The screenshot shows the 'User Management' interface. At the top, there are navigation tabs: Dashboard, Users, Site Management, Call Groups, Device Management, Administration, and Statistics. Below the tabs, the 'User Management' section is visible. It includes a search bar and a list of users. The 'Edit' button for the user 'Mike' is highlighted with a red box.

	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

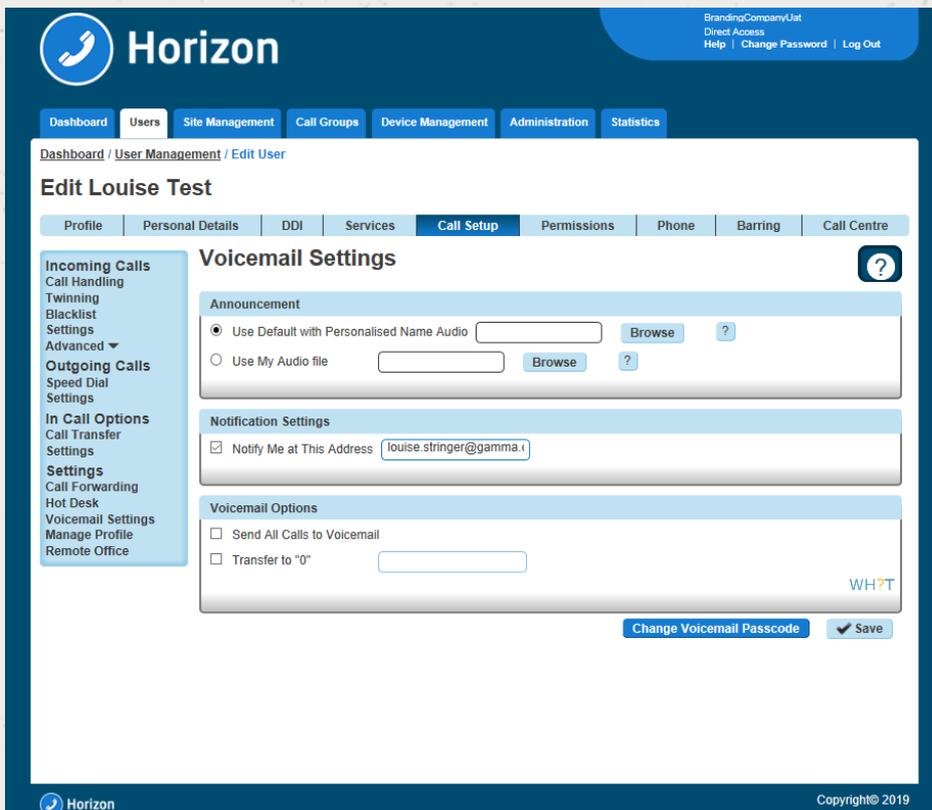
### Step 2

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



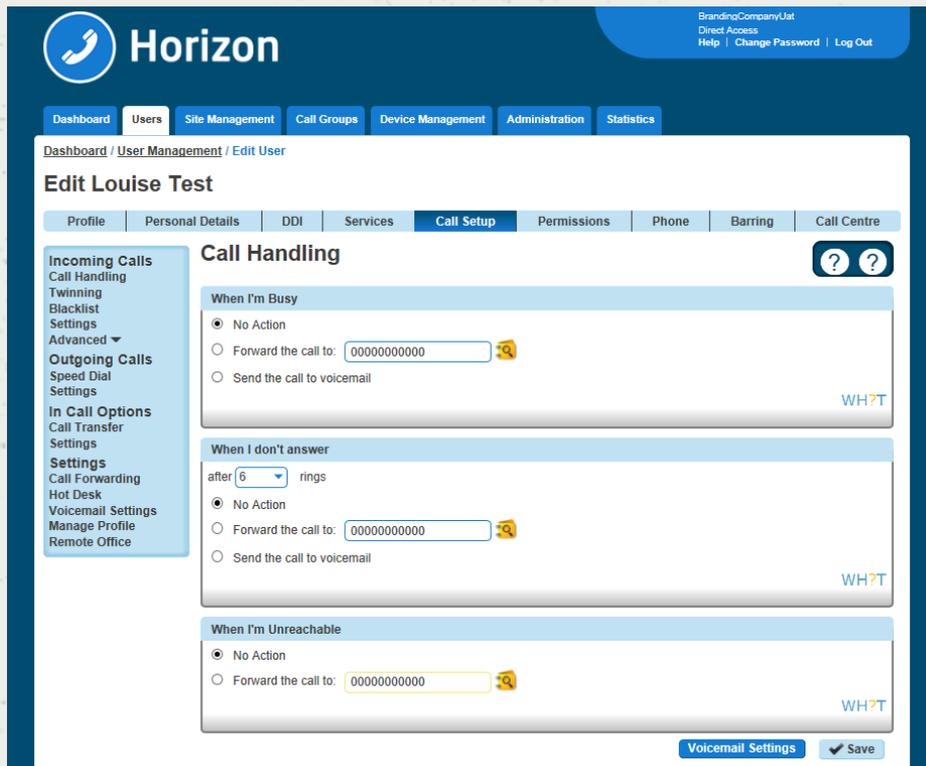
### Step 3

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.



### 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.



## 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

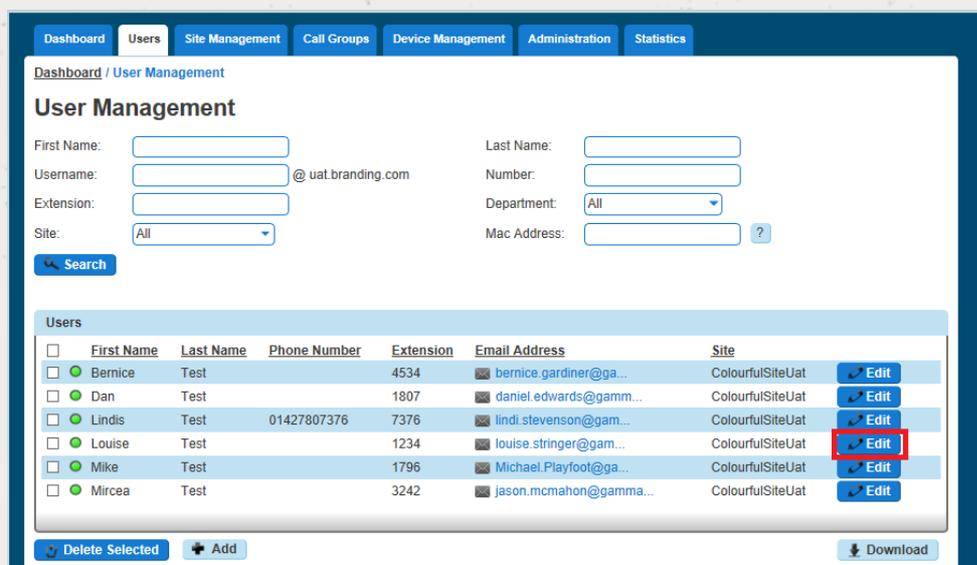
Finally, you will need to specify on the Horizon Portal what message you would wish to use during "No Answer" and "Busy" actions

## 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' page in the Horizon Portal. The 'Users' tab is selected, and the search form is visible. The search form includes fields for First Name, Last Name, Username, Extension, Site, Last Name, Number, Department, and Mac Address. A 'Search' button is located below the search form. Below the search form is a table of users with columns for First Name, Last Name, Phone Number, Extension, Email Address, and Site. The 'Edit' button for the user 'Louise' is highlighted with a red box.

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

### 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.

Horizon

Branding/Company/Uat  
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

**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   ?

Use My Audio file   ?

**Notification Settings**

Notify Me at This Address

**Voicemail Options**

Send All Calls to Voicemail

Transfer to "0"

WH?T

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## 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.

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

Dashboard / Group Management / Hunt Group

### Hunt Group

Name:  Site:

Number:  Department:

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

### 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 a web interface for editing a user's settings. At the top, there are navigation tabs: Dashboard, Users, Site Management, Call Groups, Device Management, Administration, and Statistics. Below these is a breadcrumb trail: Dashboard / User Management / Edit User. The main heading is "Edit Louise Test". A secondary set of tabs includes Profile, Personal Details, DDI, Services, Call Setup (which is selected), Permissions, Phone, Barring, and Call Centre. On the left, a sidebar menu lists various settings categories: Incoming Calls, Outgoing Calls, In Call Options, and Settings. The main content area is titled "Voicemail Settings" and contains three sections: "Announcement" with radio buttons for "Use Default with Personalised Name Audio" and "Use My Audio file"; "Notification Settings" with a checkbox for "Notify Me at This Address"; and "Voicemail Options" with checkboxes for "Send All Calls to Voicemail" (which is checked) and "Transfer to '0'". At the bottom right of the settings area, there is a "WH?T" logo and a "Save" button. A "Change Voicemail Passcode" button is also visible at the bottom of the page.



# 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 'Transfer to 0' checkbox is highlighted with a red box. The interface includes a navigation menu on the left, a top navigation bar, and a main content area with various settings sections.

**Dashboard / User Management / Edit User**

### Edit Louise Test

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

#### 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**

Please note, it not currently possible to program an extension number into the provided field, the full DDI number must be used.