Gamma

Horizon

Android Soft Client Full User Guide

Version	Date	Description
1.0	21/06/2016	Rebranded for Gamma Academy

The information contained within this document, or subsequently provided, whether verbally or in documentary form, is confidential to Gamma and is provided to the organisation named within this document only. It shall not be published, disclosed or reproduced wholly or in part to any other party without our prior written consent. Gamma has made all reasonable efforts to ensure the accuracy and validity of the information provided herein and we make no warranties or representations as to its accuracy. Gamma should be notified of all requests for disclosure of Gamma supplied information under the Freedom of Information Act.

Contents

Introduction *5*

Getting started 6

Minimum system requirements 6

How does the client work? 6

Number Presentation 6

Installation 7

Signing in 7

Basics 8

Presence 8

Contacts 9

Making a call 9

Initiate a chat 10

Group Chat 10

Dialpad 11

Pull/retrieve call 11

Chat 12

History 13

Settings 14

Call settings *14*

Do not disturb 15

Call forward always 15

Call forward no answer 15

Call forward busy 15

Remote office 16

Hide number 16

Twinning 16

Troubleshooting 18

Mobile Data Access 18

Logging 18

Feedback ..... **Error! Bookmark not defined.**

© Gamma 2015. All rights reserved. Confidential.

Introduction

The Horizon clients have been designed to be used in conjunction with the core Horizon service, and allow connection of either a PC desktop/laptop device and/or connection of devices using the Android operating systems such as tablets and mobile phones.

These provide a new and exciting way of communicating with colleagues and the core Horizon service, to ensure you always maximise your productivity through managing your telephony and interactions with colleagues in the most efficient way.

The clients also provide additional features as per below and explained later in this document, through an easy to use software client:

- Soft Phone
- Instant Messaging
- Presence
- Management of your existing Horizon account

This document is designed at explaining the core functionality of the Android smartphone app as well as the steps required to get it installed.

Please note: there is some core Horizon functionality referenced in this document that is not explained in detail. Where further information is required on specific Horizon features or functions please reference the Horizon user guide.

© Gamma 2015. All rights reserved. Confidential.

Getting started

Minimum system requirements

The device you opt to install the soft client must meet the minimum system specification, otherwise you may experience performance issues when using the app. The minimum spec is as follows:

- ARMv7 CPU
- Android 2.3 or higher
- 1GB RAM

How does the client work?

On Horizon a single user account can be used for each device. This means your user account can be shared over your IP phone, your desktop client, and mobile client if applicable. In short this means that if a call is delivered to your user account, it will access all clients attached to the service, as well as your IP phone, allowing you to take the call through a device of your choice.

Likewise if you choose to adjust call settings for your user account through the client this will then be applied, meaning implementation over both your IP phone and the Horizon web interface.

It is therefore key to remember that if you don't want to be contacted on the Horizon client say on your desktop, but do want your IP phone to ring, that you simply log out of the client rather than implementing say Do Not Disturb (DND).

Finally, where the intention is to login to a single account with multiple devices of the same type at the same time (i.e. laptop and desktop using the desktop client, or mobile phone and tablet using the mobile client) calls will be delivered randomly to any of the logged-in devices. It is recommended that, where the intention is to use multiple devices, users must logout of each device when moving between them, so that only one device of each client type is logged-in at any one time.

Number Presentation

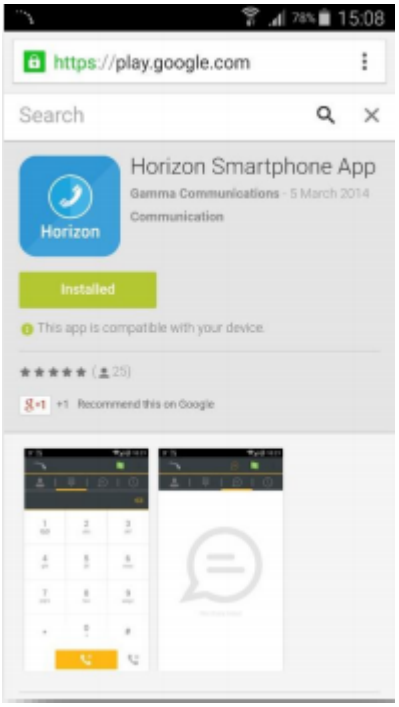
Number presentation within the Horizon clients mimics that set in the Horizon system. As such if I generate a call from the Horizon client I will output the number presentation assigned to my Horizon user account.

An option to hide your number for outbound calls is available within the settings.

© Gamma 2015. All rights reserved. Confidential

Installation

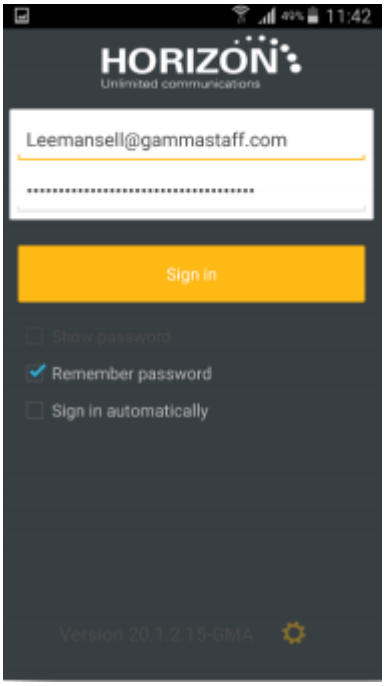
The Horizon app can be located within the Google Play Store. After you've found it tap 'Install' and the app will download and install.



Signing in

Enter your client username and password - please note that the password is your client password and not the one used to log into the Horizon portal and is case sensitive.

Please speak to your Administrator if you don't have your log in details. If required you can show the password, remember the password and sign into the client automatically when your device starts.



© Gamma 2015. All rights reserved. Confidential.

Basics

The 4 key areas of the app are accessed by the icons along the top and are the;

- Contacts
- Dial pad
- Chat
- History

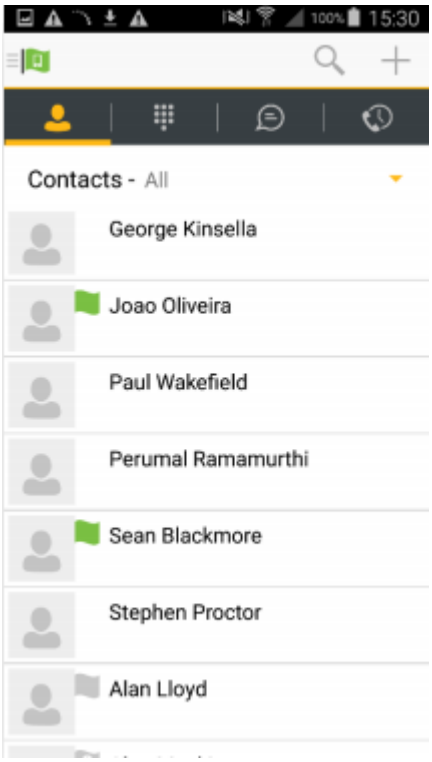
To access these you can either tap direct, or swipe left or right.

You can access the settings from any page by tapping the Android menu key or action bar.

	Contacts – View your contacts from a *Buddies* list, or a local or company directory.
	Chat – View chat history.
	Dial Pad – Make calls.
	History – View incoming, outgoing, and missed calls.

Presence

You can also set your presence/status using the flag on the top left hand corner. You can see the presence of other soft client users only.

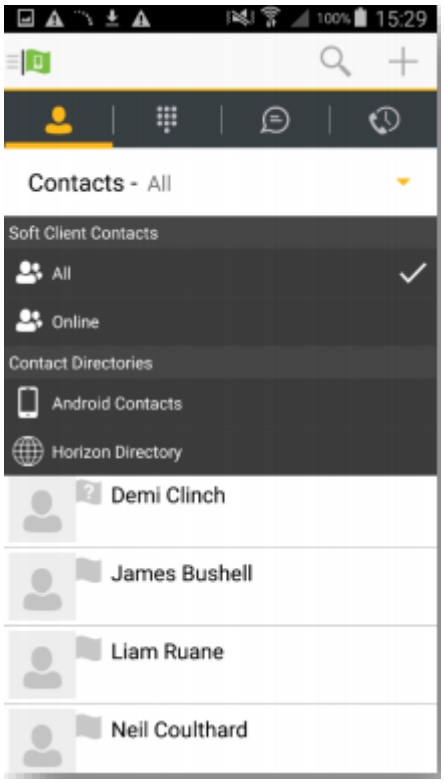


© Gamma 2015. All rights reserved. Confidential

Contacts

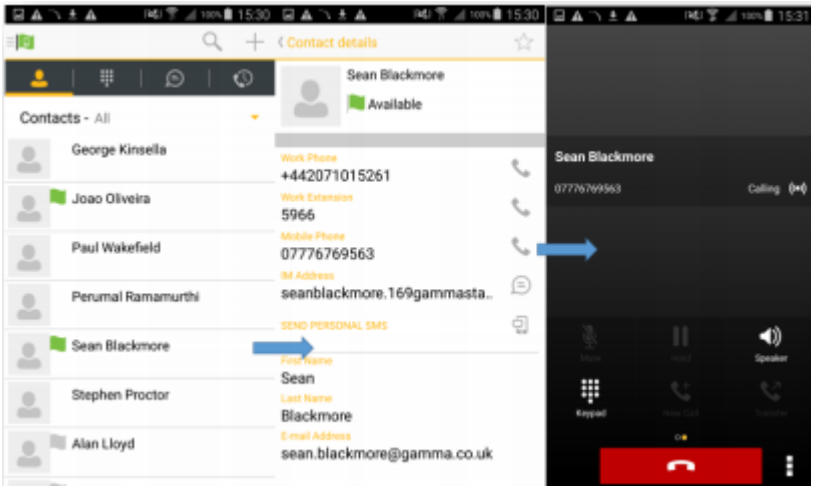
When you start the soft client for the first time, your Contacts list will be empty. Pressing the down arrow next to contacts will show the options available: There are 3 filter options available along the bottom of the screen;

- All - Displays all contacts
- Online – Only contacts signed in to their clients will be shown.
- Android Contacts – Displays contacts from the handset.
- Horizon Directory – Used to search for Contacts in Horizon



Making a call

To make a call to one of your contacts you should tap on their name and then tap the number you'd like to call. This will trigger a call to this user via the Horizon platform.

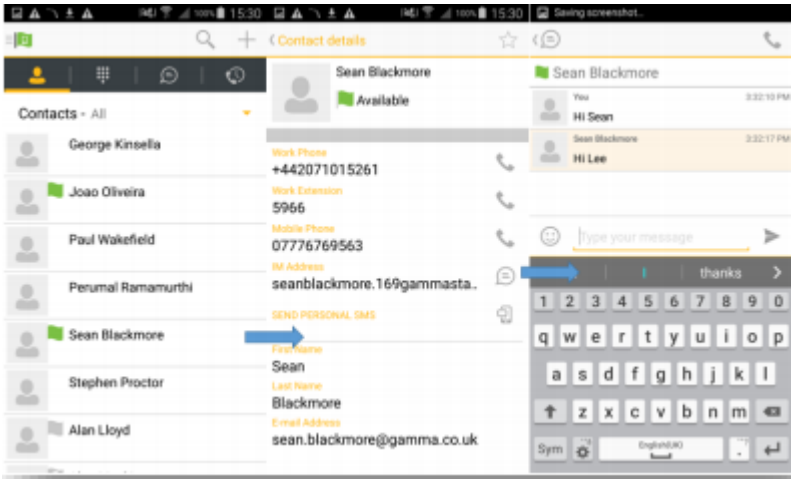


© Gamma 2015. All rights reserved. Confidential.

Initiate a chat

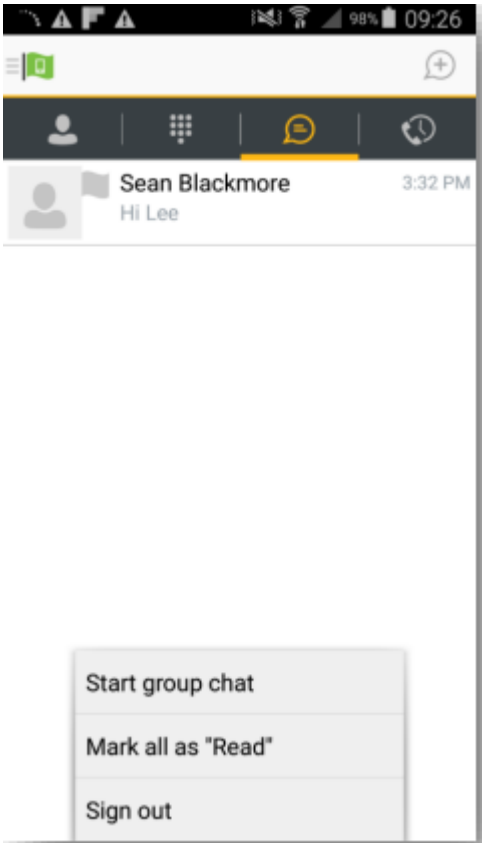
To initiate a chat with one of your contacts you should tap on their name then tap on the speech bubble icon next to their 'Chat ID'.

If you'd like to start a voice call from the chat screen you can do so by tapping the handset icon on the top right corner.



Group Chat

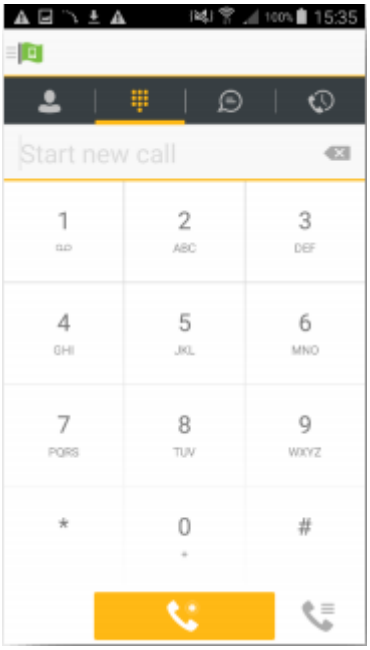
Pressing the Android menu button will bring up the option to start a Group Chat. A maximum of 5 participants can be involved.



© Gamma 2015. All rights reserved. Confidential

Dialpad

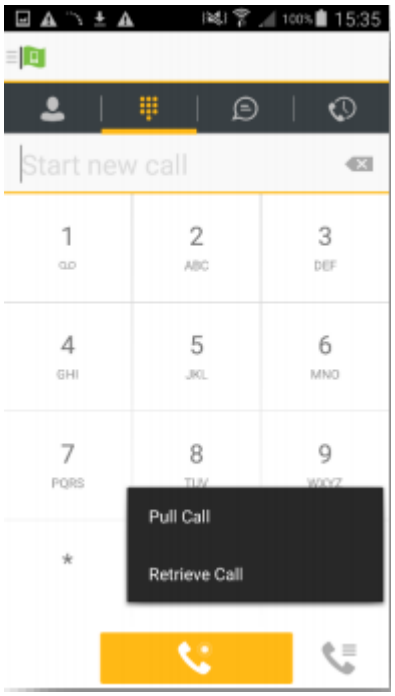
The dial pad allows you to enter a telephone number to be dialled. To dial out enter the number and tap the yellow button.



Pull/retrieve call

On the bottom right of the dial pad screen tapping the icon will give two option, pull call or retrieve call.

- Pull call - take over a live call from another device, i.e. your desk phone
- Retrieve call - retrieve a parked call

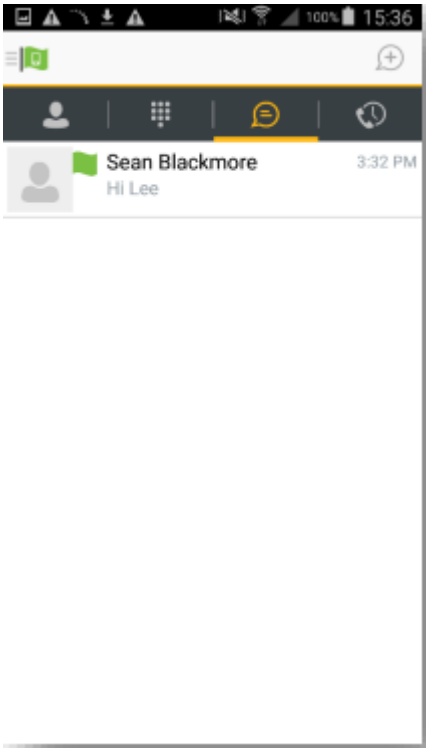


© Gamma 2015. All rights reserved. Confidential.

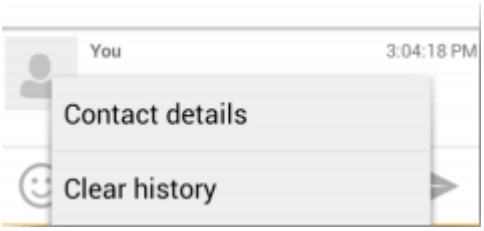
Chat

The chat section shows all of your active/current chats. You can tap on one to open it and carry on your chat.

You can also start a new chat by clicking the + at the top of the screen.



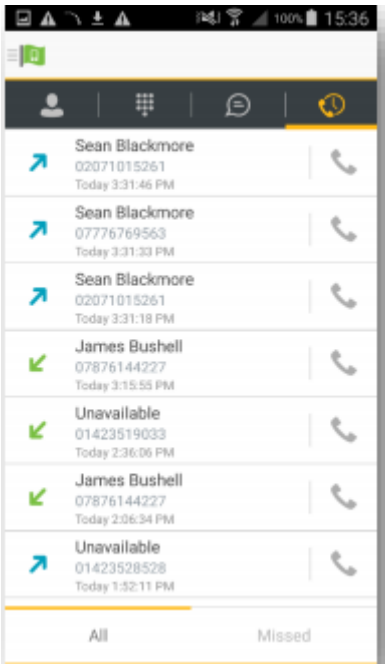
While in an active chat you can tap the Android menu button which will give you the option to view the contacts details or clear the chat history.



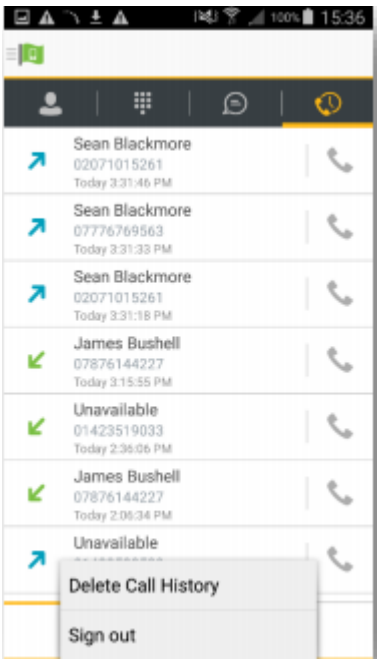
© Gamma 2015. All rights reserved. Confidential

History

The history tab will show your call log. Using the filters along the bottom you can view all calls, missed calls, received calls or outgoing calls.

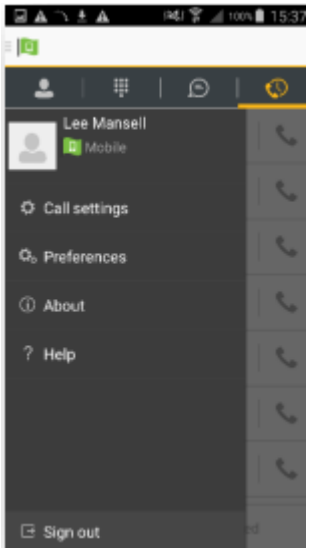


You can tap the Android menu button which will give you the option to delete your call logs.



© Gamma 2015. All rights reserved. Confidential.

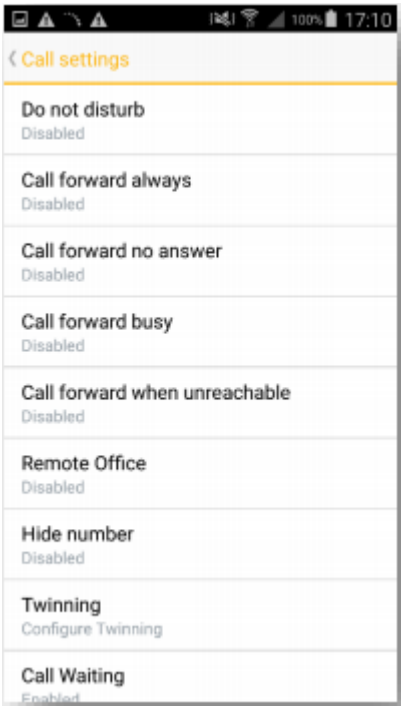
Settings



Settings can be accessed by swiping the screen from left to right, which will display the menu as shown to the right

Here you can change some of the initial settings - if you'd like your password to be remembered and if you'd like the app to sign you in automatically.

Call settings



You can control a number of settings from within the app. As detailed in the How does the client work? These settings will be synchronised with your account - so it's worth remembering that it will impact any other phones or clients you have when you change these.

The following settings are available within the app;

- Do not disturb
- Call forward always
- Call forward no answer
- Call forward busy
- Remote office
- Hide number
- Twinning

© Gamma 2015. All rights reserved. Confidential

Do not disturb

To amend tap 'Do not disturb' from the settings menu and select whether you'd like to enable/disable. Enabling 'Ring splash' will result in your phone ringing once.

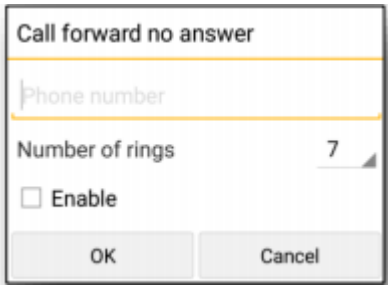
Call forward always

To amend tap 'Call forward always' from the settings menu and select whether you'd like to enable/disable and enter the 'forward to' number. Enabling 'Ring splash' will result in your phone ringing once before forwarding.

Call forward no answer

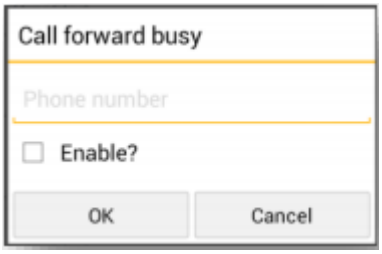
To amend tap 'Call forward no answer' from the settings menu and select whether you'd like to enable/disable and enter the 'forward to' number.

You can also select the number of rings.



Call forward busy

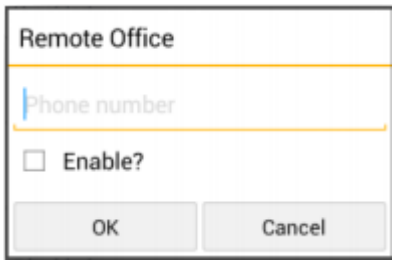
To amend tap 'Call forward busy' from the settings menu and select whether you'd like to enable/disable and enter the 'forward to' number.



© Gamma 2015. All rights reserved. Confidential.

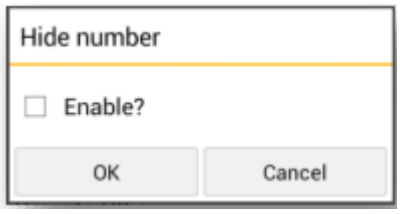
Remote office

To amend tap 'Remote office' from the settings menu and select whether you'd like to enable/disable and enter the number you'd like to use for Remote Office.



Hide number

To amend tap 'Hide number' from the settings menu and select whether you'd like to enable/disable the feature.

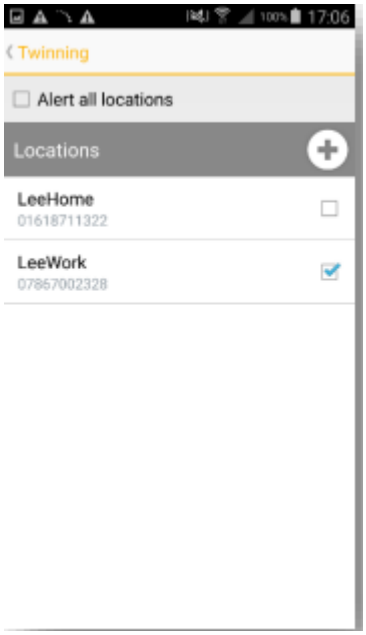


Twinning

To amend tap 'Twinning' from the settings menu. You'll then be presented with a list of 'locations' - these are the numbers you'd like to twin your Horizon number with.

To add a new location tap the + then enter a number and description.

On the Twinning page you can select to activate either all locations - or a combination of one or more as required.



© Gamma 2015. All rights reserved. Confidential

© Gamma 2015. All rights reserved. Confidential.

Troubleshooting

Mobile Data Access

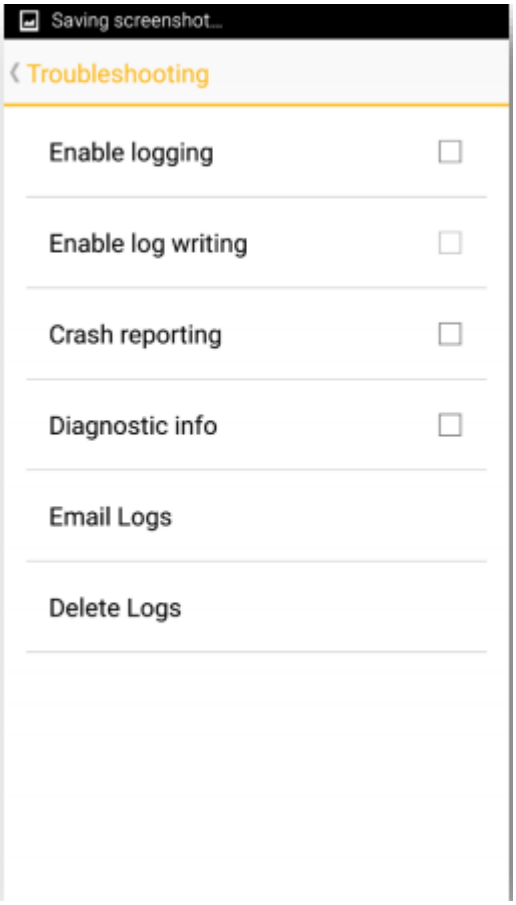
While we have found the client works over mobile networks, we are not in a position to provide support for this due to the Mobile provider's individual network configurations.

Logging

If you experience an issue with the Android client your Administrator may request that you turn on the following;

- Enable logging
- Enable log writing

They will then request you replicate the issue you are experiencing and then e-mail the logs by tapping 'Email logs'. This will assist with the swift diagnosis of any issues you may experience.



© Gamma 2015. All rights reserved. Confidential

Feedback

Name	Lee Mansell
Role	Horizon Product Manager
	lee.mansell@gamma.co.uk
	07867 002 328
	0333 014 7904

© Gamma 2015. All rights reserved. Confidential.