



Horizon

iOS Soft Client User Guide

Version	Date	Description
1.0	01/08/2017	Document created for the academy
1.1	30/08/2017	Updated document in readiness for iOS 11, R22 Client release and rebranded imagery
1.2	24/07/2018	Updated document in readiness for R22.5.2 Client release and imagery
2.0	27/02/2019	Removal of IM&P

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Introduction

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

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

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

- ◆ Soft Phone
- ◆ Management of your existing Horizon account

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

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

Getting Started

Minimum System Requirements

The iPhone client is supported on the following devices:

- ◆ iPhone 5
- ◆ iPhone 5C
- ◆ iPhone 5S
- ◆ iPhone 6
- ◆ iPhone 6+
- ◆ iPhone 7
- ◆ iPhone 7+
- ◆ iPhone 8
- ◆ iPhone X

It will run on iOS 9, iOS 10 and iOS 11.

How does the client work?

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

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

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

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

Number Presentation

Number presentation within the Horizon client's mimics that set in the Horizon system. As such if a user generates a call from the Horizon client, this will output the number presentation assigned to the users Horizon account.

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

Installation

The Horizon application can be located within the Apple App Store. Search for "Gamma" and scroll down to find the Horizon Smartphone App. Click "Get" and the app will download and install.

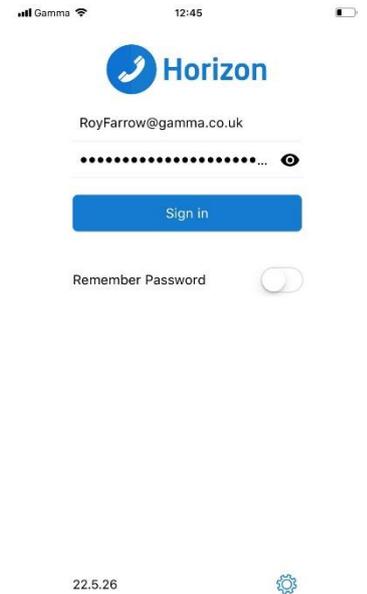


Signing in

You now enter your client username and password - please note these are different than the Portal login details. Please speak to your Administrator if you don't have your log in details.

The password is 35 characters long. It is recommended to copy this from the iPhones email.

You can show the password while you are typing it by tapping the eye icon. You can also set the App to remember the password and sign into the client automatically when your device starts.



You will then be asked a series of questions about accessing your devices contacts and microphone etc which we recommend you accept and then be asked to set the number for the device, this should be updated with the mobile number of the device.

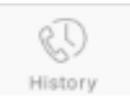


Basics

The main view contains several tabs that present information about the contacts and communications options available as follows:

- 

View your buddy list, local contacts or search for directory contacts
- 

Make calls
- 

View incoming, outgoing and missed calls
- 

Access to Call settings, Preferences, About and Help details.



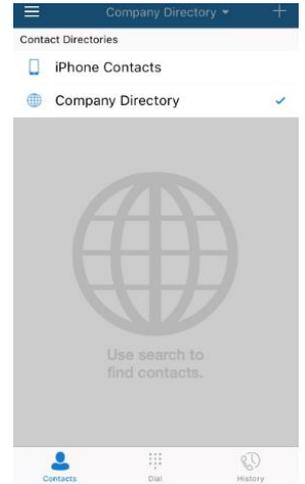
Contacts

When you start the soft client for the first time, your Contacts list will be empty. There are 2 filter options available along the top of the screen;

iPhone Contacts: These are contacts from your local phone book

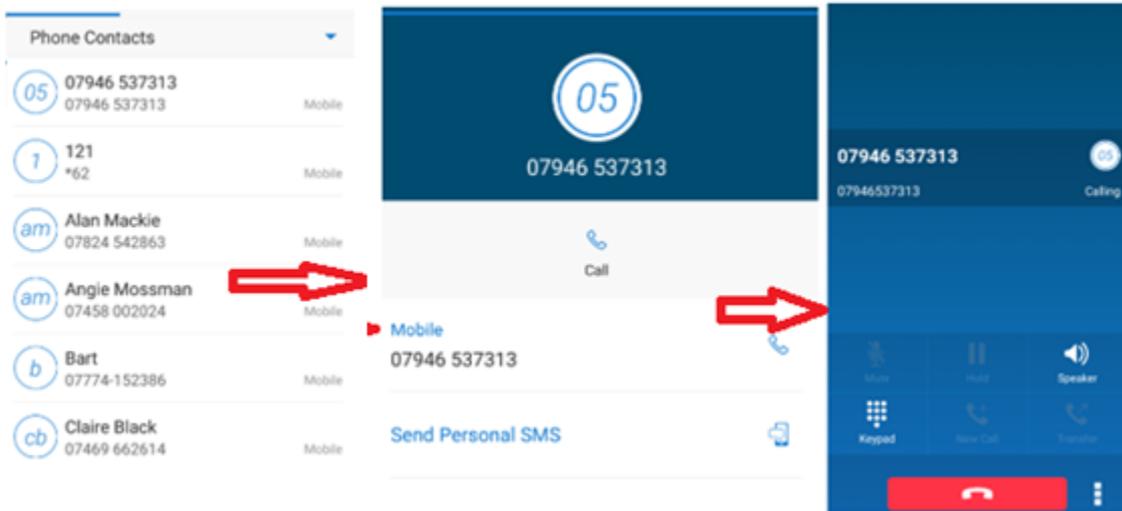
Company Directory: These are contacts from a company directory

The + symbol can be used to add contacts.



Making a Call

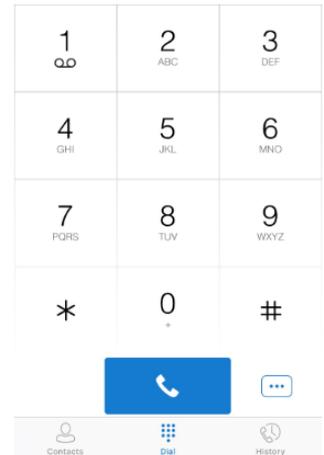
To make a call to one of your contacts you should tap on their name and then tap the  icon next to the number you'd like to call. This will trigger a call to this user via the Horizon platform.



Dial pad

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

Enter phone number

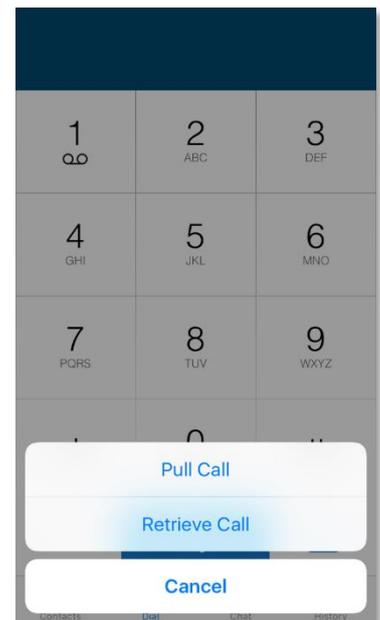


Pull/retrieve call

Located on the bottom right of the dial pad screen, tapping the  icon will give two options: pull call or retrieve call.

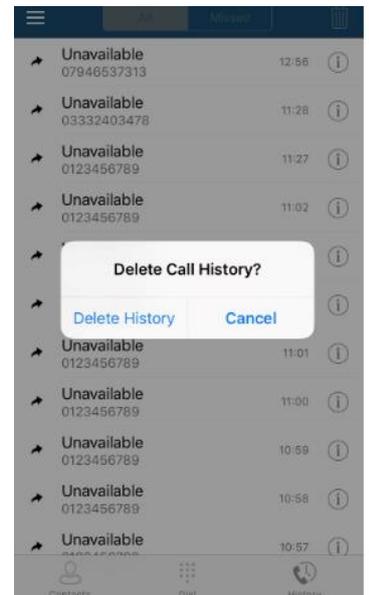
Pull call: Take over a live call from another device,

Retrieve call: Retrieve a parked call



History

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

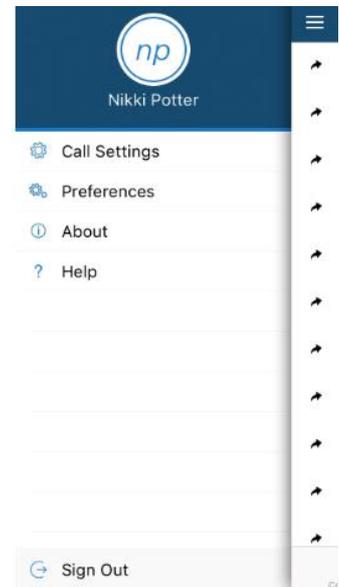


You can tap the  icon (top right) which will give you the option to delete your call logs.

Standard Features

Settings can be accessed by tapping the  icon in the top left-hand corner of the app's top menu bar the menu bar.

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



Call Settings

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

The following settings are explained in detail on the next pages:

- ◆ Withhold my number
- ◆ iPhone number
- ◆ Call forward unreachable
- ◆ Call forward busy
- ◆ Call forward always
- ◆ Call forward no answer
- ◆ Do not disturb
- ◆ Call waiting
- ◆ Twinning
- ◆ Remote office



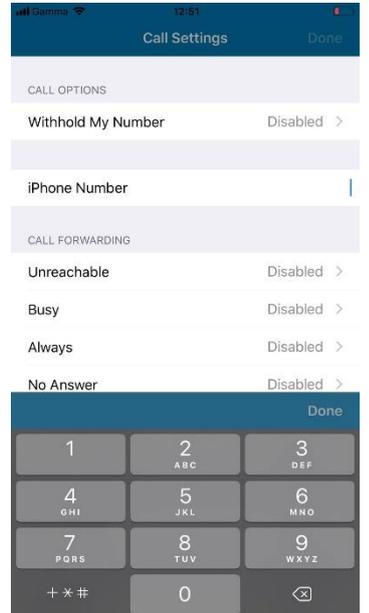
Withhold My Number

To amend tap 'Withhold My Number' from the call settings menu and select whether you'd like to enable/disable the feature.



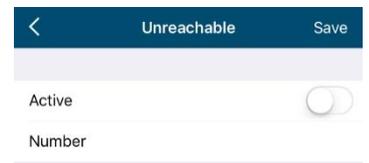
iPhone Number

Display and amend the devices mobile number associated to the APP



Call Forwarding - Unreachable

To amend tap 'Unreachable' from the Call Forwarding sub menu and select whether you'd like to enable/disable and enter the 'forward to' number



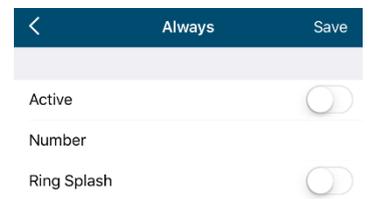
Call Forwarding - Busy

To amend tap 'Busy' from the Call Forwarding sub menu and select whether you'd like to enable/disable and enter the 'forward to' number



Call Forwarding - Always

To amend tap 'Always' from the Call Forwarding sub menu and select whether you'd like to enable/disable and enter the 'forward to' number



Ring Splash is not supported on this version

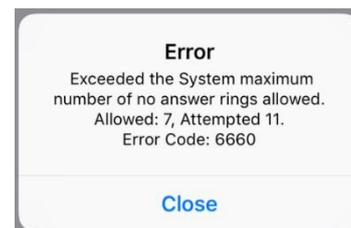
Call Forwarding - No Answer

To amend tap 'No Answer' from the Call Forwarding sub menu and select whether you'd like to enable/disable and enter the 'forward to' number.



Then set the 'Number of Rings' parameter before the call is forward.

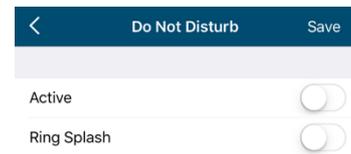
The App will offer the option to set this parameter up to 20 rings, but Horizon only supports a maximum of 7 rings before diverting the call. If a number higher than 7 is selected, you will receive this error message.



Do Not Disturb

To amend tap 'Do not disturb' from the call settings menu and select whether you'd like to enable/disable.

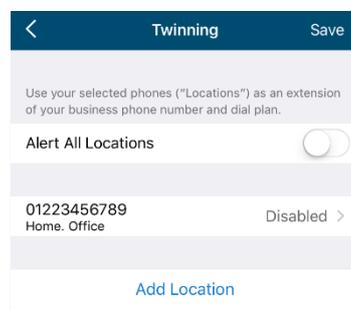
Ring Splash is not supported on this version



Twinning

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

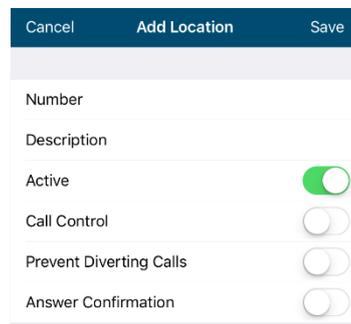
On the Twinning page you can select to activate either all locations - or a combination of one or more as required.



To add a new location, tap the 'Add Location' then enter a number and description.

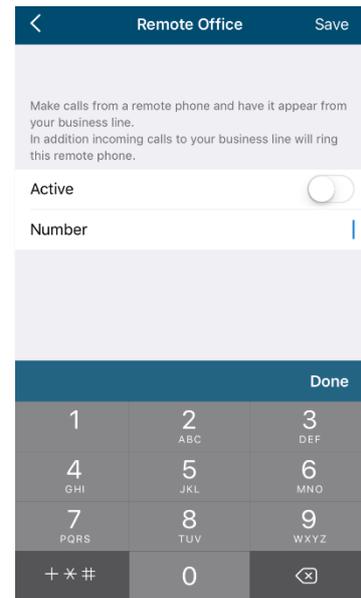
If the location is not set to active, then it will not be alerted as part of the 'Alert All Locations'

The Call Control, Prevent Diverting Calls and Answer Confirmation options are not supported on this version.



Remote Office

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



Collaborate Bolt-on Features

Horizon Collaborate is a Unified Communications and Collaboration (UCC) service, offering advanced features such as instant messaging and presence, video, desktop and file sharing, conferencing, mobility and more, and is available on Windows, Mac, Android and IOS.

Horizon Collaborate is delivered as a simple bolt-on to your existing Horizon Service. Please contact your administrator to enable it. Please note that the Collaborate client for iPhone is currently being provided in Beta mode and you will need to adhere to the following instructions to obtain the client as it currently sits outside of the usual App procedure

In order to log onto the BETA client you will need:

- Your Horizon username
- Your Horizon client password

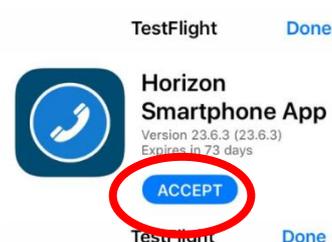
These details will not be transferred or populated as part of the upgrade and you will lose the ability to use the app. The document also describes how you go about retrieving your client credentials if not readily available.

Installation of the Horizon Smartphone App (Beta) for the iPhone

Firstly, download TestFlight from <https://developer.apple.com/testflight/> from your iOS device. This is not available in the App Store.

Once you have this installed, open following link <https://testflight.apple.com/join/dJ8J2L19> on your iOS device. Please have your username and password ready, do not proceed without them. The link will open the Testflight app and give you the option to install the Horizon beta client.

Select ACCEPT



Select INSTALL



Select OPEN



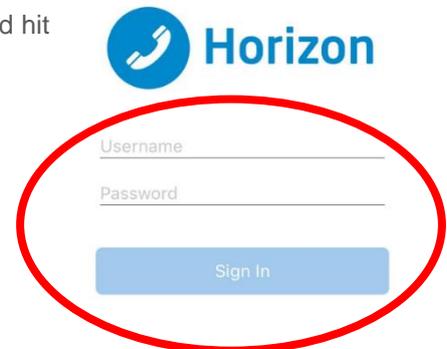
You will be taken to the Horizon app. Accept the terms and conditions.

Search 'Horizon SmartPhone' in the app store and select 'Update'. If the update button does not show wait 5 minutes for the app store to update the account.



Logging into the Beta Client

Enter your username and password into the relevant fields and hit Sign In



How to restore the previous version of Horizon Smartphone App

Again, you must have your Horizon username and password before starting this process. This will not be populated or transferred as part of the restore process and you will lose the ability to use the app.

Click on the Testflight app and select the Horizon app. DO NOT SELECT OPEN.

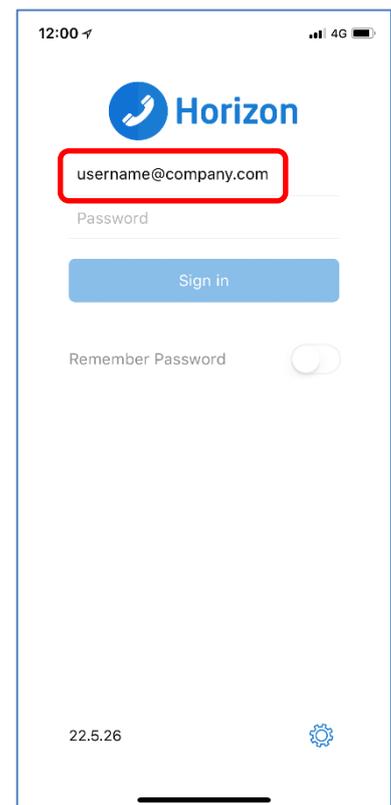


Select Stop Testing, you may need to scroll down to see the option and confirm in the pop up window



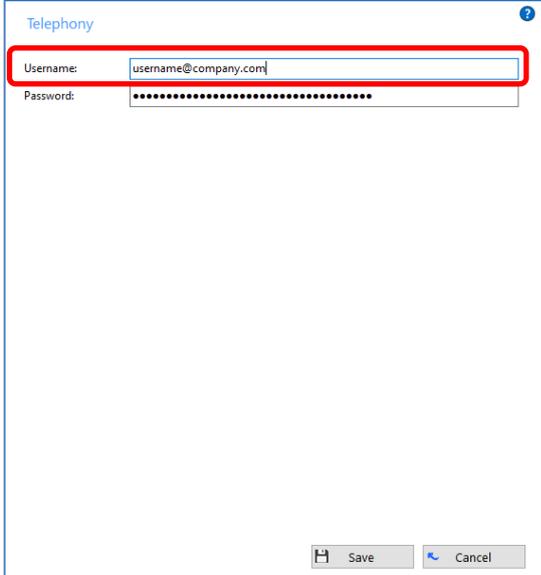
Where can I find my username credentials?

Usernames are readily available from the login screen of all Horizon clients as the image below demonstrates.



Users with the Horizon Integrator can view their username by right clicking on the menu tray icon and selecting the Configuration option at the bottom of the menu and selecting Telephony





Telephony

Username:

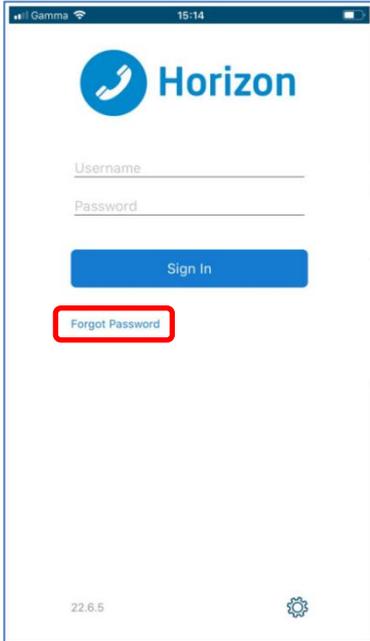
Password:

Save Cancel

You may also still have access to the original welcome emails from Horizon, containing the username and password, or have the details stored in personal password management tools.

What if I cannot remember my password?

If you are unable to retrieve your original password credentials, the new Beta client will provide a password reset link at the logon screen of the App.



Gamma 15:14

 **Horizon**

Username

Password

Sign In

[Forgot Password](#)

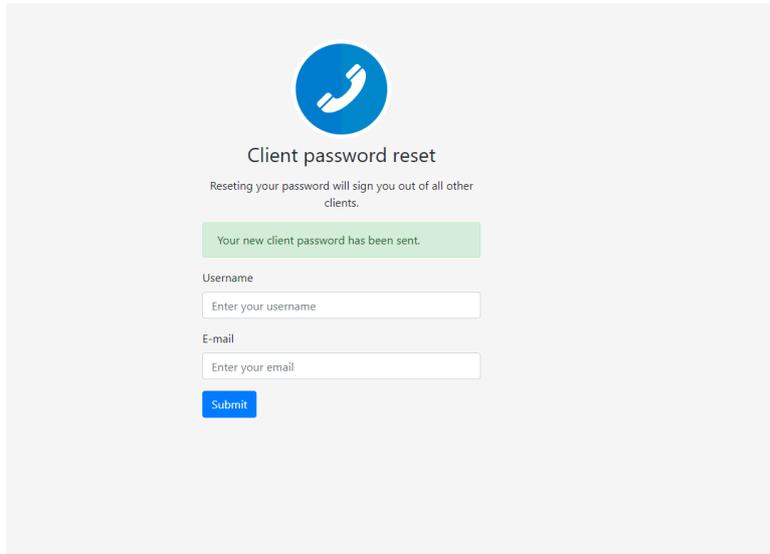
22.6.5 

The link will redirect you to a webpage that requests two pieces of information:

- Username
- Email address

These credentials will then be validated against the Horizon company data your Service Provider entered during installation, if correct, your password will be reset and sent to you at the email address held on the system, this will be in line with the current 32-digit format. You can then cut and paste the password into the client and enjoy the new features of Collaborate

NB. Resetting the client password will log you out of all other Horizon clients and you will need to update them with the new password as well as the Horizon Smartphone App (Beta) Android mobile client.



The screenshot shows a web interface for resetting a client password. At the top is a blue circular icon with a white telephone handset. Below it, the title "Client password reset" is centered. A warning message states: "Resetting your password will sign you out of all other clients." A green success message reads: "Your new client password has been sent." Below this are two input fields: "Username" with the placeholder "Enter your username" and "E-mail" with the placeholder "Enter your email". A blue "Submit" button is positioned at the bottom of the form.

What if my credentials do not match the system?

If you enter a username and/or email address that does not match those held on the system then you will need to contact your system administrator in line with how the client password reset process works today.

You should also request that they update the system with your correct credentials so that you are able to reset your client password without the need to engage support.

Troubleshooting

Mobile Data Access

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

Logging

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

Console logging

File logging

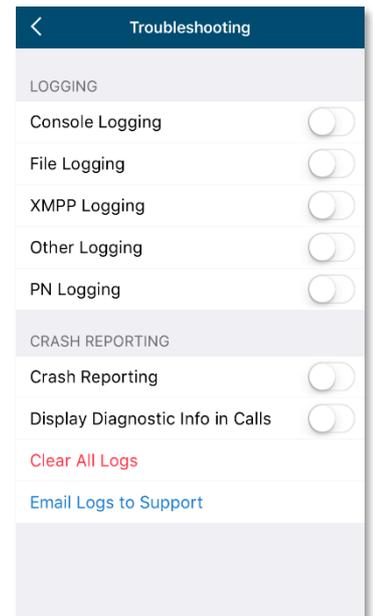
XMPP logging

Other logging

PN Logging

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

□



Feedback

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