



# Horizon iOS Softclient

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Full User Guide (March 2016)



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## Version Support

This client is released with some known behaviours which we have listed below. Gamma are aware of these issues and are already working to resolve on future releases, therefore these should not be reported as faults to the support desk.

Any issues outside of the known ones listed should be reported and Gamma as per normal procedure.

### Known Behaviours

- No MOH when initiating a 3way call
- Ring splash, a feature which causes a short burst of ringing when Call Forward Always or DND are enabled, is not officially supported on Horizon.
- Alert All Locations for Twinning not supported on Horizon. This will be hidden in future releases.
- Send Personal SMS not supported on Horizon. This will be hidden in future releases.
- Incoming call alerting/notification disappears when unlocking the phone, the application has to be reopened to answer the call.
- No indication that the call has been forwarded from another Horizon user. The call is presented as a call direct to the iOS client user.
- Chat Unavailable message when the client is brought from background mode.
- No notification of voicemails in iOS Notification Centre
- Sent chat messages are not synchronised with other devices
- Does not fully support shared call appearance. The client will not update Presence when call status changes due to a call on an associated IP phone.
- No support for Company and Personal directories.
- When a call is ringing on the client and a second call is received the second call will receive busy and will follow Call Forward on Busy treatment where configured. If the first call is active (answered) the second call will alert if Call Waiting is enabled on Horizon.
- Incoming calls via Mobile Network will place call through Horizon Client on hold, if one is received during a client call.
- Unable to blacklist unwanted chat messages
- Some users may lose their saved username or password intermittently.
- Other party may hear short loud burst of audio when a call with Horizon Client user starts.
- Incorrect extension number may be presented in Transfer and Conference menu if the contact is a Horizon Client saved contact and has changed their number since the iOS user added them.

## 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
- ~ Instant Messaging
- ~ Presence
- ~ 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 4
- ~ iPhone 4S
- ~ iPhone 5
- ~ iPhone 5C
- ~ iPhone 5S
- ~ iPhone 6
- ~ iPhone 6 Plus
- ~ iPhone 6S
- ~ iPhone 6S Plus

It will run on iOS 6, iOS 7, iOS 8 and iOS 9.

## 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.

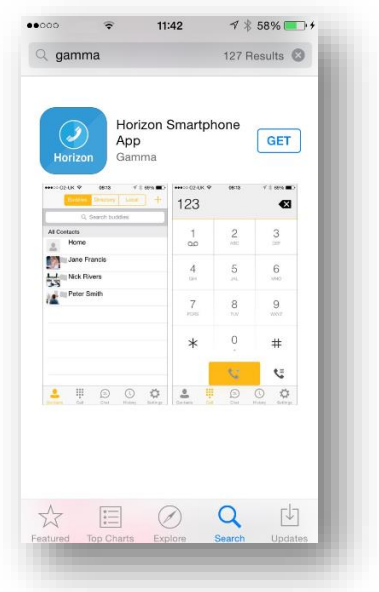
## Number Presentation

Number presentation within the Horizon clients 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 hide 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.

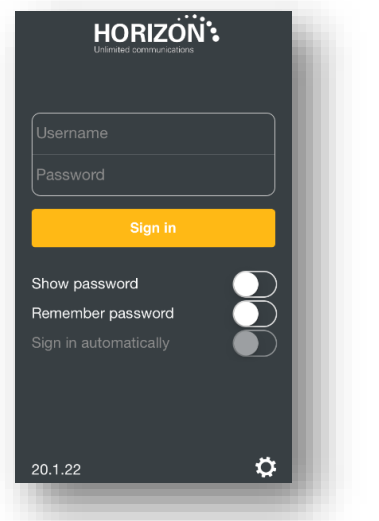


## Signing in

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.

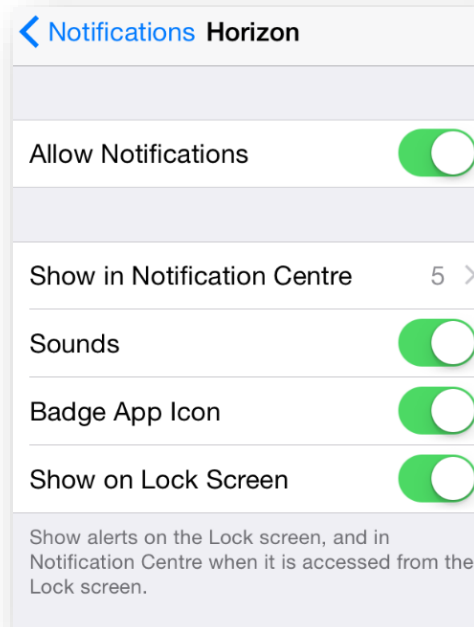
If required you can show the password while you are typing it. You can also remember the password and sign into the client automatically when your device starts.



## Notifications

Once installed on your iPhone, go to Settings then Notifications. Select the Horizon app and ensure Allow Notifications is on.

If this is not selected the incoming calls will not display when the phone is locked.








## Basics

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

- ~ Contacts
- ~ Call
- ~ Chat
- ~ History
- ~ Settings


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	<b>Contacts</b> – View your buddy list, local contacts, or search for directory contacts.
	<b>Chat</b> – View chat history.
	<b>Call</b> – Make calls.
	<b>History</b> – View incoming, outgoing, and missed calls.
	<b>Settings</b> – Set up your client.





## Presence

You can set your presence/status using the flag on the top left hand corner of the chat section.

Cancel **My Status** Save

 What's on your mind?

PRESENCE

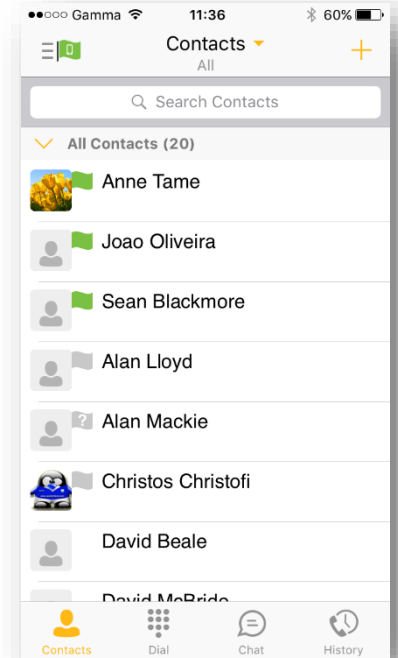
-  Available
-  Away
-  Busy
-  Offline



## Contacts

When you start the soft client for the first time, your Contacts list will be empty. There are 3 filter options available along the top of the screen;

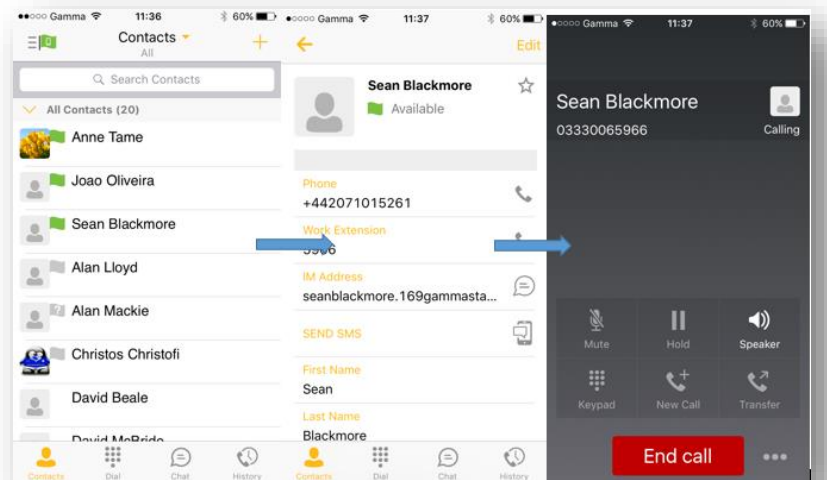
- ~ Buddies: These are presence enabled contacts, where available (i.e. if they are in your company directory and accept your request, you can share presence/chat with these users)
- ~ Local: These are contacts from your local phone book
- ~ Directory: These are contacts from a company directory, (which requires a search)
- ~ 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 handset icon next to the number you'd like to call. This will trigger a call to this user via the Horizon platform.

**Send Personal SMS is not available on this version**

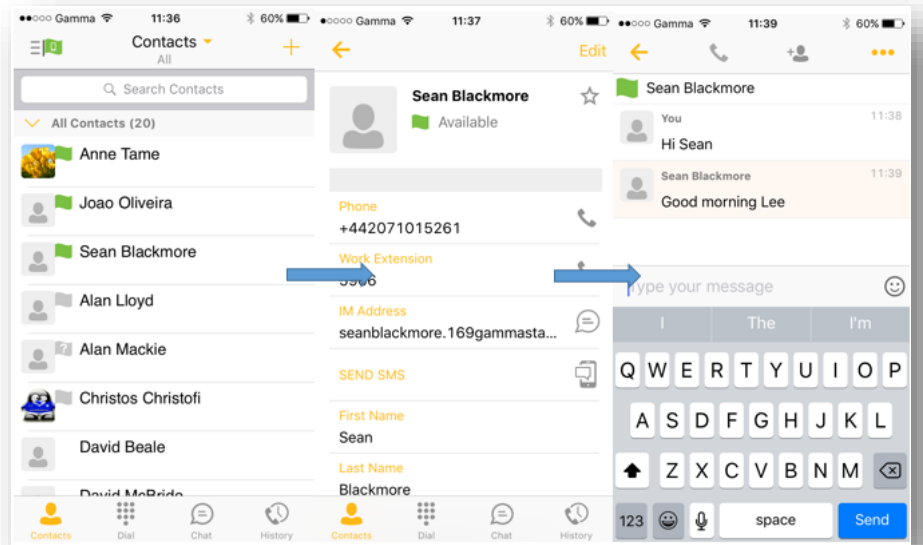


## Initiate a chat

To initiate a chat with one of your contacts you should tap on their name then tap on the speech bubble icon next to their 'Chat ID'.

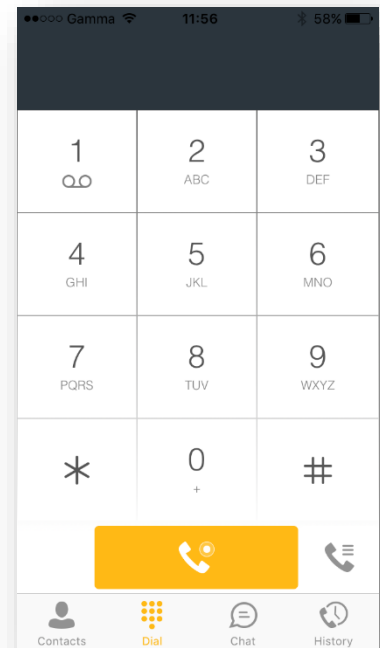
If you'd like to start a voice call from the chat screen you can do so by tapping the handset icon on the top right corner.

**Send Personal SMS is not available on this version**



## Dial pad

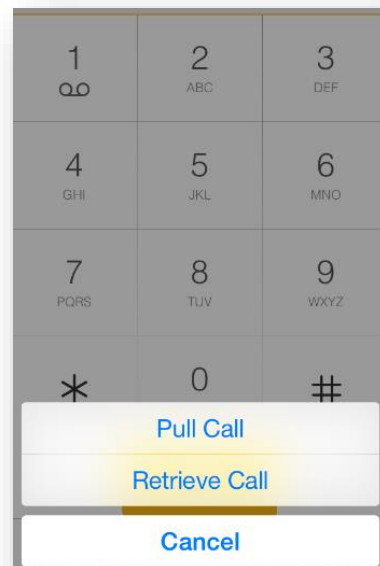
The dial pad allows you to enter a telephone number to be dialled. To dial out enter the number and tap the yellow button.



## 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.

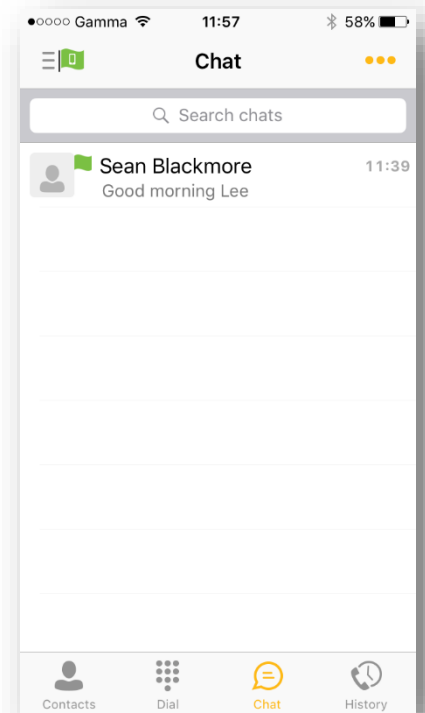
- ~ Pull call: Take over a live call from another device, i.e. your desk phone
- ~ Retrieve call: Retrieve a parked call



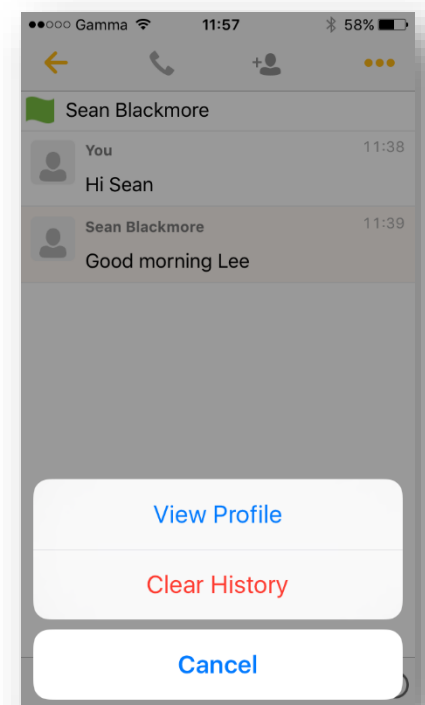
## Chat

The chat section shows all of your active/current chats. You can tap on one to open it and carry on your chat.

You can also start a new chat by clicking the + at the top of the screen.

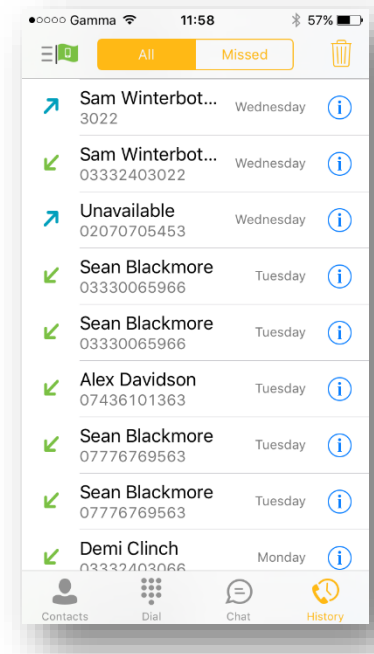


While in an active chat you can tap the menu button (top right) which will give you the option to view the contacts details or clear the chat history.

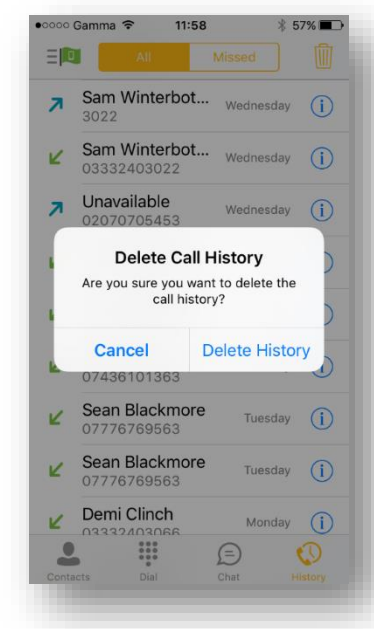


## History

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.



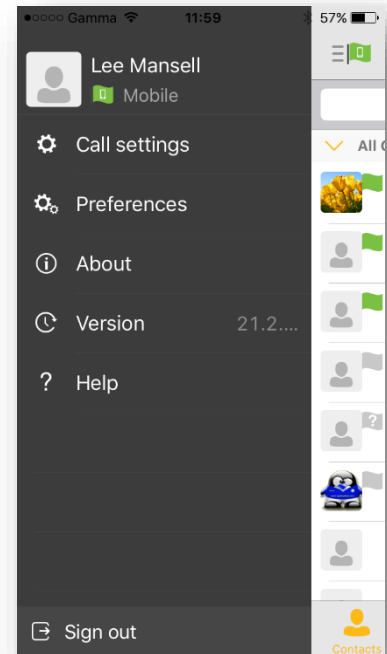
You can tap the trash button (top right) which will give you the option to delete your call logs.



## Settings

Settings can be accessed by tapping settings on 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.

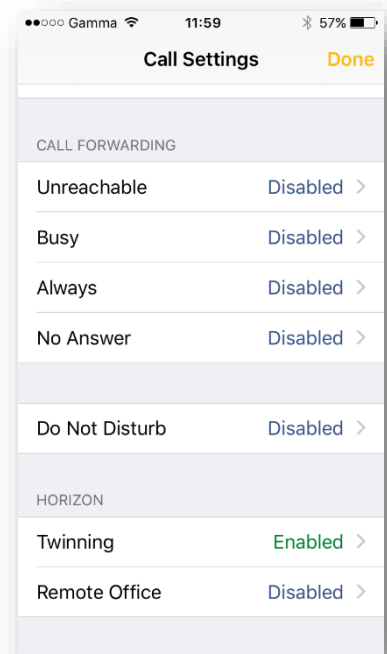


## Call Settings

You can control a number of 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:

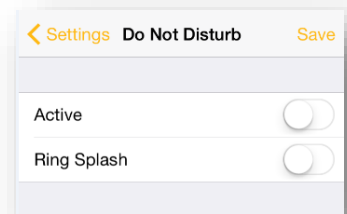
- ~ Do not disturb
- ~ Call forward always
- ~ Call forward no answer
- ~ Call forward busy
- ~ Remote office
- ~ Hide number
- ~ Twinning



## Do Not Disturb

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

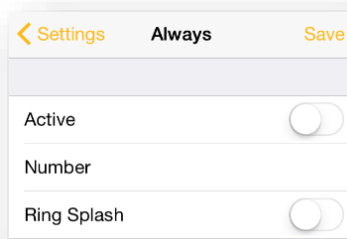
**Ring Splash is not available on this version**



## Call Forward Always

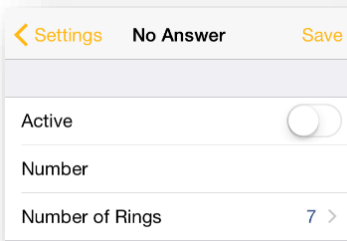
To amend tap 'Call forward always' from the settings menu and select whether you'd like to enable/disable and enter the 'forward to' number.

**Ring Splash is not available on this version**



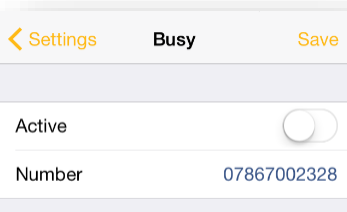
## Call Forward No Answer

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.



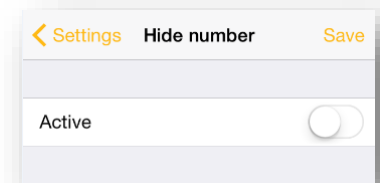
## Call Forward Busy

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.



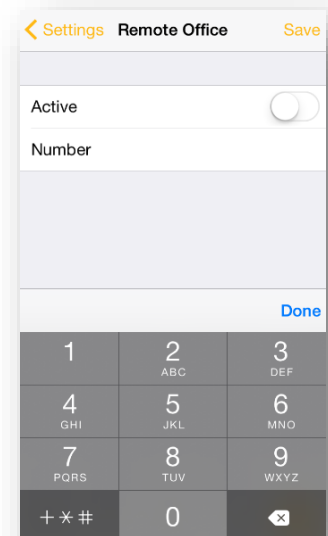
## Hide Number

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



## 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.



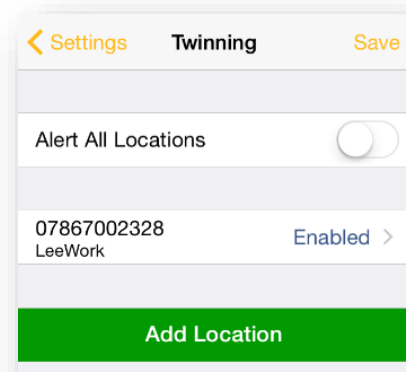
## Twinning

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.

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

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

**Alert All Locations is not available on this version**





# Troubleshooting

## Mobile Data Access

While we have found the client works over mobile networks, we are not in a position 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;

- ~ Enable logging
- ~ Enable log writing

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.

