



Horizon

Android Soft Client Full User Guide

| Version | Date | Description |
|---------|------------|---|
| 1.0 | 21/06/2016 | Rebranded for Gamma Academy |
| 1.1 | 15/02/2017 | Service Desk Quarterly Review |
| 1.2 | 23/08/2017 | Updated version control and added version history to document title |
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| 2.0 | 31/08/2018 | Updated document format and reviewed content |
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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 the Android operating systems such as tablets and mobile phones.

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

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

- Soft Phone
- Management of your existing Horizon account

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

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

Getting started

Minimum system requirements

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

Devices that are running Android OS 4.2 or later that conform to the following requirements:

- ♦ Dual-core CPU (or higher)
- ♦ 1 GB RAM (or higher)
- ♦ ARMv7 instruction set
- ♦ Minimum screen resolution 320 x 480

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.

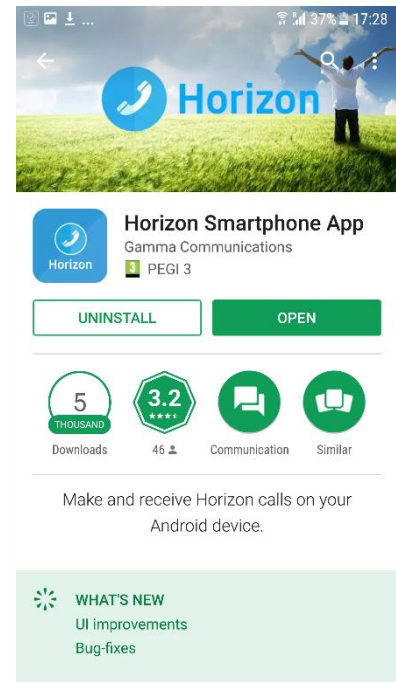
Number Presentation

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

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

Installation

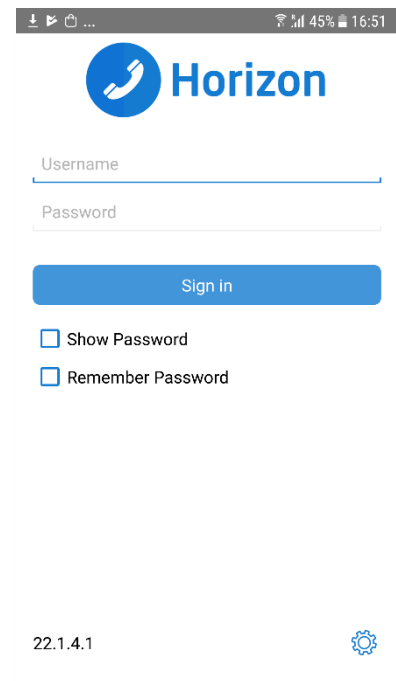
The Horizon app can be located within the Google Play Store. After you've found it tap 'Install' and the app will download and install.



Signing in

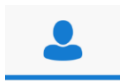
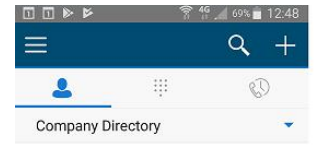
Enter your client username and password - please note that the password is your client password and not the one used to log into the Horizon portal and is case sensitive.

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



Basics

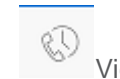
The main view contains several tabs that present information about the contacts and communications options available as follows:



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



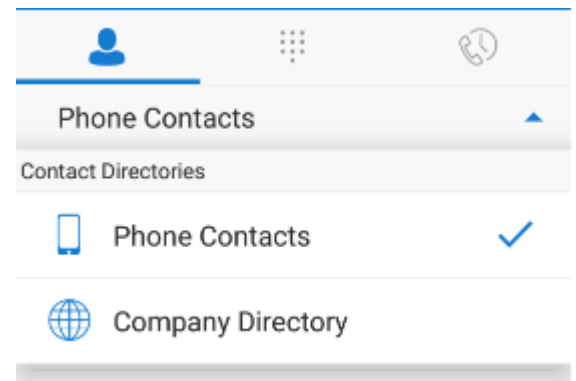
Use search to find contacts.

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

Contacts

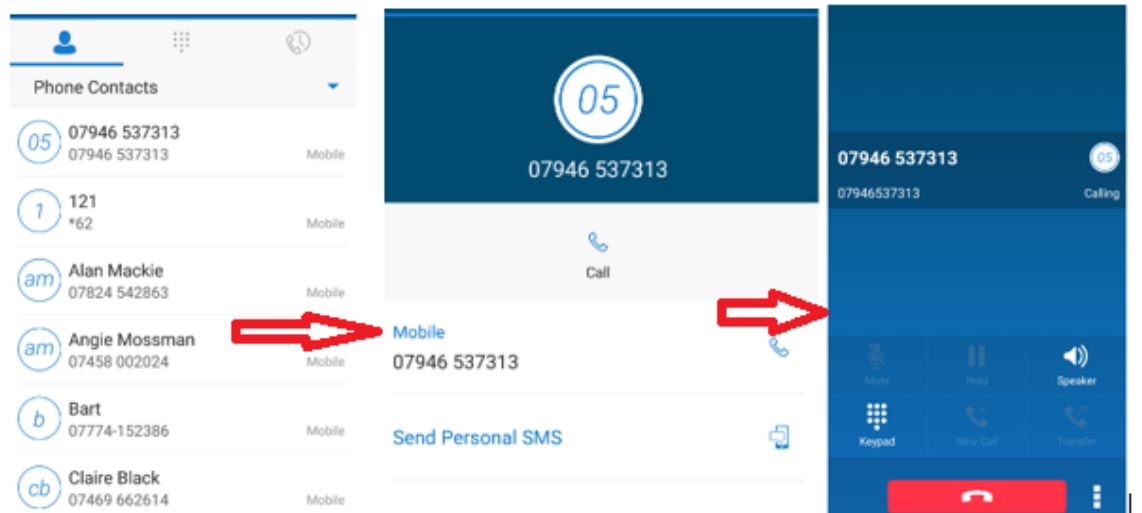
When you start the soft client for the first time, your Contacts list will be empty. Pressing the down arrow next to contacts will show the options available: There are 2 filter options available from the drop-down menu

- Phone Contacts – Displays contacts from the handset.
- Company Directory – Used to search for Contacts in Horizon



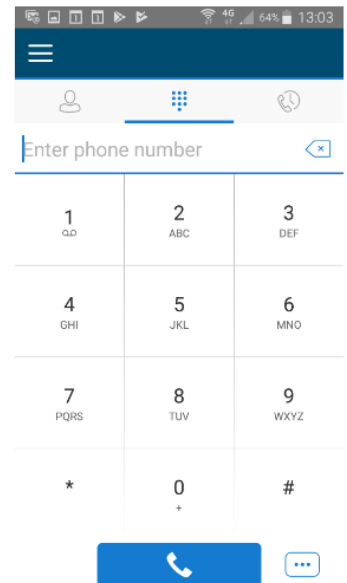
Making a call

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




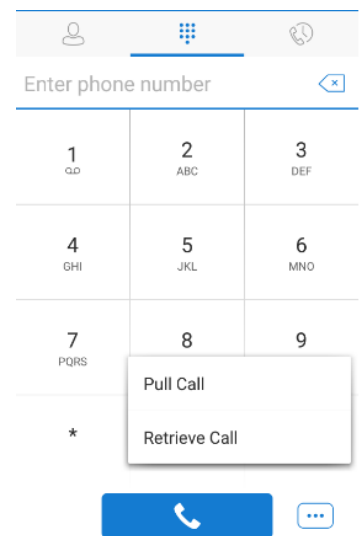
Dialpad

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



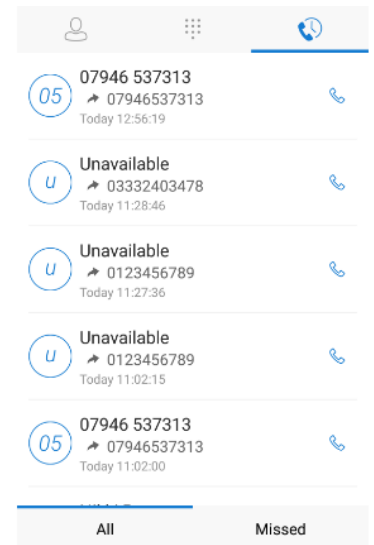
Pull/retrieve call


- 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, i.e. your desk phone
- Retrieve Call - retrieve a parked call

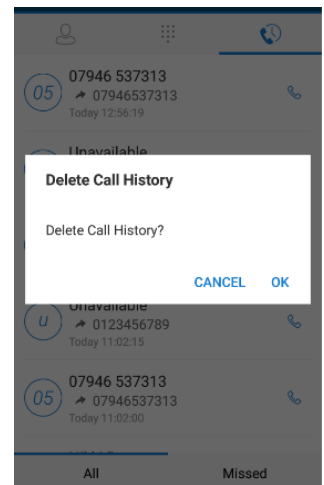


History

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



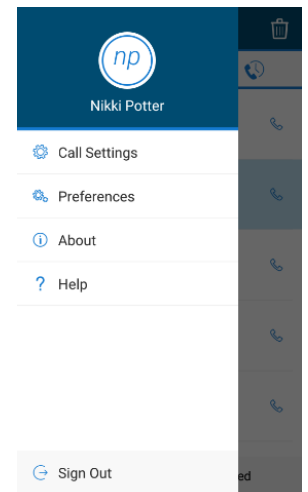
You can tap the  icon which will give you the option to delete your call history logs.



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.

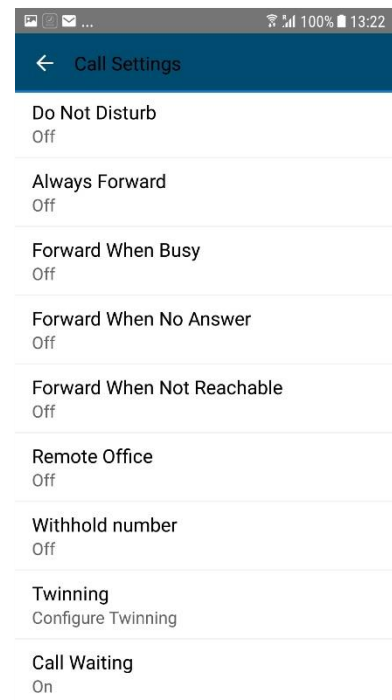


Call Settings

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.

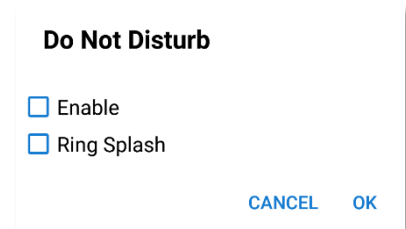
The following settings are available within the app;

- ◆ Do not disturb
- ◆ Always Forward
- ◆ Forward When Busy
- ◆ Forward When No Answer
- ◆ Forward When Not Reachable
- ◆ Remote Office
- ◆ Withhold number
- ◆ Twinning
- ◆ Call Waiting



Do Not Disturb

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



Do Not Disturb

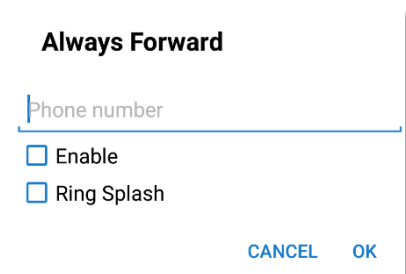
☐ Enable

☐ Ring Splash

CANCEL OK

Always Forward

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



Always Forward

Phone number

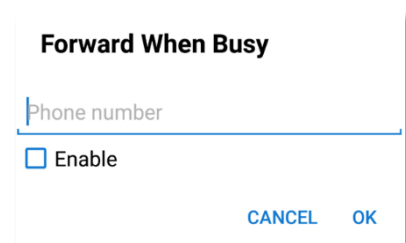
☐ Enable

☐ Ring Splash

CANCEL OK

Forward When Busy

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



Forward When Busy

Phone number

☐ Enable

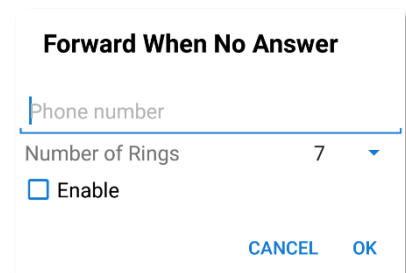
CANCEL OK

Call Forward No Answer

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

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 that 7 is selected you will received this error message



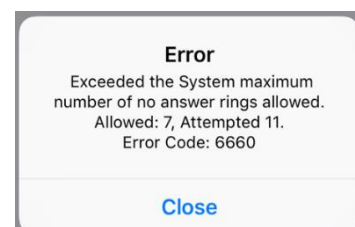
Forward When No Answer

Phone number

Number of Rings 7

☐ Enable

CANCEL OK



Error

Exceeded the System maximum number of no answer rings allowed. Allowed: 7, Attempted 11. Error Code: 6660

Close

Forward When Not Reachable

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

Forward When Not Reachable

Phone number

☐ Enable

CANCEL OK

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.

Remote Office

Make calls from a remote phone and have it appear from your business line. In addition incoming calls to your business line will ring this remote phone.

Phone number

☐ Enable

CANCEL OK

Withhold Number

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

Withhold number

☐ Enable

CANCEL OK

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.

Twinning

Use your selected phones ("Locations") as an extension of your business phone number and dial plan.

☐ Alert All Locations

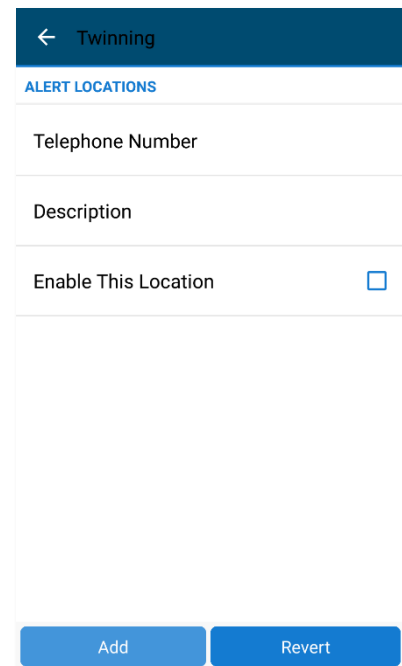
Locations +

Home Office
01223456789 ☐

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

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

Then tap Add to enter the location or Revert to cancel and return to the main Twinning menu.



← Twinning

ALERT LOCATIONS

Telephone Number

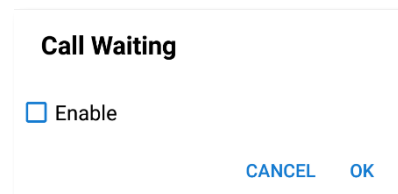
Description

Enable This Location ☐

Add Revert

Call Waiting

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



Call Waiting

☐ Enable

CANCEL OK

Collaboration 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 Android 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 playstore procedure

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

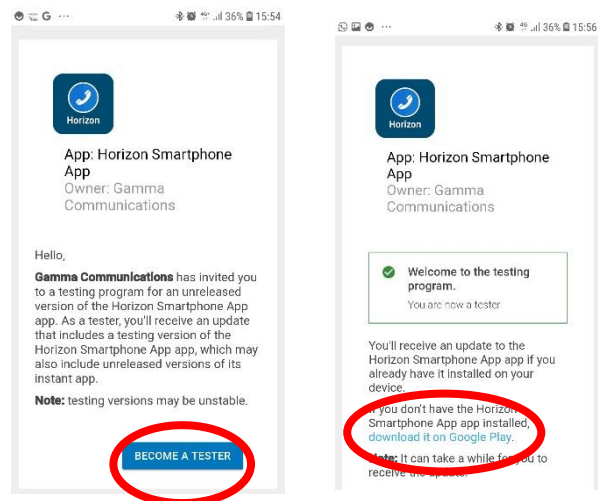
- Your Horizon username
- Your Horizon client password

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.

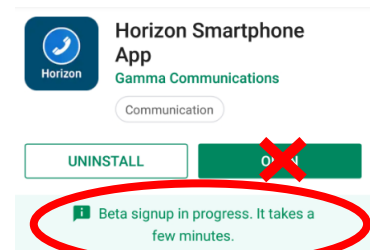
Installation of the Horizon Smartphone App (Beta) for Android

Click on the following link <https://play.google.com/apps/testing/uk.co.unlimitedhorizon.mobile>. Please have your username and password ready, do not proceed without them. The link will open the beta program for the collaborate enabled Horizon Smartphone App.

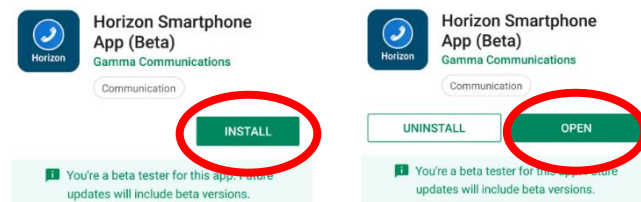
Select 'Become a Tester' and then Click on the link to 'Download it in Google Play'



NOTE. It can take 5 minutes for the account to be registered as beta. Make sure the account shows as a beta before proceeding. DO NOT CLICK OPEN



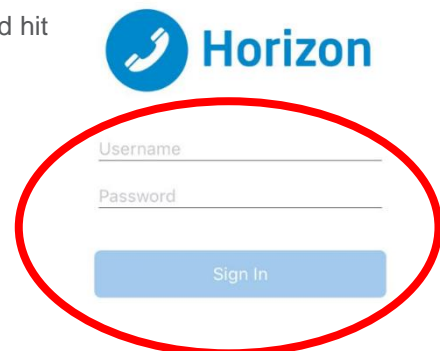
Install the app and select open.



Installation is complete and the Horizon Smartphone App (Beta) will have been installed on your phone.

Logging into the Beta Client

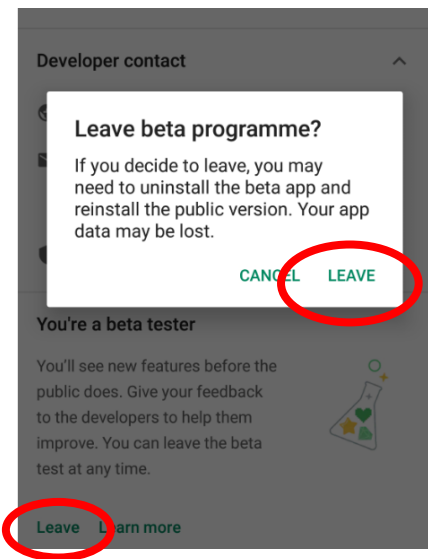
Enter your username and password into the relevant fields and hit Sign In



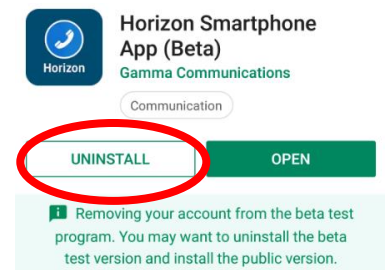
How to restore the previous version of Horizon Smartphone App

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.

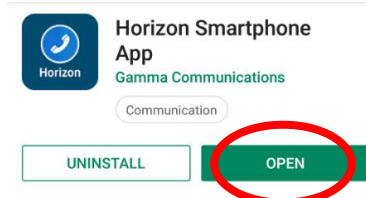
Go onto the Playstore and search Horizon. Select the Horizon Smartphone App (Beta). It will show as installed, scroll down and select Leave, and then confirm the same in the pop up window



Wait for the account to be removed from the beta program. This takes around 5 minutes. Select Uninstall

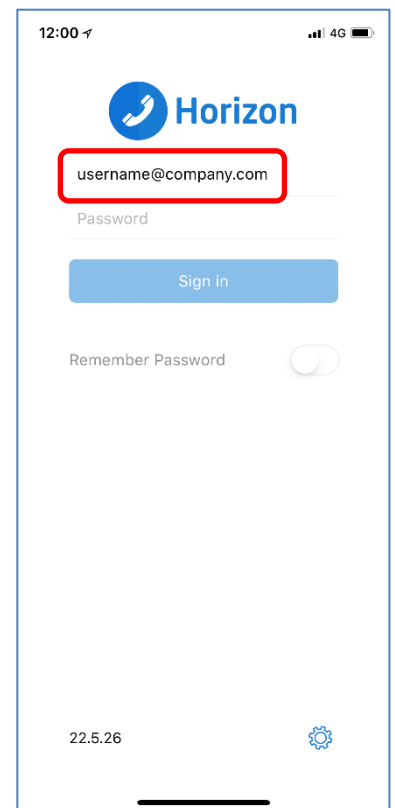


Select Open on Horizon Smartphone App which will restore the previous version.

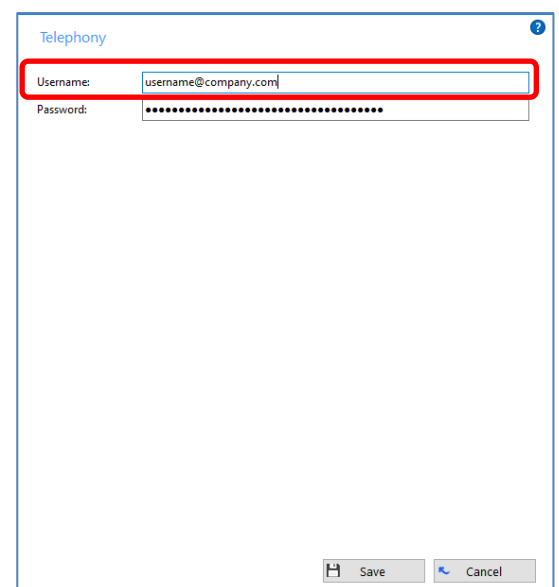


Where can I find my username credentials?

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



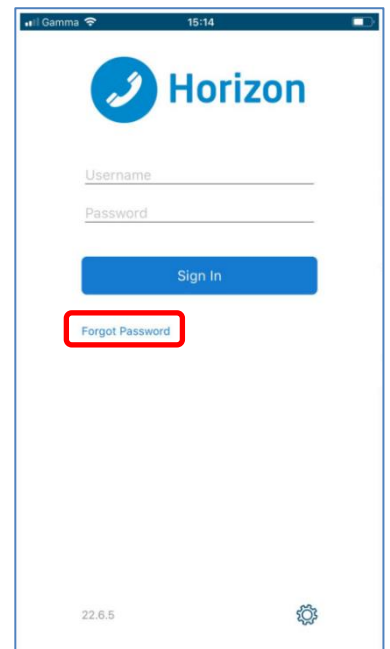
Users with the Horizon Integrator can view their username by right clicking on the menu tray icon and selecting the Configuration option at the bottom of the menu and selecting Telephony



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.

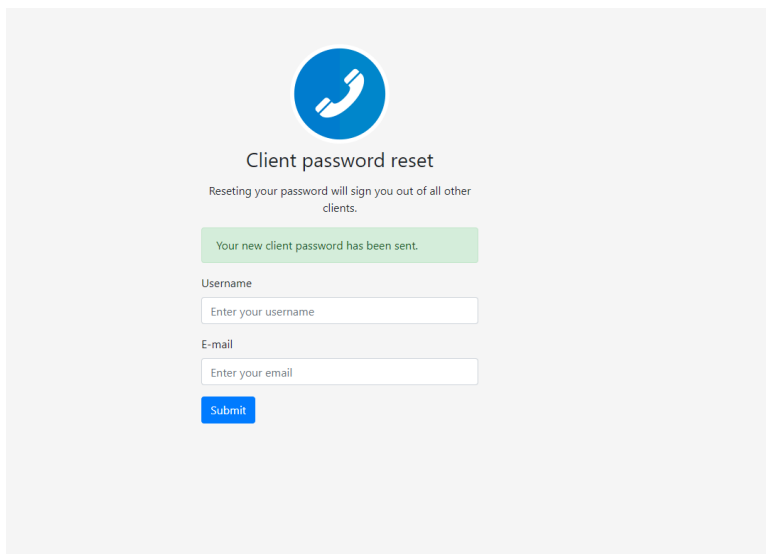


The link will redirect you to a webpage that requests two pieces of information:

- 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 inline 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.



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

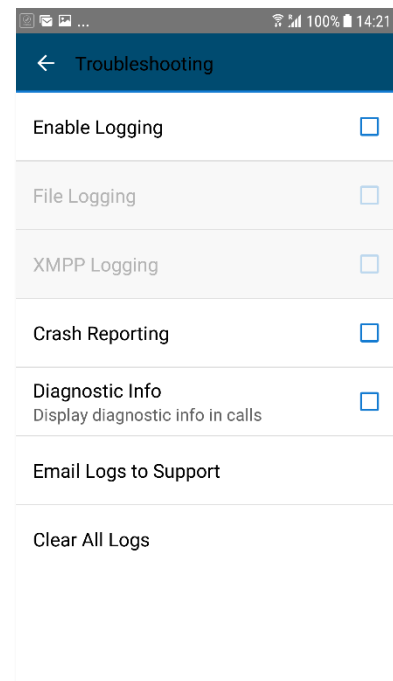
While we have found the client works over mobile networks, we are not able to provide support for this due to the Mobile provider's individual network configurations.

Logging

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

- Enable logging
- File Logging
- XMPP Logging
- Enable log writing
- Crash Reporting
- Diagnostic Info

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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