# Horizon

Features Guide



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Version	Date	Description
1.0	23/08/2016	Gamma Academy Launch
1.1	04/01/2017	Call Barge added
1.2	15/02/2017	Included one digit dialling ranges
		Improved scheduling guide for Call Groups
1.3	06/03/2017	Call Recording Retention Period for existing companies added
		Removed known behaviour of call recordings being deleted if a telephone
		number is removed from a user/company.
1.4	17/03/2017	Updated with call recording search limitations when a user's or group DDI
		number is deleted or removed
1.5	05/06/2017	Updated the Call Barring details.
1.6	07/07/2017	Updated User settings text
1.7	11/07/2017	NCM settings added
1.8	20/07/2017	Reformatted document
1.9	01/08/2017	Updated version control and added version history to document title
1.10	01/08/2017	Horizon shortcodes section added
2.0	08/08/2017	Portal release feature updated Call recoding bulk download with delete.
2.1	02/10/2017	Revised "The leading zero Missing from the "Destination" Number" need
		not be there" from the "Set up 1or 2 digit dialling" sections as the Leading
	07/44/0047	Zero needs to be there for the speed dials to work correctly.
2.2	07/11/2017	Added in known issue of missing file during bulk call recording.
		Wording amendments to Auto Attendant section to enable search on
2.3	13/11/2017	Academy for <b>"Convert Audio File".</b>
		Added in new section re admin control over call recording functionality
2.4	15/12/2017	Amended "Nuisance Call Management" section as "Virtual Power Pack" is now "Group Advanced Settings"
2.5	08/01/2018	Added BLF and bulk speed dial information to coincide with portal release
2.5	13/02/2018	Bulk speed dial add all users details added.
2.0	13/02/2010	Changes to call recording storage rates added.
		Site to site presentation policy details added.
2.7	16/03/2018	Amended "Call Transfer" section.
2.1	10/00/2010	Added "Send All Calls to Voicemail" and "Transfer on 0 for Voicemail"
		guides.
2.8	05/04/2018	Amended "Schedules" section with further information about the Forward
	00,0	To: box.
3.0	30/07/2018	Updated document format and reviewed content
3.1	07/09/2018	Updated Hot Desk guide
3.2	18/12/2018	Amended "Hunt Groups" and "Call Forwarding" with further information in
		what scenario a user / call group is "Unreachable".
3.3	09/01/2019	Updated Busy Lamp Field, Device Customisation & Test Results section to
		include information on VVX150, Trio 8500 & 8800.
3.4	11/01/2019	Added Call Forwarding Selective step (5) to Call Forwarding section.
		Updated list of shortcodes.

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Transfer on 0 for Voicemail
Feedback





# 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

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

#### Step 2

Select your account and locate the company that you want to update the speed dials for. Using the "Actions" button select "Login to Horizon".

#### Step 3

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

HORIZON . Unlimited communications		Engineering Help   Change padafora Help   Change	Password   Log Out
Dashboard Users Site Management	Call Groups Device Management A	dministration Recorded Calls Statis	tics
Add User Add User Groups Bulk Add Users	Calls per week	Subscription Summary	
Auto Attendant (3)	Inbound Outbound	Name Premium	Used Available
<u>Dave</u> <u>Main Number</u> <u>ManAutoAttendant</u>	125	Standard GroupAdvancedSettings Call Queue Group User Voice Mail	11 11 5 2 0 0 44 0
	75	Manage	





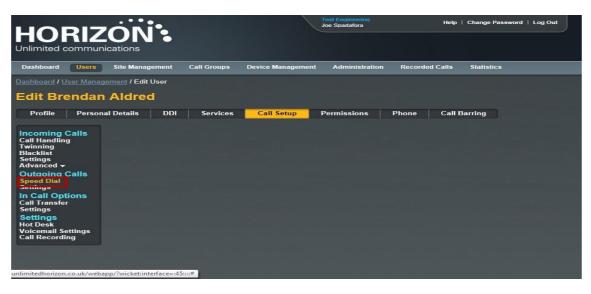
Locate the User you are wanting to set up 1 or 2 Digit Dialling for. You can do this by scrolling through the User list, or you can use the search facility presented on the page.

Click the "Edit" button next to the User.

shboard / User Man	agement					
ser Manag	ement					
st Name:				Last Name:		
ername:		@ test.engine	ering 💌	Number:		
tension:				Department: All	-	
_						
e: <u>All</u>						
Search						
lsers						
First Name	Last Name	Phone Number	Extension	Email Address		
💿 Abel	122		2499	🕅 joao.oliveira@gamma	Manchester	C Edit
🔷 Alan	Partridge		5323	🕅 david.cmcbride@gamm	Manchester	C Edit
asterisk	testcall		6221	🕅 david.beale@gamma.c	London	🖉 Edit
e Ben	Jeffreysdy	01482422499	2500	🕅 ben.jeffreys@gamma	Manchester	🖉 Edit
💿 Beppe	Spadafora	01672555547	0547	🕅 joe.spadafora@gamma	London	Ø Edit
💿 Brendan	Aldred	01690363863	3863	🕅 Brendan.Aldred@gamm	London	Ø Edit
💿 Calvin	525		2474	🕅 joao.oliveira@gamma	Manchester	Ø Edit
Captain	Birdseye	01672555549	5000	🕅 david beale@gamma.c	London	Ø Edit
💿 Casper	P504HM	01482422495	2495	 ⊠ david.beale@gamma.c	London	Ø Edit
Chuck	P501HM	01482422489	2489	 ⊠ david.beale@gamma.c	London	Ø Edit
						Previous No
12345						

#### Step 5

Click Call Setup and then under the "Outgoing Calls" tab select "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're 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 7

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 Dir	ectory			*
Number	(	Extension	$\square$	)
First Name	Ben	)		
Last Name	(	)		
Site	All			
Search				
Ben Jeffreysdy	(01482422499 Ext: 2500)			
<u></u>				
				Select





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

	ZON:	Test Engineering Joe Spadafora	Help   Change Password   Log Out
Dashboard Users	Site Management Call Groups	Device Management Administration	Recorded Calls Statistics
Dashboard / User Mana	<u>gement</u> / Edit User		
Edit Brendar	n Aldred		
Profile Perso	nal Details DDI Services	Call Setup Permissions F	Phone Call Barring
Incoming Calls Call Handling Twinning Blacklist Settings Advanced ~ Outgoing Calls Speed Dial Settings In Call Options Call Transfer Settings	Speed Dial Speed Dial Numbers 1 Digit Dialling 2 Digit D Name 2 Ben Jeffreysdy Add New	Dialling Destination 01482422499	<u>؟</u> ۲
Settings Hot Desk Voicemail Settings Call Recording	Upload Multiple 2 Digit Dialling		Save
	Override previous speed dial configur File to Upload:		mload Template

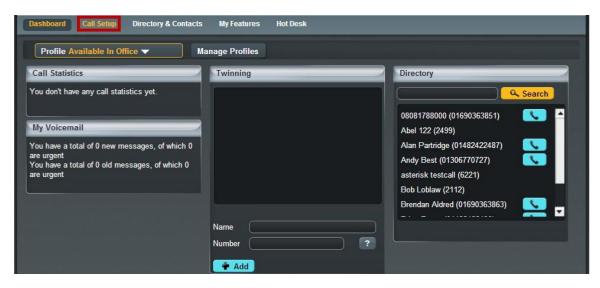




# Set up 1 or 2 Digit Dialling as a User

#### Step 1

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



#### 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're 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).





Dashboard Call Setup Directory & Contacts My Features Hot Desk
Dashboard / Call Setup
Incoming Call Handling Twinning Hot Desk Speed Dial Blacklist
Speed Dial
Speed Dial Numbers
1 Digit Dialling 2 Digit Dialling
Name Destination
Add New
∠Save
Upload Multiple 2 Digit Dialling
Override previous speed dial configuration? Yes No File to Upload:
± Upload

## 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

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

#### Step 2

Select your account and locate the company that you want to update the Account Codes for. Using the "Actions" button select "Login to Horizon".

#### Step 3

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







#### Select "Authorisation Codes"

London		
Add User Create Group 🔻	Current Site DDI 01482422480 -	
Manage London		
Schedules	Authorisation Account Codes	Call Policy
Create and manage time schedules	Create and manage authorisation account codes	Override a sub set of call policy features for this site
Schedules	Authorisation Codes	Call Policy
Call Barring	Music on Hold	Manage Numbers
Setup the call barring options for this site	Set up the music that a person hears when put on hold	Manage the numbers assigned to this site
Call Plan	Music on Hold	Manage Numbers

#### Step 5

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.

London Auth Account Co	de Administration	Manage London
Code Structure		
Enable Codes	Code Length	
		✓ Save

#### Step 6

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

London Auth A	ccount Code	e Administra	tion	Manag	ge London
Code Structure					
Enable Codes on 🦲			Code Length 4		
					✓ Save
Administration Code					
Authorization Codes	Switch to this	Account Codes	Manage Users	Only one code structure may be used at a When switching from one structure to anoth selected users will be preserved.	
				C 🗘 Mana	age Codes





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".

London Auth A	Account Code Administration	Manage London
Code No Records Found	Description	
Add Code		🕐 Delete Selected
Code: Description:	1234 New Code	
		🔫 Back 📑 Add

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

London Auth A	ccount Cod	le Administ	ration	Manage London
Code Structure				
Enable Codes on 🦲			Code Length 4	
				Save Save
Administration Code				
Authorization Codes	Switch to this	Account Codes	Manage Users	Only one code structure may be used at a time. When switching from one structure to another any selected users will be preserved.
				Anage Codes

### Manage Account Code Users

#### Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

#### Step 2

Select your account and locate the company that you want to update the Account Codes for. Using the "Actions" button select "Login to Horizon".





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

Manage Sites		
Site Name:	Search	
Sites		
<u>Name</u> Newbury	😂 Manage	
Manchester	🗘 Manage	
London	😨 Manage	

#### Step 4

Select "Authorisation Codes"

London		
Add User Create Group 🔻	Current Site DDI 01482422480 -	]
Manage London		
Schedules	Authorisation Account Codes	Call Policy
Create and manage time schedules	Create and manage authorisation account codes	Override a sub set of call policy features for this site
Schedules	Authorisation Codes	Call Policy
Call Barring	Music on Hold	Manage Numbers
Setup the call barring options for this site	Set up the music that a person hears when put on hold	Manage the numbers assigned to this site
Call Plan	Music on Hold	Manage Numbers
Call Plan	Music on Hold	Manage Numbers

#### Step 5

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





Manchester Auth C	ode Administration	Manage Manchester
Select Users		
Search	Mandatory	
<ul> <li>Donald Duck</li> <li>Rob Roberts</li> <li>Paul Calf</li> <li>Neal Enlickmee</li> <li>Hannibal Lecter</li> <li>Paco 331</li> <li>Paul Newall</li> <li>Cohin 525</li> </ul>	Rob Roy X Hobby Horse X Mel Gibson  Add Selected  Optional	×
	Add Selected	

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

### Switch Authorisation Codes On/Off

#### Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

#### Step 2

Select your account and locate the company that you want to update the Authorisation Codes for. Using the "Actions" button select "Login to Horizon".

#### Step 3

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

Manage Sites	
Site Name:	Search
Sites	
Name	
Newbury	<b>Q</b> Manage
Manchester	😳 Manage
London	Anage Anag

#### Step 4

Select "Authorisation Codes"





London		
Add User Create Group 🔻	Current Site DDI 01482422480 -	]
Manage London		
Schedules	Authorisation Account Codes	Call Policy
Create and manage time schedules	Create and manage authorisation account codes	Override a sub set of call policy features for this site
Schedules	Authorisation Codes	Call Policy
Call Barring	Music on Hold	Manage Numbers
Setup the call barring options for this site	Set up the music that a person hears when put on hold	Manage the numbers assigned to this site
Call Plan	Music on Hold	Manage Numbers

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.

London Auth Account Code Administration		Manage London	
Code Structure			
Enable Codes off	Code Length		
		✓ Save	

#### Step 6

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

#### Step 7

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

### Manage Authorisation Code Users

#### Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.





Select your account and locate the company that you want to update the Authorisation Codes for. Using the "Actions" button select "Login to Horizon".

#### Step 3

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

Manage Sites	
Site Name:	Search
Sites	
<u>Name</u> Newbury Manchester London	Image         Image         Image         Image         Image         Image

Step 4

Select "Authorisation Codes"

London		
Add User Create Group 🔻	Current Site DDI 01482422480 -	]
Manage London		
Schedules	Authorisation Account Codes	Call Policy
Create and manage time schedules	Create and manage authorisation account codes	Override a sub set of call policy features for this site
Schedules	Authorisation Codes	Call Policy
Call Barring	Music on Hold	Manage Numbers
Setup the call barring options for this site	Set up the music that a person hears when put on hold	Manage the numbers assigned to this site
Call Plan	Music on Hold	Manage Numbers

#### Step 5

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





Manchester Auth C	Code Administration	Manage Manchester
Select Users		
Search	Mandatory	
<ul> <li>Donald Duck</li> <li>Rob Roberts</li> <li>Paul Calf</li> <li>Neal Enlickmee</li> <li>Hannibal Lecter</li> <li>Paco 331</li> <li>Paul Newall</li> <li>Cohin 525</li> </ul>	Rob Roy X Hobby Horse X Mel Gibson X Add Selected Optional	
	Add Selected	

To remove a user you just simply have to click the "X" next to the user. Once you've 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 *7	77
Anonymous Call Rejection Activation	77
Anonymous Call Rejection Deactivation *8	87
Anonymous Call Rejection Interrogation *5	52*
Call Bridge **	15
Call Forwarding Always Activation *7	72
Call Forwarding Always Deactivation *7	73
Call Forwarding Always Interrogation *2	21*
Call Forwarding Always To Voice Mail Activation *2	21
Call Forwarding Always To Voice Mail Deactivation #	21
Call Forwarding Busy Activation *5	90
Call Forwarding Busy Deactivation *5	91
Call Forwarding Busy Interrogation *6	67*
Call Forwarding Busy To Voice Mail Activation *4	40
Call Forwarding Busy To Voice Mail Deactivation #	40
Call Forwarding No Answer Activation *5	92
Call Forwarding No Answer Deactivation *5	93
Call Forwarding No Answer Interrogation *6	61*
Call Forwarding No Answer To Voice Mail Activation *4	41
Call Forwarding No Answer To Voice Mail Deactivation #	41
Call Forwarding Not Reachable Activation *5	94
Call Forwarding Not Reachable Deactivation *5	95
Call Forwarding Not Reachable Interrogation *6	63*
Call Forwarding Selective Activation #	76
Call Forwarding Selective Deactivation #	77
Calling Line ID Delivery Blocking Interrogation *5	54*
Calling Line ID Delivery Blocking per Call *6	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 *6	68
Call Park Retrieve *8	88
Call Pickup *5	98
Call Retrieve **	11
Call Return *6	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		
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		
Music On Hold Per-Call Deactivation		
No Answer Timer		
Per Call Account Code		
Selective Call Rejection Interrogation (Blacklist)		
Speed Dial 100		
Speed Dial 8	*74	
Voice Mail Retrieval	*86	
Voice Portal Access	*62	





# Anonymous Call Rejection

Anonymous Call Rejection enables a user to reject calls from anonymous parties who have explicitly restricted their Caller ID. By activating the service via a web interface, callers without available caller ID are informed that the user is not accepting calls at that time. The user's phone does not ring and the user sees or hears no indication of the attempted call. This service does not apply to calls from within the group.

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

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

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

### Shortcodes

- Activate: \*78
- Deactivate \*87

# Activating / Deactivating Anonymous Call Rejection for a User

#### Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

#### Step 2

Select your account and locate the company that you want to update Anonymous Call Rejection for using the "Actions" button select "Login to Horizon"

#### Step 3

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".





Dashboard User	s Site Manager	nent Call Groups	Device Manag	ement Administration Recorde	d Calls Statistics	
Dashboard / User Mar	agement					
User Manag	gement					
First Name:				Last Name:		
Username:		@ test.engine	eering	Number:		
Extension:				Department: All	-	
Site: All	-					
Q Search						
Search						
Users			_			
First Name	Last Name	Phone Number	Extension	Email Address		
Abel	122		2499	joao.oliveira@gamma	Manchester	Edit
Alan •	Partridge	01482422487	5323	richard.normansell@	Manchester	C Edit
Andy	Best	01306770727	1981	andrew.best@gamma.c	Manchester	Edit
asterisk	testcall		6221	🕅 david.beale@gamma.c	London	C Edit
📄 🔍 Brendan	Aldred	01690363863	3863	🕅 Brendan.Aldred@gamm	London	C Edit
📄 💿 Brian	Potter	01482422490	5100	🕅 luke.lloyd-jones@ga	Glasgow	🖉 Edit
📄 💿 Calvin	525		2474	🕅 joao.oliveira@gamma	Manchester	C Edit
📄 💿 Casper	P504HM		2495	🕅 david.beale@gamma.c	London	C Edit
Chuck	P501HM	01482422489	2489	🕅 david.beale@gamma.c	London	C Edit
Claude	P502HM	01482422492	2492	🕅 david.beale@gamma.c	London	C Edit
1234						Previous Next

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

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

Dashboard Users	Site Management	Call Groups	Device Managem	ent Administratio	n Record	led Calls Statisti	ics	
Dashboard / User Manag	ement / Edit User							
Edit Richard	James							
Profile Person	al Details DDI	Services	Call Setup	Permissions	Phone	Call Barring	Call Centre	
Incoming Calls	Incoming C	all Setti	ngs					
Call Handling Twinning Clacklist	Settings							
Settings	Reject Withheld Num	bers		off				
Outgoing Calls Speed Dial Settings	Enable music for call	s on hold		on 🦲				
In Call Options Call Transfer Settings	Lookup Caller ID whe	en none is Prov	rided	on 🦲				
Settings Hot Desk	Present Incoming Ca	ller's ID for Ex	ternal Calls	on 🦲				
Voicemail Settings Call Recording Manage Profile	Present Incoming Ca	ller's ID for Inte	ernal Calls	on 🦲				
Remote Office Call Forwarding Receptionist	Do Not Disturb			off off				
	Distinctive Ring for E	xternal Calls		off off				
							🖌 Apply	





# Auto Attendant

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

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

You can record the Auto Attendant messages using either your Horizon phone, or create a sound file on your computer and upload this. See our guide on the Knowledgebase on how to "Convert Audio File".

### Setup Auto Attendant

Before you start to set up your Auto Attendant, you need to make sure that you have an Auto Attendant Add-on to do this. This is done by completing the following actions:

- Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.
- Select your account and locate the company that you want to setup an Auto Attendant.
- Using the "Actions" drop down select "Manage Subscriptions".

From here you can see what subscriptions you have and how many are currently in use. If you need to add any more Auto Attendant add-ons if you scroll to the bottom of the page and click "Add More Subscriptions" and then you can add as many subscriptions as you need.





#### Manage Subscriptions

Service Pack Summary			
Package:	Premium	Company age:	3 Years, 6 Months, 1 Day
Company Name:	operationstrainingdemo	Site Access:	Converged Ethernet Services

Service Pack Name	Available	In Use
Premium	18	21
GroupAdvancedSettings	4	28

#### Addons Summary

Addon Name	Available	In Use
Auto Attendant	3	2
CallPickUp	4	2
Call Queue Group	4	10
Call Queue Group User	18	1
Hunt Group	1	27
Voice Mail	8	21
CallParking	12	2
InstantConferenceGroup	0	1
Soft Client PC	13	5
Receptionist	1	5
Soft Client Android	1	2
Integrator CRM	6	4
Page Group	5	1
Call Centre Group	8	4
Call Centre Agent Client	4	7
Call Centre Agent	3	12
Call Centre Supervisor Client	1	1
Integrator	1	1

#### Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

#### Step 2

Select your account and locate the company that you want to setup an Auto Attendant for by using the "Actions" button select "Login to Horizon".

#### Step 3

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

		Help   Change Password   Log Out
Dashboard Users Site Management	Call Groups Device Management Administration	Recorded Calls Statistics
Add User Create Group 🔻	Auto Attendant	
Add User Create Group V	Call Pickup	
Groups	Call Parking	Subscription Summary
Auto Attendant (3)	Hunt Group and Outbound	Name Used Available Premium 37 0
Dave	Instant Conference Group	Standard 6 16
Main Number		GrounAdvancedSettings 2 5





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

	operationstrainingdemo Help   Log Out
HORIZÓŇS	
Unlimited communications	
Dashboard Users Site Management Call Groups Devi	ce Management Administration Recorded Calls Statistics
Dashboard / Group Management / Auto Attendant / Create New Auto A	ttendant
Create New Auto Attendant	Account Menu Options Assign Number Audio
	H@W
Location	
Site: Choose One	
	WH?T
Attendant Details	
	Username: @
Name:	operations.training
Department: Choose One	WH?T
Dialling Scope	
Scope of extension dialling Company Site Depa	rtment
Scope of name dialling Company Site Depa	
Name Dialling Entries O LastName + FirstName O Last	Name + FirstName or FirstName + LastName WH2T
	Cancel Continue

### The Dialling Scope is:

#### Scope of extention dialling

If extention 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 dialing entries

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





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

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

HORIZON : Unlimited communications		operationstrainingdemo Nick Lowe	Help   Log Out
Dashboard Users Site Management Call Groups	Device Mai	agement Administration Recorded Cal	lls Statistics
Dashboard / Group Management / Auto Attendant / Create New A	uto Attenda	nt	
Create New Auto Attendant		Account Menu Options	Assign Number 📏 Audio
Auto Attendant Options			
O Use the same menu all the time O Use different menus du	uring and aft	er business hours	WH?T
Menu Options	_		
When Open When Closed			
1 Transfer With Prompt 💌		7 Exit	
Transfer Without Prompt		8 None	
3 Transfer To Operator		9 None	
A Name Dialing		None	
5 Extension Dialing		None	
6 Repeat Menu		I None	
			WH <b>?</b> T
			Cancel Continue

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

The options for each button is:

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 sets. 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 the caller to type in a name based on your dialling scope through the Horizon handset, i.e. my name Chris would be typed from the handset as 222447774447777





Menu Option	Description
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 6

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 7

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 don't need to upload anything here and go to the Recording an Auto Attendant message with my Horizon Phone.

You can use our guides "Create Audio Files to use with Horizon" and "Convert Audio Files to use with Horizon" on the Knowledgebase.

## 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.





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's 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

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

#### Step 2

Select your account and locate the company that you want to setup Automatic Call Back for by using the "Actions" button select "Login to Horizon".





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

Dashboard	Users	Site Managemer	nt Call Groups	Device Manage	ement Administration R	Recorded Calls	Statistics	
Dashboard / U	ser Manager	ment						
User Ma	anager	ment						
First Name:					Last Name:			
Jsemame:			@ test.engineer	ing 🔽	Number:	)		
Extension:					Department: All	-		
Site:	All	-						
Q Search	1							
Users								
	Name	Last Name	Phone Number	Extension	Email Address	Si	te	
		Last Name 1 122	Phone Number	Extension 2499	Email Address	<u>Si</u> Ma	<u>te</u> anchester	e Edit
First		122	Phone Number 01482422487			Ma		C Edit
Eirst Abel		122 Partridge (		2499	joao.oliveira@gamma	Ma Ma	anchester	and the second se
First Abel Alan		122 Partridge (	01482422487	2499 5323	ioao.oliveira@gamma richard.normansell@	Ma Ma Ma	anchester anchester	C Edit
First • Abel • Alan • Andy	isk 1	122 Partridge ( Best ( testcall	01482422487	2499 5323 1981	<ul> <li>joao.oliveira@gamma</li> <li>richard.normansell@</li> <li>andrew.best@gamma.c.</li> </ul>	Ma Ma Ma . Lo	anchester anchester anchester	C Edit
<ul> <li>First</li> <li>Abel</li> <li>Alan</li> <li>Andy</li> <li>aster</li> </ul>	isk 1 dan <i>i</i>	122 Partridge ( Best ( testcall Aldred (	01482422487 01306770727	2499 5323 1981 6221	ioao.oliveira@gamma richard.normansell@ andrew.best@gamma.c. david.beale@gamma.c.	Ma Ma Ma Lo Lo	anchester anchester anchester ndon	C Edit Edit Edit
<ul> <li>First</li> <li>Abel</li> <li>Alan</li> <li>Andy</li> <li>aster</li> <li>Brene</li> </ul>	isk t dan /	122 Partridge ( Best ( testcall Aldred (	01482422487 01306770727 01690363863	2499 5323 1981 6221 3863	joao. oliveira@gamma         richard.normansell@         andrew.best@gamma c.         david.beale@gamma c.         Brendan.Aldred@gamm.	Ma Ma Lo Lo Gl	anchester anchester anchester ndon ndon	C Edit Edit Edit Edit
<ul> <li>First</li> <li>Abel</li> <li>Alan</li> <li>Andy</li> <li>aster</li> <li>Brend</li> <li>Brian</li> </ul>	isk 1 dan / n !	122 Partridge ( Best ( testcall Aldred ( Potter (	01482422487 01306770727 01690363863	2499 5323 1981 6221 3863 5100	joao oliveira@gamma         richard.normansell@         andrew.best@gamma.c.         david.beale@gamma.c.         Brendan Aldred@gamma.         luke.lloyd.jones@ga	Ma Ma Lo Lo Gi Ma	anchester anchester anchester ndon ndon asgow	C Edit Edit Edit Edit Edit Edit
<ul> <li>First</li> <li>Abel</li> <li>Alan</li> <li>Andy</li> <li>aster</li> <li>Brens</li> <li>Brian</li> <li>Calvin</li> </ul>	isk 1 dan 4 n 1 n 1	122 Partridge ( Best ( testcall Aldred ( Potter ( 525 P504HM	01482422487 01306770727 01690363863	2499 5323 1981 6221 3863 5100 2474	joao oliveira@gamma         richard.normansell@         andrew.best@gamma.c.         david beale@gamma.c.         Brendan Aldred@gamma.         luke.lloyd.jones@ga         joao oliveira@gamma	Mi Mi Lo Lo Gi Lo	anchester anchester anchester Indon asgow anchester	C Edit Edit Edit Edit Edit Edit Edit

#### Step 4

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

Dashboard Users	Site Management	Call Groups	Device Management	Administration	Recorded Calls	Statistics	
Dashboard / User Manager	<u>ment</u> / Edit User						
Edit Alan Part	tridge						
Profile Persona	l Details DDI	Services	Call Setup	Permissions	Phone Call	Barring	
Incoming Calls Call Handling Twinning		Call Sett	ings				
Blacklist Settings	Enable Automatic C	allback		on 🦲			
Advanced Call Notify Sequential Ring Busy Lamp	Withhold my numbe	r when making	calls	off			
Outgoing Calls Speed Dial Settings							🖌 Apply
In Call Options Call Transfer Settings							
Settings Hot Desk Voicemail Settings Call Recording							





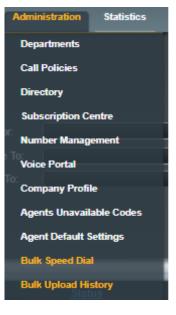
# **Bulk Speed Dial**

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'll 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

				jammatest Richard James		Help   Log Out
Dashboard Users	s Site Management	Call Groups	Device Management	Administration	Statistics	
Dashboard / Bulk Spe	ed Dial					- 8 - 18 <sup>-</sup> -
Bulk Speed	Dial				Define Template	Select Users
Speed Dial Number	s			_		
1 Digit Dialling	2 Digit Dialling					
Name		Destinati	on			
🛊 Add New						
						WH2T
					Cance	Continue



Enter the speed dial details freehand or select from the Company's directory by clicking the speed dial details freehand or select from the Company's directory by clicking the

then search for the user details you wish to add. To delete a row hit the  ${f M}$  icon.

Dashboard Users Site Management Call Groups Device Management Administ	ation Statistics	Dashboard Users Site Management Call Group	s Device Management Administration	Statistics
Dashboard / Bulk Speed Dial		Dashboard / Bulk Speed Dial		
Bulk Speed Dial	Define Template Select Users	Bulk Speed Dial		Define Template Select Users
Speed Dial Numbers		Speed Dial Numbers		
1 Digit Dialling 2 Digit Dialling		1 Digit Dialling 2 Digit Dialling		
Name Destination 2 Roy Farrow 01234567890	1 1	00 James Bushell	01234567892	ប់ ឆ្ន ប់ ឆ្ន
Image: Comparison         01234367690           3         Andrew Robinsion         01234567891		01 Richard James 02	01234567893	V 2 V 2
🕈 Add New		+ Add New		
	WH?T			WH?T
	Cancel Continue			🙀 Cancel 🔷 🔶 Continue

Once you are happy that you have correctly created the speed dials hit the **Continue** 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.

				gammatest Richard James		Help   Log Out
Dashboard Us	ers Site Management	Call Groups	Device Management	Administration	Statistics	
Dashboard / Bulk S	peed Dial					
Bulk Spee	d Dial				Define Template	Select Users
Select Users	_	_		_	_	
Update all Use	rs 🔍 Select Users to Upr	late				WH <b>?</b> T
					Cancel	Finish and Save

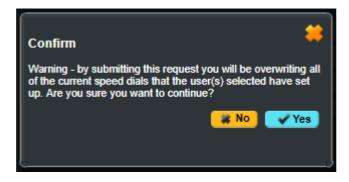
If you want to add to specific users then click select user to update then you will be presented with the below screen where to you can select the users you wish to apply the list(s) to, simply check the box and click the +Add selected button, to apply the speed dial lists to the selected user(s) now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

Dashboard Users Site Mana	agement Call Groups	Device Management	Administration	Statistics		
Dashboard / Bulk Speed Dial						
Bulk Speed Dial				Define Template	Select User	5
Select Users						
Search	Vish Pat	el			×	
Jason McMahon	Rich Jan				×	- 1
Rich James	Rich Jan	nes			×	
	Roy Fan	row			×	- 1
						- 1
						- 1
						- 1
Add Selected						
						VH?T
				📪 Cancel 💽	Finish and S	Save





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



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

- Doesn't 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.

Dasht	oard	Users	Site Management	Call Groups	Device Manageme	nt Admini	istration	Statistics		
Dashbo	ard / Bu	ik Upload	History							
Bull	k Up	load	History							
			,							
Upload	Туре:	Any	•		Req	uestor:				
Comple	te From	:			Con	plete To:				
Reques	t From:				Req	uest To:				
Status:		Any								
Searc	:h									
Bulk	Upload	Template	e liet							
_		Template								
	<u>Type</u> SpeedDi	ialRulk	Requested By 169gammatest		<u>sted On</u> 2-13 14:21:07	<u>Statu</u> Finish	s ed proces	eina	Completed 2017-12-13 14:21:41	
	SpeedD		169gammatest		9-21 12:47:28		ot process		Not completed	
	SpeedD		169gammatest		9-21 12:37:00	Did n	ot process		Not completed	
	SpeedD		169gammatest		9-21 12:34:37		ot process		Not completed	
	SpeedD		169gammatest		9-21 12:21:03		ot process		Not completed	
203	SpeedDi	albulk	169gammatest	2017-0	9-21 11:56:19	Did n	ot process		Not completed	
										WH <b>?</b> T





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 maxium of 50 Busy Lamps to be configured if side-car is present. The reminaing line keys can then be used for other available entries

Devices	Line Keys Available with no Sidecar	Line Keys Available with Monochrome Sidecar	Line Keys Available with Colour Sidecar
Cisco 501	6	N/a	36
Cisco 504	2	N/a	32
Cisco 509	10	N/a	40
Cisco 525	3	N/a	33
Polycom SoundPoint 650	4	44	92
Polycom VVX310	4	44	92
Polycom VVX411	10	50	94
Polycom VVX500	14	54	98
Polycom VVX600	14	54	98
Yealink W52P DECT	N/a	N/a	N/a

\*Please note the VVX150, Trio 8500 and 8800's do not support Busy Lamp Fields

If you are experiencing issues with Busy Lamp Fields please see the Network Configuration Guidelines document and the Horizon Technical Support document on the Knowledgebase.

# Setup and Edit Busy Lamp Fields (BLFs)

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

#### Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

#### Step 2

Select your account and locate the company that you want to setup Busy Lamp Fields for by using the "Actions" button select "Login to Horizon".





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.

Dashboard	Users	Site Manageme	nt Call Groups	Device Manag	jement Administration	Recorded Calls	Statistics			
Dashboard / User Management										
User Management										
First Name:					Last Name:		)			
Usemame:			@ test.enginee	ring 🔽	Number:		)			
Extension:					Department: All	-				
Site:	All	•								
& Search										
11										
Users				_			_			
First	Name	Last Name	Phone Number	Extension	Email Address		<u>Site</u>			
🗌 🔹 Abel		122		2499	🕅 joao.oliveira@gamma	1	Manchester	C Edit		
🗌 🍳 Alan		Partridge	01482422487	5323	🕅 richard.normansell@.		Manchester	C Edit		
🗌 🔍 Andy		Best	01306770727	1981	🕅 andrew.best@gamma	. <b>c</b>	Manchester	C Edit		
📄 🍳 asteri	sk	testcall		6221	🕅 david.beale@gamma.	c I	London	🖉 Edit		
📃 🔍 Brend	lan	Aldred	01690363863	3863	🕅 Brendan.Aldred@garr	im I	London	C Edit		
📄 💿 Brian		Potter	01482422490	5100	🕅 luke.lloyd-jones@ga		Glasgow	6 Edit		
📄 💿 Calvin		525		2474	🕅 joao.oliveira@gamma		Manchester	C Edit		
📄 🔍 Caspe	er	P504HM		2495	🕅 david beale@gamma.	c	London	6 Edit		
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🗌 💿 Claud	e	P502HM	01482422492	2492	🕅 david.beale@gamma.	c I	London	C Edit		
1234								Previous Next		

#### Step 4

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

Profile     Personal Details     DDI     Services     Call Setup     Permissions     Phone     Call Barring       Incoming Calls     Call Handling     Twinning     Blacklist       Varianced A     Call Transfer     Services     Services       Servings     In Call Options     Call Fandler       Call Transfer     Settings       Call Recording		ani Dhaseye					<b>^</b>
Call Handling Twinning Blacklist Sertions Advanced - Sections Advanced - Call Young Busy Lamp Outgoing Calls Setings In Call Options Call Transfer Settings Settings Hot Deak	Profile I	Personal Details DDI	Services Ca	Il Setup Permissions	Phone Call Bar	ring	
	Call Handling Vuinning Blacklist Settinos Advanced - Senwential Ring Busy Lamp Outgoing Call Speed Dial Settings In Call Option Call Transfer Settings Hot Dask	s					





Horizon will detect to see if the user's device is compatible for Busy Lamp. If not, you'll be returned with an error message.

If the handset is compatible for Busy Lamp, select if you have a Sidecar installed, and then what users you want to be "monitored".

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

Euli Captain	впазеуе			26999999999999999 <b>*</b>					
Profile Persona	al Details DDI Services	Call Setup Permissions Phone	Call Barring						
Incoming Calls Call Handling Twinning Blacklist Settings Advanced A Call Notify		Sidecar Do you have a Sidecar installed? Yes O No O							
Sequential Ring Busy Lamp	Monitored Users								
Outgoing Calls Speed Dial	Search	Gabor 1 Morvay	×						
Settings In Call Options	Giuseppe Spadafora	Gabor 2 Morvay	×						
Call Transfer Settings	Don Corleone     Beppe Spadafora	Graham Jones	×						
Settings Hot Desk Voicemail Settings Call Recording	Supper operations     Mike Smith     David Beale     Davie atHome     David p650athome	Joe Spadafora	*	E					
	Add Selected								
			Save						
				_					
and the second			C	-					

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 Manaç	gement	Call Groups	Device Management	Administration	Statistics			
Dashboard / Us	ser Manage	ement / Edit	User							
Edit Jas	on M	cMaho	n							
Profile	Persona	al Details	DDI	Services	Call Setup	Permissions	Phone	Barring	Call Centre	
Account Det	ails	_	_	_			_	_	_	
Title:	Mr	•								
First Name:	Jason				Last N	ame: McMaho	n			
Username:	jmcmah	on@gamma	test.com		Depar	tment: None	Add			
Contact Mobile	e:				Email	rkjames	1985@gmail.	com		
										WH <b>?</b> T
					Change	Site 🖉 🖉 Reset F	assword	🖉 Reset P	asscode	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 / Us	Dashboard / User Management / Edit User										
Edit Ric	Edit Rich James										
Profile	Persona	Details	DDI	Services	Call Setup	Permissions	Phone	Barring	Call Centre		
Incoming C Call Handling Twinning Blacklist Settings Advanced a Call Notify Sequential Ri Busy Lamp Outgoing C Speed Dial Settings In Call Opti Call Transfer Settings Settings Settings Hot Desk Voicemail Set Call Recordin Manage Profil Remote Office Call Forwardi Receptionist	ing alls ons tings g le e	Sidecar Do you ha Monitore Jason M	ed Users		s 🔿 No 🔍						
		🛉 Add	Selected					U	lsers Added: 0 / 2		
									Save		





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

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

#### Step 2

Select your account and locate the company that you want to setup or amend Call Barge for by using the "Actions" button select "Login to Horizon".

#### Step 3

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

HORIZON . Unlimited communications		testLab2Company test company	Help   Log Out
Dashboard     Users     Site Management       Add User     Create Group        Call Outcomes     Inbound     Outbound       1	Call Groups Device Manage Auto Attendant Call Pickup Call Parking Hunt Group Call Queue Group Instant Conference Group Page Group	ement Administration Recorded Calls Top 10 Callers (Calls Made) Calls Minutes You do not have any call data Subscription Summary Name Used	Statistics
0 - Thu ' Fri ' Sat ' Sun ' Answered Engaged	Call Centre Call Barge Mon ' Tue ' Wed ' Unanswered	Premium 1 Manage Top 10 Callers (Calls Received) Calls Minutes You do not have any call data Horizon Alerts	0 0





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

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

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

Dashboard Users Site Management	Call Groups Device Management	Administration	Recorded Calls	Statistics			
Dashboard / Call Groups / Call Barge							
Call Barge							
Select Users							
	Marilana di Usara			_			
Search	Monitored Users						
Call Recording	Cisco Lad Lad Lad						
Hatsune Miku	Dev Custs VVX310						
□ VVX 201 □ VVX 201_2	Yealink User01						
□ VVX 201_3							
Dev Custs VVX600	🛉 Add Selected 🦉 Remove .	AII					
Dev Custs VVX310     Lauren Green	Managing Users						
Sipho Hlandla							
🗇 g729 g711	Cisco Lad Lad Lad				^		
	Dev Custs WX600						
	Hatsune Miku						
	🛉 Add Selected 🛛 🖞 Remove .						
			🗶 Unas	sign All Users	Save		

Once you've 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 users call. To barge into the call, the Managing User should dial \*33. Once the manging 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 won't invoke a three-way call.





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

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

#### Step 2

Select your account and locate the company that you want to setup Site Call Barring for by using the "Actions" button select "Login to Horizon".

#### Step 3

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





Dashboard	Users	Site Management	Call Groups	Device Management	Administration	Recorded Calls	Statistics					
Dashboard / Sit	Dashboard / Site Management											
Manage	Sites											
Site Name:	$\square$			Q Sear	<mark>ch</mark>							
Sites	_											
Name												
Call Barring				🔯 Manage								

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've made your changes you should click "Save".

Dashboard	Users	Site Management	Call Groups	Device Management	Administration	Recorded Calls	Statistics
Dashboard / S	ite Manage	ment / <u>Call Barring</u> / C	all Plan				
Call Ba	rring (	Call Plan					Manage Call Barring
Call Plan O	otions						
When ma	king a call	When transfe	erring/diverting	ı a call			
on 🦳 Alle	ow freepho	ne calls					
on 👝 Alle	ow national	calls					
on 👝 Alle	ow internati	onal calls					
on 🦲 Alle	ow chargea	ble directory service ca	alls				
off All	ow premiun	n calls					
on 👝 Alle	ow mobile o	alls					
on 👝 Alle	ow 084 call	s					
on 🦳 Alle	ow 087 call	s					
							WH <b>?</b> 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

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

#### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

#### Step 3

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.





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.

Dashboard Users Site Management	Call Groups Device Manag	ement Administration Re	ecorded Calls Statisti	cs
Dashboard / User Management / Edit User				
Edit Roy Farrow				
Profile Personal Details DDI	Services Call Setup	Permissions Phon	e Call Barring	Call Centre
Call Plan Options				
When making a call When transf	ferring/diverting a call			
on 🦲 Override site call plan				
on 🦰 Allow freephone calls				
on 🦲 Allow national calls				
on — Allow international calls				
on 🦲 Allow chargeable directory service of	alls			
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 dialing 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 (Polycom VVXs) or disappear (Polycom SoundPoint or Cisco's).

**Call Forward Not reachable is designed to forward a call in the event that the subscribers** 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
Call Forward Not Reachable Status Check	*63*

Horizon | Features





# Turn Call Forwarding On/Off as a Company Administrator

Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.





Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

#### Step 3

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 4

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 Don't Answer you can forward calls to voicemail or a specific number when you don't answer after a certain amount of rings. To do this you should leave the number box blank, tick the tick box and state the amount of rings before the call reaches voicemail
- When I'm Unreachable you can forward calls to a specific number (not voicemail) when your handset is not registered or powered on (e.g. If your internet access is down, incoming calls would go to this number).

Dashboard Users	Site Management Call Groups Device Management Administration Recorded Calls Statistics
Dashboard / User Manag	gement / Edit User
Edit Imran Yo	ousaf
Profile Person	nal Details DDI Services Call Setup Permissions Phone Call Barring Call Centre
Incoming Calls Call Handling	Call Handling
iwinning Blacklist Settings Advanced <del>-</del>	When I'm Busy
Outgoing Calls Speed Dial Settings	Forward the call to:
In Call Options Call Transfer	When I don't answer
Settings Settings	after 3 🔽 rings
Hot Desk Call Recording	No Action
Manage Profile Remote Office Call Forwarding	Forward the call to:
and the second se	When I'm Unreachable
	No Action
	Forward the call to:     Image: Constraint of the call to:

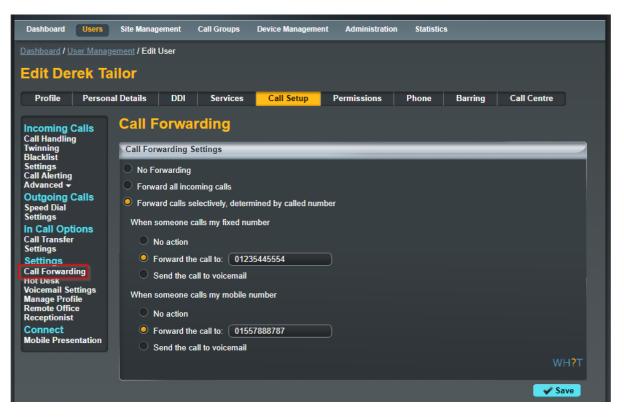
#### Step 5

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:



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

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

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



Horizon | Features



HORIZÓN	Richard James 01618703374	Help   My Details   Log Out
HORIZON 3 Unlimited communications		
Dashboard Call Setup Directory My Features Hot Desk D	evice Customisation Advanced Features	
Dashboard / Call Setup		
Incoming Call Handling Twinning Hot Desk Speed D	ial Blacklist	
Call Handling		1
When I'm Busy		
No Action		
O Forward the call to: 07436101449		
Send the call to voicemail		
When I don't answer		
after 6 🔽 rings		
No Action		
C Forward the call to: 07436101449		
Send the call to voicemail		
When I'm Unreachable		
No Action		
Forward the call to:		
		oicemail Settings

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

Gamma 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 on the Knowledgebase.





# Call Notify by Email

Call Notify by Email enables a user to define criteria that cause certain incoming calls to trigger an email 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

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

#### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

#### Step 3

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 4

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

Dashboard Users	Site Management	Call Groups	Device Managemen	t Administration	Recorded Calls	Statistics
Dashboard / User Manage	ment / Edit User					
Edit Alan Par	tridge					
Profile Persona	al Details DDI	Services	Call Setup	Permissions	Phone Call	Barring
Incoming Calls Call Handling	Call Notify					
Twinning	Notify Options	_		_		
Blacklist Settings	Call Notify			on 🔵		
Advanced Call Notify Sequential Ring Busy Lamp	Notify Email:					
Outgoing Calls	Restrict by Schedule					
Speed Dial Settings	O Use call notify o	n this number al	I the time 🔍 Use c	all notify on this num	ber only when I'm ava	ilable
In Call Options						
Call Transfer Settings	Number Restricti	on				
Settings Hot Desk Voicemail Settings Call Recording	Notify me for an	y number ON	lotify me only for thes	e numbers		
Succession and						✓ Save



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

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

# 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 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.



Polycom 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.

Before you start to set up your Call Page Group, you need to make sure that you have Call Page Group Add-on to do this. This is done by completing the following actions:

- Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.
- Select your account and locate the company that you want to setup a Call Page Group.
- Using the "Actions" drop down select "Manage Subscriptions".
- From here you can see what subscriptions you have and how many are currently in use. If you need to add any more Call Page Group add-ons if you scroll to the bottom of the page and click "Add More Subscriptions" and then you can add as many subscriptions as you need by adding against "Page Group".

#### Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

#### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

#### Step 3

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





#### 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'd 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.

HORIZON: Unlimited communications	Change Password   Log Out
Dashboard Users Site Management Call Groups Device Management Administration Recorded Calls	Statistics
Dashboard / Group Management / Page Group / Create New Page Group	
Create Page Group Account Select Sending Users Select Receiving Users	ers > Assign Extension
Location	
Site: WSDManchester 💌	
Group Details	
Name: NewPageGroup	
Department: Choose One 💌	
Username: newpagegroup @ ops.test	
Caller ID	
Calling ID First Name: Emergency Calling ID Last Name: Call Group	
	Cancel Continue

#### Step 5

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.



	RIZÓN':		Opstestcompany Jamie Muir	Help   Change Password   Log Out
Inlimited co				
Dashboard	Users Site Managemen	t Call Groups Device Manageme	nt Administration Re	corded Calls Statistics
ashboard / <u>Gr</u>	oup Management / Page Gro	up / Create New Page Group		
reate F	Page Group	Account Select Sen	ding Users Select	Receiving Users > Assign Extension
Search		Rich James		×
🗹 Jamie Mi				
Nick Low				
Ben Jeffr				

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

HORIZÓN	Opstestcompany Jamie Muir	Help   Change Password   Log Out
Unlimited communications		
Dashboard Users Site Management C	all Groups Device Management Administration	Recorded Calls Statistics
Dashboard / Group Management / Page Group / Cre	ate New Page Group	
Create Page Group	Account Select Sending Users Se	lect Receiving Users Assign Extension
Select Users		
Search		
Jamie Muir		
Compared with a second se		
Nick Lowe		
Ben Jeffreys		
Nigel Cannon		
Add Selected		
		Cancel Continue





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've 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.

ashboard / Group Mana	gement / Page Group	/ Create New Par				
Prooto Dogo		/ orcute from r u	ge Group			
sieale Page	Group	Account	Select Sendi	ng Users	Select Receiving Users	Assign Extension
Extension		_		_		

# 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

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

#### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

#### Step 3

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 4

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.

HORIZ		operationstrainingdemo Nick Lowe		Help   Log Out
Unlimited commun	nications			
Dashboard Users	Site Management Call Groups I	Device Management Administration	Recorded Calls Statis	tics
Dashboard / Group Mana	gement / Page Group / Edit Page Group			
Edit Page Gr	oup test			anna an taine
Account Selec	t Sending Users Select Receiving	Users Assign Extension		
Group Details				
Name:	Page Group test			
Department:	Choose One			
Usemame:	pagegrouptest	@ operations.training 💽		
Caller ID				
		_		
Calling ID First Name:	Page	Calling ID Last Name: Gr	oup1	
				Save

- Select Sending Users
  - Add new users by clicking the "+Add Selected" button.
  - Remove users by clicking the white "X" next to the user.

HORIZON : Unlimited communications	operationstrainingdemo Nick Lowe	Неф	Log Out
Dashboard Users Site Management Call Groups Device Manag	ement Administration Re	ecorded Calls Statistics	
Dashboard / Group Management / Page Group / Edit Page Group			
Edit Page Group test			
Account Select Sending Users Select Receiving Users	Assign Extension		
Select Users			
Search Callcentre One Darren Marshall Callcentre Two Nigel CannonAGT Andy Test Test User A Add Selected			×

- Select Receiving Users
  - Add new users by clicking the "+Add Selected" button.





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

HORIZON'S Unlimited communications	operationstrainingdemo Nick Lowe	Help   Log Out
Dashboard Users Site Management Call Groups Device Manage	ment Administration Recorded Calls Statistic	s
Dashboard / Group Management / Page Group / Edit Page Group         Edit Page Group test         Account       Select Sending Users       Select Receiving Users       Account	Assign Extension	
Select Users  Search  Callcentre One Receptionist Console Darren Marshall Callcentre Two Nigel CannonSPV Nigel CannonAGT Andy Test  Add Selected		

- Assign Extension
  - Change the Extension number of the Call Page Group.

			operationstrainingdemo Nick Lowe		Help   Log Out
Dashboard	Users Site Management	Call Groups Device Man	agement Administration	Recorded Calls	Statistics
Dashboard / Gro	oup Management / Page Group	/ Edit Page Group			
Edit Pag	je Group test				
Account	Select Sending Users	Select Receiving Users	Assign Extension		
Extension					
Extension:	4446	?			
					Save

## Delete a Call Page Group

#### Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

#### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".



Horizon | Features



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						
				All		
Q Search						
Page Groups						
	Demo1			<u>~</u>	Deactivate	Ø Edit
	Manchester Poo	Confirm		——————————————————————————————————————	Deactivate	2 Edit
U Delete Selected	🕈 Add	On performing this action will be deleted. Are you s • Page Group test	n, all the settings of the sure you wish to contin <b>&amp;</b> Cancel	e Page Group(s) nue?		





# 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 Polycom and Cisco devices are different. On Polycom '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

Before you start to set up your Call Park Group, you need to make sure that you have Call Park Group Add-on to do this. This is done by completing the following actions:

- Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.
- Select your account and locate the company that you want to setup a Call Park Group.
- Using the "Actions" drop down select "Manage Subscriptions".
- From here you can see what subscriptions you have and how many are currently in use. If you need to add any more Call Park add-ons if you scroll to the bottom of the page and click "Add More Subscriptions" and then you can add as many subscriptions as you need by adding against "Call Park ".





Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

#### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

#### Step 3

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

	ON:			-	Help	Change Password	Log Out
Dashboard Users	Site Management	Call Groups Devic	e Management 🛛 /	Administration	Recorded Calls	Statistics	
Dashboard / Group Manag	gement / Call Parking						
Call Parking							
Name:			Site:	All	•		
Search							
Call Parking						_	
		Site					
ManCallPark testengCallPark		Lond	hester on		C Edit		
					and the second second		
U Delete Selected	🕈 Add						
Call Parking Settings					_		
Display parked calls to u	ser for 15 🔽 second	ls					
Recall user who parked o	call after 45 see	conds					
						(	✓ Save

#### Step 4

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





Dashboard	Users	Site Management	Call Groups	Device Management	Administration	Recorded Calls	Statistics	
Dashboard / G	roup Mana	gement / Call Parkin	g / Create New Ca	ll Parking Group				
Create	New C	all Parkin	g Group					
Call Parking	)					_		2
Name:	Test							
Site:	Newb	oury 💌						
Select User	5		_					
Search								
Tony Mo	:Kenzie							
🔲 Giuse S	pad							
Davide E	Beale							
L								
🛉 Add Se	lected							

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

Click "Create" to finish your Call Park Group

Dashboard	Users	Site Management	Call Groups	Device Management	Administration	Recorded Calls	Statistics
Dashboard / Gro	up Manag	ement / Call Parking	/ Create New Cal	I Parking Group			
Create N	ew C	all Parking	Group				
Call Parking	_					_	
Name:	Test		)				
Site:	Newbu	лу 🔽					
Select Users	_						
Search			)				
Tony McK	Cenzie						
🗹 🛛 Giuse Spa	ad						
Davide Be	ale						
Add Sele	ected						
							Cancel Create





Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

#### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

#### Step 3

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

Dashboard	Users	Site Management	Call Groups	Device Management	Administration	Recorded Calls	Statistics
Dashboard / Gr	oup Manag	ement / Call Parking	1				
Call Par	king						
Name:			)	Site:	All	-	
Search							
Call Parking					_		
ManCallPa	ark			Manchester		C Edit	
📃 testengCa	llPark			London		C Edit	
U Delete Se	elected	🕈 Add					
Call Parking	Settings						
Display parked	d calls to u	ser for 15 💌 se	conds				
Recall user wh	no parked c	all after 45	seconds				
							✓ Save





# 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 dialing \*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

Before you start to set up your Call Pickup Group, you need to make sure that you have Call Pickup Group Add-on to do this. This is done by completing the following actions:

- Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.
- Select your account and locate the company that you want to setup a Call Page Group.
- Using the "Actions" drop down select "Manage Subscriptions".
- From here you can see what subscriptions you have and how many are currently in use. If you need to add any more Call Pickup add-ons if you scroll to the bottom of the page and click "Add More Subscriptions" and then you can add as many subscriptions as you need by adding against "CallPickUp".

#### Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

#### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

#### Step 3

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

#### Step 4

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've selected all the users you click the "Created" button.





Create Call Pickup			_	_	_		
Name: Create Call Pick Up Site: London							
Select Users			_		_		
Search Mike Smith David Beale David p650athome Joe Malden David P335HM David P450HM David P525VH	Beppe Spadafora David P331@hm	Captain Birdseye	×	Dave atHome	×		
Add Selected						🏾 🏾 🗮 Cancel	Create

# Add/Remove users from an existing Call Pickup Group

#### Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

#### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

#### Step 3

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.





HORIZON:	Test Engineering Joe Spadafora	Help   Change Password   Log Out
Unlimited communications		
Dashboard Users Site Management Call Groups	Device Management Administration	Recorded Calls Statistics
Dashboard / Group Management / Call Pickup		
Call Pickup		
Name:	Site: All	
Search		
Call Pickup		
C Name		
LonCallPickUp	London	C Edit
Manc Pickup	Manchester	C Edit
ManCallPickup	Manchester	<b>∠</b> Edit
🖞 Delete Selected 🔮 Add		

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".

Dashboard	Users	Site Management	Call Groups	Device Manag	ement Adr	ninistration	Recorded Calls	Statistics	
			/ Edit Call Pickup						
Edit Lo	nCall	PickUp							
Edit Call Pic	kup								
Name:		allPickUp	ſ						
Site:	Londe								
Select Users		_		_	_				
Search			) Giuseppe S	padafora 🗙	Don Corleon	• ×			
Gabor 1		-							
Gabor 2									
	padafora								
	nith Birdseye								
- ··-									
🛊 Add Se	lected								
								# Cancel	✓ Save
								. cullet	

# Delete Call Pickup Group

#### Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.



Horizon | Features



Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

#### Step 3

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're sure that you want to delete the Call Pickup Group. Clicking "Confirm" will delete the group.

Call Pickup	
	Site: All
Call Pickup	
Name Pick Me Pick Me Pick Me Up	Site Domot
17 Delete Selected	Confirm Confirm
U deble selected	be deleted. Are you sure you wish to continue?  • Pick Me Pick Me
	Cancel Confirm





# 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

Before you start to set up your Call Queue Group, you need to make sure that you have Call Queue Group Add-ons to do this. This is done by completing the following actions:

- Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.
- Select your account and locate the company that you want to setup a Call Queue Group.
- Using the "Actions" drop down select "Manage Subscriptions".
- From here you can see what subscriptions you have and how many are currently in use. If you need to add any more Call Queue Group add-ons if you scroll to the bottom of the page and click "Add More Subscriptions" and then you can add as many subscriptions as you need by adding against "Call Queue Group User"

#### Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

#### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

#### Step 3

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

#### Step 4

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





Dashboard Users Site	Management Call Groups	Device Management A	dministration	Recorded Calls	Statistics	
ashboard / Group Management						
all Queue Grou	p					
ame:		Site:	All		-	
umber:		Department	All		)	
& Search						
Call Queue Groups						
Name	Site	Department Phone	Number	Status		
Budapest_test_call_q	BudapestOffice			🖌 🖸	eactivate	C Edit
🔍 🔍 CGTest1	ManchesterMalthouse2			🖌 D	eactivate	C Edit
GTest2	ManchesterMalthouse2			🖌 🖸	eactivate	C Edit
🛯 🔍 Gamma Mobile	ManchesterMalthouse2			🖌 🖸	eactivate	🖉 Edit
🕈 单 Gamma Mobile b	ManchesterMalthouse2			🗸 🗖	eactivate	C Edit
🛛 单 Gamma Mobile c	ManchesterMalthouse2			🖌 🖸	eactivate	C Edit
GBC Mobile	ManchesterMalthouse2			🗸 🖸	eactivate	C Edit
GBC Mobile b	ManchesterMalthouse2			🖌 🖸	eactivate	C Edit
🛛 🧶 GBC Mobile c	ManchesterMalthouse2			🖌 🖸	eactivate	C Edit
🔍 🔍 Headroom test	ManchesterMalthouse2			🖌 🖸	eactivate	C Edit
12						Previous Nex
U Delete Selected	Add					

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'd 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.





HORIZO	.i•.		GammaStaffLive Help   Log Samantha Russell				
	s S						
Dashboard Users Site Ma	anagement Call Groups	Device Management	Administration	Recorded Calls	Statistics		
Dashboard / Group Management /	Call Queue Group / Create Ne	w Call Queue Group					
Create Call Queue	e Group		Account	Options >	Users	> Number	
Location							
Site: ManchesterMa	lthouse4 💌						
Group Details			_		_		
Name:	NewCallQueueGroup						
Username:	NewCallQueueGroup @	🤉 🔄 gammastaff.com					
Caller ID			_	_	_		
Calling ID First Name:	NewCall						
Calling ID Last Name:	QueueGroup						
					Cancel	➡ Continue	

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 to have 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 amount of seconds, and if this is to
    - Play busy tone
    - Transfer to a different phone umber
  - If you want to pay the default announcement before overflow processing
- Additional Options
  - If you would like Distinctive Ringing for external calls.





Dashboard	Users	Site Management	Call Groups	Device Management	Administration	Recorded Calls	Statistics	
Dashboard / G	roup Manag	<u>ement</u> / <u>Call Queue (</u>	Group / Create Ne	w Call Queue Group				
Create	Call Q	ueue Grou	p		Account	Options	Users >	Number
Queue Setti	ngs				_			
	ng when offe	calls ering call entry into queue						
User Setting	js		_		_		_	
	rs to sign in I Waiting on	/out of Queue Group users						
Overflow Se	ttings		_		_			
Enable overflow after calls wait 30 seconds  Play busy tone  Transfer to phone number  Play default announcement before overflow processing								
Additional Options								
off Disti	inctive Ring	ing for External Calls						
							Cancel	➡ Continue

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.



#### Step 8

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)

HORIZON S Unlimited communications	GammaStaffLiv Samantha Russ		Help   Log Out	
Dashboard Users Site Management Call Groups Device Manager	nent Administra	ation Recorded Calls	Statistics	
Dashboard / Group Management / Call Queue Group / Create New Call Queue Gro	oup			
Create Call Queue Group	Accou	nt Options	Users Number	
Find a Number				
Search				
Extension ?				1
Extension:				
	Cancel	<ul> <li>Finish and Edit</li> </ul>	✓ Finish and Show List	5

### 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.





Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

### Step 3

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 Managem	ent Admir	nistration	Recorded	Calls Statistics	3
ashboard / Group Management	/ Call Queue Group						
Call Queue Grou	p						
ame:		Sit	e:	All		-	
umber:			partment:				
Q Search							
Call Queue Crount							
Call Queue Groups	<u></u>	D		1	Pro-		
I <u>Name</u> ■ ● Budapest test call q	<u>Site</u> BudapestOffice				Status	Deactivate	C Edit
	ManchesterMalthouse2				V 1	Deactivate	C Edit
CGTest2	ManchesterMalthouse2				× (	Deactivate	<b>Ø</b> Edit
🗖 🧕 Gamma Mobile	ManchesterMalthouse2				× (	Deactivate	Ø Edit
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🗖 🧶 GBC Mobile	ManchesterMalthouse2				× (	Deactivate	C Edit
GBC Mobile b	ManchesterMalthouse2				× (	Deactivate	C Edit
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12							Previous Nex
U Delete Selected	Add						

#### Step 4

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.





ishboard	Users	Site Management	Call Groups	Device Manageme	nt Administration	Recorded Calls	s Statistics	
		ement / Call Queue (	Group / Edit Cal	I Queue Group				
lit tes	t1123							
Account	Option	is Users	Number	Announcements	Call Recording	Voicemail	Advanced Settings	
								6
								. ?
elect User	8		_					_
earch			Test U	0			×	1
Test Us	or7	-						
Super V			Nigel C	annonAGT			×	
Test Us								
Callcent	tre Two							
Recepti	onist Conso	le						
Nigel Ca	annonSPV							
Roadsh	ow User A							
		~						

### Edit a Call Queue Group Settings

### Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

#### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

### Step 3

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





			GammaStaffLive Samantha Russell			Help   Log Out			
Unlimited communication	5								
Dashboard Users Site M	anagement Call Groups	Device Managem	ent Administratio	on Recorde	d Calls Statistics				
Dashboard / Group Management /	Dashboard / Group Management / Call Queue Group								
Call Queue Group	<b>)</b>								
Name:		Sit	te: All		-				
Number:		De	epartment: All		•				
Search									
Call Queue Groups									
Name	Site	<u>Department</u>	Phone Number	Status					
Budapest_test_call_q	BudapestOffice			1	Deactivate	C Edit			
🔲 🍳 CGTest1	ManchesterMalthouse2			<ul> <li>Image: A second s</li></ul>	Deactivate	C Edit			
🔲 🍳 CGTest2	ManchesterMalthouse2			× .	Deactivate	C Edit			
🔲 🍳 Gamma Mobile	ManchesterMalthouse2			<ul> <li>Image: A second s</li></ul>	Deactivate	C Edit			
🔲 🍳 Gamma Mobile b	ManchesterMalthouse2			<ul> <li>✓</li> </ul>	Deactivate	C Edit			
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🔲 🍳 GBC Mobile c	ManchesterMalthouse2			×	Deactivate	C Edit			
🔲 🍳 Headroom test	ManchesterMalthouse2			×	Deactivate	C Edit			
12						Previous Next			
U Delete Selected	Add								
U Delete Selected	Add								
HORIZON		00000000	90000000000	ana ana		Copyright © 2013			

### Step 4

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

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

#### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

#### Step 3

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.





				(All 🔽)		
Q. Search						
Call Queue Groups						
	Site					
	Manchester P Co	nfirm			Deac	Ø Edit
	Demo1	performing this action,	all the pottings of the		Deac	ØEdit
IANROBINSON	Demot Gro	up(s) will be deleted.	Are you sure you wish	to continue?	Dead	Ø Edit
	Demo1	<ul> <li>nickscrew</li> </ul>			Deac	2 Edit
	Demo1	Robbie Higgins			Deac	C Edit
	Demo1		🗱 Cancel	🖌 Confirm	Deac	Ø Edit
	Demo1		(12.30)		Deac	@ Edit
						Ø Edit
						ØEdit
						ØEdit

### 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.

					Richard 016187		Help   My Details   Log Out
Dashboard	Call Setup	Directory	My Features	Hot Desk	Queue Groups	Device Customisation	Advanced Features
Dashboard / Ca	all Queue Grou	ps					
Call Qu	eue Gro	ups					
i Sig	ned out of Call	Queue Group	: jbush4@gamma	astaff.com			
Call Queue	Groups	_		_			
Signed In		Queue Gro					
		jbusn4@ga	ammastaff.com			1 Sign	





## Call Recording

The Call Recording feature allows you to record your Inbound, Outbound or both Inbound and Outbound calls. This can be done at a user level or on a whole hunt group, and you and set call recording up to record a percentage of calls, record on demand or to not record calls at all.

For Call Recording to fully work a user or group needs to have a DDI assigned to it.

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

			CallRecordir James Whitr		Help   Log Out
Dashboard Users	Site Management	Call Groups Devic	ce Management Admin	istration Recorded Calls	Statistics
Dashboard / Recorded C	alls / Search Recorded	I Calls			
Recorded Ca	all Search				
Username			Start Date/Time	2017-02-11 16 🔽	: 39 💌
Number	01204322419		End Date/Time	2017-03-11 16 💌	: 39 💌
Calling/Called Number			Both Inb	ound 🔍 Outbound	
Items Per Page	30 💌				
C Search					
Calls					
Call Date/Time	Last Name	Number Sit	te Duration (Secs)	Call Direction	Called Number
Delete Selected	😗 Delete Bulk	🛓 Download Selecte	ed 🛛 👲 Download Bul	k 🚽 Available downlo	bads

The recordings will only be visible when searching against:

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





HORIZON • Unlimited communications	CallRecordingTest James Whitmee Help	Log Out
Dashboard Users Site Management Call Groups Dev	vice Management Administration Recorded Calls Statistics	
Dashboard / Recorded Calls / Search Recorded Calls Recorded Call Search		
Username	Start Date/Time 2017-02-11 16 ▼ : 39 ▼ End Date/Time 2017-03-11 16 ▼ : 39 ▼	
Calling/Called Number 07454994367 Items Per Page 30 🔽	Both     Inbound     Outbound	
Calls		
■ 2017-02-17 16:34:31.0 R & ecording 01204322419 C ■ 2017-02-17 16:34:08.0 R & ecording 01204322419 C	Site         Duration (Secs)         Call Direction         Called I           CallRecordingTestSi         9         Outbound         0745499           CallRecordingTestSi         11         Outbound         0745499           CallRecordingTestSi         7         Outbound         0745499	94367 94367
😗 Delete Selected 🛛 😗 Delete Bulk 💽 🛃 Download Selec	cted 👲 Download Bulk 🔮 Available downloads	

A recording of a call will take up approximately 200kilobytes per 1 minute of recording.

A Horizon to Horizon calls, including internal calls, currently are not recorded. Please see the Known Behaviours Document for more information.

Advanced Call Recordings will only search for a 3-month range to help with performance. If you are looking for a full 6 months, you will have to run two 3 month searches to get all the results.

### **Call Recording Retention Period**

A Channel Partner will be able to set the retention period of call recordings to either 3, 6 or 12 months. The default setting of any new Horizon Company created from the 9th March 2017 will be 3 months, to modify a Companies retention policy please follow these simple steps:

Please Note: Following the introduction of the 12-month storage facility on Horizon last year we are finding that some Company's are now exceeding the maximum storage threshold that we have in place for the Legacy Horizon Call Recording Storage bands. To ensure that costs are fully covered, for use beyond the 360000 meg band, we will be introducing a 0.14p per meg charge for storage beyond the maximum threshold. This charge will come into effect from the 1st March 2018.

The 0.14p per meg rate is derived from the 360,000 band being fully utilised. (£500 / 360,000)

As an example if a Company has stored 500,000 MB the months charge would be:  $\pounds$ 500 + (500,000-360,000)\* $\pounds$ 0.0014 =  $\pounds$ 696.00

### Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Manage Company".





ny Name:						
Is Per Page:	200	*		Max Results Returned:	5000	Y
	Q Search					
ownload 👻						Showing 1 to 3 of 3
						-
Company Name	Reseller ID	Domain	Main Site	Contact Name	Contact Email	Actions
Company Name Engineering	Reseller ID	eng.lab1	Newbury	JoaoOliveira	sam.wood@gamma.co.uk	Actions
						Actions      Manage Company
Engineering	169	eng.lab1	Newbury	JoaoOliveira	sam.wood@gamma.co.uk	Actions      Actions      Manage Company     Manage Administrators     Manage Subscriptions
Engineering Engineering04	169	eng.lab1 eng.lab04	Newbury Manchester04	JoaoOliveira CraigDomville	sam.wood@gamma.co.uk sam.wood@gamma.co.uk	Actions      Actions      Actions      Anage Company     Manage Administrators
Engineering Engineering04	169	eng.lab1 eng.lab04	Newbury Manchester04	JoaoOliveira CraigDomville	sam.wood@gamma.co.uk sam.wood@gamma.co.uk	Actions      Manage Company     Manage Administrators     Manage Subscriptions     Manage Numbers
Engineering Engineering04	169	eng.lab1 eng.lab04	Newbury Manchester04	JoaoOliveira CraigDomville	sam.wood@gamma.co.uk sam.wood@gamma.co.uk	Actions      Manage Company     Manage Administrators     Manage Subscriptions     Manage Numbers     Manage Devices

### Step 3

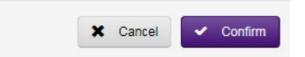
Select the Settings tab and you will see the new retention options. Select your new retention period and click Save.

If the retention period of a Company is reduced, then any call recordings outside of the new retention period will be automatically deleted. For example, if on the 31st March 2017 a company with a call recording retention policy of 12 months was reduced to a 3-month retention policy then all call recordings prior to the 1st January 2017 would be deleted. Along with the embedded warning on the portal page, the below advice will appear to warn a user:

-	F -		
( 0	ntir	matio	n
		mario	••

Please be advised that reducing the retention policy will result in any call recordings falling outside the retention period to be permanently deleted.

Are you sure you wish to continue?



Once confirmed then a call recording cannot be easily retrieved and retrieval cannot be guaranteed. Requests to retrieve recordings that are deleted in error will carry a one-off restoration charge of £250 per company instance.



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### 🤹 Gamma

Should you need to request a restoration of call recordings in the 1st instance please send an email to iam@gamma.co.uk, providing the Company name and the time period that you would like us to attempt to restore.

### **Call Recording Options**

- Record x% of calls: this will record a defined percentage of your calls at random
- Record on demand: this will allow a user to record a call whenever they deem appropriate
- Pause / Resume call recording: this will record all calls, but allow a user to pause the recording before resuming the call
- Do not record calls

### Shortcodes

- Record on demand \*1
- Pause call recording \*3
- Resume call recording \*7

### Call Recording for a User

### Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

### Step 3

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

Locate the user and click the "Edit" button.

### Step 4

In the User Management page click "Call Setup" and then under the Settings header select "Call Recording"

From here you can select the recording type for the user. Select the recording type and click "Save" for your changes to take effect.







### Call Recording for a Hunt Group

### Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

#### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

#### Step 3

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

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





HORIZÓŇ	•		mmeStaffLive mantha Russell		H	lelp   Log Out
Unlimited communications						
Dashboard Users Site Manager	ment Call Groups De	vice Management	Administration Rec	orded Calls	Statistics	
Dashboard / Group Management / Hunt C	Group					
Hunt Group						
Name		Site <sup>.</sup>			_	
Name:	=				•	
Search		Departme	nt: <u>All</u>	<b>•</b>		
Hunt Groups				_		
Name	Site		Phone Number	Status		(Arm)
<ul> <li>1200 from Uniworld Recep</li> <li>1200 Third Divert</li> </ul>	FarehamOffice				Deactivate Deactivate	C Edit
Grid Party Faults	Disaster Recovery				Deactivate	Edit
<ul> <li>3rd Party Paults</li> <li>3rd Party Orders</li> </ul>	Disaster Recovery				Deactivate	Ø Edit
	ManchesterMalthouse			<u> </u>	Deactivate	2 Edit
AleksTest	ManchesterMalthouse4				Deactivate	Edit
Assured Faults	Disaster Recovery				Deactivate	Ø Edit
Assured Orders	Disaster Recovery				Deactivate	C Edit
🔲 🧔 Avaya Error	ManchesterMalthouse	Gamma Support		🧳 🗖	Deactivate	C Edit
BB Faults ONCALL	Disaster Recovery	Gamma Support		🖌 🗖	Deactivate	6 Edit
1 2 3 4 5 6 7 8 9 10 32						Previous Next
U Delete Selected						

### Step 4

In the Edit Hunt Group page click "Call Recording".

From here you can select the recording type for the user. Select the recording type and click "Save" for your changes to take effect.

### Call Recording for a Call Queue Group

### Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

### Step 3

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.

HORIZO Unlimited communication	N <b>:</b>		GammeStaffLive Samantha Russell			Help   Log Out		
Dashboard Users Site N	lanagement Call Groups	Device Managem	ent Administrat	ion Recorde	d Calls Statisti	CS		
Dashboard / Group Management / Call Queue Group								
Call Queue Group								
		0.1						
Name:		Site						
Number:		De	partment: All					
Search								
Call Queue Groups		_						
■ Name ■ ● Budapest test call q	<u>Site</u> BudapestOffice		Phone Number	Status	Deactivate	C Edit		
CGTest1	ManchesterMalthouse2				Deactivate	Ø Edit		
GTest2	ManchesterMalthouse2			V	Deactivate	C Edit		
🔲 🧕 danilo_test	LondonOffice			- V	Deactivate	C Edit		
🔲 🧔 DaveTest	LondonOffice				Deactivate	C Edit		
Ethernet Delivery	ManchesterMalthouse4			- V	Deactivate	C Edit		
🔲 🐠 Gamma Mobile	ManchesterMalthouse2				Deactivate	C Edit		
🔲 🗕 Gamma Mobile b	ManchesterMalthouse2			<ul> <li>Image: A second s</li></ul>	Deactivate	Bdit Edit		
🔲 🥥 Gamma Mobile c	ManchesterMalthouse2			- <b>-</b>	Deactivate	C Edit		
🔲 🗕 GBC Mobile	ManchesterMalthouse2			<ul> <li>Image: A second s</li></ul>	Deactivate	C Edit		
12345						Previous Next		
U Delete Selected	d							

### Step 4

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

From here you can select the recording type for the user. Select the recording type and click "Save" for your changes to take effect.

### Bulk Call Recording with delete.

#### Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

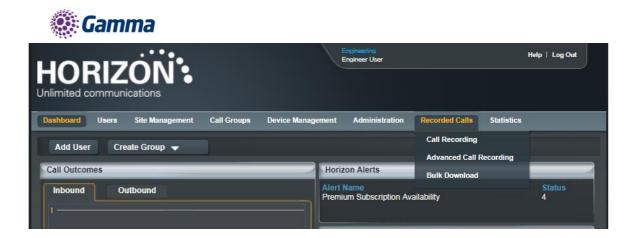
### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

#### Step 3

Click the "Recorded Calls" option and select "Bulk Download"





### Step 4

This will then take you to the main Bulk Download page where the user can request downloads. To request downloads enter a 2 week date range and select Bulk Download. If you try to select more than a two week date frame you will receive an error.

Please note: If during the bulk request there are missing files (technical problem at Gamma's end), then the request would previously fail. Moving forward, there will be a dummy file with the naming convention "dummy\_file\_date\_time.dummy" – this will let a user know that there was a call recording at that date / time but it's not been downloaded.

	ON:			Engineering Engineer User			Help   Log Out
Dashboard Users	Site Management	Call Groups	Device Management	Administration	Recorded Calls	Statistics	
Bulk Downlo	ad						
Bulk Download Record Start Date End Date	dings Panel		2				
Bulk Download							
In Progress Download History	Download History						
Date and Time Reque No Records Found	sted			<u>User</u>	From	<u>To</u> Status	wh?t

### Step 5

If the download is successful you will see the download start within your browser, if this doesn't happen please select the 'Download History' tab.

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

Once the downloaded has completed the ZIP file can be extracted and saved to a location of the Administrators choice.





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← → C ■ Secure   https://www.	ww.partners.unlimite	dhorizon.co.uk/webap	p/callrecording/bulkd	ownload					Q 🕁
Apps 🗅 Chrome 🕥 History									er bookmark
	1			Engineerin	6				
	HODI	ZON':		Engineer L	lser	Help   Log (	Jut		
	Unlimited comr	nunications							
	Dashboard Use	rs Site Management	Call Groups Device	Management Admir	nistration Recorded Calls	Statistics			
		ed Calls / Bulk Download							
	Bulk Down	lload							
	An unex	pected error has occurred.	Please try again later.						
	Bulk Download R	ecordings Panel	_		_				
	Start Date	2017-07-03	1						
	End Date	2017-07-04							
	Bulk Downloa	đ							
	In Progress	Download History							
	Download Histo	ry							
	Date and Time R	equested				<u>To</u> Status			
	No Records Foun	1							
	<u> </u>								
	1								
							10.0017		
	HORIZON					Copyrigh	nt © 2017		
all_recording_INBzip ^								Sh	ow all
call_recordi 57.9/100.0 MB.	ng_INBz 11 secs left	ip ^							

### Step 6

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

ownload History					
ate and Time Requested	User	From	To	Status	
5 July 2017 10:58:30	rfarrow1	05 July 2017	08 July 2017	Downloaded	U Delete
5 July 2017 10:53:12	3rd Party or external: rfarrow	15 July 2017	22 July 2017	Cancelled	
5 July 2017 10:50:29	3rd Party or external: rfarrow	01 July 2017	14 July 2017	Downloaded	U Delete
6 July 2017 10:15:55	3rd Party or external: rfarrow	03 July 2017	04 July 2017	Deleted	and the second se
					WH?

### Step 7

Any download that has been requested by a user parsing in via the Gamma portal will be prefixed by "3rd Party or External" followed by the users Gamma Portal username.

If access was directly via the Horizon GUI then only the GUI username will be displayed

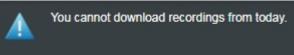




### rfarrow1 3rd Party or external: rfarrow 3rd Party or external: rfarrow 3rd Party or external: rfarrow

Please Note: A user will not be able to download the current day recordings, this is too ensure that recordings that have not been

downloaded and saved cannot be accidently deleted.



To protect system performance there is limit to the number of concurrent call recording that will be allowed across the platform, when this limit is reached the user will receive a message stating "We are currently experiencing a high demand for call recording downloads on Horizon. Please try again later"

26 July 2017 10:15:55	3rd Party or external: rfarrow	03 July 2017 04 July 2017	Deleted

It is possible for a different administrator to delete a downloaded batch recording to the user that requested the original download. In this use case the username displayed on the GUI will always be the original requestor. The backend history database will capture the details of the user who deleted the recordings and this information can be made available upon request via the IAM team.

### Searching for a Call Recording

### Step 1

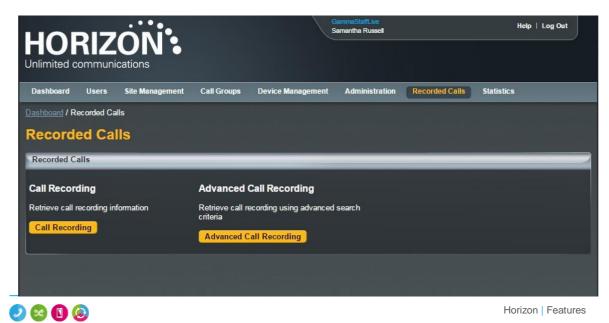
Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

### Step 3

Click the "Recorded Calls" option and select "Call Recording"







### Step 4

From here you can search for the user you are wanting to listen to the calls of. You can search using one of the following criteria:

- First Name
- Last Name
- Number (this is the full telephone number and not the extension number)
- Site

A number will only appear in this list if they have call recording set up.

# Searching for a Call Recording using Advanced Call Recording

### Using Advanced Call Recording you can:

- Download up to 1000 inbound calls at once
- Download up to 1000 outbound calls at one
- Delete up to 1000 calls at one.

### Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

#### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

#### Step 3

Click the "Recorded Calls" option and select "Advanced Call Recording"





HORIZON: Unlimited communications	GammaStaffLive Samanitha Russell	Help   Log Out
Dashboard Users Site Management	Call Groups Device Management Administration Recorded Calls Statistic:	5
Dashboard / Recorded Calls		
Recorded Calls		
Recorded Calls		
Call Recording	Advanced Call Recording	
Retrieve call recording information	Retrieve call recording using advanced search criteria	
Call Recording	Advanced Call Recording	

#### Step 4

From here you can search for the user you are wanting to listen to the calls of. You can search using one of the following criteria:

Q

- Username (Directory search can be used by clicking the Directory icon)
  - Number
  - Extension
  - First Name
  - Last Name
  - Site
- Number
- Calling / Called Number
- Start date/time
- End date/time
- Direction of call
  - Both directions
  - Inbound only
  - Outbound only

#### Step 5

Select the calls you want to download and click the "Download Selected" button. Alternatively, if you want to delete calls, select the "Delete Calls" button. You can download 100 recordings at a time.

You can download call recordings in bulk, or download selected files. You can also delete selected files or files in bulk.





### Access and notification control to call recordings

As a company administrator you will be able to prevent any support users using the log into Horizon pass through from the Gamma portal to a Companies Call Recording download and delete options, there will also be the option to notify all company administrators if a support user has entered a company's call recording area.

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



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

Dashboard	Users	Site Management	Call Groups	Device Management	Administration	Recorded Calls	Statistics		
Dashboard / A	Dashboard / Administration / 3rd Party Support Permission								
3rd Par	3rd Party Support Permission								
Permission									
Allow 3rd part	Allow 3rd party support users to access call recordings:								
3rd Party Sup	3rd Party Support Call Recording Notification Email:								
								WH?T	
Permission	History								
Name		Operation							
Roy Farrow		Call Recording Acce	ess		On	<u>2017-11-03 ′</u>	<u>14</u> :12:38		
Roy Farrow		Call Recording Acce			Off	<u>2017-11-03 '</u>			
Roy Farrow		Call Recording Notif			Off	<u>2017-11-03 -</u>			
Roy Farrow		Call Recording Notif			On	<u>2017-11-03 ·</u>			
Roy Farrow		Call Recording Acce	ess		On	<u>2017-11-03 ·</u>	<u>14</u> :08:31		

The service will be deployed as opt in to prevent any operational or support difficulties and unexpected emails being sent to company administrators

All existing and new companies created from the 16th November 2017 onwards will be defaulted to allow pass through login access to call recordings from the Gamma portal and the email notification will



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be set to off as indicated here. Please note these options will only appear on the Horizon portal if the company has call recording enabled on the Gamma portal.

3rd Party Support Permission	
Permission	
Allow 3rd party support users to access call recordings:	on 📃
3rd Party Support Call Recording Notification Email:	off
	WH?T

This means any pass-through login from the Gamma portal will be able to access the companies call recordings and no notifications will be sent if they do. They will not have access to alter the 3rd party permission options, this can only be done by an administrator logging directly onto the Horizon portal. Pass through example with these option set

HORIZON: Unlimited communications	gammalest Richard James	Help   Log Out
Dashboard         Users         Site Management         Call Groups         Device Management           Add User         Create Group	eme It Administration Recorded Calls Departments Call Policies	Statistics
Call Outcomes	He izon Alerts Directory	
	Alet Na Subscription Centre Pren iu Subscription Centre Number Management Top i Voice Portal Company Profile Call Agents Unavailable Codes You d Agent Default Settings Bulk Speed Dial Template Upload Bulk Speed Dial Template Upload Bulk Upload List Calls	Status 5
Sat Sun Mon Tue Wed Thu Fri		

If an administrator chooses to enable the notification email, as below, then every time a support user passes through via the Gamma Portal and attempts to search, download or delete from within the call recordings area an email will be sent to all administrators as detailed below

Permission	
Allow 3rd party support users to access call recordings:	on
3rd Party Support Call Recording Notification Email:	on WH?T

The email will detail the Gamma portal ID of the user, what action they performed and the date it happened.







# Your Call Recordings have been accessed

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

User: rfarrow

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

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

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

Thank you

We recommend that all companies are built and handed over in a fashion that ensure your customers/end users make a conscious decision as to whether they allow access to the call recording data to support users via the Gamma portal.





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 doesn't 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 hasn't 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

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

#### Step 3

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 4

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.





Dashboard Users	Site Manag	ement	Call Groups	Device Management	d Administration	Recorded	Calls	Statistics	
Dashboard / User Manag	<u>ement</u> / Edit L	Jser							
Edit Alan Pa	tridge								
Profile Person	al Details	DDI	Services	Call Setup	Permissions	Phone	Call B	arring	
Incoming Calls Call Handling	Call T	ransf	er						?
Twinning Blacklist	Call Tran	nsfer				_	_		
Settings	Call Transfer Recall on								
Advanced - Outgoing Calls	Number of	f Rings bef	ore Recall 4	💽 rings					
Speed Dial Settings	Enable	e Busy Car	np						
In Call Options Call Transfer	Options	_			_	_	_	_	
Settings	Use Divers	sion Inhibit	or for Blind Tran	sfer	off 🖉				
Settings Hot Desk Voicemail Settings Call Recording	Use Divers	sion Inhibit	or for Consultati	ve Calls	off				
Call Recording									✓ Save

### Privacy on Transfer and/or Forwarding

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

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

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

To update the users setting head to User Management  $\rightarrow$  Edit User  $\rightarrow$  DDI  $\rightarrow$  Caller ID Number Presented



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Dashboard / Us	<u>er Management</u> / Edit	User							
Edit Aid	en YealinkT	est							
Profile	Personal Details	DDI	Services	Call Setup	Permission	ns Phone	Barring	Call Centre	
Find a Fixed	Number								
Current numbe	r: 01368658575 💋	Change	🖞 Remove						WH <b>?</b> T
Extension				_	_				
Extension:	8575		?						
Presentation	Name				_			_	
Currently prese	enting: Aiden Yealinkī	ēst							
Same as us Other:	ser details								
First Name	Aiden			La	nst Name:	YealinkTest			WH <b>?</b> T
Caller ID Nun	nber Presented	_							
	ide site call policy								
off Privac	cy on transfer and/or f	orwarding							WH?T
								•	Save

### Privacy on Transfer Service Interaction Impacts

The display enhancements affects 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 affects of the privacy changes are described in more detail along with examples below.

There are instances where services can be combined, and multiple different parties 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, ie 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 (ie the bon 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 receive's 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 displayd 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 receive's 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 displayd 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, ie 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 details 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 group's 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

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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 transferer, if they have privacy disabled then all of the parties involved in the transfer will receive a display update.

If the transferer 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 transferer (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

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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 transferer. 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 scenario's 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





### 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



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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 detals

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. It if the call forwarder has privacy enabled, the the transferred party will not receive a display update. Likewise if the transferrer has privacy enabled, then the forward destination and the transferree 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 (ie 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

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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 transferer 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

### **Test Results for Hardware and Clients**

A set of tests covering the affected services as well as general acceptance tests were run on the following devices/clients:

BTBC Android BTBC iOS BTBC PC IP450, IP650, IP7000 VVX150, VVX310, VVX410. VVX600 SPA504G SPA525G Yealink W52P Receptionist Client Call Centre Client Integrator Client Trio 8500 & 8800 conference units

### Receptionist, Call Centre and Integrator Clients

The Receptionist, Call Centre and Integrator clients all receive the same display updates as the handsets would in the examples detailed in the previous section





No problems were found with the Receptionist and Call Centre clients however there were some issues found with the Integrator client which are detailed in the known issues section

### Akixi and Horizon GUI CDR's

Akixi have been contacted about this display update and do not believe this change will affect their service. At the time of writing they have not however carried out any testing.

### **Known Behaviours**

### Cisco devices and Soft Clients fail to update display attended transfers before answer and transfer of call on hold scenarios

In the scenario where an attended transfer is made to a Cisco or soft clients before the Cisco / client answers the call the display on the Cisco is not updated. Instead the display is only updated when the Cisco / client answers the transferred call.

Likewise if a Cisco or a client has placed a call on hold and then that call is transferred whilst on hold by the other party then the display is not updated.

This is because the Cisco's and the soft client does not act on the updated PAID within the UPDATE message that it receives upon transfer. It only acts on updated PAID headers within re-INVITEs and 18x messages.

This issue will likely require a firmware update to resolve and we are not looking at updating the Cisco firmware at any point in the current future.

### Mobile clients do not see a display update in attended transfer before answer scenarios

As calls are delivered to mobile clients using push notifications the display is only updated on the mobile clients when the user answers the call. This is due to there being no push notification which changes the CLI information on incoming calls. The client must wait until the call is answered when it sends an INVITE into the AS to retrieve the incoming call.

### Attended transfer before answer to call group does not update display

Any recipient of a call which is transferred to a call group will not see a display update if the transfer is completed before answer. They will need to answer the call before they receive the new display details.

## Integrator does not update display when updated display information is anonymous

The Integrator fails to change the display whenever it receives a display update for an anonymous party. For example, if an attended transfer of an anonymous call was made to an Integrator user.

### Integrator doesn't update display correctly on attended transfers when remote party is set to originator





In call transfer scenario's where the remote party value in the XSI update to the Integrator is set to originator then the Integrator updates the display to it's own identity, ie if the Integrator user was called Mark Gooden, the display would update to Mark Gooden and would give the impression you are on a call to yourself.

The scenario that causes this is if the party doing the attended transfer to the Integrator user made the call to the transferred party then it will cause the remote party value to be 'originator' and thus invoke this issue.

#### No alpha tagging / loss of alpha tagging in some scenarios

Alpha tagging is lost in certain call scenarios.

If an external call is being transferred that was received from a hunt group then alpha tagging is lost upon transfer.

If the call being transferred was an outbound call to an external number then there is no alpha tagging upon transfer.

# Cisco devices do not remove names on display if no name is provided in updated PAID

If a Cisco device receives a call containing both a name and a number, and then receives a display update mid call which contains a number only, it does not erase the original name from the display. Resulting in the old name and the new number being on the Cisco's display at the same time.

#### Cisco devices show different name and number in call logs

In call display update scenario's the call logs will have a name which does not match the number. Eg. It will have User B's name and User C's number. More information on these scenario's can be found in Section 12 of this document.

#### Call Forwarding Selective and Connect App

Forwarding calls selectively is only configurable via the Horizon GUI, and not via the Connect App.

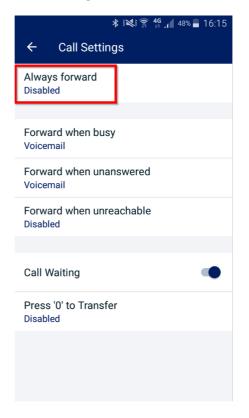
Therefore if a user has chosen to Forward Calls Selectively e.g.





	Call Forwarding
	Call Forwarding Settings
	No Forwarding
IORIZ	Forward all incoming calls
nlimited communic	Forward calls selectively, determined by called number
obboard / Call Setup	When someone calls my fixed number
ncoming Calls Call Handling Winning Nacklist	No action
ettings all Alerting dvanced + Dutgoing Calls peed Dial	Forward the call to: 01235445554
ettings Call Options all Transfer ettings	When someone calls my mobile number
ettings ot Desk oicemail Settings	No action
lanage Profile all Forwarding connect lobile Presentation	Forward the call to: 01557888787

These changes will not be reflected in the Connect App, instead Always forward will be 'Disabled'



Additionally, if the user enables Always forward in the MyConnect app, this will disable Call Forwarding Selectively and this change will be reflected in the GUI.





### **Device Call Log Impacts**

Every device has a call log (placed, received, missed). As this enhancement changes the calling/called party display this can in some instances alter these call logs. Please see effects on these logs for each enhanced service below

#### Call Barge

#### Polycom

The call log will never update to reflect the barger, and it will always show the original called or calling party.

#### Cisco

If the barger leaves the call before the call is terminated then the call log will never reflect the barger, and it will always show the original called or calling party.

If the call is terminated before the barger leaves the the call then the call log will update to reflect the bargers name, however the number will always be the original called or calling party.

#### Soft clients / Integrator

The call log will never update to reflect the barger, and it will always show the original called or calling party.

#### Yealink

The call log will never update to reflect the barger, and it will always show the original called or calling party.

### Call Park / Group Call Park

#### Polycom

The call log will never update to reflect the party retrieving the call, and it will always show the original called or calling party.

#### Cisco

The name will update in the logs to reflect the retriever however the number will always show the original called or calling party.

#### Soft clients / Integrator

The call log will never update to reflect the party retrieving the call, and it will always show the original called or calling party.

#### Yealink





The call log will never update to reflect the party retrieving the call, and it will always show the original called or calling party.

### Call Pickup

#### Polycom

The name in the call logs will update to the user who picked up the call, however the CLI will be the initial number that was called by the device.

#### Cisco

The name in the call logs will update to the user who picked up the call, however the CLI will be the initial number that was called by the Cisco.

#### Soft clients / Integrator

The call log will never update to reflect the party picking up the call, and it will always show the original called party.

#### Yealink

The call log will never update to reflect the party picking up the call, and it will always show the original called party.

#### **Call Transfer Attended**

#### Polycom

Transferer – The call log is not updated and always reflects the original calling or called party

Transferee - The call log is not updated and always reflects the original calling or called party

Transfer target – The call log is not updated and always reflects the transferer.

#### Cisco

Transferer – The call log will show 2 logs, one for the first inbound/outbound leg and the second log for the transferred call.

Transferee – The name in the call log will update to the transferred party, however the number will always remain as the original calling or called party. If there is no name available for the transfer target then the name remains the same as the original calling or called party.

Transfer target - The call log is not updated and always reflects the transferer.

#### Soft clients / Integrator

Transferer – The call log is not updated and the soft client records them as 2 separate calls

Transferee - The call log is not updated and always reflects the original calling or called party

Transfer target – The call log is not updated and always reflects the transferer.

Yealink





Transferer – The call log is not updated and the soft client records them as 2 separate call

Transferee - The call log is not updated and always reflects the original calling or called party

Transfer target – If the call is transferred before answer then the call log reflects the transferee, if it is transferred after answer then the log reflects that of the transferer.

#### **Blind Transfers**

Only the transferee receives a display update with this change on blind transfers so only this scenario is described below.

#### Polycom

Transferee - The call log is not updated and always reflects the original calling or called party

#### Cisco

Transferee - The name in the call log will update to the transferred party, however the number will always remain as the original calling or called party. If there is no name available for the transfer target then the name remains the same as the original calling or called party.

#### Soft clients / Integrator

Transferee - The call log is not updated and always reflects the original calling or called party

#### Yealink

Transferee - The call log is not updated and always reflects the original calling or called party

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

#### Polycom

It displays the original number dialled as well as the forwarded number. The forwarded number is recorded as the 'name' and the original dialled number is recorded as the 'number'. Hitting redial will always dial the initial dialled number.

#### Cisco

It displays the original number dialled as well as the forwarded number. The forwarded number is recorded as the 'name' and the original dialled number is recorded as the 'number'. Hitting redial will always dial the initial dialled number. If the forwarded number is an external number then the call logs will just show the initial dialled number.

#### Soft clients / Integrator

The call logs always reflect the original dialled number.

#### Yealinks

The call logs always reflect the original dialled number.

### Sequential Ring





It displays the original number dialled as well as the sequential ring number that answered the call. The sequential ring number is recorded as the 'name' and the original dialled number is recorded as the 'number'. Hitting redial will always dial the initial dialled number.

#### Cisco

If the sequential ring party that picks up the call is on the same enterprise then it displays the original number dialled as well as the name of the sequential ring party that answered the call. The sequential ring name is recorded as the 'name' and the original dialled number is recorded as the 'number'. Hitting redial will always dial the initial dialled number.

If the sequential ring party is an external number then it displays the name and number of the original dialled party.

#### Soft clients / Integrator

The call log always reflects the original dialled party.

#### Yealink

The call log always reflects the original dialled party.





# **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'll 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're 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

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

#### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

#### Step 3

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 4

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.





dit Alan P	artridge							
Profile Pers	sonal Details	DDI	Services	Call Setup	Permissions	Phone	Call Barring	
coming Calls all Handling vinning acklist ettings	In Cal Informat Please not	ion		licable to the individu	al user of a hunt gro	up for calls ma	ade directly to their	extension.
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Outgoing Calls Speed Dial Settings In Call Options Call Transfer Settings	clicking th	iis option w						

### Enable / Disable Call Waiting for a Hunt Group

#### Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

#### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

#### Step 3

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.





Hunt Group					
Name:		Site:	All	-	
Number.		Departme	nt: All	<b>_</b>	
Search					
Hunt Groups					
Name	Site	Department	Phone Number	Status	
🔲 🥚 1200 from Uniworld Recep	FarehamOffice			V Deactivate	C Edit
1200 Third Divert	LondonOffice			V Deactivate	C Edit
🔲 🧔 3rd Party Faults	Disaster Recovery			V Deactivate	C Edit
📄 🧔 3rd Party Orders	Disaster Recovery			V Deactivate	C Edit
	ManchesterMalthouse			V Deactivate	2 Edit
AleksTest	ManchesterMalthouse4			V Deactivate	C Edit
🔲 📄 🧶 Assured Faults	Disaster Recovery			V Deactivate	C Edit
Assured Orders	Disaster Recovery			V Deactivate	2 Edit
🗖 🧔 Avaya Error	ManchesterMalthouse	Gamma Support		V Deactivate	C Edit
BB Faults ONCALL	Disaster Recovery	Gamma Support		V Deactivate	C Edit
1234567891032					Previous Next
🕐 Delete Selected					

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

Dashboard	Users	Site Management	all Groups Device M	anagement Admin	istration Record	ded Calls Statistics	
Dashboard / Gro	oup Manager	ment / <u>Hunt Group</u> / Edi	t Hunt Group				
Edit Hor	izon T	est FD					
Account	Options	Select Users	Assign Number	Call Recording	Voicemail	Advanced Settings	
Ring Order							
Circular Regular Simultaneou Uniform Weighted	us						
No Answer A			?				
Skip to nex Forward cal		2	fter 10 seconds				
Additional Op	otions						
Enable call	waiting						
							✓ Save



### **Gamma** Enable / Disable Call Waiting for a Call Queue Group

#### Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

#### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

#### Step 3

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.

Call Queue Group	0					
Name:		Sit	e: All		-	
Number:		De	partment: All		-	
Q Search						
Call Queue Groups						
Name	Site	Department	Phone Number	Status		
📄 🧯 Budapest_test_call_q	BudapestOffice			<ul> <li>Image: A second s</li></ul>	Deactivate	C Edit
CGTest1	ManchesterMalthouse2			~	Deactivate	C Edit
E GTest2	ManchesterMalthouse2			~	Deactivate	C Edit
📄 🧕 danilo_test	LondonOffice			~	Deactivate	C Edit
🔲 🧕 DaveTest	LondonOffice			~	Deactivate	Ø Edit
Ethernet Delivery	ManchesterMalthouse4			~	Deactivate	C Edit
📄 🧔 Gamma Mobile	ManchesterMalthouse2			×	Deactivate	6 Edit
📄 🧔 Gamma Mobile b	ManchesterMalthouse2			~	Deactivate	6 Edit
📄 🥚 Gamma Mobile c	ManchesterMalthouse2			~	Deactivate	<b>Ø</b> Edit
📄 🧕 GBC Mobile	ManchesterMalthouse2			~	Deactivate	<b>Ø</b> Edit
12345						Previous Next
😗 Delete Selected 🛛 👎 Ad	ld					

#### Step 4

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

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





Edit CGTest1
Account Options Users Number Announcements Call Recording Voicemail Advanced Settings
Queue Settings
Queue Length: 3 calls
✓ Play ringing when offering call
Allow users to dial 0 to leave a message
Reset wait time upon entry into queue
User Settings
Allow users to sian in/out of Queue Group
✓ Allow Call Waiting on users
Overflow Settings
Enable overflow after calls wait 5 seconds
Send to Voicemail
Transfer to phone number     6571
Play default announcement before overflow processing
Additional Options
off Distinctive Ringing for External Calls
✓ Save





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.

Dashboard Call Setup Directory & Contacts	My Features Hot Desk	
Profile Available In Office  M	anage Profiles	
Call Statistics	Twinning	Directory
You don't have any call statistics yet.		Search
My Voicemail		08081788000 ( ) 🕓 Abel 122 (2499)
You have a total of 0 new messages, of which 0 are urgent You have a total of 0 old messages, of which 0 are urgent		Alan Partridge ( ) Andy Best (( ) asterisk testcall (6221) Bob Loblaw (2112)
	Name	Brendan Aldred ( )
	Number ?	
	Add	

If you want to use Click-to-Dial outside of the Horizon Portal that you would need to look at using Integrator. Please see the Integrator guides on the Knowledgebase.





## 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.

HORIZÓN	pammatest Richard James	Help   Log Out
Unlimited communications		
Dashboard Users Site Management Call Group	os Device Management Administration Stati	istics
Add User Create Group 👻	Departments Call Policies	
Call Outcomes	Horizon Alerts Directory	
Inbound Outbound	Alert Name Subscription Centre Premiu Subscription Centre Number Management	ly Status 5
	Top 10 Voice Portal Made Company Profile Call Retrie Agents Unavailable Co Agent Default Settings Top 10 Bulk Speed Dial	
0 - Eri - Sat - Sun - Mon - Tun - 1	Calls Bulk Upload History	

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.

			mmatest chard James		He	lp   Log Out
HORIZON S						
Dashboard Users Site Management	Call Groups Devi	ce Management	Administration	Statistics		
Dashboard / Administration / Call Policies						
Call Policies						
Company Call Policies		_	_	_	_	
off Block calling name for external calls	?					
off Display Extension Number for all Cor	npany calls					
						WH <b>?</b> T
						Save
Sites					_	
Name Manc	C Edit					
	2 Zun					

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

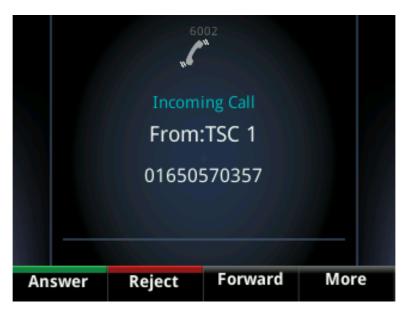
In the use case where a company has three sites A, B and C, if site A has it enabled, users on any other site will see the extension number when called by any user of site A.



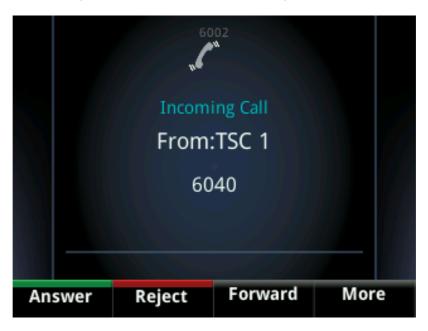


If site C has it disabled and site A and B has it enabled then a site C user calling a site A or B user will present their full DDI

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.

You can quickly check what CLI Presentation rules a user has set up by using the Horizon Health Check

### **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

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

#### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

#### Step 3

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 4

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 Richard James				
Profile Personal Details DDI S	ervices Call Setup	Permissions Phone	Call Barring	Call Centre
Find a Number				
Current number: 01618703374 🖉 Change 🖞	Remove			WH <b>?</b> T
Extension				
Extension: 3354	?			
Caller ID Presented				
Same as user details 🗹				WH <b>?</b> T
Caller ID Number Presented				
on 🦲 Override site call policy				
Number to use for calling line identity: O User phon	e number 🔍 Site phone nun	ber		
Number Presentation				
Active				Deactivate
Phone Number. 03332403354	?			
				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 isn't set up in a way where you can play four differing files (music, announcements) with a 10 second split between files.

Comfort Mes	sage	
on 🦲 Enabl	e Comfort Message	
Comfort Mes	sage Settings	
Time between	messages: 10 seconds	
Announceme	ents	
O Default		
Custom		
File 1	Comfort_hoz.wav <mark>🔗 Change</mark>	
File 2	comfort2_hoz.wav 🧭 Change	
File 3	Browse	?
File 4	Browse	?





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

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

#### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

#### Step 3

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

Dashboard	Users	Site Management	Call Groups	Device Management	Administration	Recorded Calls	Statistics
Dashboard / Ac		/ Departments					
Departn	nents						
Departments							
Name     Network E     Reception							
🖞 Delete Se	elected						
Add Departm	nent						
Name:	New [	Department					
							🗭 Add

### **Delete Departments**

#### Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

#### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

#### Step 3

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

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





Dashboard	Users	Site Management	Call Groups	Device Management	Administration	Recorded Calls	Statistics
ashboard / Ad		n / Departments					
Departm	nents						
Departments	3						
Name							
Network E New Depa							
Reception							
U Delete Se	elected						
Add Departm	nent		_			_	
Name:	$( \square$		)				
							🛉 Add

### Add/Remove users from Departments

#### Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

#### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

#### Step 3

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 4

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.

Edit Richard James										
Profile	Personal Details	DDI	Services	Call Setup	Permission	s Phone	Call Barring	Call Centre		
Account Details										
Title:	Choose One 💌									
First Name:	Name: Richard Last Name: James									
Username:	RichardJames@gan	nmastaff.co	n	De	partment:	None	- Add			
Mobile:			)	Err	nail:	richard.james@ga	mma.co.uk			
								WH <mark>?</mark> T		
Settings	_	_	_	_	_	_	_			
Enable Hot Desk ? Yes O No O										
		Char	ge Site 🖌	Reset Password	d 🖉 Rese	t Passcode	Reset Client Pas	sword V Save		





Device Customisation allows you to set up the line keys and soft keys of your Horizon hardware. Device Customisation is available on the following handsets.

Cisco	Polycom
SPA504G	SoundPoint 450
SPA525G	VVX310
	VVX410
	VVX500
	VVX600

\*Please note the VVX150, Trio 8500 and 8800's do not support Device Customisation.

#### The options you have with Device Customisation are:

	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 pickup a call parked by using Group Call Pickup
Call Pickup	Allows you to pickup a call that has been parked against this extension or another defined extension
Group Call Pickup	Allows you to pickup 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 aa empty line key.
Last Call Redial	This will allow you will be able to redial they 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 mail box number and voice pin you supply

If your user is using the Receptionist Console, Speed Dials set up within Device Customisation won't 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.





Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

#### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

#### Step 3

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 4

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	Permission	ns Phone	Call Barring	
Access and	Permissions	_						
This User car on 🦲	n enable Always Forward	То	This User can u on 🦰	se Advanced Call		This User can use on	CLI presentation	
This User car on 🦲	n use Profiles		This User can u on 🦲	se Remote Office				
								WH
Device Cust	tomisation Permissions		_	_				
This User car on 🦲	n customise their soft key	ys	This User can c on 🦲	ustomise their lin	ekeys			
								Save

### Device Customisation as a Company Admin

#### Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

#### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

#### Step 3

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 4

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

Now refer to the Configure My Device sections for Cisco, Polycom VVX or Polycom Soundpoint

Profile	Personal D	etails	DDI	Services	Call Setup	Permissions	Phone	Call Barring	]
Device Det	ails		-						
	Polycom								
lodel:	650								
Codec:	G711								
lac Addres	s: 00:	C0							
Profile Type	Polycom 650	Dynamic							
			Sector Sector	1		v	_		
	🖉 Dev	vice Config	uration	🖉 Manag	e Soft Clients	Change Code	c 🖉 🖉 Chi	ange Device	Ø Unassign Device

### Configure my Cisco Device

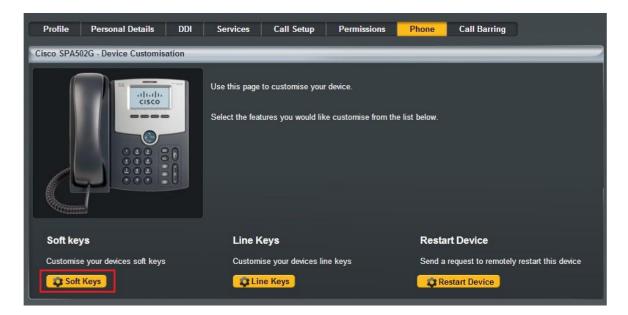
For full user guides of Cisco devices, please see the Knowledgebase.

#### Assigning Soft Keys

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

#### Step 1

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



#### Step 2

Select a Soft Key that you want to configure





1	Remember to	select the	Device S	State that	you want t	o configur	e (Idle or Ir	n Call).
Profile	Personal Details	DDI Se	ervices (	Call Setup	Permissions	Phone	Call Barring	1
Cisco SPA5	02G - Soft Keys							
🗲 Line Ke	eys Device State: Ic	lle 💌 s	Softkeys that d	isplay when the	phone is idle			
		-thath- cisco	redial	cfwd 2 Reset Idle I	cisco504g 2 dnd dir 3 4	CISCO IP PHO SPASO		
							-	Back 🖌 Save

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.

ahaha	C			CISCO IP PHONE SPA504G
cisco	29/10 10:23		sco504g 2 1567 2 1567 2 Test 1 dasdas	1 2 3 4
		Reset Layout		Side Car
-		in sor cayour		
	Allow BLF's on	the phone? Yes (	No ○	
	Allow BLF's on Do you have any Sid	the phone? Yes (	) No ) Yes ) No )	

#### 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've configured to download the latest configuration file with your new handset setup.

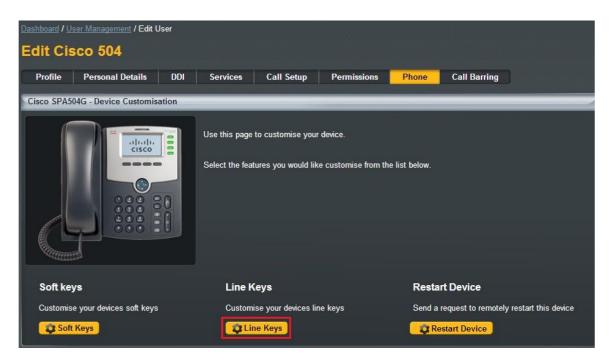




Line Keys are the buttons that go horizontal across your phone.

Step 1

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



#### Step 2

Select a Line Key that you want to configure





Dashboard / User Management / Edit User									
Edit Cisco 504									
Profile Personal Details	DDI Se	rvices Call Setup	Permissions	Phone	Call Barring				
Cisco SPA504G - Line Keys						_			
Soft Keys									
	dhalh cisco	28/10 13:56	cisco504g (2) 1567 (2) dasdas (1) dasdas (1)		DNE				
		😗 Reset L	ayout	➡ Side Car					
		Allow BLF's on the phon	e? Yes 🔍 No 🔘						
		Do you have any Sidecars ins	stalled? Yes 🔍 No						
		Current Model:							
		Amount							
		Chang	ge						
						Back	Save		

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.







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've configured to download the latest configuration file with your new handset setup.

For full user guides of Polycom VVX devices, please see the Knowledgebase.

### Configure my Polycom VVX Device

For full user guides of Polycom VVX devices, please see the Knowledgebase.

### Assigning Soft Keys

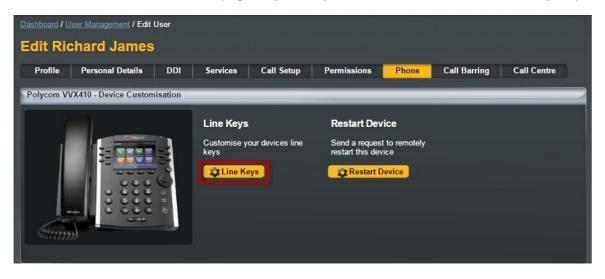
Soft Keys are the buttons that go horizontal across your phone. This are pre-set and you cannot currently change these options.

#### Assigning Line Keys

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

#### Step 1

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



#### Step 2

Select a Line Key that you want to configure





Edit Richard James										
Profile	Personal Details	DDI	Services	Call Setup	Permissions	Phone	Call Barring	Call Centre		
	/X410 - Line Keys	8.8	12:29 ♀, 3354 ♀, 355 ♀ Jo S ♀ Call	Poly Poly Poly Pull ference	/COM Tuesday, 17 May	• 8)				
			Do you ha		nstalled? Yes O No	••	-	W Back 🗸 Sa	H?T ave	

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've configured to download the latest configuration file with your new handset setup.





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

Polycom VVX410 - Line Keys		
	O Polycom	
	12:32 Tuesday, 17 May	
@	୍ଲ୍ର 3354 ୍ଲ୍ର 3354	• <del>7</del> 0
©	👷 Jo Shuttleworth	
(C)	Call Pull	
CC-		- 12
	0000	
	😗 Reset Layout	→ Side Car
	Do you have any Sidecars installed? Yes 🌖 No 🤇	
	Select Model: VVXColorExpansionModule	
		WH <b>?</b> T
		🔫 Back 🗸 🖌 Save

### Configure my Polycom SoundPoint Device

For full user guides of Polycom SoundPoint devices, please see the Knowledgebase.

### Assigning Soft Keys

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

#### Step 1

When in the Device Customisation page for your Polycom SoundPoint device, select the "Soft Keys" option.





Dashboard / Us	Dashboard / User Management / Edit User										
Edit Polycom 650											
Profile	Personal Details	DDI	Services	Call Setup	Permissions	Phone	Call Barring				
Polycom 650 - Device Customisation											
		<b>◆</b> -(11• <b>:</b>		to customise you ures you would li	r device. ke customise from t	he list below.					
Soft key	S		Line K	eys		Resta	rt Device				
Customise	your devices soft keys	3	Customi	se your devices li	ine keys	Send a	request to remotely i	estart this device			
Soft	Keys		Ç Lin	ie Keys		🔁 Re	start Device				

Select a Soft Key that you want to configure

	evice State that you want to config	ure (Idle or In Call).
Dashboard / User Management / Edit User		
Edit Polycom 650		
Profile Personal Details DDI	Services Call Setup Permissions P	hone Call Barring
Polycom 650 - Soft Keys		
Line Keys Device State:	tkeys that display when the phone is idle	
	OLYCOM	And a subscription of the
and the second second second		
0		
	Tuesday, 29 October 9:38	
	9.30	
<b>—</b>		
	Forward Guestin None None	
THE REPORT OF TH		
	Reset Idle layout	→ More keys
		Reck Save

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.





Edit Po	lycom 650			handhan	danie ginde	le and the sec	g suid da	
Profile	Personal Details	DDI	Services	Call Setup	Permissions	Phone	Call Barring	
Polycom 65	) - Line Keys							
Polycom 650			<ul> <li>3461</li> <l< th=""><th>المراجع المراجع المراجع</th><th>Tuesday, 29 Octob 10:02</th><th>→ Side Car</th><th></th><th></th></l<></ul>	المراجع	Tuesday, 29 Octob 10:02	→ Side Car		
			s	Amount: 1	undpointIP 💌			
							(+1	Back 🖌 Save

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've configured to download the latest configuration file with your new handset setup.

#### Assigning Line Keys

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

#### Step 1

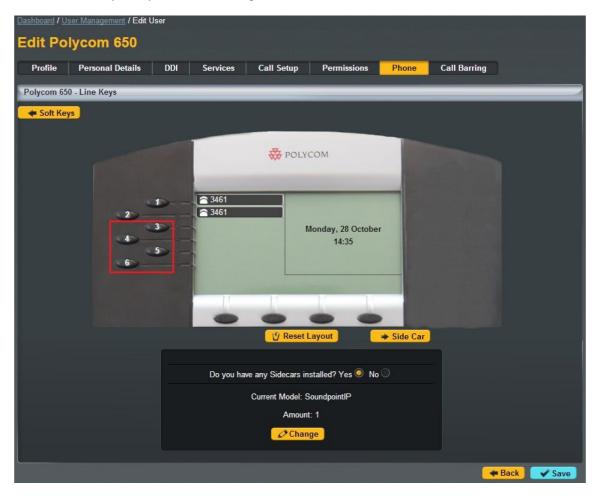
When in the Device Customisation page for your Polycom SoundPoint device, select the "Line Keys" option.





Dashboard / Us	<u>er Management</u> / Edit U	Jser						
Edit Pol	ycom 650							
Profile	Personal Details	DDI	Services	Call Setup	Permissions	Phone	Call Barring	
Polycom 650	- Device Customisati	on						
		♦-111•;		to customise you tures you would lii	r device. ke customise from th	he list below.		
Soft key	s		Line K	leys		Resta	rt Device	
Customise your devices soft keys			Customise your devices line keys			Send a	Send a request to remotely restart this device	
Soft	Keys		C	ne Keys		🗘 Re	start Device	

Select a Line Key that you want to configure



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.





Edit Polycom 650			
Profile Personal Details	DDI Services Call Setup	Permissions Phone	Call Barring
Polycom 650 - Line Keys			
🗢 Soft Keys			
	POLY ■ 3461 ■ 3461 ■ Test	Fuesday, 29 October 10:02	
	Do you have any Sidecars ir	nstalled? Yes 🧿 No 🔘	
	-	undpointIP	
	Amount: 1	<b>•</b>	
	Save Save	Cancel	
			🖛 Back 🗸 Save

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've configured to download the latest configuration file with your new handset setup.





## 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. For full information on this please see the Horizon Provisioning and In Life Changes Guide on the Knowledgebase.

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

#### Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

#### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

#### Step 3

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 4 of this guide.



🏽 🐼 🐨	ma					
	ON: cations				Help	Change Password   Log Out
Dashboard Users	Site Management	Call Groups [	Device Management	Administration	Recorded Calls	Statistics
Dashboard / Administratio	n / Directory & Cont	acts				
Company Dire	ectory					
First Name:			Last Na	me:		
Number:	)		Extensio	on:		
C Search						
My Directory	_					
First Name testdirectory	Last Name testtest	Number 07791494317 (317	1973 - 1975 - 1975 - 1975 - 1975 - 1975 - 1975 - 1975 - 1975 - 1975 - 1975 - 1975 - 1975 - 1975 - 1975 - 1975 -	n <mark>ail Address</mark> mark.gooden@gam	ma.c	C Edit
Delete Selected	🛊 Add					🛓 Download

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

	IZON <sup>®</sup>	•	Test Engineering Joe Spadafora	Help   Change Password   Log Out
Dashboard	Users Site Managem	ent Call Groups Device I	Management Administration R	Recorded Calls Statistics
Dashboard / Adm	inistration / Directory &	Contacts		
Company	/ Directory			
First Name: Number: <mark>&amp; Search</mark>			Last Name: Extension:	
My Directory				
<ul> <li>First Name</li> <li>Donald</li> <li>Hugh</li> <li>Richard</li> <li>Test</li> <li>testdirectory</li> </ul>	Last Name Duck Horizon James Horizon testtest	Number 01234123456 (5678) 01234567890 (1234) 01618703374 (3374) 02071234567 (2071) 07791494317 (3178)	Email Address donaldduck@gamma.c hughhorizon@exmple. richard.james@gamma test.horizon@horizo mark.gooden@gamma	<mark>Ø Edit</mark> a Ø Edit Ø Edit
U Delete Sele	cted 🛛 🗣 Add			Download

#### Step 4

Enter the details of the contact you want to appear in the directory. Remember that you don't 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.





						He	elp   Change Password   Log Out
Dashboard	Users S	Site Management	Call Groups	Device Management	Administratio	on Recorded Calls	s Statistics
Dashboard / Ad	ministration /	Directory & Conta	ets / Add Conta	cts			
Add Cor	ntacts						
Add Single C	ontact						_
First Name:	Richard			Last N	ame: Jam	es	D
Number:	0161870	3374		Extens	ion: 3374	4	)
Email:	(Ird.james	@gamma.co.uk					
-							
							Add 🛉
Upload Multi	ple Contacts	s					
File to Upload:			В	rowse 👲 Dow	nload Templat	e	
							1 Upload

# Add Multiple External Contacts to the Company Directory

#### Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

#### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

#### Step 3

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

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





но	217	ÓN':				Help	Change Password   Log Ou	ıt
Unlimited c								
Dashboard	Users	Site Management	Call Groups	Device Management	Administration	Recorded Calls	Statistics	
Dashboard / A		n / Directory & Conta	cts / Add Contac	ts				
Add Co	ntacts							
Add Single	Contact	_			_			1
First Name:				Last Nar	ne:			
Number:				Extensio	n:			
Email:								
								Add
Upload Mult	iple Contac	cts						
File to Upload			B	rowse 👤 Down	load Template			
							🔒 Upl	oad

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 5

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"





			est Engineering loe Spadafora	Help	Change Password   Log Out	ļ
	115					
Dashboard Users Site	Management Call Groups	Device Management	Administration	Recorded Calls	Statistics	
Dashboard / Administration / Dir	rectory & Contacts / Add Contact	ts				
Add Contacts						
Add Single Contact			_	_		2
First Name:		Last Nar	me:			
Number:		Extensio	in:			
Email:						
					🛉 Ado	
Upload Multiple Contacts			-			
File to Upload:	C:\fakepath\contactstel	owse 🖢 Down	load Template			
					1 Upload	đ

Check the contacts in the "Confirm Contacts Upload" table and then click Confirm once you're 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 Cont	acts				
Add Single Con	tact				
First Name:		$\supset$	Last Name:		
Number: (			Extension:		
Email:		$\supset$			
					🛉 Add
Confirm Contact	confirm you wish to im	port this information			
First Name	Last Name	Phone Number	Extension	Email	
Hugh	Horizon	1234567890	1234	hughhorizon@exmple.com	
Richard	James	1618703374	3374	richard.james@gamma.co.uk	
Donald	Duck	1234123456	5678	donaldduck@gamma.co.uk	
Test	Horizon	2071234567	2071	test.horizon@horizon.co.uk	
					Confirm

# 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'.





		•		Richard 016187		Help   My Details   Log Ou	it
Dashboard Call Set	up Directory	My Features	Remote Office	Hot Desk	Queue Groups	Device Customisation	
Advanced Features	Profile None	-	Man	age Profiles	Number Pres	entation	

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

	tory & Conta				
First Nam	e:		Las	t Name:	
Number:			Ext	ension:	
Company			Dep	oartment:	All 💌
Contact T	ype: All	-	0	Search	
oonituet i	All			Search	
My Dire	ctory				
-					and the second second second
	<u>First Name</u>	Last Name	Number	Company	
-	<u>First Name</u> James	<u>Last Name</u> Shaw	Number 01408910195 (0001)	Company	Email Address James@Shaw.com
				Company	
	James	Shaw	01408910195 (0001)	<u>Company</u>	James@Shaw.com
	James James	Shaw Muir	01408910195 (0001) 01408910198 (0003)	<u>Company</u>	James@Shaw.com
	James James Jimbo	Shaw Muir	01408910195 (0001) 01408910198 (0003) (8001)	<u>Company</u>	James@Shaw.com
	James James Jimbo MainAutoAttendant	Shaw Muir	01408910195 (0001) 01408910198 (0003) (8001) 01408910197 (1001)	<u>Company</u>	James@Shaw.com

#### Step 4

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

Add Single C	ontact			
First Name:	Contact	Last Name: O	ne	
umber:	08081788000	Extension:		
mail:	Gamma@gamma.co.uk			

#### Step 5

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





Directory & Cont	acts				(?)
Contact added succe	ssfully				
First Name:			Last Name:		
Number:			Extension:		
Company:			Department:		
Contact Type: All	<b>•</b> )		Search		
My Directory					
Eirst Name	Last Name		<u>Company</u>	Email Address	
Contact	One	08081788000		🕅 Gamma@gamma.co.uk	S Clit
📄 🤍 James	Shaw	01408910195 (0001)		🕅 James@Shaw.com	
James	Muir	01408910198 (0003)		🕅 iamie.muir@gamma.co	

# 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.

		•		Richard 016187		Help   My Details   Log Out
Dashboard Call Setup		My Features	Remote Office	Hot Desk	Queue Groups	Device Customisation
Advanced Features	Profile None	-	Mana	ige Profiles	Number Pres	entation

#### Step 3

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





Number:				Name:	
			Exte	ension:	
			Den	artment:	
Company			Dep	artment.	
Contact T	ype: All	-		Search	
				o curon	
My Dire	ectory				
	First Name	Last Name	Number	Company	Email Address
	<u>First Name</u> James	<u>Last Name</u> Shaw	Number 01408910195 (0001)	Company	<u>Email Address</u> ∭ James@Shaw.com
	and the second sec			<u>Company</u>	
	James	Shaw	01408910195 (0001)	<u>Company</u>	James@Shaw.com
	James James	Shaw Muir	01408910195 (0001) 01408910198 (0003)	<u>Company</u>	James@Shaw.com
	James James Jimbo	Shaw Muir	01408910195 (0001) 01408910198 (0003) (8001)	<u>Company</u>	James@Shaw.com

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:		
		Add
Upload Multiple Contacts		
File to Upload:	Browse	Download Template
		🔒 Upload

#### Step 5

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

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





	File Hom	e Insert	Page Layou	t Formula	las Data Review	View					
ľ	Cut		alibri	* 11 *		<b>&gt;</b>	Wrap Tex	t			5
Pa	aste →	T	I U -	🖽 -   🌺	• <u>A</u> • <b>E</b> = = 1		•a• Merge &	Center 🔻	ABC 123	General Ho specific format	onal Fo ing * as T
_	Clipboard	G.	Fo	ont	G A	Alignmen	t	Fai		Number	
	C1	(	$f_x$	Number					12	Number	
1	А	В	С	D	E		F	G	0-0	Currency	К
1	First Name	Last Name		Extension						Number	
2	Hugh	Horizon	1234567890		hughhorizon@exampl				123	Accounting	
3	Colin	Contact	1234567891	1235	colincontact@example	e.com				Number	
4										Short Date	
6										Number	
7										Long Date	
8										Number	
9										Time	
10									$\bigcirc$	Number	
11									01	Percentage	
12	-								%	Number	
13 14	-								17	Fraction	
15	_								1/2	Number	
16	-								102	Scientific	
17	-								10	Number	
18									ABC	Text	
19	-								and	Number	
20	-								M	ore Number Formats	
21	-										
22											
23				1							

# 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.

				Richard 016187		Help   My Details   Log Out
Dashboard Call Setup		My Features	Remote Office	Hot Desk	Queue Groups	Device Customisation
Advanced Features	Profile None	-	Mana	age Profiles	Number Pres	sentation

#### Step 3

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





imber: ompany				Last Name: Extension: Department:		
ntact 1 Ny Dir	Cype: All	<b>_</b>		Search		
1	First Name	Last Name	Number	Company	Email Address	
•	Colin	Contact	01234567891 (1235)		🕅 colincontact@exampl	🔨 💋 Edit
1	Colin	Contact	01234567891 (1235)		🕅 colincontact@exampl	🔍 🧷 Edit
•	Contact	One	08081788000		🥅 Gamma@gamma.co.uk	🔍 🧷 Edit
	Hugh	Horizon	01234567890 (1234)		🕅 hughhorizon@example	🔨 🧷 Edit
2		Horizon	01234567890 (1234)		🕅 hughhorizon@example	🔨 🖉 Edit
1	Hugh					
1 💿	Hugh James	Shaw	01408910195 (0001)		🕅 James@Shaw.com	
1 •		Shaw Muir	01408910195 (0001) 01408910198 (0003)		James@Shaw.com	<u>6</u>
1 •	James					





# **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

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

#### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

#### Step 3

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 4

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.

Profile Persor	al Details DDI	Services Call Setur	Permissions	Phone (	Call Barring	Call Centre		
Incoming Calls Call Handling Twinning Blacklist Settings Advanced A Call Notify Sequential Ring Busy Lamp Outgoing Calls	Incoming Ca	have been updated succes	isfully off					
Speed Dial Settings In Call Options Call Transfer Settings Settings Hot Desk	Enable music for calls o	n hold	on	on				
Voicemail Settings Call Recording Manage Profile Remote Office Call Forwarding Receptionist	Present Incoming Caller Present Incoming Caller Do Not Disturb		on — on — off					
	Distinctive Ring for Exte	ernal Calls	off			Apply		





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.

You can check to see if a user has Do Not Disturb switched on by using the Horizon Health Check.

Name:	RichardJames@gammastaff.com	v		
hone Number:				
Address:				
	Q Search			
orizon Healt	h Check Panel			
Access		>	Call Diverts	2
SIP ALG		>	Number Presentation	)
Handset D	Petails	>	Sraud Management	)
🛕 Handset R	Registration	>	A Do Not Disturb	
Voice Port	al and Voicemail	>	Do Not Disturb is enabled for RichardJames@gammastaff.com. If you woo Do Not Disturb setting of RichardJames@gammastaff.com then please log Portal and go to Users, List Users and click Edit.	g into the Horizon
Site DDI		>	If you would like to change this setting please click <u>here</u> , search for a user the "Call Setup" tab. Once here click "Advanced" under "Incoming Calls"	, click Edit and select
			Restrict Service	2
			<b>1</b> Site Call Barring	)
			Vser Call Barring	3

## 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 user guides on the Knowledgebase.

# 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

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

#### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

#### Step 3

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 4

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.





Profile Person	al Details	DDI	Services	Call Setup	Permissions	Phone	Call Barring	Call Centre
Incoming Calls Call Handling Twinning Blacklist Settings Advanced A Call Notify Sequential Ring	Incon i	Your settir	all Settings have been u	ngs pdated successfull	y			
Busy Lamp Outgoing Calls Speed Dial Settings		ithheld Nun	ibers		off off			
In Call Options Call Transfer Settings Settings		usic for call aller ID who	s on hold en none is Provi	ded	on 👝			
Hot Desk Voicemail Settings Call Recording Manage Profile	Present I	ncoming Ca	iller's ID for Exte	ernal Calls	on 🦰			
Remote Office Call Forwarding Receptionist	Present I Do Not D		iller's ID for Inte	mal Calls	on 🦳			
			xternal Calls		off			
								🗸 Apply





# Health Check

Our Horizon Health Check gives you information to some of the most common queries we receive on the Service Desk so that you've got the information up front and in one easy to view place. This can help you whilst setting up your Horizon Company, adding or changing features or if your Horizon Company is experiencing any technical problems.

#### Manage Horizon

pany Name: ords Per Page: 200 Q S Download V	iearch	¥	Max resu	dts returned:	5000 <b>v</b>	P Showing 1 to 1 of
م ه	Search	T	Max resu	ults returned:	5000	
	search					Showing 1 to 1 of
Download 👻						Showing 1 to 1 of
Download 👻						Showing 1 to 1 of
Company Name Re	eseller ID	Domain	Main Site	Contact Name	Contact Email	Actions
GammaStaffLive 36	55	gammastaff.com	ManchesterMalthouse	IT Support		
						Manage Company
						Manage Administra
						<ul> <li>Manage Subscripti</li> <li>Manage Numbers</li> </ul>
						Manage Devices
						Manage Sites
						Login to Horizon
						🏶 Health Check

To access the Health Check go to the Gamma Portal, Provisioning and Service Management, Hosted, Horizon and select Manage Horizon Company. Locate the company and then using the actions drop down select "Health Check"





#### **Health Check**

User Name:	RichardJames@gammastaf.com	•		
Telephone Number:				
MAC Address:				
	Q Search			
Horizon Health C	Check Panel			
Access		>	1 Call Diverts	>
SIP ALG		>	Number Presentation	>
Handset Deta	ils	>	Sraud Management	>
Handset Reg	istration	>	C Do Not Disturb	>
Voice Portal a	and Voicemail	>	Restrict Service	>
Site DDI		>	<b>1</b> Site Call Barring	>
			Vser Call Barring	>
2 Refresh				

# Access Tab

If the access is Gamma Broadband this will link you to the Broadband service management page of the exact circuit that your user is connected to, and also let you know if the PPP session is up or down at that moment in time. If the access is 3rd party then a blue panel will be displayed advising you that your user is connected to a 3rd party circuit, and if they are experiencing any dropped calls or media related issues to check your access first (this is usually the root cause of these issues).

# SIP ALG

SIP ALG is a setting on your customer's router, for Horizon to work this setting needs to be disabled. This check see's if the router that your user is connected to has SIP ALG disabled.

**Network Configuration Guidelines** 

How to switch of SIP ALG using Telnet

#### Handset Details

Handset details will let you know what make & model of handset a user has, together with the MAC of the handset and codec choice.





# Handset Registration

This checks to see if we've seen the handset register within the last 10 minutes (green). If it has been longer than 10 minutes this panel will show as amber.

#### Voice Portal and Voicemail

Does your Horizon Company have a Voice Portal set up to enable Voicemail, and does the user have the voicemail subscription enabled? This will tell you straight away.

#### Site DDI

This checks to see if the site that your user is assigned to has a Site DDI assigned. If not this could cause unexpected problems.

#### Call Diverts

Call diverts lets you know what settings your user has configured, such as Call Forwarding, Remote Office, Availability Profiles, Twinning and Sequential Ringing.

#### **Number Presentation**

Number Presentation lets you know what a user has set up to present when making outbound calls.

#### Fraud Management

You can see if Fraud Management is set up, and if it is whether the agreed limits have been breached or not. For more information on Fraud Management, please see the Horizon Provisioning and In Life Changes guide.

#### Do Not Disturb (DND)

This check lets you know if the user you're searching against has Do Not Disturb enabled or disabled.

#### **Restrict Service**

Checks to see if there are any restrictions in place for your Horizon Company, and if they are what they are. For more information on Restrict Service, please see the Horizon Provisioning and In Life Changes guide.

#### Site Call Barring

What are the call barring options for the site that your user is assigned to? The health check will provide a quick and simple snapshot.

#### User Call Barring

What are the call barring options for the site that your user is assigned to? The health check will provide a quick and simple snapshot.





# Hot Desking

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

If you are using a Polycom SoundPoint 450 or SoundPoint 650, when hot desking the extension will appear as the guest's extension number. For every other handset it will still appear as the host's extension number, even if the guest is logged in.

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

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

#### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

#### Step 3

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 4

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

Edit Ada	am Bardini			and the second			and section		
Profile	Personal Details	DDI	Services	Call Setup	Permissio	ns Phone	Call Barring	Call Centre	
Account Det	ails								
Title:	Choose One 💌								
First Name:	Adam			Las	t Name: (	Bardini			
Usemame:	AdamBardini@gamm	nastaff.com		De	partment:	None	Add 💽		
Mobile:				Em	ail: (	adam.bardini@	gamma.co.uk		. 1
								WH?	Г
Settings					_				
Enable Hot De	esk ? Yes 🔍	No O							
		Chang	ge Site 🖌	Reset Password	I 🖉 Res	et Passcode	Reset Client Pas	ssword 🖌 🖌 Save	





# Login to a Hot Desk as Administrator

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

#### Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

#### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

#### Step 3

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 4

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).





Edit Richard	James							
Profile Person	al Details	DDI	Services	Call Setup	Permissions	Phone	Call Barring	Call Centre
Incoming Calls Call Handling Twinning Blacklist Settings Advanced <del>-</del>	Hot Do Settings Enforce As		imit for 12	hours	_	_		
Outgoing Calls Speed Dial Settings	V Save							
In Call Options Call Transfer Settings	Search fo	or a Hot De	sk Phone Choose	One				
Settings Hot Desk Voicemail Settings	First Name	<b>e</b> :	Nick		?			
Call Recording Manage Profile Remote Office	Last Name		Lowe		?			
Call Forwarding Receptionist	Mac Addre				?			
	Q Sear	_						
	Manchest	erMalthouse	, Nick, Lowe,	3307 🔜				

# End Hot Desk Association as Administrator

#### Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

#### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

#### Step 3

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

#### Step 4

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





	ON: cations		GammaStaffLive Samantha Russell		Help   Log Out	
Dashboard Users	Site Management Cal	l Groups Device Manager	ient Administration Re	ecorded Calls Statis	tics	
Dashboard / User Manage						
Luit Richard	James	and a second and a second second				
Profile Persona	Details DDI	Services Call Setup	Permissions Phon	e Call Barring	Call Centre	
Incoming Calls Call Handling Twinning Blacklist Settings Advanced - Outgoing Calls	Hot Desking Current Phone Current Hot Desk Devic In Use Since: Automatic Sign Off:	ce: ManchesterMalthouse, Nic 17 May 16:15 12 Hours (12:00 Remaining			_	
Speed Dial Settings In Call Options Call Transfer Settings	Settings					
Settings Hot Desk Voicemail Settings Call Recording Manage Profile Remote Office	Enforce Association Lim					
Call Forwarding Receptionist	Search for a Hot Desk	Phone Choose One				

# 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'.

HORIZ	ORIZÓN:			Richard 016187	i James 103374	Help   My Details   Log Out
Unlimited communi	cations					
Dashboard Call Setu	p Directory	My Features	Remote Office	Hot Desk	Queue Groups	Device Customisation
Advanced Features	Profile None	•	Mana	age Profiles	Number Pres	sentation

#### 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).

	IORIZON':				Help   My Details	Log Out
HORIZO Unlimited communication	N :					
Onlimited communication	15					
Dashboard Call Setup [	Directory My Features	Remote Office	Hot Desk	Queue Groups	Device Customisation	_
Advanced Features Dashboa	rd / Call Setup					
Incoming Call Handling	Twinning Hot Des	k Speed Dia	Black	ist		
Hot Desking						
Settings			_			
Enforce Association Limit for	12 💌 hours					
Save						
Search for a Hot Desk Phone		_	_	_		
Site:	Choose One	<b>•</b>				
First Name:		2				
Last Name:	Lowe	?				
Mac Address:		?				
Extension:	(					
C Search						
ManchesterMalthouse, Nick, Lo	owe, 3307 🔽					

# Login to a Hot Desk using a Polycom Handset

#### Step 1

On the Polycom 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 aren't 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, Guests using the Polycom Soundpoint 450 and Soundpoint 650 will visibly see their own extension number on the Host device display. Guests using other handsets will continue to see the display name and extension of the Host.

Login will disassociate after 24 hours.



# Hunferenoups

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

Before you start to set up your Hunt Group, you need to make sure that you have Hunt Group Addons to do this. This is done by completing the following actions:

- Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.
- Select your account and locate the company that you want to setup a Hunt Group.
- Using the "Actions" drop down select "Manage Subscriptions".
- From here you can see what subscriptions you have and how many are currently in use. If you need to add any more Hunt Group add-ons if you scroll to the bottom of the page and click "Add More Subscriptions" and then you can add as many subscriptions as you need by adding against "Hunt Group".

#### Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.





Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

#### Step 3

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

Dashboard Users Site Manag	ement Call Groups De	evice Management	Administration Re	corded Calls	Statistics	
<u>ishboard</u> / <u>Group Management</u> / Hunt	Group					
unt Group						
		0.1			_	
ime:		Site:	All			
imber:		Departme	nt: All			
Search						
Hunt Groups				_	_	_
Name	Site	Department	Phone Number	Status		
1200 from Uniworld Recep	FarehamOffice		(6059)	<ul> <li>Image: Construction</li> </ul>	Deactivate	C Edit
🔹 🧉 1200 Third Divert	LondonOffice		(6045)	- 🗸 - C	Deactivate	C Edit
3rd Party Faults	Disaster Recovery		(8018)	<ul> <li>C</li> </ul>	Deactivate	C Edit
3rd Party Orders	Disaster Recovery		(8017)	🖌 🕻	Deactivate	C Edit
ACME INC	ManchesterMalthouse			<ul> <li>Image: Construction</li> </ul>	Deactivate	C Edit
AleksTest	ManchesterMalthouse4		(9894)	🖌 🗸	Deactivate	C Edit
Assured Faults	Disaster Recovery		(8008)	🖌 🗸 🕻	Deactivate	🖉 Edit
Assured Orders	Disaster Recovery		(8007)	<ul> <li>Image: Construction</li> </ul>	Deactivate	C Edit
🛯 🧔 Avaya Error	ManchesterMalthouse	Gamma Support		🖌 🗸	Deactivate	C Edit
🛛 🧔 BB Faults ONCALL	Disaster Recovery	Gamma Support	(8883)	<ul> <li>Image: Construction</li> </ul>	Deactivate	C Edit
1 2 3 4 5 6 7 8 9 10 32						Previous No
7 Delete Selected 🛛 🛉 Add						

#### Step 4

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'd 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	Recorded Calls	Statistics
Dashboard / Gro	oup Manag	ement / Hunt Group	Create New Hun	t Group			
Create H	lunt G	Group		Account	Options	> Select Use	rs 📏 Assign Number
Location							
Site:	Manch	ester 🔽					
Group Detail	s				_	_	
Name:		New_Hunt	_Group				
Department:		Reception	-				
Username:		New_Hunt	_Group @	test.engineering 💌			
Caller ID	-	_	_	_	_	_	
Calling ID First	Name:	New_Hun					
Calling ID Last		Group					
							Cancel Continue

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 amount 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 subscribers 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





Create Hunt Group	Account Option	s Select Users	> Assign Number
Your new hunt group has been created successfully, you have 4	Hunt Group subscriptions re	maining	
Ring Order			
Circular Regular Simultaneous Uniform Weighted			
			WH?T
No Answer Action	_		
Skip to next agent after 2 vings ?			
Forward call to:     forward call to:     forward call to:	econds		WH <b>?</b> 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
		*	Cancel  Continue

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".

Dashboard	Jsers Site	Management	Call Groups	Device Mana	gement	Adminis	stration	Recor	ded Calls	Statistics	
Dashboard / Grou	p Management	/ Hunt Group /	Create New Hun	t Group							
Create H	unt Gro	up			Account	>	Options	>	Select User	s	Assign Number
								a da		and the second	definition of the second
Select Users	_	_	_	_	-				_	_	
Search											
Gabor 1 Mo	orvay	-									
🗖 Gabor 2 Mo	nvay										
🗹 Graham Jo	nes										
Joe Spadaf	ora										
🗹 Giuseppe S	padafora										
Z David p650	athome										
David P331	@hm										
		(and									
Add Sele	ected										
										Cancel	→ Continue
					1000						

#### Step 7

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

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

#### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

#### Step 3

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 / Grou	up Manage	ement / Hunt Group						
Hunt Gro	oup							
lame:	$\subseteq$			Site:	All	<b>_</b>		
lumber:				Departm	ent: <u>All</u>	<b></b>		
Hunt Groups	_				_			
<u>Name</u> Call waiting t	test	<u>Site</u> Manchester		Phone Nun	nber (2022)	Status Deacti	vate	C Edit
EngHG		London			(5548)	V Deacti	vate	C Edit
GlaHunt		Glasgow	Network Engine	ering	(0004)	V Deacti	vate	C Edit
Horizon Test	t CPS	Manchester	Network Engine	ering	(2488)	V Deacti	vate	C Edit
🔲 Horizon Test	t FD	Manchester	Network Engine	ering	(2484)	V Deacti	vate	C Edit
📕 HorizonTest	1212	Manchester	Reception		(7878)	V Deacti	vate	C Edit
Manchester	TSC	Manchester	Reception		(4545)	V Deacti	vate	C Edit
New_Hunt_C	Group	Manchester			(9876)	V Deacti	vate	C Edit
🗖 testgroup		Manchester			(1156)	V Deacti	vate	2 Edit
U Delete Se	elected	🕈 Add						

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.

HORIZON : Unlimited communications		GemmeStaffL Samantha Ru:			Help   Log Out
Dashboard Users Site Management	Call Groups Device Mai	nagement Adminis	tration Reco	ded Calls Statistics	
Dashboard / Group Management / Hunt Group / Ed	lit Hunt Group				
Edit Test123					
Account Options Select Users	Assign Number	Call Recording	Voicemail	Advanced Settings	]
Select Users					
Search	Shouvik Basu				×
Darren #Haywood-HOME     Arefin Ahmed	Szymon Roczniak				×
Malthouse Hotdesk 16					
Mark #Gooden-HOME					
Karthik #Home-Meivelu     Lindi Stevenson					
Mick Reast					
Add Selected					WH <b>?</b> T
					Save





Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

#### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

#### Step 3

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 Ca	IIIs Statistics	
lashboard / Gro	up Manag	ement / Hunt Group						
Hunt Gro	oup							
Vame:	$\square$			Site:	All	-		
Number:				Departm	ent: All		-	
& Search								
Hunt Groups								
Name		<u>Site</u>	Department	Phone Nur	nber	Status		<u> </u>
Call waiting	test	Manchester			(2022)	V Dea	activate	C Edit
EngHG		London			(5548)	V Dea	activate	C Edit
GlaHunt		Glasgow	Network Enginee	ering	(0004)	V Dea	activate	C Edit
Horizon Tes	t CPS	Manchester	Network Enginee	ering	(2488)	V Dea	activate	Ø Edit
Horizon Tes	t FD	Manchester	Network Engine	ering	(2484)	V Dea	activate	C Edit
HorizonTest	1212	Manchester	Reception		(7878)	V Dea	activate	Ø Edit
Manchester	TSC	Manchester	Reception		(4545)	V Dea	activate	C Edit
New_Hunt_	Group	Manchester			(9876)	V Dea	activate	C Edit
🔲 testgroup		Manchester			(1156)	V Dea	activate	<b>Ø</b> Edit
U Delete Se	elected	🕈 Add						

#### Step 4

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

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

#### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

#### Step 3

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.





Dashboard / Group Management / Hunt Grou	n			
Hunt Group				
Q Search				
Hunt Groups				
Name       Site         • Test123       ManchesterMalthouse         • Test123       NewburyOffice2         • Test123       NewburyOffice2         • Delete Selected       • Add	Confirm On performing this action will be deleted. Are you s • Test123	Phone Number n, all the settings of th sure you wish to conti Cancel	e Hunt Group(s) nue?	<ul> <li>∂ Edit</li> <li>∂ Edit</li> </ul>

## 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

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

#### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

#### Step 3

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





Dashboard l	Users	Site Management	Call Groups	Device Management	Administration	Recorded Calls	Statistics	
Dashboard / Grou	p Manage	ement / Hunt Group						
Hunt Gro	up							
Name: (				Site:	All	•		
Number:				Departm	ent: All			
& Search								
Hunt Groups								
Call waiting t	est	<u>Site</u> Manchester	<u>Department</u>	Phone Nur	nber (2022)	Status	vate	<b>Ø</b> Edit
EngHG		London				V Deacti		<b><i>B</i></b> Edit
GlaHunt		Glasgow	Network Engine	ering	(0004)	V Deacti	vate	Ø Edit
Horizon Test	CPS	Manchester	Network Enginee	ering	(2488)	V Deacti	vate	C Edit
Horizon Test	FD	Manchester	Network Engine	ering	(2484)	V Deacti	vate	C Edit
HorizonTest1	212	Manchester	Reception		(7878)	V Deacti	vate	C Edit
Manchester	TSC	Manchester	Reception		(4545)	V Deacti	vate	6 Edit
New_Hunt_G	Group	Manchester			(9876)	V Deacti	vate	C Edit
🔲 testgroup		Manchester			(1156)	V Deacti	vate	C Edit
U Delete Sel	lected	🕈 Add						

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.

HOP Unlimited c			aStaffLive tha Russell	Help   Log Out
Dashboard	Users Site Management Call	Groups Device Management Ad	dministration Recorded Calls	Statistics
Dashboard / G	roup Management / Hunt Group / Edit H	unt Group		
Edit 120	0 from Uniworld Red	ception		
Account	Options Select Users	Assign Number Call Recordin	g Voicemail Advan	ced Settings
Advanced S	ettings			
on 🦲 Enat	le Virtual Package			
				WH?T
Advanced F	eatures			
Status	Name	_		
	Schedule Call Forwarding		Activate	Ø Edit
	Call Forwarding When Busy		Activate	Cuit Cuit
Schedule				
Forward To:		2		
O Do not use	e a schedule OUse the foll	owing schedule		
Closed Hours	HIT DAY 💽 🔹 🛟	00		
Additional Rou	uting None 💽 🛛 🔋 🔶			





Select "Use the following schedule". You should apply the out of hours schedule in the "Closed hours". With this you're telling Horizon what times you want it to forward calls. Additional Routing allows you to set up another schedule to run alongside the main schedule, such as Bank Holidays.

If you don't put any schedule in Closed Hours and only use Additional Routing, the calls will always forward instead of following the schedule.

If you haven't 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

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

#### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

#### Step 3

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 / Gro	iup Manage	ment / Hunt Group						
Hunt Gro	oup							
Name:				Site:	All	-		
Number:				Departm	ient: All	 		
& Search								
Hunt Groups								
Name		Site	Department	Phone Nu	nber	Status		
Call waiting	test	Manchester			(2022)	V Deactiv	/ate	🖉 Edit
EngHG		London			(5548)	V Deactiv	/ate	C Edit
GlaHunt		Glasgow	Network Enginee	ering	(0004)	V Deactiv	vate	C Edit
Horizon Tes	st CPS	Manchester	Network Enginee	ering	(2488)	V Deactiv	vate	C Edit
📕 Horizon Tes	st FD	Manchester	Network Enginee	ering	(2484)	V Deactiv	vate	C Edit
HorizonTest	t1212	Manchester	Reception		(7878)	V Deactiv	rate	C Edit
Mancheste	r TSC	Manchester	Reception		(4545)	V Deactiv	vate	C Edit
New_Hunt_	Group	Manchester			(9876)	V Deactiv	vate	C Edit
testgroup		Manchester			(1156)	V Deactiv	vate	C Edit
U Delete Se	elected	🛊 Add						

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

Account	Options	Select Users	Assign Number	Call Recording	Voicemail	Advanced Settings	
Voicemail	_						
on <u> </u>	e Voicemail						?
Voicema	il Settin	gs					?
Announceme	nt						
Use Defaul	t with Personali	sed Name Audio 🤇	)	Browse	?		
Use My Au	dio file		Browse	?			
Notification S	ettings			_			
Notify Me a	t This Address						
					C	hange Voicemail Passcode	🖌 Save

#### Step 5

Enter the new PIN and then confirm the PIN.





Account	Options	Select Users	Assign Number	Call Recording	Voicemail	Advanced Settings	)
Voicemail							
on 🦲 Enable	e Voicemail						2
Voicema	il PIN						
Create New V	oicemail PIN	_					
New PIN	(	)	Ű.				
Confirm PIN							
						••••••••••••••••••••••••••••••••••••	Back Save
Passcode Rul	es						
It cannot ha							
	e from each nu	umber to the next. An				cending digit patterns are y Horizon. Examples of i	
It cannot ha	ve repeated	d Digits					
			by HorizonExamples of	rejected passcodes: 1	11537, 485552, 342	333, 44444	
		ng Sequences					
If the passcode 9123	is only formed	by repeating sequer	ces, the passcode will	be rejected by Horizon	Examples of reject	ed passcodes: 24 24 24,	747 747, 9123
It cannot ha	ve the Exte	nsion on passco	de				
		extension or the rever es: 607434, 360744, 5		the passcode, the pass	code will be rejecte	ed by Horizon. Example:	Passcode 6074
It cannot be	part of the	phone number					
			reverse of the passcode basscodes: 205427, 275		umber, the passcoo	le will be rejected by Hor	izon. Example:





# Instant Conference Group

As the company administrator you have the ability to 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

Before you start to set up your Instant Conference Group, you need to make sure that you have Instant Conference Group Add-ons to do this. This is done by completing the following actions:

- Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.
- Select your account and locate the company that you want to setup a Hunt Group.
- Using the "Actions" drop down select "Manage Subscriptions".
- From here you can see what subscriptions you have and how many are currently in use. If you need to add any more Instant Conference Group add-ons if you scroll to the bottom of the page and click "Add More Subscriptions" and then you can add as many subscriptions as you need by adding against "InstantConferenceGroup".

#### Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

#### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

#### Step 3

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



	ON:		GammaStaffLive Samantha Russel		Help   Log Out
Dashboard Users	Site Management Call G	oups Device Ma	nagement Administration	n Recorded Calls	Statistics
)ashboard / Group Mana	gement / Instant Conference G	roup			
nstant Confe	erence Group				
lame:	nonce orosib		Site: All		
lumber:			Department: All	<b></b>	
Q Search					
Instant Conference Gr	oups				
Name	Site	<u>Department</u>	Phone Number	Status	
ETG Temp Hunt	Leatherhead			V Deactivat	te 🖉 Edit
GlasgowConf	GlasgowOffice			V Deactivat	te 🖉 Edit
LG Test	ManchesterMalthouse5			V Deactivat	te 🖉 Edit
NeilJSmithTest	ManchesterMalthouse	GSD		V Deactivat	te 🖉 Edit
SalesCall	Leatherhead	GNS		V Deactivat	e 🖉 Edit
Test	ManchesterMalthouse2			V Deactivat	te ØEdit
Test 1	ManchesterMalthouse4			Deactivat	te ØEdit
Test Neil	NewburyOffice			V Deactivat	te ØEdit

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'd 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 I	Management Call Groups	Device Management	Administration	Recorded Calls S	tatistics
Dashboard / Group Management	/ Instant Conference Group / C	reate New Instant Confere	ence Group		
Create Instant Co	onference Group	Account	Options	> Select Numbers	> Assign Number
Location				_	
Site: Manchester					
Group Details					
Name:	ant_Conference_Group				
Department:	Reception				
Username:	Instant_Con_Group	🤇 test.engineering 💽			
Caller ID			_	_	
Calling ID First Name:	Conference				
Calling ID Last Name:	Group				
				*	Cancel  Continue





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

Click "Continue".

Dashboard Users	Site Management Call Groups	Device Management	Administration	Recorded Calls	Statistics
Dashboard / Group Man	agement / Instant Conference Group /	Create New Instant Confe	ence Group		
Create Insta	nt Conference Grou	Account	Options	Select Numbers	Assign Number
Your new in	stant conferance group has been crea	ed successfully, you have	5 InstantConference	Group subscriptions re	emaining
Maximum Call Time	e Settings				
Enable Maximum (	Call Time for Unanswered Calls				
Maximum Call Time fo	r Unanswered Calls: 10	Minutes.			
					Cancel

#### Step 6

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 / G	oup Manag	ement / Instant Confe	rence Group / Cr	eate New Instant Confe	rence Group			
Create I	nstan	t Conferen	ce Group	Account	Options	Select Numbe	rs /	Assign Number
Instant Conf	erence Gro	oup Number List			_		_	
		🚺 🚺 🕈 Add	1					
							Cancel	➡ Continue
								, commo

#### Step 7

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.



# **Gamma** Edit an Instant Conference Group

#### Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

#### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

#### Step 3

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

Dashboard	Users	Site Manage	ment C	all Groups	Device Manag	ement A	dministration	Recorded Calls	Statistics
Dashboard / Gr	oup Manag	<u>ement</u> / Instan	t Conferen	ce Group					
Instant	Confe	rence (	Group						
Name:	$\square$					Site:	All		
Number:						Department:	All	-	
<b>Q</b> Search									
Instant Conf	Instant Conference Groups								
□ <u>Name</u>					hone Number				
icgengine	ering	London		0.	1482422470 (55	43)	× 1	Deactivate	C Edit
U Delete S	Selected	🕈 Add							

#### Step 4

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

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

### Step 3

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.

Instant Confe	erence Grou	ıp			
Q Search					
Instant Conference Gr	oups				
	Leatherhead			<u>~~</u> ]	Ø Edit
	GlasgowOffice	Confirm		<u>~</u>	Ø Edit
	ManchesterMaltho	On performing this action, all			C Edit
	ManchesterMaltho	Conference Group(s) will be continue?	deleted. Are you s	ure you wish to	2 Edit
	Leatherhead	Test			Ø Edit
	ManchesterMaltho	Test 1			Ø Edit
	ManchesterMaltho		Cancel	✓ Confirm	Ø Edit
	NewburyOffice		(4321)		Ø Edit
	NewburyOffice2				Ø Edit
19 Delete Selected	🕈 Add				





Music on Hold allows an administrator to set up and maintain an audio source that can be played to held parties when calls are on hold, on a site by site basis. This music will be played across company calls with the exceptions Call Centre and Call Queue Group that has music set differently.

Gamma accepts no responsibility for the gathering of copyrights and subscriptions required for the music held within Horizon. Please also not that Horizon cannot support live feed music.

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

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

- .wav format and encoded with CCITT u-Law
- Formatted at 8000Khz sample rate, 8 bit mono, 7 kb/sec

### **Shortcodes**

- Music on Hold per call Deactivation - \*60

## Setup Music on Hold

### Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

#### Step 3

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

Dashboard	Users	Site Management	Call Groups	Device Management	Administration	Recorded Calls	Statistics
Dashboard / Si	te Manage	ment					
Manage	Sites	5					
Site Name:	$\square$			Se	arch		
Sites			_				
Name							
Newbury				Manage			
Manchester				🔯 Manage			
London				😂 Manage			
Glasgow				🔯 Manage			

#### Step 4

Select "Music on Hold"





Dashboard Users Site Management	Call Groups Device Management Admin	istration Recorded Calls Statistics
Dashboard / Site Management / Manchester		
Manchester		
Add User Create Group 🔻	Current Site DDI	
Manage Manchester		
Schedules	Authorisation Account Codes	Call Policy
Create and manage time schedules	Create and manage authorisation account codes	Override a sub set of call policy features for this site
Schedules	Authorisation Codes	Call Policy
Call Barring	Music on Hold	Manage Numbers
Setup the call barring options for this site	Set up the music that a person hears when put on hold	Manage the numbers assigned to this site
Call Plan	Music on Hold	Manage Numbers

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

Dashboard	Users	Site Management	Call Groups	Device Management	Administration	Recorded Calls	Statistics
Dashboard / Si	ite Manage	ement / <u>Manchester</u> / N	lusic on Hold				
Manche	ester	Music on Ho	bld				Manage Manchester
General Set	ttings						
Enable du	ring call he	old					
Enable du	ring call pa	ark					
Enable wh	iile caller h	olding					
External Ca	lls	_	_	_	_	_	
Use Syst	em Default						
Custom A	udio File						
Upload File	52781	wav 💋 Change					
Internal Cal	ls			_	_		
🔲 Use a diffe	erent sourc	e for internal calls					
Use Syste							
Custom A		-					
Upload File	52781	.wav 🖉 Change					
							✓ Save



# © Gamma 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.

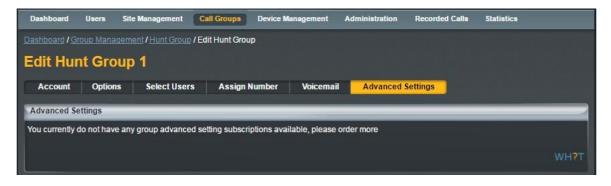
Incoming calls where the caller ID is anonymous or withheld can also be set to reject to an appropriate announcement before being terminated.

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

Nuisance Call Management will be available to a Company as part of the "Group Advanced Settings" subscription and, if not already assigned to the Call Group, can be assigned to the Company via the Gamma portal under Hosted>Horizon>Manage Company or New Company Order menu's. Each Hunt, AA, CQ or CC will need a Group Advanced Settings subscription per instance if Nuisance Call Management (NCM) is required.

Subscriptions							
Service Pack	Currently Available	Currently In use	Quantity To Add				
Premium	201	7	0				
GroupAdvancedSettings	6	7	0				

You can also check if there are any spare VPP's to assign via the Administration>Subscription Centre menu on the Horizon GUI or if you encounter the below message then you can add more VPP's to the Company via the Gamma Portal as described previously.







			mmatest ichard James		Help   Log Out
Dashboard Users Site Management	Call Groups Device Ma	inagement	Administration	Recorded Calls	Statistics
Dashboard / Administration / Subscription Cent Subscription Centre Available User Subscriptions	e				
Name		Used	Available		-
Premium		3	7	More In	fo
Virtual Power Pack			9	More In	fo
Auto Attendant		0	5	More In	fo
Call Centre				More In	fo
Call Centre Agent Client				More In	fo
Call Centre Agent				More In	fo
Call Centre Supervisor Client				More In	fo
Call Queue Group User				More In	fo
Integrator CRM				More In	fo
Horizon TAPI Driver				More In	fo
12					Previous Nex
					2

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.



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

Dashboard	Users	Site Manage	ment Call Groups	Device Management	Administration	Recorded Calls	Statistics
Dashboard / G	roup Manai	gement / Hunt	Group				
Hunt Gr	oup						
Name:	$\square$			Site:	All		
Number:	$\square$			Departm	ent: All 💌		
Search							
Hunt Groups		_				_	
Name	Group 1	<u>Site</u> Manc	<u>Department</u>	Phone Number 01205332940 (2940)	Status	Deactivate	Edit
	Sloup I	Wally		01203552940 (2940)	× -	Deactivate	
Delete Se	lected	Add					

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



Horizon | Features



Dashboard	Users	Site Management	Call Groups	Device Mana	igement	Administration	Recorded Calls	Statistics
Dashboard / Gr	oup Manag	ement / Hunt Group /	Edit Hunt Grou	ıp				
Edit Hur	t Gro	up 1						
Account	Options	s Select Users	Assign	Number	Voicemail	Advanced S	ettinas	
Group Details	5.	_	_	_		_	_	
Name:		Hunt Group 1		)				
Department:		Choose One	•					
Username:				@ gammate:	st.com			
								WH?T

If not already, enable the Virtual Package by toggling the button to on and the relevant options will appear for the Call Group. Click on the Nuisance Call Management edit button for the configuration panel.

Dashboard	Users Site	e Management C	all Groups Device I	Management Admin	istration Rec	orded Calls Statistics	
Dashboard /	Group Managem	ent / Hunt Group / Ec	lit Hunt Group				
Edit Sc	hedules						
Account	Options	Select Users	Assign Number	Call Recording	Voicemail	Advanced Settings	]
Advanced	Settings						
on 🦲 Ena	ble Virtual Packa	ige					
							WH?T
Advanced	Features	_	_	_	_		
Status	Name						
	Schedule			Activ	/ate	💋 Edit	
	Call Forwar	ding		Activ	rate	🖉 Edit	
	Call Forwar	ding When Busy		Acti	/ate	2 Edit	
•	Nuisance C	all Management				C 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 size icon. To delete a number from the Blacklist click the size icon.

Nuisance Call Management						
off Reject Withheld Numbers	Blacklist Numbers:					
off Enable/Disable the Blacklist Add Blacklist Number: 07123456789	01234567890 07123456789	<b>ም</b> ማ				
		WH?T				
		Save				





To enable or disable the NCM feature you now just need to toggle the appropriate button between on and off. The options are:

off Reject Withheld Numbers on Reject Withheld Numbers on Enable/Disable the Blacklist	Will only reject those incoming calls where the callers ID exactly matches a number in the Blacklist Will reject those incoming calls where the callers ID exactly matches a number in the Blacklist or the callers ID is anonymous or withheld. Will only reject those incoming calls where the callers ID is
on — Reject Withheld Numbers off Enable/Disable the Blacklist	anonymous or withheld.





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 don't 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

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

### Step 3

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 4

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





Edit Rid	hard James							
Profile	Personal Details	DDI	Services	Call Setup	Permissio	ns Phone	Call Barring	Call Centre
Access and	Permissions							
This User ca	n enable Always Forwar	d To	This User can to off	use Advanced Ca	II Setup	This User can use	CLI presentation	
This User ca	n use Profiles		This User can off	use Remote Offic	e			
								WH <b>?</b> T
Device Cus	tomisation Permission	s			_			
This User ca	n customise their lineke	ys						
,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,								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

				Richard 016187		Help   My Details   Log (	Out
Dashboard Call Setu	p Directory	My Features	Remote Office	Hot Desk	Queue Groups	Device Customisation	
Advanced Features	Profile None	<b>-</b>	Mana	age Profiles	Number Pres	entation	
Call Statistics	_	_		Twinning			

### Step 2

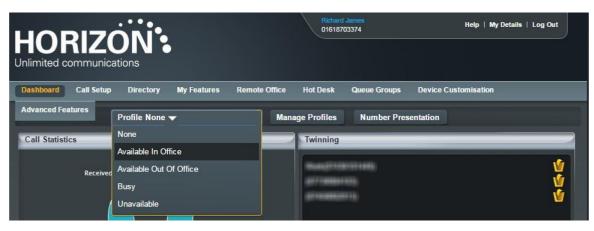
Select the profile that you're wanting to edit by clicking the corresponding "Edit" button.

Dashboard	Call Setup	Directory & Contacts	My Features	Hot Desk	
Dashboard / Ma	nage Profiles				
Manage	Profile	S			
Profiles					
Status	Name				
•	Available I	n Office		Deactivate	C Edit
	Available (	Out Of Office		Activate	6 Edit
	Busy			Activate	6 Edit
	Unavailabl	e		Activate	C Edit



# Camma 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 won't need to pay locally for calls and their Horizon number will be presented on outgoing calls. This can be particularly useful in the likes of hotels, where calls can often be costly.

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

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

### Step 3

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 4

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

		•			GammaScre Jamie Muir	enshots			Help   Log Out	J
Dashboard	Users Site Manag	jement	Call Groups	Device Managemer	nt Adminis	stration Recor	ded Calls	Statistics		
Dashboard / U	<u>ser Management</u> / Edit U	Jser								
Edit Sc	reenshot Cis	co50	2							
Profile	Personal Details	DDI	Services	Call Setup	Permissio	ns Phone	Call B	arring		
Access and	Permissions									
This User ca	n enable Always Forward	d To	This User can of off	use Advanced Call S	Setup	This User can us	e CLI preser	ntation		
This User ca	n use Profiles		This User can the off	use Remote Office						
									WF	<b>!?</b> T
Device Cus	tomisation Permissions	5			_		_	_		
This User ca	n customise their soft ke	ys	This User can off	customise their linel	(eys					
									Sav	/e



# Gamma 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'd like to use for remote office and click 'Activate' or 'Deactivate'.

	Richard James 01618703374 Help   My Details   Log Out
ashboard Call Setup Directory My Features Remote Office	Hot Desk Queue Groups Device Customisation
dvanced Features Dashboard / Remote Office	
Setup Remote Office	About
Active Deactivate hone Number: 07458002013 Update	Remote Office allows you to use your home phone, your cell phone or even a hotel phone as your business phone. By using the Click-to-dial functionality on this website, you can make phone calls from this remote phone and have them billed to your business. This service also directs all calls coming to your business phone to ring the remote office phone.

# How to make outgoing calls using Remote Office

### Step 1

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

### Step 2

Make sure that Remote Office is activated.

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



Horizon | Features



HORIZON :	Screenshot Cisco502 01408910196	Help   My Details   Log Out
Dashboard Call Setup Directory & Contacts	My Features Remote Office Hot Desk	
Call Statistics	Twinning	Directory
You don't have any call statistics yet.	Name ?	Q. Search         Dial         Greg Young (2020)         Jamie Muir (01408910195)         Jamie Test (01408910197)         QueueGroup (01997486279)         Screenshot Cisco502 (01408910196)         Screenshot Cisco504 (0056)

# How to receive calls using Remote Office

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





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

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

### Step 3

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 4

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).





HORIZ		GammaStaffLive Samantha Russel		Help   Log Out
	Cations		1 <sup>10</sup> : a	
Dashboard Users	Site Management Call Groups	Device Management Administration	on Recorded Calls Stat	listics
Dashboard / User Manage	<u>ment</u> / Edit User			
Edit Richard	James			
Profile Persona	I Details DDI Services	Call Setup Permissions	Phone Call Barring	Call Centre
Incoming Calls Call Handling	Sequential Ring			
Twinning Blacklist	Enable Sequential Ring			
Settings Advanced A Call Notify Sequential Ring	Enable Sequential Ring Conf			
Busy Lamp Outgoing Calls	My Phone Numbers			
Speed Dial Settings	Phone number:			
In Call Options Call Transfer Settings				
Settings Hot Desk				
Voicemail Settings Call Recording Manage Profile Remote Office				
Call Forwarding Receptionist	Settings			
	Move on to next number after	2 🔽 ríngs		
			Adv	anced V Save

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.





Edit Richard	James							
Profile Person	al Details	DDI	Services	Call Setup	Permissions	Phone	Call Barring	Call Centre
ncoming Calls Call Handling	Seque							
winning Hacklist	Restrict b	y Calling N	lumber					
Settings Advanced 🔺 Call Notify Sequential Ring	O Apply to	o call from a	ny number (	Apply to these n	umbers			
Busy Lamp Dutgoing Calls Speed Dial Settings								
n Call Options Call Transfer Settings								
Settings lot Desk /oicemail Settings Call Recording								
Aanage Profile Remote Office Call Forwarding Receptionist	Add	1		)				
kecepuoliist								
	Restrict b	y Schedule	(i)	_				
	O Use rin	ging all the t	ime 🧿 Use	ringing during a sc	hedule			
	Open Hour	s None	-	2 🔶				
	Closed Ho	urs None	•	? 🔶				
							B	ack 🖌 Save





# 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

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

### Step 2

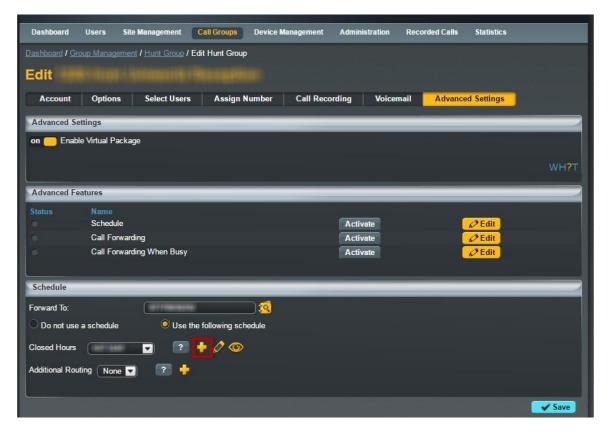
Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

### Step 3

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 edit Edit next to Schedule.

### Step 4

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







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'd like to assign to the schedule for appearing on the calendar and then click "+ Create".

Schedule Setup	Schedule Set	up		#
	Туре: ОС	losed	Open Open	
	Colour:			
	🛉 Create			

### Step 6

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

Please note the following when creating a schedule:

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





Schedule Setup Events	Create Event #
Add Event	Start Date:         7/10/12         12           End Date:         7/10/12         12
	Recurs: ? Never ?

## 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.



🕵 Gamma		
Schedule Setup Events	Create Event Name: OOH AM All Day Event:	*
Add Event	Start Date: 2/4/16	
	Time 00 🔽 : 00 💌	
	End Date: 2/4/16	
	Time 08 🔽 : 59 🔽 Recurs: Weekly 🔽 ?	
	This event recurs every 1 week(s) Monday Tuesday Wednesday Thursday Friday Saturday Sunday Stop recurring Never After 1 occurrences On 12	

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.





Schedule Setup Events	Create Event #
Add Event	Start Date: 2/4/16
	Time 17 🔽 : 00 🔽
	End Date: 2/4/16
	Time 23 🔽 : 59 💌
	Recurs: Weekly ?
	This event recurs every 1 week(s)
	<ul> <li>✓ Monday</li> <li>✓ Tuesday</li> <li>✓ Wednesday</li> <li>✓ Thursday</li> <li>✓ Saturday</li> <li>✓ Sunday</li> </ul>
	Stop recurring O Never
	After   1   occurrences     On   12
	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.



Schedule Setup	Events			*
Events			C Edit	
Add Event	<ul> <li>OOH PM</li> <li>OOH Weekends</li> <li>U Delete Selected</li> </ul>	🛉 Add	Cedit Cedit	

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 half way up the page and then click 'save' again.

The above example is a basic schedule, for more complex schedules please contact the Horizon Provisioning team who will be able to advise how to create a schedule based on your requirements.

## Edit Schedules

### Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

Step 2





Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

### Step 3

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

Dashboard / Site Management			
Manage Sites			
Site Name:		Search	
Sites			
Name			
Newbury	🗘 Mana		
Manchester	😨 Mana	nage	
London	🗘 Mana	lage	

### Step 4

Click on the "Schedules" button.

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

### Step 5

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





HORIZ				ionyTest iony Hilton	Help	Change Passwo	rd   Log Out
	cations						
Dashboard Users	Site Management	Call Groups Devi	ce Management /	Administration I	Recorded Calls	Statistics	
ashboard / <u>Site Manager</u>	<u>ment</u> / <u>Okehampton</u> /	Manage Schedules					
lanage Okeh	nampton So	hedule				Manage	e Okehampton
▲ ► today	May 2013					mont	h week da
Mon	Tue	Wed	Thu	Fri		at	Sun
29 Pe	30 erumal test	1		2	3	4	
6	7	8	(	)	10	11	Ċ
13	14	15	1(	3	17	18	
20	21	22	2	3	24	25	
27	28	29	3(	)	31	1	
3	4	5	(	3	7	8	
Open Hours	Closed Hours						
Schedules		_					
Name Office Hou	rs		Type Open	Ø Edit			
Perumal			Open	C Edit			
🗖 🛑 Test			Open	C Edit			
y Delete Selected	🕈 Add						
							Copyright © 20

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





Schedule Setup	Schedule \$	Setup		*
Events	Name:	Setup_Schedule		
	Туре:	Holiday	○ Time	
Add Event	Colour:			
	✔ Update			
	6			

"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.





Schedule Setup Events	Events # Name No Records Found
Add Event	U Delete selected Add New

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



Horizon | Features



Schedule Setup Events	Create Event 🗱
Add Event	Start Date: 7/10/12
	End Date: 7/10/12 12 Recurs: Never ?
	Freate





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've 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

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

#### Step 3

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.

Dasht	ooard Users	Site Manageme	nt Call Groups	Device Mana	gement	Administration	Recorded Calls	Statistics	
Dashbo	ard / User Mana	gement		allos selles					
Use	r Manage	ement							
First Na	ime:				Last Nam	e:			
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	_				Departme	nt: All	-		
Extensi	_		_						
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		all saids a							
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	Abel	122		2499		oliveira@gamma.		Manchester	C Edit
	Alan	Partridge		5323		id.cmcbride@gam		Manchester	C Edit
	asterisk	testcall		6221	🕅 dav	id.beale@gamma.	.c l	₋ondon	C Edit
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	Calvin	525		2474	💌 joac	.oliveira@gamma	!	Manchester	Ø Edit
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	Casper	P504HM	01482422495	2495	💌 dav	id.beale@gamma.	.c I	ondon	C Edit
	Chuck	P501HM	01482422489	2489	💌 dav	id.beale@gamma.	.c I	ondon	C Edit
123	45								Previous Next
De De	lete Selected	Add							& Download





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ast Name Pho	one Number	Extension	Email Address			
22		2499	🕅 joao.oliveira@gamma		Manchester	C Edit
artridge		5323	🕅 david.cmcbride@gam	m	Manchester	C Edit
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ldred 016	90363863	3863	🖾 Brendan.Aldred@gan	nm	London	<b>Ø</b> Edit
25		2474	🕅 joao.oliveira@gamma		Manchester	C Edit
irdseye 016	72555549	5000	🕅 david beale@gamma		London	Ø Edit
504HM 014	82422495	2495	🕅 david beale@gamma	.c	London	Ø Edit
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	22 artridge stcall ffreysdy 014 padafora 016 (dred 016 25 rdseye 016 504HM 014	22 artridge stcall offreysdy 01482422499 padafora 01672555547 dred 01690363863 25 rdseye 01672555549 504HM 01482422495 501HM 01482422489	22     2499       artridge     5323       stcall     6221       affreysdy     01482422499     2500       padafora     01672555547     0547       dred     01690363863     3863       25     2474       rdseye     01672555549     5000       504HM     01482422495     2495       501HM     01482422489     2489	22     2499     joao.oliveira@gamma       artridge     5323     david.cmcbride@gamma       stcall     6221     david.beale@gamma       affreysdy     01482422499     2500     ben.jeffreys@gamma       apadafora     01672555547     0547     joe.spadafora@gamma       dred     01690363863     3863     Brendan.Aldred@gam       25     2474     joao.oliveira@gamma       rdseye     01672555549     5000     david.beale@gamma       504HM     01482422495     2495     david.beale@gamma       501HM     01482422489     2489     david.beale@gamma	22     2499     joao.oliveira@gamma       artridge     5323     david.cmcbride@gamma       stcall     6221     david.beale@gamma.c       affreysdy     01482422499     2500     ben.jeffreys@gamma       padafora     01672555547     0547     joao.oliveira@gamma       dred     01690363863     3863     Brendan Aldred@gamma       25     2474     joao.oliveira@gamma       rdseye     01672555549     5000     david.beale@gamma       504HM     01482422495     2495     david.beale@gamma.c       501HM     01482422489     2489     david.beale@gamma.c	22       2499       joao.oliveira@gamma       Manchester         artridge       5323       david.cmcbride@gamma       Manchester         stcall       6221       david.beale@gamma.c       London         affreysdy       01482422499       2500       ben.jeffreys@gamma       Manchester         padafora       01672555547       0547       joe.spadafora@gamma       London         dred       01690363863       3863       Brendan Aldred@gamma       London         25       2474       joao.oliveira@gamma       Manchester         rdseye       01672555549       5000       david.beale@gamma       London         504HM       01482422495       2495       david.beale@gamma.c       London         501HM       01482422489       2489       david.beale@gamma.c       London

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'd like to add for a user. You can have up to 7 numbers per user.





			GemmeStaffLive Samantha Russell		Help   Log Out
Dashboard Users	Site Management Call G	oups Device Managem	ient Administration R	Recorded Calls Statistic:	;
Dashboard / User Manag	gement / Edit User				
Edit Richard	James				
Profile Person	al Details DDI Ser	vices Call Setup	Permissions Pho	ne Call Barring	
Incoming Calls Call Handling Twinning Blacklist Settings Advanced - Outgoing Calls Speed Dial Settings	Twinning Enable Twinning on Enable twinning for Twinning	all numbers			
In Call Options Call Transfer Settings Hot Desk Voicemail Settings Call Recording Manage Profile Remote Office Call Forwarding Receptionist	• Personal (	¢ \$	Name Number Add		
HORIZONS					Copyright © 2015

## 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 don't 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.





HORIZON . Unlimited communications	Richard James 01618703374	Help   My Details   Log Out
Dashboard Call Setup Directory My Features Remote O	fice Hot Desk Queue Groups	Device Customisation
Advanced Features Dashboard / Call Setup		
Incoming Call Handling Twinning Hot Desk Spe	ed Dial Blacklist	
Twinning		(?)
Enable Twinning		
on Enable twinning for all numbers		
Twinning		
<ul> <li>Work (07436101449)</li> </ul>	Name	
N N N N N N N N N N N N N N N N N N N	Number	?
• gereauwene (b)	🛉 Add	

## Enable / Disable Twinning using the PC Soft Client

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





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						Work	(07436)	101449)	
						Confi	gure		





# 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

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

### Step 3

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 4

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





Company Voice Po	tal			
Location			 	-
Site: Testing Site				
Find a Number		_	 _	_
Search				
<ul> <li>01665680003</li> <li>01665680004</li> <li>01665680005</li> <li>01665680006</li> <li>01665680007</li> <li>01665680008</li> <li>01665680009</li> </ul>				₽ ₩
Extension				
Extension: 4567				
				✓ Save

## Managing a Company via the Voice Portal

### **Option 1 - Voicemail**

### 1 - Messages

This plays all new or saved messages

### 2 - Change the busy greeting

Within this option you can:

- Record a new Busy greeting allows you to record a fully personalised message without any additional messaging.
- Play the saved message lets you listen back to the current saved message.
- Implement the system default to reset the message to the system default with your personalised name greeting. To manage your name greeting, use Option 3 on the voice portal.
- Please note the personalised name greeting is a maximum of 10 seconds

### 3 - Change the no answer greeting

### Within this option you can:

- Record a new No Answer greeting allows you to record a fully personalised message without any additional messaging.
- Play the saved message lets you listen back to the current saved message.
- Implement the system default to reset the message to the system default with your personalised name greeting. To manage your name greeting, use Option 3 on the voice portal.
- Please note the greeting maximum is 120 seconds (2minutes)





### 5 - Record and Send Messages

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

### 7 - Delete all messages

Allows you to delete all stored messages on your mailbox.

### **Option 2 - Voicemail Express**

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

Changes made in Voicemail Express will also appear in the Horizon portal.

## Option 3 - Recording your name greeting

This lets you record or adjust your mailbox name greeting, as well as being the name used on the system default voicemail greeting.

### Option 4 - Call Forwarding

This can also be set up and managed through the Horizon portal, where you will also have the ability to define, activate, and de-activate call forwarding on your user account. See Call Forwarding for more details.

### **Option 8 - Call Forwarding**

You can change your passcode using the voice portal or via the Horizon portal.





### 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.

## Voicemail Map

Go to our Knowledgebase to download a copy of our Horizon Voicemail Map.

# Setup Voicemail for a user

### Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

### Step 3

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.





Dashboard Users	Site Manager	nent Call Groups	Device Mana	gement Administration	Recorded Calls Sta	listics
Dashboard / User Mana	igement					
User Manag	ement					
First Name:				Last Name:		
Username:		@ test.engine	eering 🔽	Number:		
Extension:				Department: All	-	
Site: All	-					
& Search						
Users						
First Name	Last Name	Phone Number	Extension	Email Address	Site	
Abel	122		2499	joao.oliveira@gamma	. Manche	ster 🖉 Edit
🔲 🔍 Alan	Partridge	01482422487	5323	🕅 richard.normansell@	Manche	ster 🖉 Edit
Andy	Best	01306770727	1981	🕅 andrew.best@gamma.	c Manche	ster 🖉 Edit
📄 🔹 asterisk	testcall		6221	🕅 david.beale@gamma.c	London	🖉 Edit
🔲 🔍 Bob	Loblaw		2112	🕅 david.mcbride@gamma	I Glasgov	v 🖉 Edit
📄 🔍 Brendan	Aldred	01690363863	3863	🕅 Brendan.Aldred@gamr	n London	C Edit
🗖 🔹 Brian	Potter	01482422490	5100	🕅 david.mcbride@gamma	i Glasgov	v 🖉 Edit
🔲 🔍 Calvin	525		2474	💹 ip-provisioning@gam	Manche	ster 🖉 Edit
Casper	P504HM	01482422481	2495	🔲 david.beale@gamma.c	London	C Edit

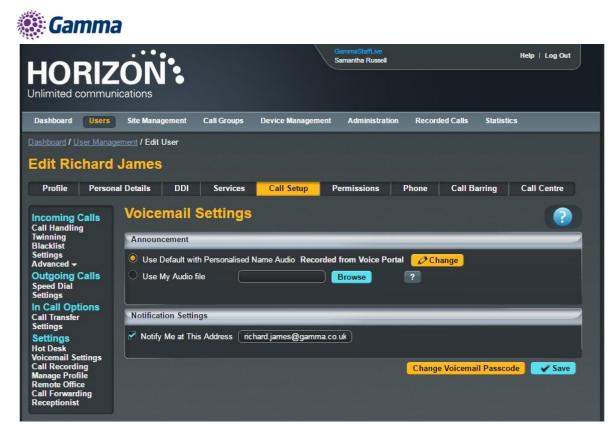
Click on "Services" and ensure that you've got ensure Voicemail services left, and then tick the tick box. If you haven't, these can be ordered on the Gamma Portal using the "Manage Subscriptions" action.

Dashboard Users Site Management	Call Groups Device Manageme	ent Administration Recorded Calls	Statistics
Dashboard / User Management / Edit User			
Edit Alan Partridge			
Profile Personal Details DDI	Services Call Setup	Permissions Phone Call	Barring
Service Pack		Optional Extras	
Standard	13 Left	Call Queue Group User	0 Leit
Premium	1 Left	Voice Mail	5 Left
Request More ?		Request More ?	
Features			
Incoming Call			^
Anonymous Call Rejection			<u>^</u>

### Step 5

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.





Now select Call handling" under the Incoming Calls menu so that you can set up what calls should be sent to the users voicemail, and when.





HORIZ		GammaStaffLive Samantha Russell	Help   Log Out
Dashboard Users	Site Management Call Groups Device Manag	gement Administration Recorde	d Calls Statistics
Dashboard / User Manage	<u>ment</u> / Edit User		
Edit Richard	James		
Profile Persona	l Details DDI Services Call Setup	Permissions Phone	Call Barring Call Centre
Incoming Calls Call Handling	Call Handling		1 2
Twinning Blacklist	When I'm Busy		
Settings Advanced <del>-</del>	No Action		
Outgoing Calls Speed Dial	O Forward the call to: 07436101449	<b>B</b> 2	
Settings In Call Options	Send the call to voicemail		
Call Transfer Settings	When I don't answer		
Settings Hot Desk	after 6 🔽 rings		
Voicemail Settings Call Recording	No Action		
Manage Profile Remote Office	Forward the call to: 07436101449		
Call Forwarding Receptionist	Send the call to voicemail		
and the second se			
	When I'm Unreachable		
	No Action     Forward the call to:		
			Voicemail Settings

## 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 the 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

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

### Step 3

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.

Dashboard Users	Site Managen	nent Call Groups	Device Manag	gement Administration Recorded	Calls Statistics	
Dashboard / User Mana	gement		100000			
User Manag	ement					
First Name:				Last Name:		
Username:		@ test.engine	ering 💌	Number:		
Extension:				Department: All		
Site: All						
Search						
Users						
First Name	Last Name	Phone Number	Extension	Email Address	Site	
🗖 🔹 Abel	122		2499	🥅 joao.oliveira@gamma	Manchester 🔗 💋 Edit	
🗖 🍳 Alan	Partridge	01482422487	5323	🕅 richard.normansell@	Manchester 🖉 Edit	
Andy	Best	01306770727	1981	🕅 andrew.best@gamma.c	Manchester 🛛 💋 Edit	
📄 🔍 asterisk	testcall		6221	🕅 david.beale@gamma.c	London 🔗 💋 Edit	
🔲 🔍 Bob	Loblaw		2112	🥅 david.mcbride@gamma	Glasgow 💋 Edit	
📄 🔍 Brendan	Aldred	01690363863	3863	🕅 Brendan.Aldred@gamm	London 🔗 💋 Edit	
🗖 🔍 Brian	Potter	01482422490	5100	🕅 david.mcbride@gamma	Glasgow 💋 Edit	
🔲 🔍 Calvin	525		2474	🥅 ip-provisioning@gam	Manchester 💋 Edit	
🗌 💿 Casper	P504HM	01482422481	2495	🕅 david.beale@gamma.c	London 🛛 💋 Edit	





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.

HORIZ		GammaStaffLive Samantha Russell		Help   Log Out
HORIZ Unlimited commun				
Dashboard Users	Site Management Call Groups I	Device Management Administratio	n Recorded Calls Statisti	ics
Dashboard / User Manag	<u>ement</u> / Edit User			
Edit Richard	James			
Profile Person	al Details DDI Services	Call Setup Permissions	Phone Call Barring	Call Centre
Incoming Calls Call Handling Twinning Blacklist Settings	Voicemail Settings Announcement Use Default with Personalised Nat	me Audio Recorded from Voice Por	tal <i>C</i> hange	
Advanced - Outgoing Calls Speed Dial Settings In Call Options	Use My Audio file	Browse	?	
Call Transfer Settings Settings	Notification Settings           Image: Notify Me at This Address	rd.james@gamma.co.uk)		
Hot Desk Voicemail Settings Call Recording Manage Profile Remote Office Call Forwarding Receptionist			Change Voicemail Passco	ode 🖌 🖌 Save

## Setup Voicemail for a Hunt or Call Queue Group

## Change a user's passcode for Voicemail

### Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

### Step 3

Click the "Call Groups" option and then select "Hunt Group" or "Call Queue Group". Locate the call group and click the "Edit" button.

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Dashboard Users	Site Management	Call Groups Device	Management Administration	Recorded Calls	Statistics
Dashboard / Group Manage	ment / Hunt Group				
Hunt Group					
Name:		)	Site: All	-	
Number:		)	Department: All		
Search					
Hunt Groups					
Name	<u>Site</u>	Department	Phone Number	Status	
08081788000	Glasgow	Network Engineering	01690363851 (1244)	V Deactiv	vate ØEdit
EngHG	London		01672555548 (5548)	V Deactiv	vate 🖉 Edit
Horizon Test CPS	Manchester	Network Engineering	01482422488 (2488)	V Deactiv	vate 🖉 Edit
Horizon Test FD	Manchester	Network Engineering	01482422484 (2484)	V Deactiv	vate 🖉 Edit
HorizonTest1212	Manchester	Reception	01753201082 (7878)	V Deactiv	/ate 🖉 Edit
Manchester TSC	Manchester	Reception	01306770719 (4545)	V Deactiv	/ate 🖉 Edit
New_Hunt_Group	Manchester		01482422498 (9876)	V Deactiv	vate ØEdit
testgroup	Manchester		01482422475 (1156)	V Deactiv	vate ØEdit
W Delete Selected	+ Add				

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

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

#### Step 3

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 4

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.

Dashboard / User M	anagement / Edit User	
Edit Perso	n one	
Profile Per	sonal Details DDI Services Call Setup Permissions Phone Barring Call Cer	ntre
Incoming Calls Call Handling	Voicemail Settings	?
Twinning Blacklist	Announcement	
Settings Advanced –	Use Default with Personalised Name Audio     Browse     ?	
Outgoing Calls Speed Dial Settings	Use My Audio file	
In Call Options Call Transfer Settings	Notification Settings	
Settings Hot Desk Voicemail Settings	Notify Me at This Address	
Call Recording Manage Profile	Voicemail Options	
Remote Office Call Forwarding	Send All Calls to Voicemail	
	Transfer to "0"	
		WH?T
	Change Voicemail Passcode	✓ Save



## Transfer on 0 for Voicemail

### Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

### Step 2

Select your account and login to the company that you want by using the "Actions" button select "Login to Horizon".

### Step 3

Click the "User Management" button and next to your selected User click "Edit".

### Step 4

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're through to the voicemail of \_\_\_\_. I can't take your call right now so please leave a message and I'll 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.

Dashboard / User Mar	agement / Edit User					
Edit Person	one					
Profile Pers	nal Details DDI Services	Call Setup	Permissions	Phone	Barring	Call Centre
					Barrig	
Incoming Calls Call Handling	Voicemail Setting	8				
Twinning Blacklist	Announcement					
Settings Advanced <del>▼</del>	Use Default with Personalise	I Name Audio		Browse	?	
Outgoing Calls Speed Dial Settings	O Use My Audio file		Browse	?		
In Call Options Call Transfer	Notification Settings					
Settings Settings			_			_
Hot Desk Voicemail Settings	☐ Notify Me at This Address					
Call Recording Manage Profile	Voicemail Options					
Remote Office Call Forwarding	Send All Calls to Voicemail					
	Transfer to "0"					
						WH <b>?</b> T
				Change	/oicemail Pass	scode 🗸 Save

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





# Feedback

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