



# Horizon desktop softphone

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Full user guide

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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 Mac or 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
- Instant Messaging
- Presence
- Management of your existing Horizon account

This document is designed at explaining the core functionality of the PC desktop softphone 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.

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# Getting started

## Minimum system requirements

The PC you install the softphone on must meet the minimum system specification, otherwise you may experience performance issues. The minimum spec is as follows:

- Operating system: Windows Vista, Windows 7, or Windows 8 (Classic view only).
- The installation footprint is approximately 125 megabytes (MB).
- For voice calls, a sound card, speakers, and a microphone or a headset are required.
- A minimum 1 GB random access memory (RAM) is required.
- Minimum 1 gigahertz (GHz); however, 1.5 GHz is recommended,
- Open Graphics Library (OpenGL) 1.5 or higher is recommended.

Please note: the client may work on other versions of Windows or virtual environments, but are not officially supported

## How does the client work?

Before we get into the detail of how the client can be operated on your PC, it is useful to understand how it will interact with your existing Horizon service.

A single user account can be used for each device meaning your user account can be shared over your IP phone, your desktop client, and mobile client if applicable. Your existing user account can in theory be used by up to 4 devices, enough for an IP phone, a desktop soft phone, a mobile softphone, a tablet softphone.

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,

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where the intention is to use multiple devices, users must logout of each device when moving between them, so that only one device of each client type is logged-in at any one time.

## Number Presentation

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

An option to hide your number for outbound calls is available within the Horizon desktop client under the Call Settings section.

## Installation

Your Administrator will provide you with the installer in the form of a .exe file. They may opt to install this on your behalf if administration permissions are enforced on your PC. To install;

- Double-click the installer executable and follow the installation instructions.
- Launch Horizon Soft Client Application.

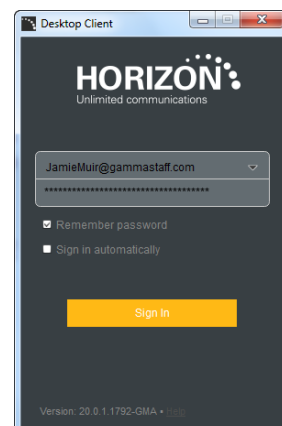
## Signing in

When you first sign in you will be prompted to sign in - please note these are different than the Portal login details. Please speak to your Administrator if you don't have your log in details.

If required you can request the softphone to remember the password and sign you in automatically.










## Audio input/output preferences

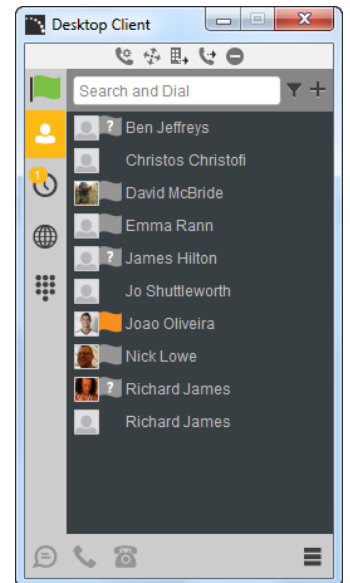
In order to use the PC softphone you'll need a microphone and speakers - these could be built in, or could be in the form of a USB headset. After you first install the softphone you'll want to ensure these settings are correct. To do this select the menu item (on the bottom right) > select preferences > lick audio > ensure you have the correct devices selected for audio input and output.



## Basics

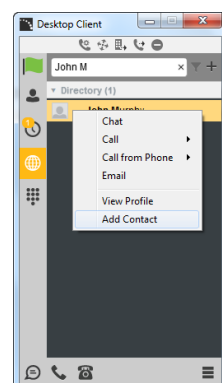
The main sections to the app can be seen down the left hand side and along the bottom of the main screen. Each of their functions are described below;

	My information - view and update your information, such as presence, avatar and location
	Contact - view your contacts
	Communication history - view previous chats and calls
	Dial pad - opens the dial pad to make calls
	Chat - start an instant message conversation with the selected contact
	Call - initiate a call from the soft client to the selected contact
	Call from phone - initiate a call from your desk phone to the selected contact
	Menu - open call settings, preferences and help. Call settings can also be accessed by selecting a shortcut from the top menu: 



## Contacts

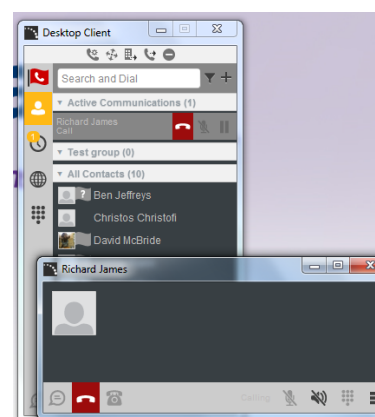
When you start the soft client for the first time, your Contacts list will be empty. The easiest way to add a contact is to click on the directory icon, right click the user you'd like to add and select 'Add contact'. They will be sent a request to share presence with you, once accepted you can see each others presence and instant message between each other.



## Making a call

To make a call to one of your contacts you can either;

- Right click and select if you'd like to call from your softphone or desk phone or
- Highlight the relevant contact and click the icon depending on the type of call you'd like to make (as detailed in ['Basics'](#))

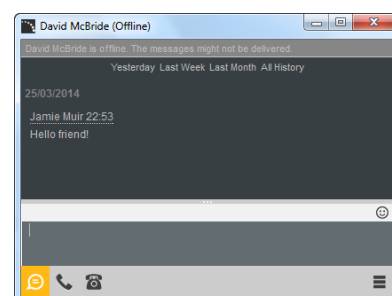


## Initiate a chat

To initiate a chat with one of your contacts you can either;

- Right click and click 'Chat' or
- Highlight the relevant contact and click the 'Chat' icon (as detailed in ['Basics'](#))

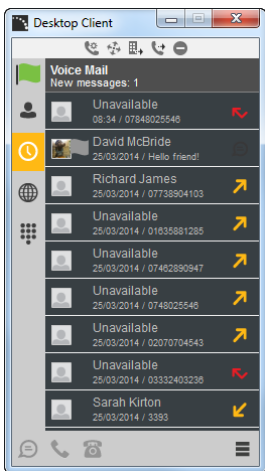
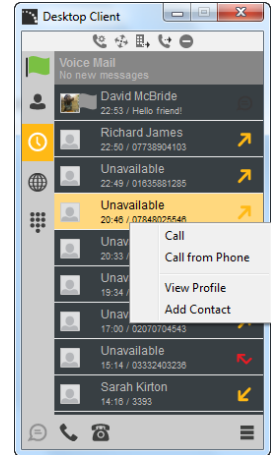
If you'd like to initiate a call to your contact you can do so by clicking one of the call icons from the bottom of the chat window.



At the top of the message area, there are four links: Yesterday, Last week, Last month, and All history. From these links, you can load history from your local storage and different time frames. You can delete the history using the drop-down menu.

# Communication history

The communication history section will show all of your incoming, outgoing and missed calls, as well as your chats. You can initiate calls or chats from this page by selecting the appropriate icon from the bottom of the softphone or right clicking and selecting the relevant option.



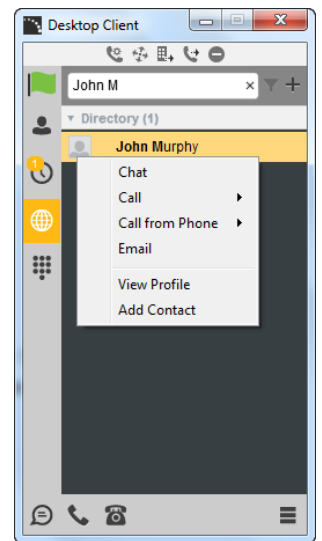
## Voicemail

You can also see if you have any voicemails within this section. If you do, the Voice Mail section at the top will tell you how many. You can call your voicemail box by clicking here.



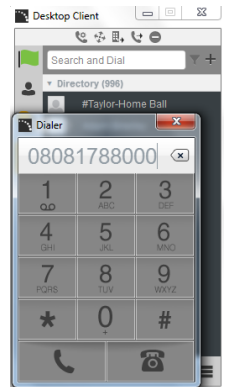
## Directory

The directory tab will load all users in your company directory. You can use the white bar along the top to search/filter your results. After you locate the relevant person from the directory you can add them as a contact, initiate a chat or make a call from your softphone/desk phone.



## Dialpad

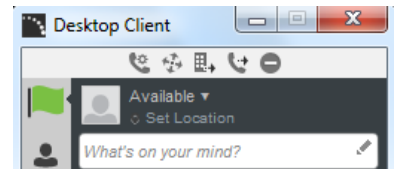
Clicking the dial pad will open the dial pad in a new window. You can input a number by either clicking the numbers with your mouse or entering them with your keyboard. You can then select whether the call is made from your softphone or your desk phone.



## My information

Under my information you can update some personal details. These are;

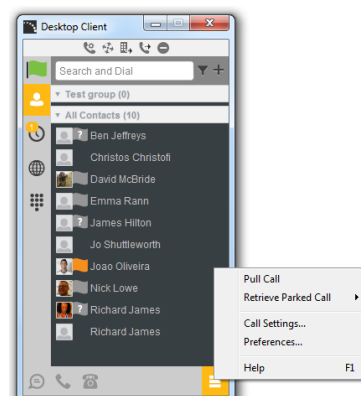
- Status - by clicking the V next to your current status
- Location - by clicking set location
- Profile picture - by right clicking the image section. You can either clear your current picture or add a new one



## Options menu

The options menu can be located on the bottom right of the softphone, as shown to the right. Within there you can carry out the following;

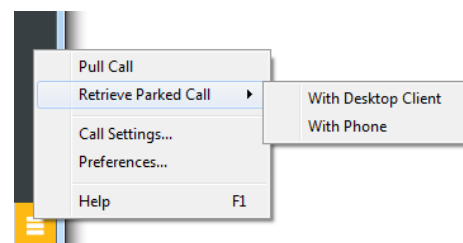
- Pull/retrieve call
- Call settings (for full definitions of features please see the Horizon user guide)
  - Twinning
  - Remote office
  - Forward calls (always/busy/unanswered)
  - Do not disturb
  - Withhold my number
- Preferences



## Pull/retrieve call

These options allow you to;

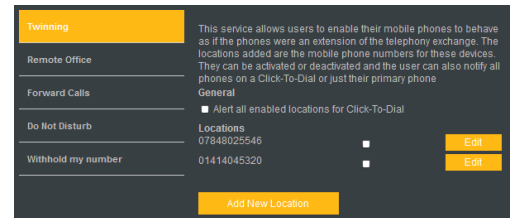
- Pull call = take over a live call from another device, i.e. your desk phone
- Retrieve call = retrieve a parked call



# Call settings

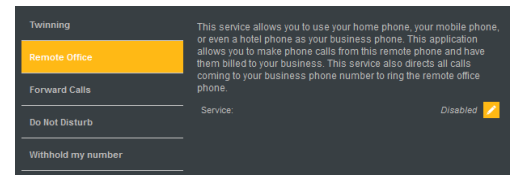
## Twinning

Twinning allows you to specify one or more numbers that will ring any time you receive an incoming call to your Horizon extension. You can activate these individually, or all at once, as required.



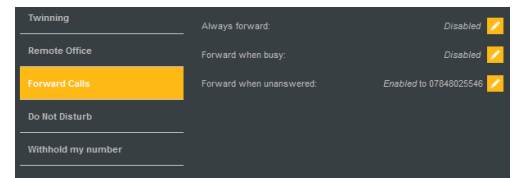
## Remote office

Remote office allows you to enable or disable remote office from within the softphone. You can also maintain the number being used for remote office.



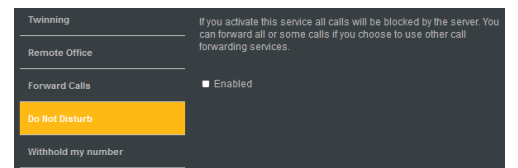
## Forward calls (always/busy/no answer)

Here you can enable/disable any call diverts for the three scenarios detailed and maintain the divert numbers as required.



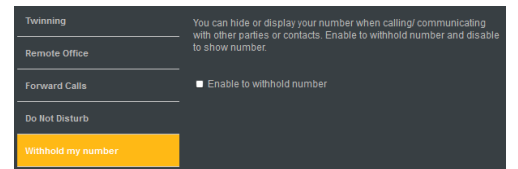
## Do not disturb

Do not disturb allows you to enable/disable this feature as required.



## Withhold my number

Withhold my number allows you to enable/disable this feature as required.



## Preferences

Preferences allows you to define some characteristics of the softphone, such as whether it starts automatically when Windows does. Some of the other common fields are;

- Confirmation - specify whether you'd like to be prompted for confirmation when removing data
  - Sign in automatically - whether you'd like the softphone to sign you in as soon as it starts
  - Run the programme when the system starts - if you'd like the softphone to start when Windows starts
  - Audio > Output/Input - specify the devices you'd like to use as your speakers and microphone
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