

MAINCOMS

BUSINESS TELEPHONE SYSTEMS & CONSULTANCY



HORIZON IOS SOFT CLIENT USER GUIDE



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) 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 via an easy to use software client:

- ~ Soft Phone
- ~ Voicemail Retrieval
- ~ 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. For further information on specific Horizon features or functions, please refer to 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+

It will also 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). On the IOS App there is a setting called "Use VoIP", if you toggle this setting to the Off position, your IOS App will not receive calls.

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

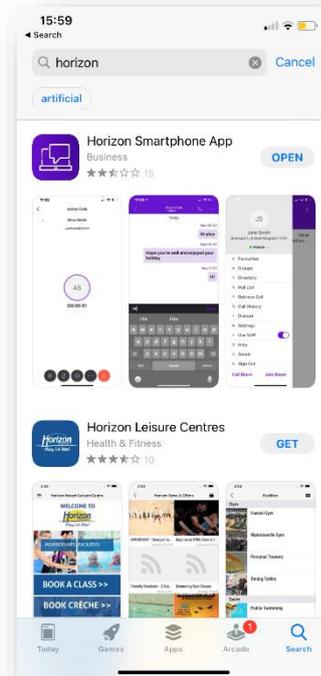
Number presentation within the Horizon clients mimics that set in the Horizon system. As such if a user generates a call from the Horizon client, this will output the number presentation assigned to the users Horizon account.

An option to 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 "Horizon" and scroll down to find the Horizon Smartphone App. Click "Get" and the app will download and install.

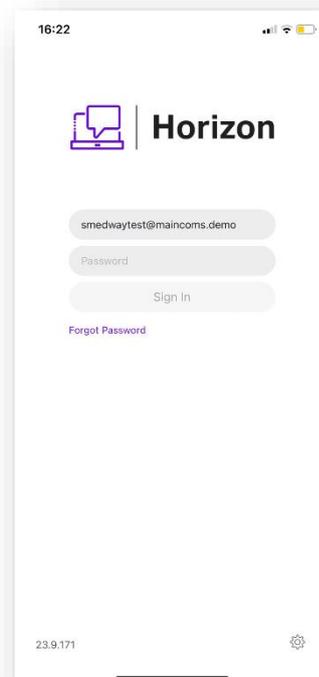


Signing In

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.

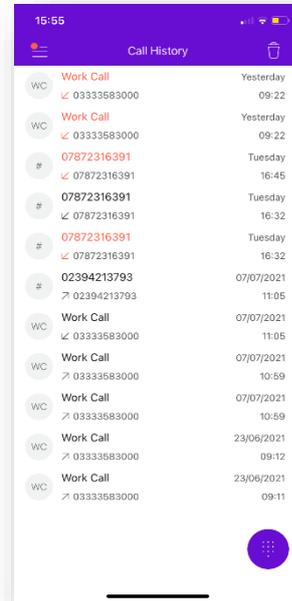
The password is 35 characters long. It is recommended to copy this from the iPhones email.

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



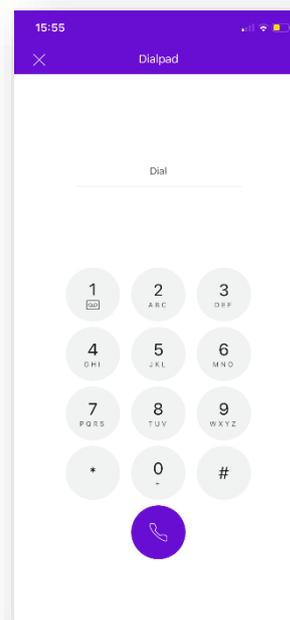
Basics

The main screen you get once logging into the Horizon App is the Call History tab. Here you can view all inbound and outbound calls made to and from the extension, you will also see the time and date of these calls. Missed inbound calls are shown here in red. You will also see the purple circle in the bottom right corner showing the Dial Pad.



Dial Pad

The Dialpad is the main screen you will use when making calls from the app. Here you can dial internal or external numbers to make calls sending the company phone number or any outbound number your extension is configured to send.



The Menu

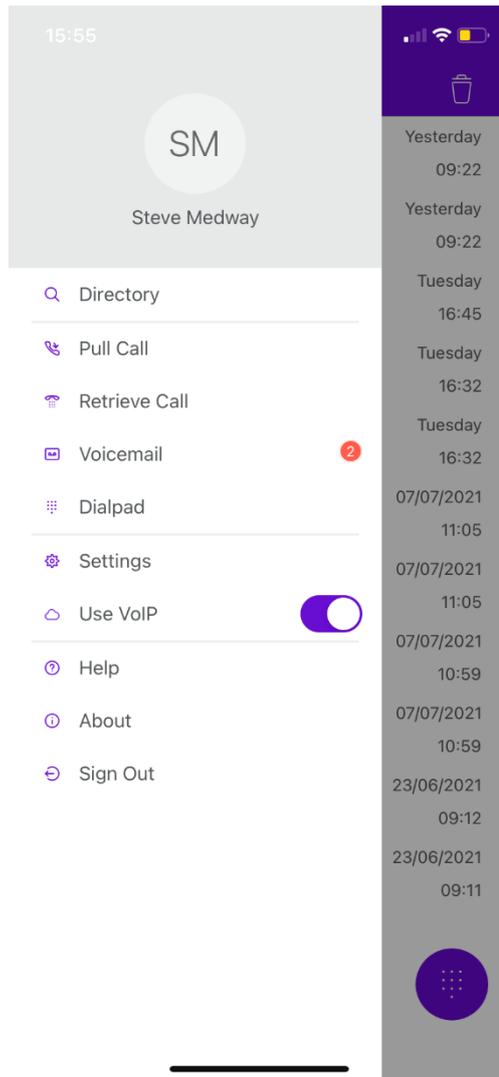
You can access the Menu IOS App by clicking the three lines in the top left hand corner. This will display the Menu shown below. This Menu will show the following features.

Directory
This will display all contacts uploaded into your company directory on the Horizon phone system.

Retrieve Call
This will receive a call that is parked on your extension.

Settings
This will open the settings screen of the app.

Sign Out
This is where you completely exit the Horizon App. No calls will come through if you are signed out.



Pull Call
This allows you to grab an active call you are on from another device such as your desk phone or PC softphone.

Voicemail
This will open a screen where you can see and listen to all previous voicemail messages.

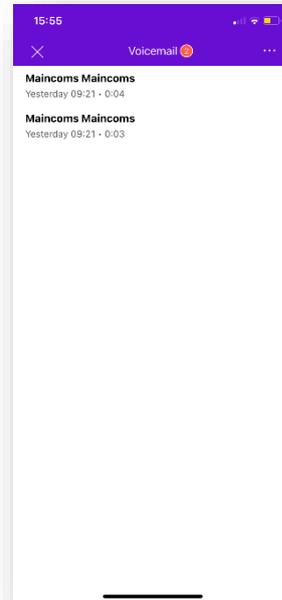
Dialpad
This is another way to access the Apps Dialpad.

Use VoIP
Turning this off will stop calls from coming to your iOS App.

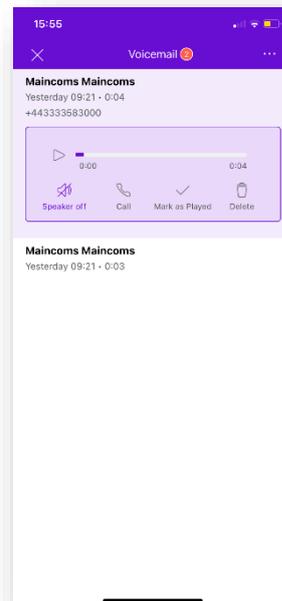


Voicemail

Voicemails received on your personal voicemail can be accessed from the voicemail option in the menu. Once in the voicemail screen you will see a list of voicemails received along with the time and date the voicemail was received. It will also show you the duration of the voicemail message.

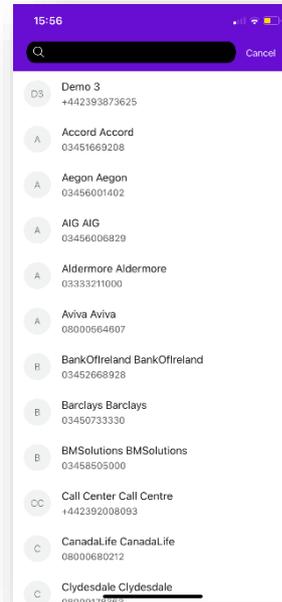


To listen to a voicemail message from the app simply click on the voicemail you want to listen to and some more options will appear. From here you can listen to the message, call the caller back, mark the message as played and delete the message.



Directory

Here you can search all numbers in the phone system, internal or external contacts that have been uploaded can be called from this screen. Simply click on the person you want to call, then click the purple Call button.



Settings

In this screen you can change the basic call handling settings for your extension, such as enabling Do Not Disturb or call forwarding. You can also turn on "Detailed Logging" and set an email address for the app to send logs to in the unlikely event that you experience any issues with the app.

