



# Horizon

PC Softclient User Guide



Version	Date	Description
1.0	11/07/2017	Updated screenshots
1.1	23/08/2017	Updated version control and added version history to document title
2.0	30/08/2018	Updated document format and reviewed content
3.0	18/12/2018	Updated release to 22.6 new imaging and new features
4.0	29/02/2019	Removal of IM&P
5.0	18/03/2019	Updated for Collaborate release

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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 or Mac desktop/laptop device, and/or connection of devices using iOS (Apple) and Android operating systems, such as tablets and mobile phones.

The clients provide additional features through an easy to use software client, such as:

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

This document is designed to explain the core functionality of the PC Softclient as well as the steps required to get it installed.

Where further information is required on specific Horizon features or functions, please refer to the Horizon user guide.

# Getting started

## Minimum system requirements

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

PC:

- ◆ Windows 7 SP1, Windows 8/8.1 or Windows 10 (Classical view only).
- ◆ The installation footprint is approximately 215 megabytes (MB).
- ◆ For voice calls, a sound card, speakers, and a microphone or a headset are required.
- ◆ A minimum 4GB random access memory (RAM) is required.
- ◆ Minimum 1.5 gigahertz CPU (GHz)
- ◆ 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.

Mac:

- ◆ Mac OS 10.11 El Captain, Mac OS 10.12 Sierra, Mac OS 10.13 High Sierra, MacOS 10.14 Mojave.
- ◆ 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 4GB random access memory (RAM) is required.
- ◆ Minimum 1.5 gigahertz CPU (GHz)
- ◆ Open Graphics Library (OpenGL) 1.5 or higher is recommended

## How does the client work?

On Horizon, your user account can be shared across your IP handset, your desktop client, and mobile client, if applicable. 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 handset. This allows you to take the call using a device of your choice.

Similarly, if you choose to adjust the call settings for your user account through the client, this will then be implemented across both your IP handset and the Horizon web interface.

Please remember, you must log out of any client that you do not wish to be contacted on. For example, if you prefer to take calls using your IP handset rather than your desktop, you simply need to log out of the desktop client. Implementing Do Not Disturb (DND) will prevent calls coming to your extension across all devices.

Where you need 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 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 user's Horizon account.

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

## Installation

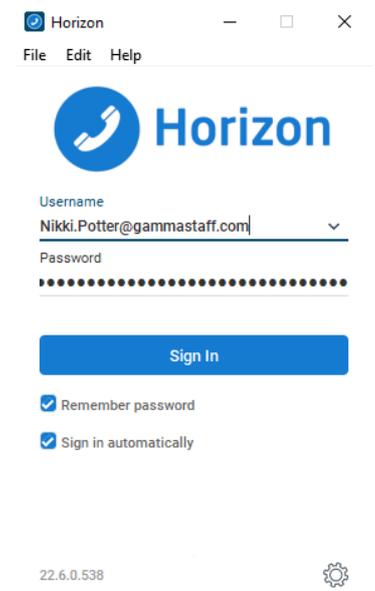
Your Administrator will provide you with the installer in the form of a .exe file. They may opt to install this on your behalf if administration permissions are enforced on your PC. To install;

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

## Signing in

After launching, you will be prompted to sign in. Please note, these are different credentials from the Portal login details. Please speak to your Administrator if you don't have your log in details.

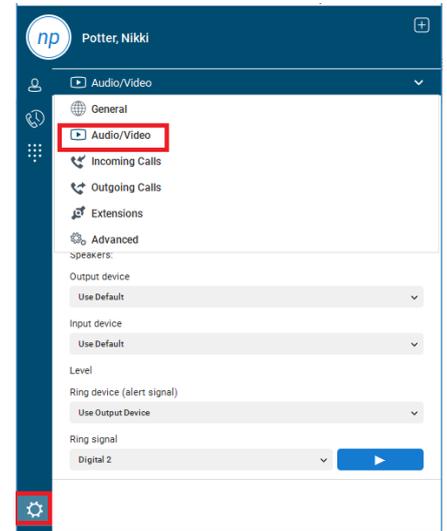
If required, you can instruct the softphone to remember the password for automatic sign in.



## Horizon Guides Audio input/output preferences

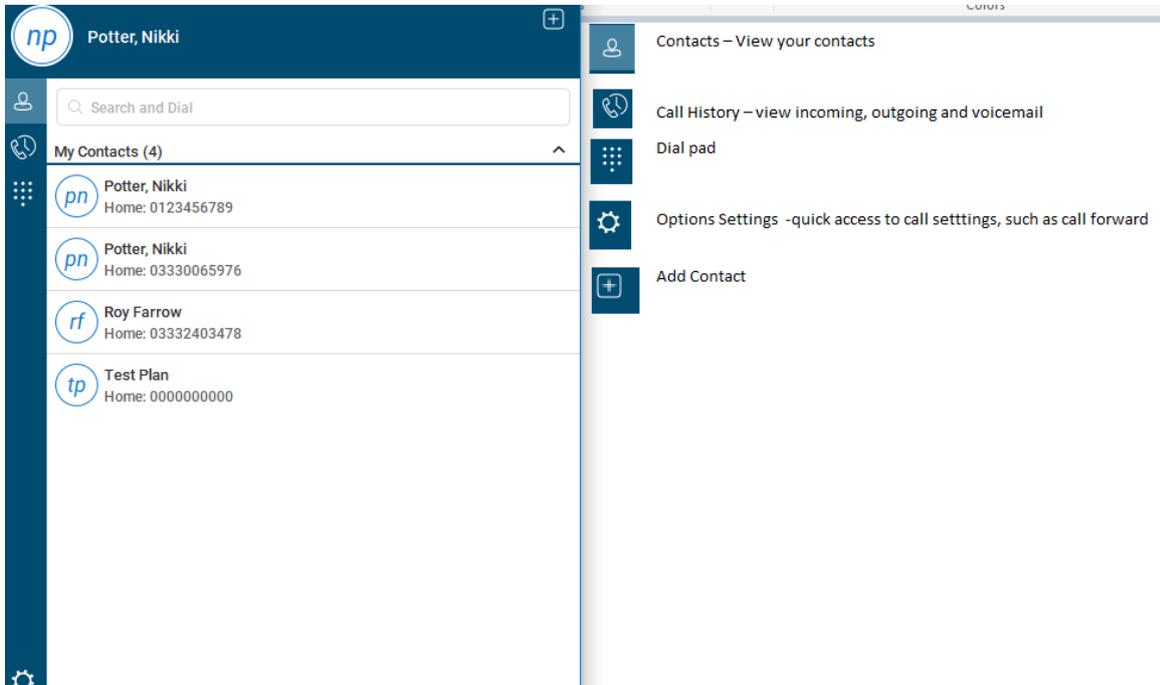
In order to use the PC softphone, you'll need a microphone and speakers - in-built or USB headset. After you first install the softphone, you'll want to ensure these settings are correct.

To do this, select Options and Audio/Video from the dropdown menu. Then ensure the Audio Speakers, Microphone and Ring device options are set to your desired choice.



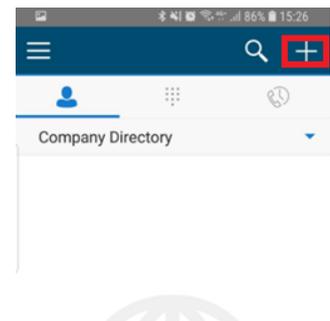
# Basics

The main sections of the app can be seen down the left hand side of the screen. Each function is described below;

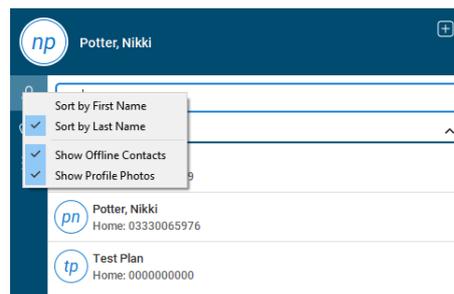


## Contacts

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  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 other's presence and instant message between each other.



Right clicking on the contacts icon allows a user to the order



arrange

## Directories

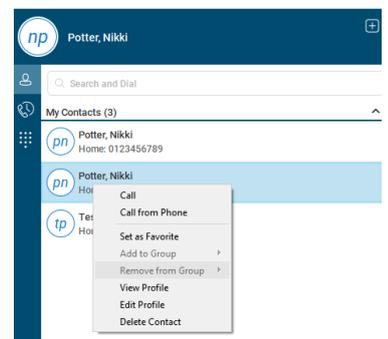
Contacts stored in the Enterprise Directory (internal), Company Directory (external) and Personal Directory can all be searched using the Contacts tab.

The directory tab will only display contacts from the internal enterprise directory.

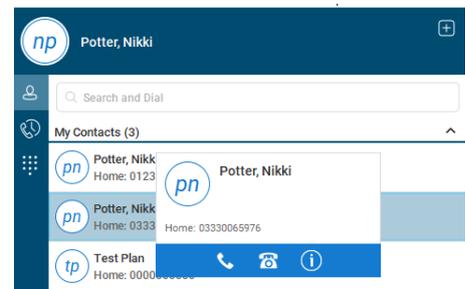
## Making a call

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

- ◆ Select the relevant contact from your softphone and right click, then select call



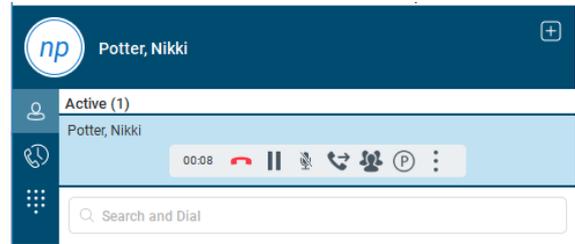
- ◆ Or hover over the contact you wish to call and then click on the  icon



## In-call Menu

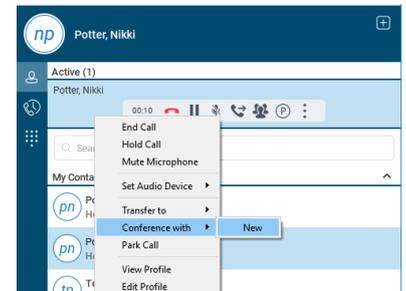
Once the call has started the in-call menu will appear at the top of the window. From here you can:

- ◆ Hang Up
- ◆ Mute
- ◆ Hold
- ◆ Transfer
- ◆ Conference
- ◆ Call Park

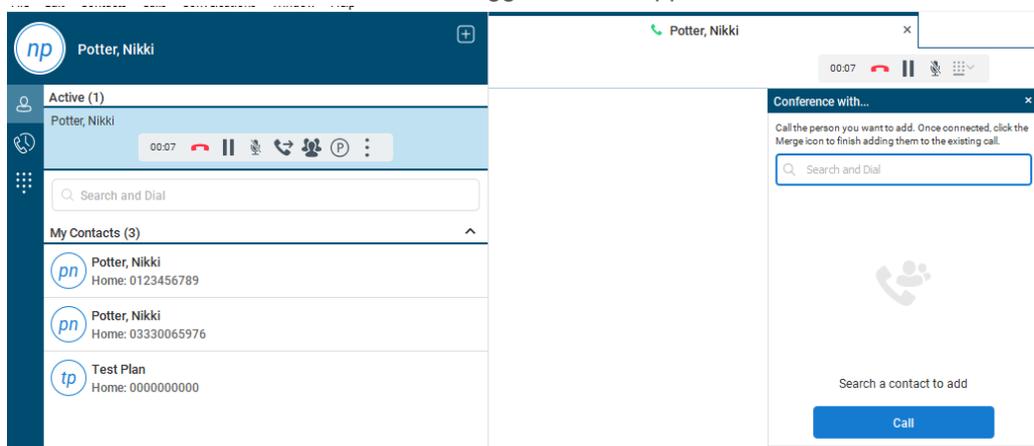


## Drag and Drop Conference

Right clicking on an active call brings up further options (pictured right). Here you can select to add a call into a conference.

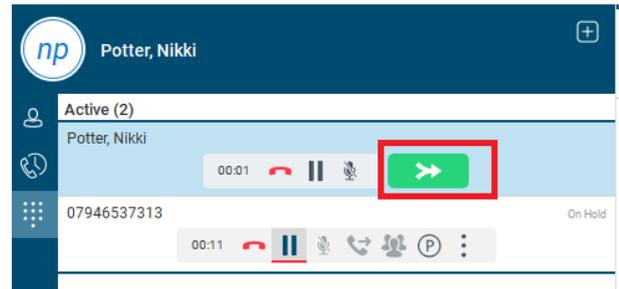


Furthermore, an active call can be dragged and dropped onto a 2nd call to create a conference.



## Merging calls when creating n-way conferences.

Calls can be merged into conference using the highlighted button

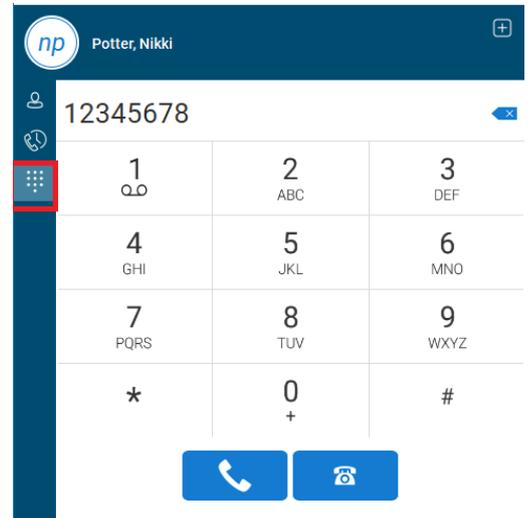


# Standard Features

## Dial-pad

Clicking the dial pad will present the screen to the right. 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.

Clicking the handset before entering a number will enter the previously dialled number



## Communication History

You can view your communication history using the icons down the side of the softphone

The communication history section will show all of your incoming, outgoing and missed calls, as well as your voicemail. You can initiate calls from this page by selecting the appropriate icon from the side of the softphone



The window has the following main tab:



Incoming and outgoing call history. If you have

selected this icon, you will also have the option to view calls history



and voicemail history



Any missed communications will be represented by a number being displayed next to the call icon

## Visual Voicemail

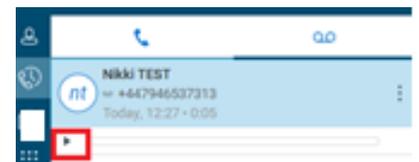
The Voicemail icon under the call history icon will tell you how many are unplayed. Voicemails are accessed by selecting the tab.



NB Listening to voicemail on the Client uses data instead of calling into the voice portal, so internet access would be required to retrieve and play back the voicemail.

### Managing the Visual Voicemail

You play back the voicemail by selecting and highlighting the voicemail and then clicking on the play icon



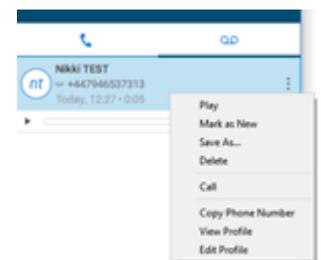
You can also right click on the highlighted voicemail or select the icon to display the Voicemail management actions where you can:

Play

Mark as Viewed

Save as

Delete



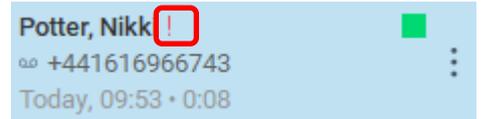
Additionally you can initiate a Call to the person. The return communication options will vary depending on the level of detail Horizon has within the Horizon directory.

You also have the option to Copy the number, add to or edit a contact profile from the menu.

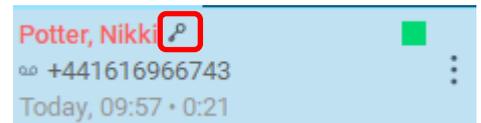
## Tagging voicemail messages

After message deposit, the caller can now press # and tag the message as urgent or confidential via the menu system. The Horizon user will then receive the voicemail message with the appropriate sensitivity tag.

The desktop client will identify an urgently tagged voicemail with the "!" icon after the sender's name

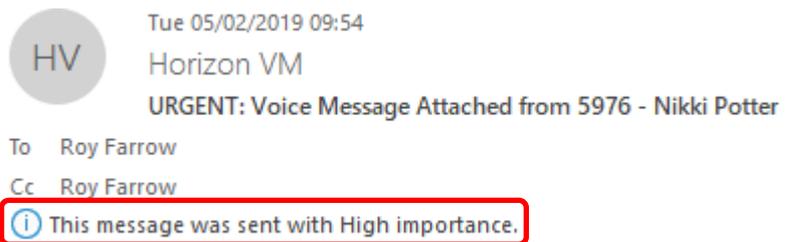


A confidentially tagged voicemail will bear the "P" icon

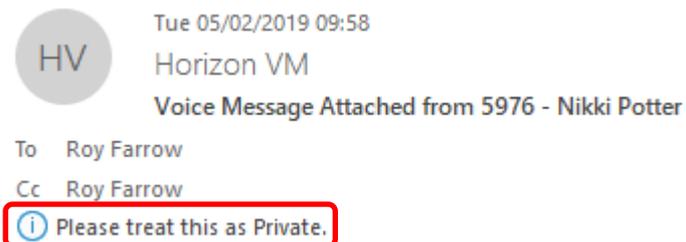


Further the if the end user has chosen to have the voicemail email them the recording then the email will also identify itself as urgent or confidential

Urgently tagged voicemails will state URGENT in the subject header and once opened they will also be sent with High Importance



Confidentially tagged voicemails once opened will be sent as Private



If the Horizon user accesses the voicemail portal by dialling in to retrieve their voicemails then the message envelope will also verbally advise that a message has been tagged as urgent or confidential.

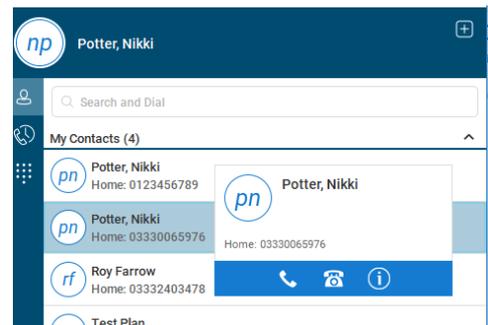
## Directory

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 and make a call from your softphone/desk phone. These options are available by right clicking on the mouse.



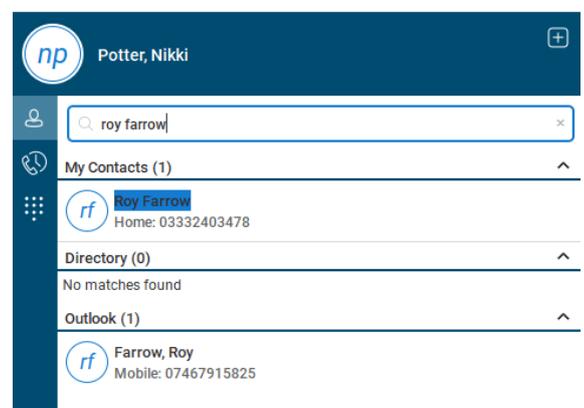
## Contact pop-over to launch communications

Users can hover over a contact and see a pop over where communication can be launched for a call.



## Outlook integration

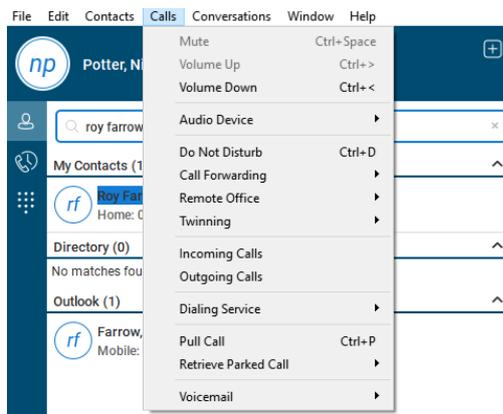
The desktop client includes search results from Outlook and observes Outlook calendar events to set your status accordingly.



## Pull/retrieve call

These options allow you to;

- ◆ Pull call. This is where a user can over a live call from another device, i.e. their desk phone
- ◆ Retrieve call. User would dial the location then # to retrieve the call.



## Security enhancements:

The client encrypts automatically on the end users PC via a local contact cache and settings file. The encryption is done using a 256-bit Advanced Encryption Standard (AES) cipher. As a PRAGMA key used as salt for AES encryption, an id similar to device lock key is used. The PRAGMA key length is 32.

# Collaborate Bolt-on Features

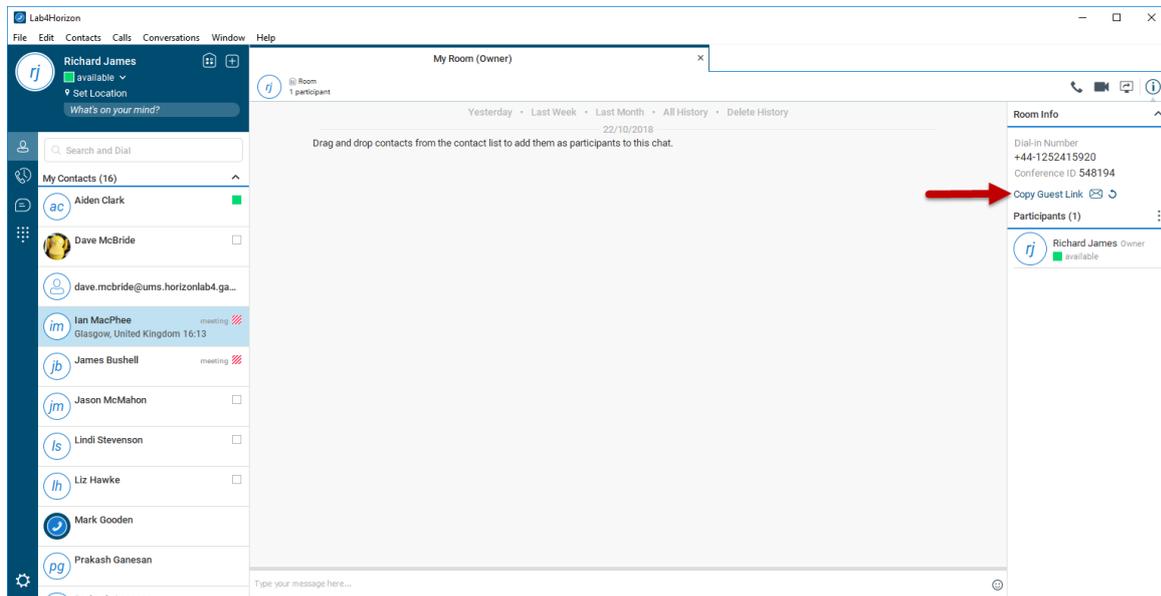
Horizon Collaborate is a Unified Communications and Collaboration (UCC) service, offering advanced features such as instant messaging and presence, video, desktop and file sharing, conferencing, mobility and more, and is available on Windows, Mac, Android and IOS.

Horizon Collaborate is delivered as a simple bolt-on to your existing Horizon Service. Please contact your administrator to enable it.

## MyRoom

MyRoom is functionality that allows you to host conferences either by audio or video and start screen sharing. You can also use chat within your room.

Non-Horizon users can access the full feature set of MyRoom when the host sends details using the "Copy Guest Link" function. This provides a URL which a non-Horizon user can use to access the hosts MyRoom by using Google Chrome. **Note - only Google Chrome is compatible with MyRoom access outside of the Horizon client. No other web browser is compatible.**



This is what text is copied when you select "Copy Guest Link"

You have been invited to join Mark Senior's room for a meeting.

Guest Participants only, please use the following Google Chrome link:  
<https://clients.unlimitedhorizon.co.uk/guest?join=TWfYayBTZW5pb3lsTWfYay5TZW5pb3JAZ2FtbWFz>

Audio Only dial in: +44-20385\*\*\*,784\*\*\*#

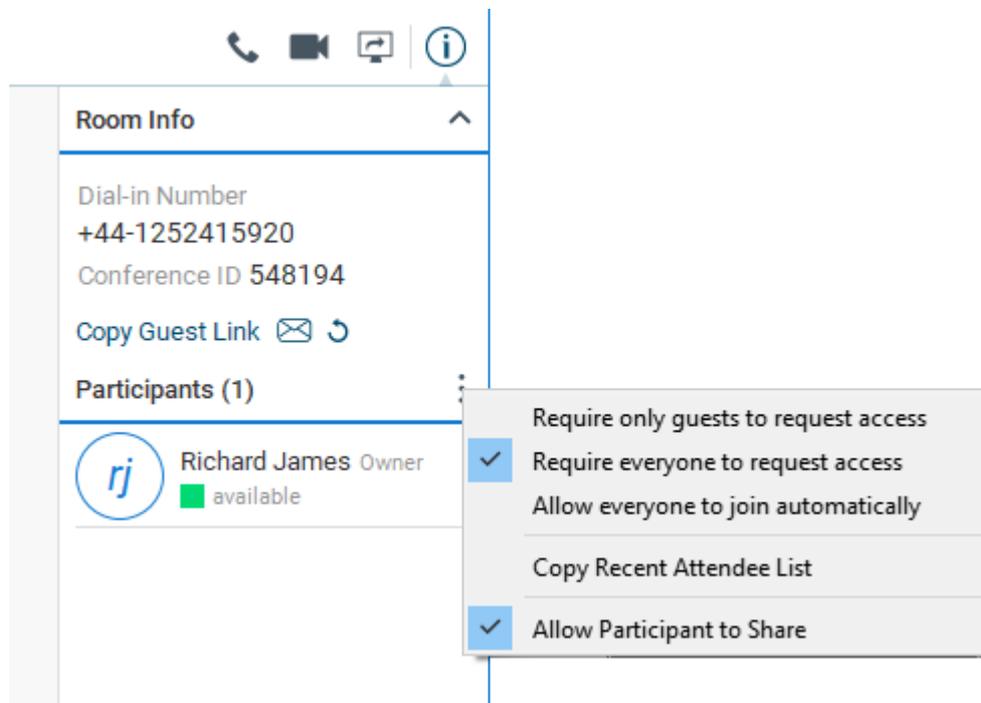
## MyRoom Settings

During the initial launch for Collaborate you will have the following set by default:

- Play tone on participant entrance to conference = On.
- End Room session when Owner leavers = Off.
- To alter either of these settings, please contact your Administrator

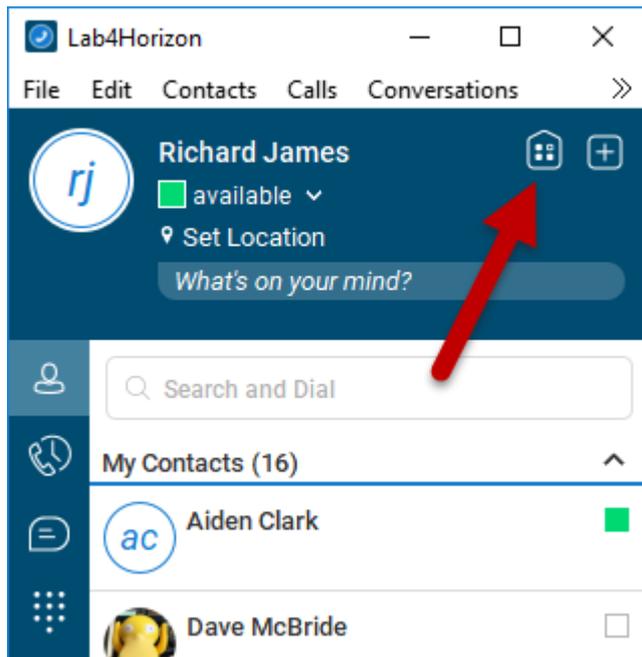
You can also change the following settings within the client itself:

- Permission to join the room (Default is "Require everyone to request access")
- Copy Recent Attendee List
- Allow Participants to Share (screen sharing)

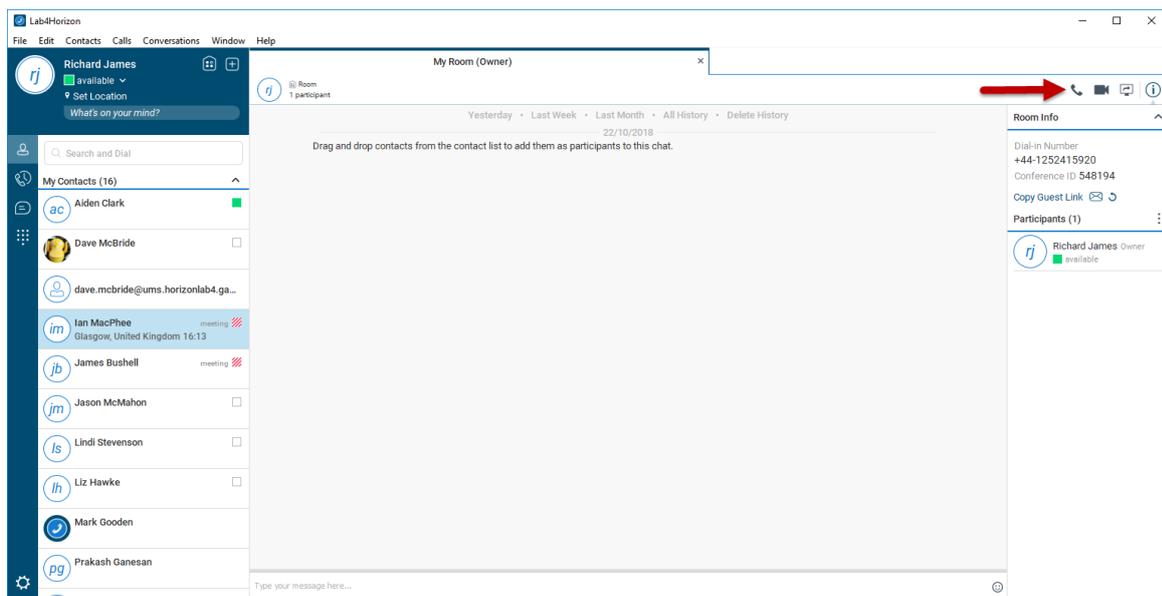


## Conference Calls (MyRoom)

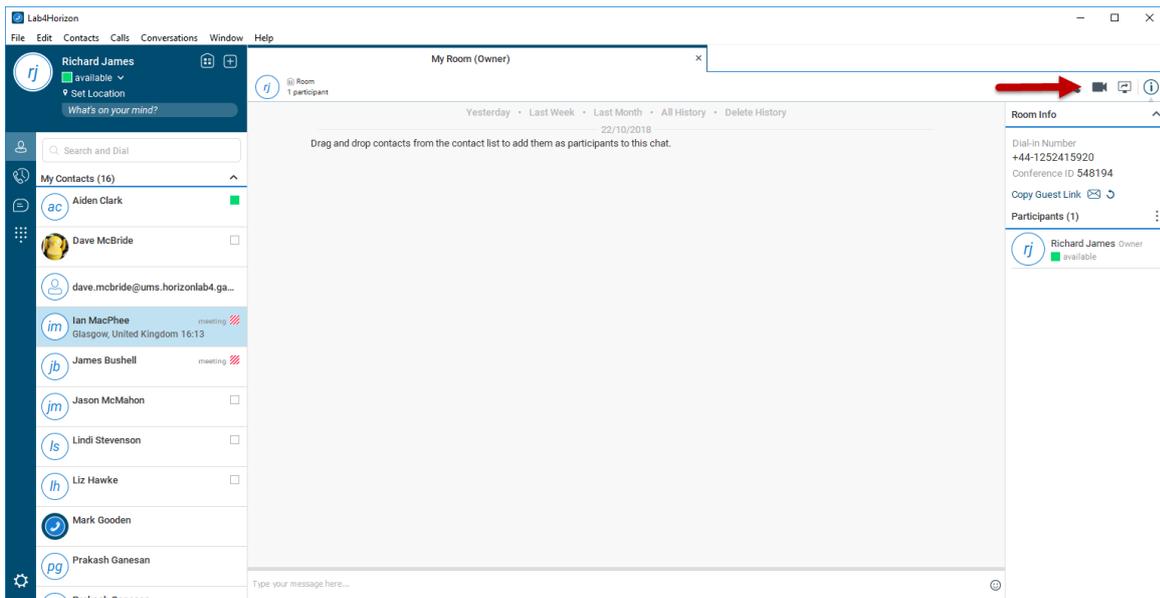
All Collaborate users have a "MyRoom" facility, which allows you to have a conference call of up to 50 users. Your MyRoom facility is available in the top right of the client's header.



To start an audio conference call, simply click the phone icon. Everyone joining the conference needs to click this icon, however the conference will start when the Host joins the conference.



To start a video conference of up to 15 users, you should select the Camera icon. Like the audio conference, this will start once the Host joins.

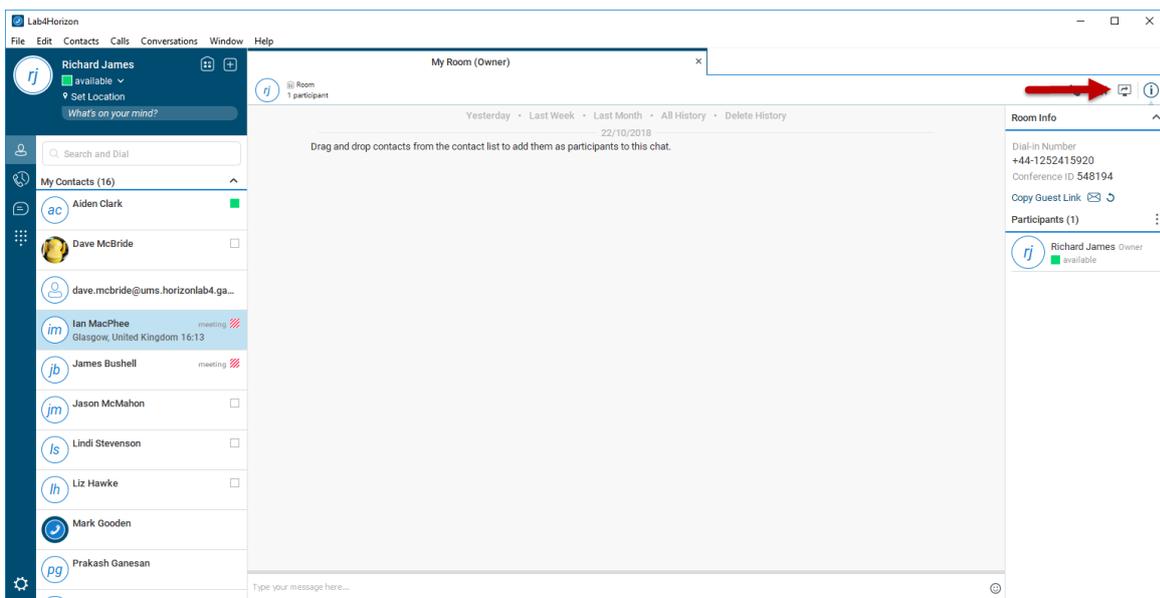


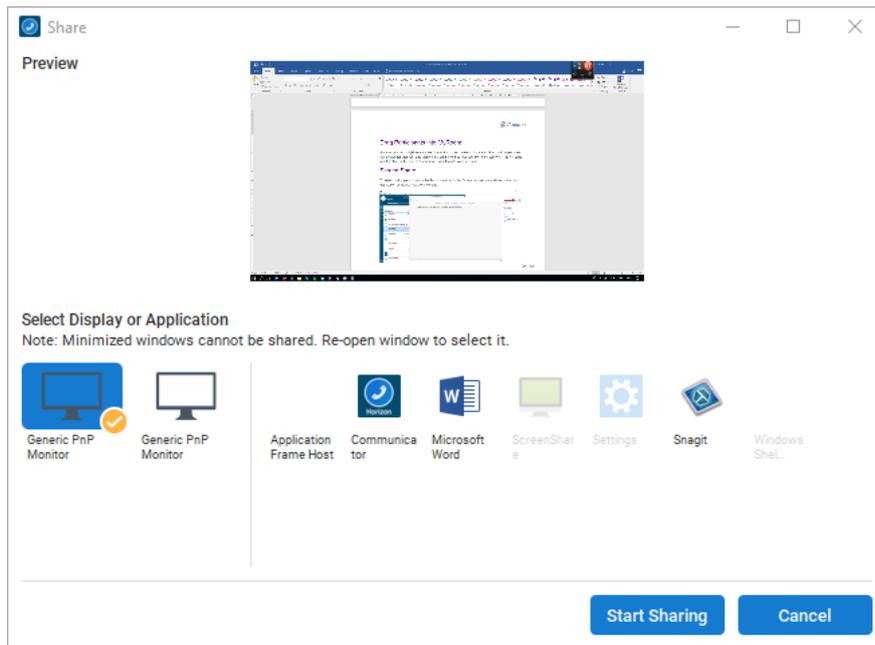
## Drag Participants into MyRoom

If you want to use MyRoom functionality with someone else on the same Horizon Company, you can search for that user and then simply drag and drop into your MyRoom session. This will send a notification to the user that your requesting them to your MyRoom.

## Screen Share

To start sharing your screen in MyRoom simply click the Screen Share icon and then select which application or monitor you wish to share and then "Start Sharing".

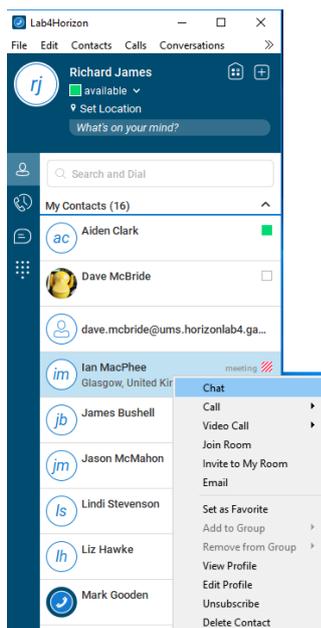




# Chat & Presence

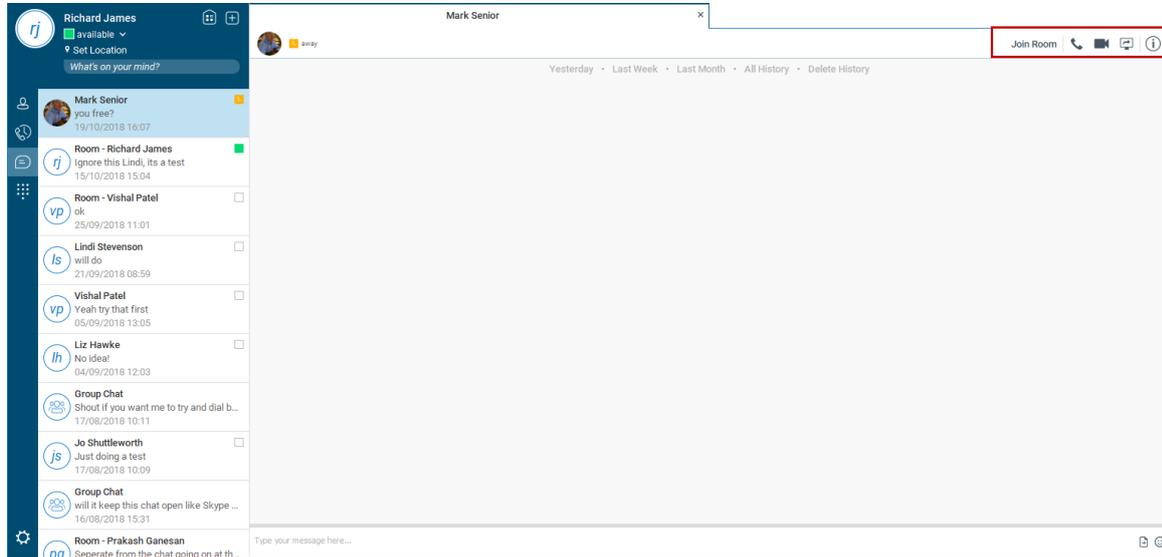
## Chat

With Collaborate, you can chat with your colleagues within the same application. You can invoke a chat from the Directory, right clicking on a contact and then selecting Chat.



You also have a history of your chats by selecting the Chat icon, which is the 3rd icon down in the left-hand menu.

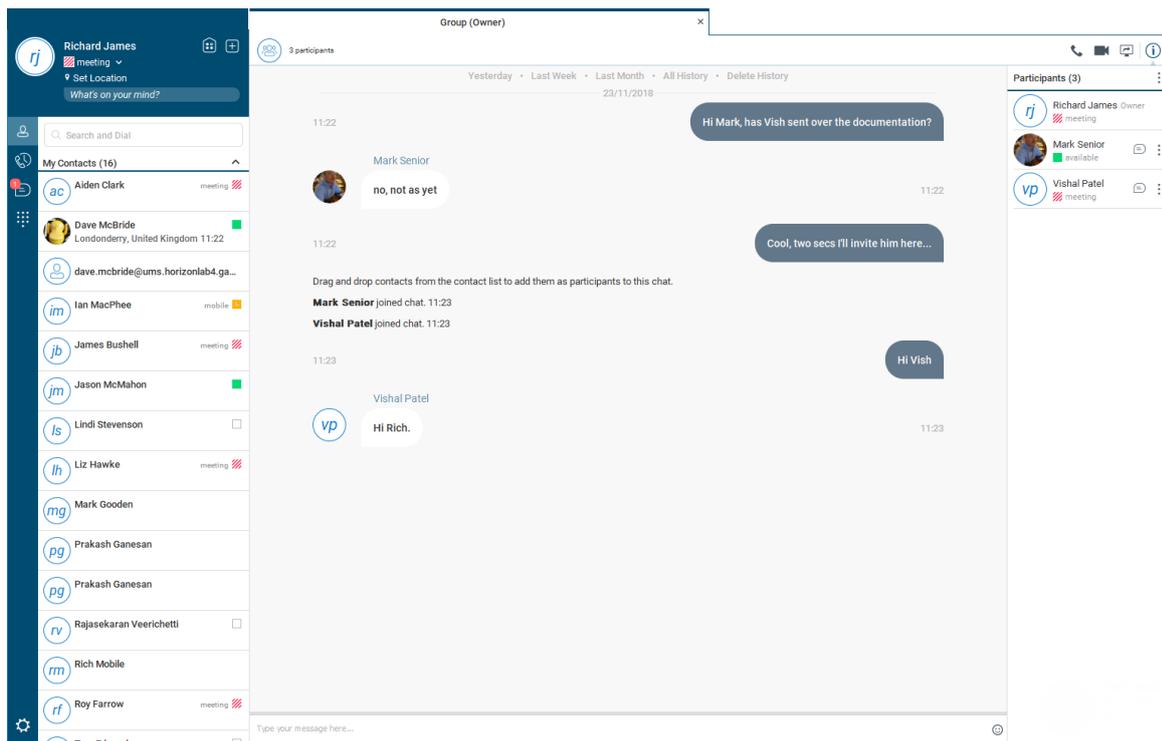
Within a chat menu, you can join another user's room, audio call, video call, screen share or file share.



## Multi person chat / call

You can also invite other people to the chat that you've initiated with another user by dragging and dropping them from the directory into the chat.

As you can see in the below screenshot, a multi user chat has been initiated by dragging contacts into the chat. This chat started out with the users Richard James and Mark Senior, and then Vishal Patel was invited to the chat. From here, we could either continue chatting, or we could click either the phone or video icon to start a telephone call or a video call.



## Presence

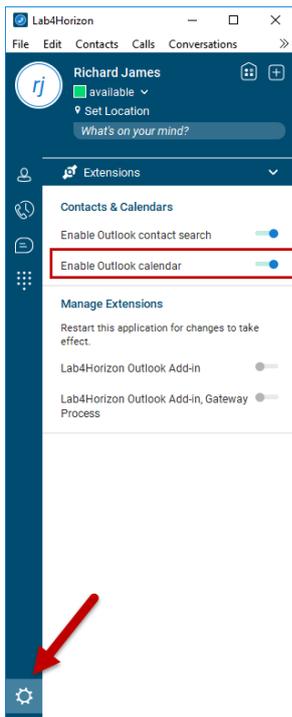
If you have added a contact to your contacts list and they are a Horizon Collaborate user, you will see real time presence information. The contact that you are adding to your contacts no longer needs to accept or reject the request.

Presence information for users that are not your contacts will be updated at regular intervals so that you have an idea of what their status is. To get accurate presence information for non-contact users, you should search for the user in the directory.

## Updating Presence from Outlook

You can have basic presence updates from your Outlook calendar. Where you have an appointment or meeting in your calendar in Outlook, this will update to show as "Meeting" in Collaborate. If the meeting is a telephone call and you are using Collaborate or a desk phone, this presence information will be updated to show as "In a Call".

To make sure that your calendar information pulls through, go to Settings, Extensions and then make sure that Enable Outlook Calendar is selected.

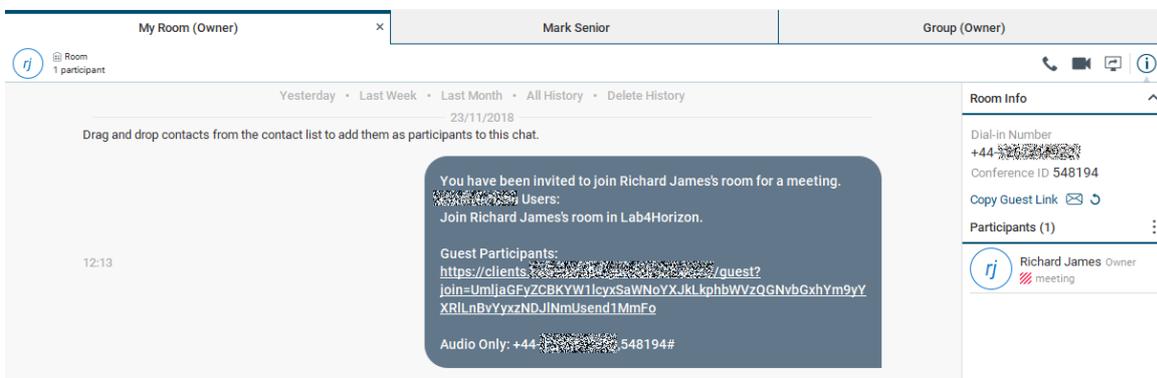


## Guest Client

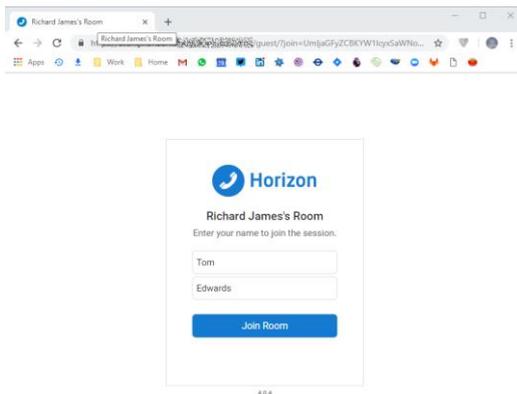
There is a Guest Client that is available for users that are not on your Horizon Company but are dialling into your conference calls. This is available via Google Chrome using WebRTC technology (note - only Google Chrome is supported at this time).

The guest client logs into your room when you give out a unique URL that is only available for your room. This URL is available within your MyRoom by either selecting the "Copy Guest Link" button, or you can click the envelope next to this which will open a new email in your default email application.

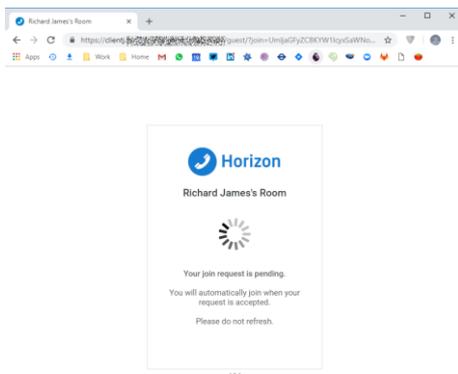
You can then give this URL out to any guest you wish to access your MyRoom.



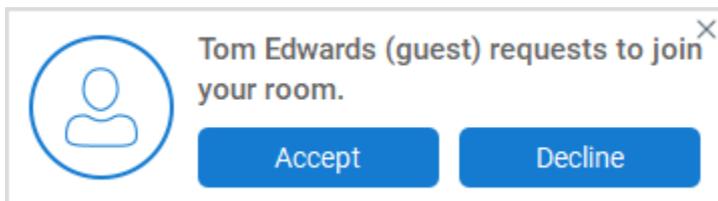
Once a guest user has got the URL and clicks on it, they will get this website:



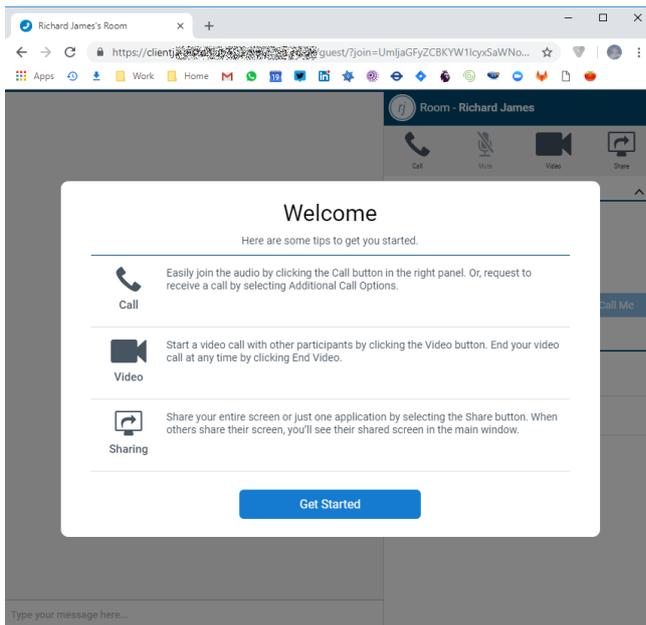
It's as easy as just entering your details in and clicking "Join Room". Depend on the MyRoom owner's settings, they will either be entered into the MyRoom directly, or a request will go through to the MyRoom owner. This is what the guest user will see when waiting to get access to the MyRoom:



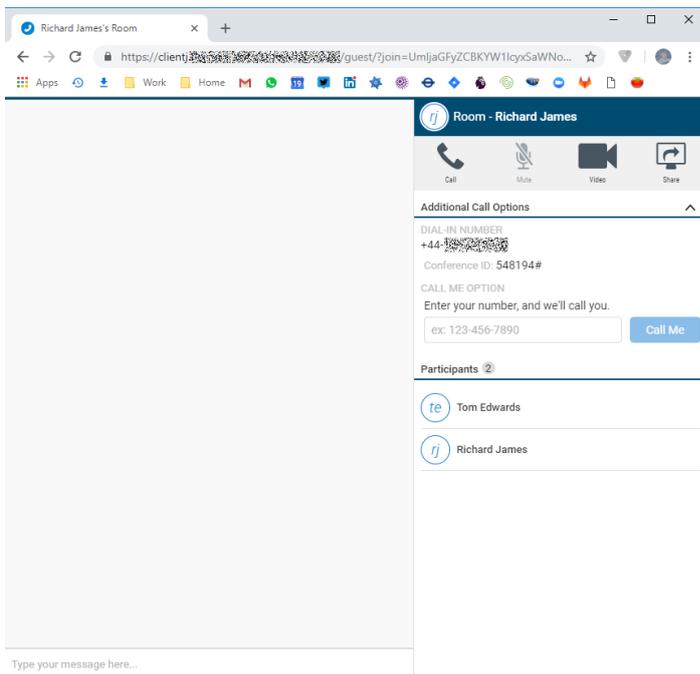
And this is what the MyRoom owner will see when a request comes through:



A welcome screen is displayed which runs through the key features of the guest client, so you don't need to send instructions to a user.



Once in the MyRoom as a guest, they will have the similar features as a user that is using the Collaborate client.



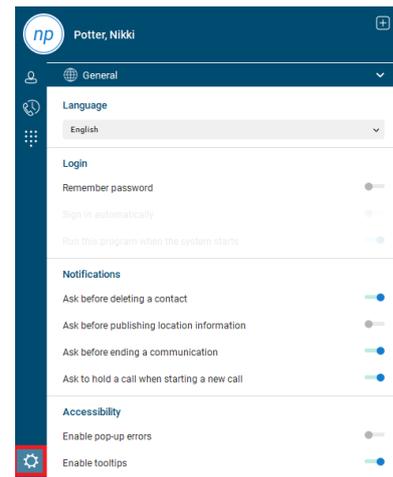
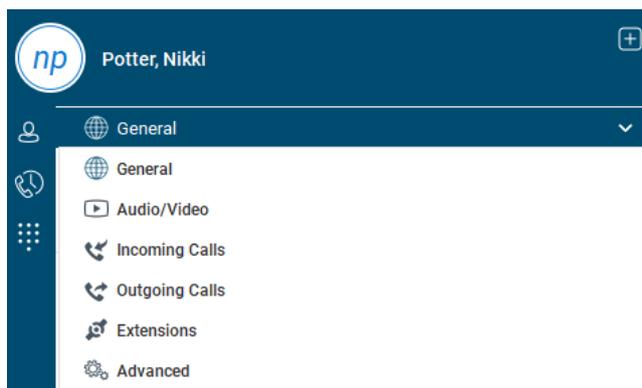
If they don't have a headset connected to their PC or Mac, they can use the "Call Me Option", where they can enter a UK telephone number to call them.

**Note: The Call Me Option allows the same calls to the same numbers that the site the MyRoom owner is on, and follows the same Call Barring settings as the site allows. So if Mobile numbers are not allowed on the site, then a user will not be able to enter a mobile number here.**

# Options Menu

The Options menu can be located as indicated in the image to the right. Within here you can access

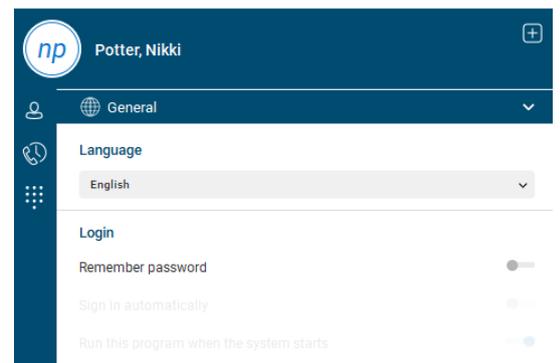
the following topics and settings menus



## General

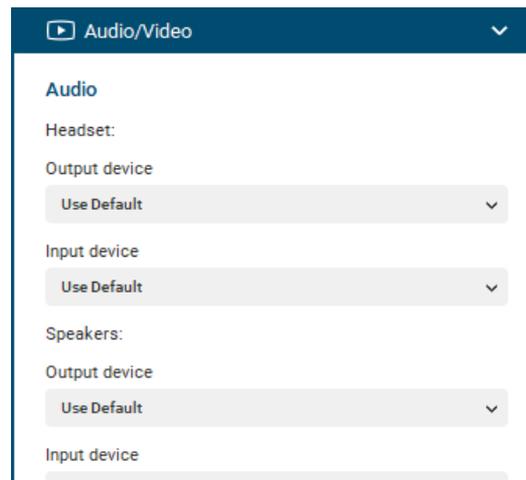
Allows you to define some characteristics of the softphone, such as whether it starts automatically when Windows does. Some of the other common fields are;

- ◆ 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
- ◆ Enable / disable certain notifications



## Audio

- ◆ Here you can specify the devices you'd like to use as your speakers and microphone



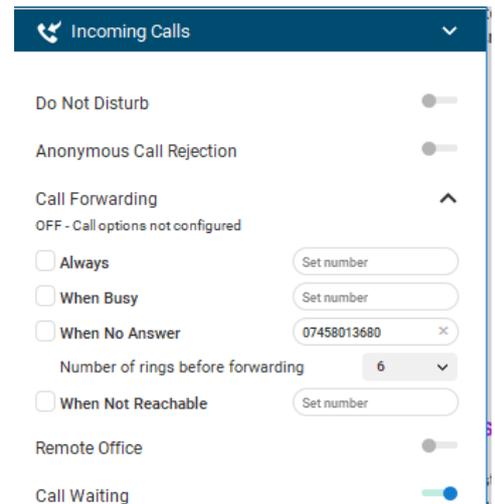
## Incoming Calls

Do not Disturb will stop calls arriving at your phone. This allows you to enable/disable this feature as required.

Enable/Disable the rejection of any calls from a caller where their ID is anonymous or withheld.

Here you can enable/disable any Call Forwarding for the four scenarios detailed and maintain the divert numbers as required.

Remote Office direct calls coming into a user's Horizon number to a remote specific phone. You can also maintain the number being used for remote office.



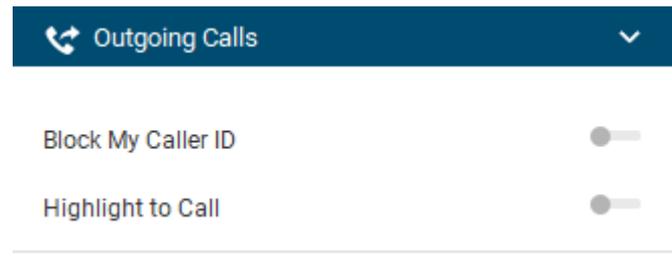
Enable/Disable the call waiting feature

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.

## Outgoing Calls

Highlight to Call feature allows you to highlight a number on any of your applications and press a hot key to call the number

It's advised that you select a hot key combination that is not already being used by another application



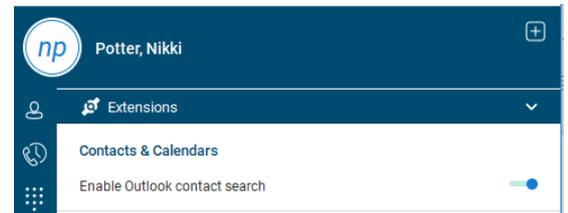
Block my Caller ID - Enable / Disable the sending of your call ID on an outgoing call.

## Extensions

This enables enhanced connectivity between a 3rd party extension, for example a headset, and can facilitate call answering and volume control directly via the headset. These extensions sit outside the scope of support and therefore if a 3rd party extension does not work Gamma cannot guarantee to resolve the issue.

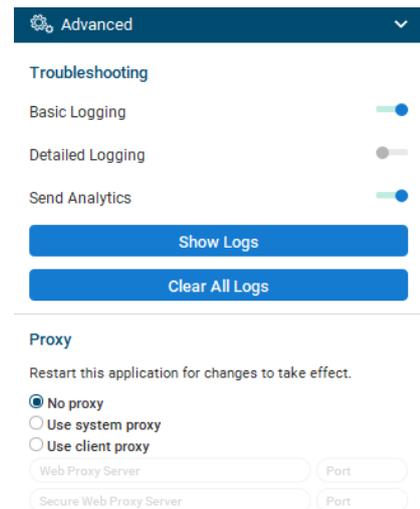
You can also choose default behaviour to always reject or accept requests from third-party applications and allow or reject individual third-party applications.

The default position of the Extension Settings options will be always be disabled.



## Advanced

This section allows for Basic and Detailed logging to be enable and disabled for the purpose of troubleshooting and support.



## Services

NB Only appears if user is assigned as an agent to a relevant Call Centre or Group

The PC Client can be used with Call Queue Groups and Call Centre on Horizon (the corresponding agent licence is required for each). The queues menu can be accessed from the options setting. Once selected the following options are available for an agent:

Sign In/Out

Sign-In: Agent can sign in to the call centre.

Sign-Out: Sign out of the call centre

Agent Status

An agent can also change their status

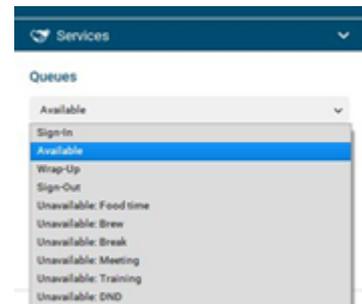
Available - Calls will be routed to the agent

Wrap Up - Calls will not be routed to the agent for a period of time set by the administrator. Once this time has expired, the agent will change to available.

Unavailable - Calls will not be routed to the Agent

Unavailable Codes

In the example above right, the administrator has switched unavailable codes on and pre-set some options. When the agent selects unavailable, they will now have to choose a reason for the change.



## Log in & Out of Queues

If the administrator has set "Allow Agents to Join Call Centres" in the Horizon GUI, then the PC Client can be used by the agent to select which call centres/queues groups they want to join.

Services

**Queues**

Available

You are ready to receive calls.

CarrierFaults 01616944615	In
Horizon Faults 01631705997	In
Mobile Faults 01635888864	In

# Feedback

Name	Service Development
@	portalfeedback@gamma.co.uk
📞	0333 240 7771