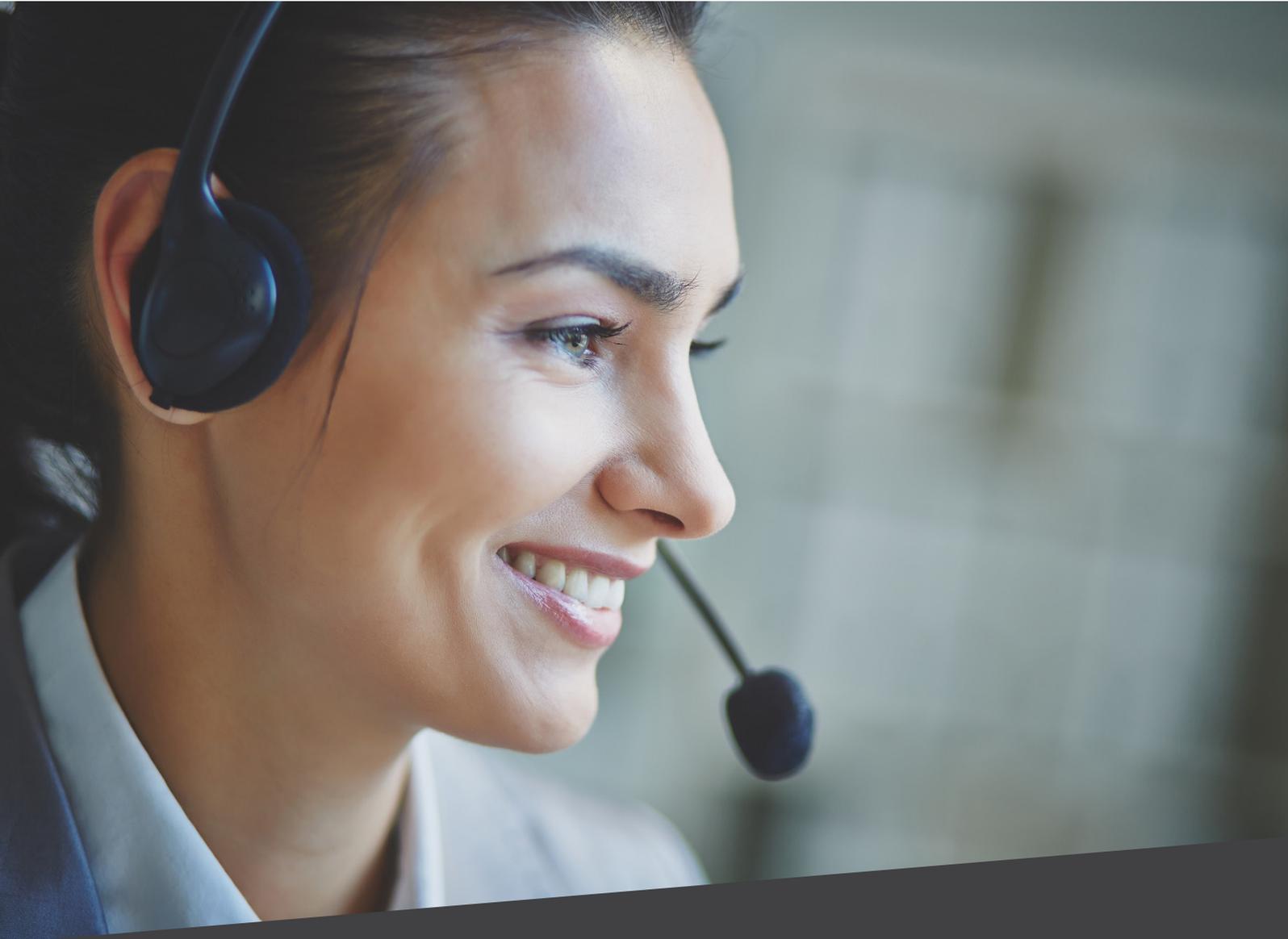




Communicate Better®

IT • MOBILE • TELEPHONY • TELEMATICS



# Horizon Desktop Soft Client

## All You Need to Know

**Work smarter achieve more**

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# The Power of Communicate Better

Technology you know... but Better

## Work smarter

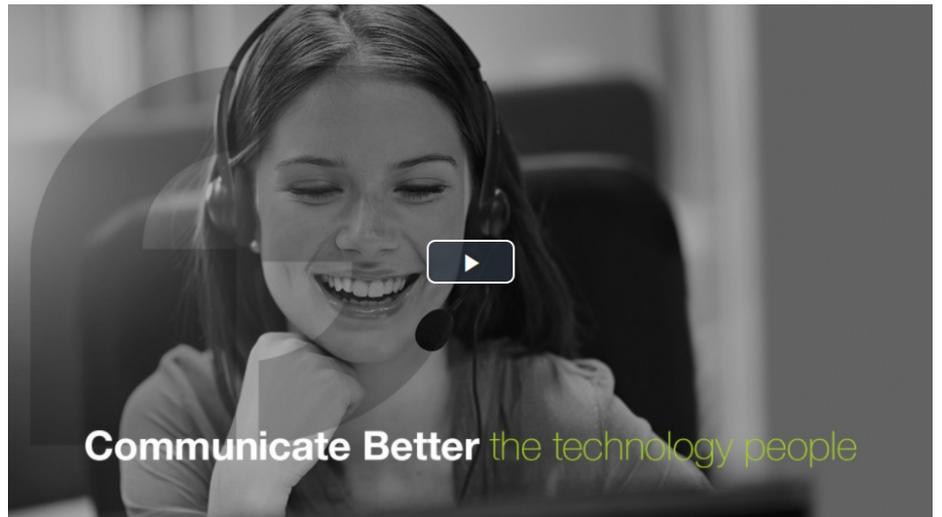
With over 20 years in the industry, Communicate Better has established itself as a tech expert. We help businesses work smarter - not harder. So ultimately, you can achieve more.

## Stay competitive

It's time to simplify the way you manage your workforce and workload, no matter the size of your business. Stay competitive and responsive to changes by placing yourself in the Cloud.

## Be in control

Gain real value for money. Be in control – only pay for what you use. With unbeatable and dedicated customer care by your side, our aftercare team is on hand to help make a real difference.



Communicate Better the technology people

We create success stories. As an award-winning market leader, Communicate Better keeps clients up to speed with cutting edge technology, providing cost-effective solutions for growing businesses. At the heart of what we do, comes building lifelong relationships with our customers.

[See our case studies »](#)

[Learn more about us »](#)

Work smarter achieve more

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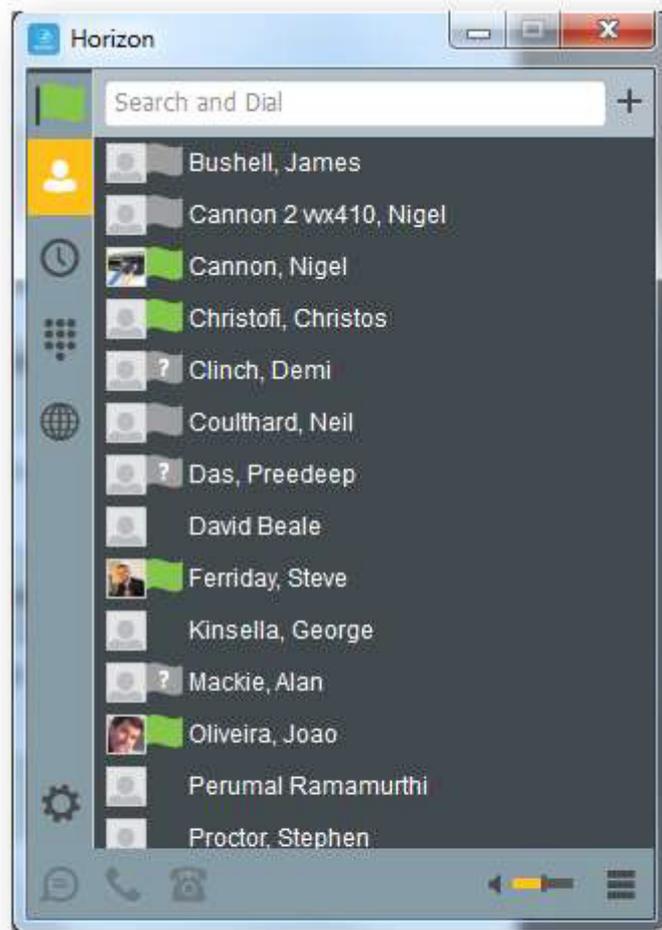


## The Basics

The main sections of the soft client can be seen down the left hand side and along the bottom of the main screen.

Each of the functions is described below:

	<b>My Information</b> – View and update your information, for example, your presence, avatar, and location.
	<b>Contacts</b> – View your contacts.
	<b>Communications History</b> – View previous chats and calls.
	<b>Full Enterprise Directory</b> – Show all contacts of the directory.
	<b>Dial Pad</b> – Make calls, it is integrated with the main window.
	<b>Chat</b> – Start an instant message conversation with a selected contact.
	<b>Call</b> – Make an IP audio call to a selected contact.
	<b>Call from Phone</b> – Make a Click-To-Dial call from your desk phone (or secondary device).
	<b>Menu</b> – Open Call Settings, Preferences, and Help.
	<b>Call settings menu</b> – Use for quick access to call settings such as call forwarding.
	<b>Add</b> – Add a contact, group, or conference.



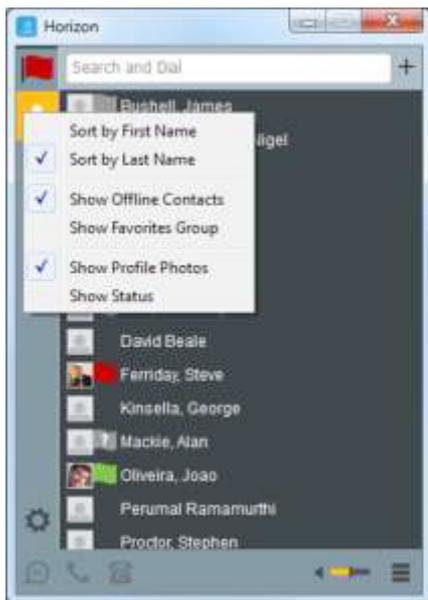


# Contacts

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 would like to add and select 'Add contact'.

They will be sent a request to share presence with you, and once it's accepted you can see each other's presence and instant message each other.



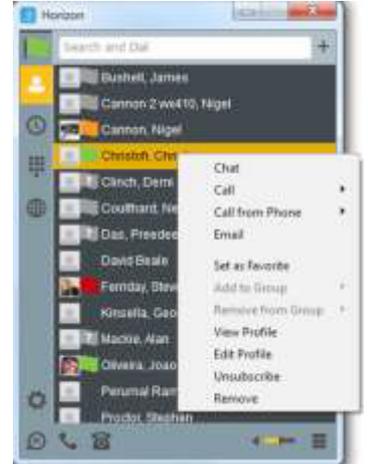
Right clicking on the contacts icon allows a user to arrange the order.



# Making a call

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

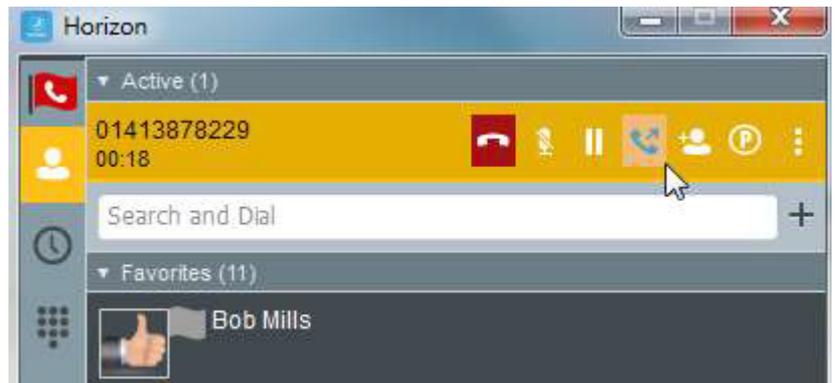
- Right click and select if you would like to call from your softphone or desk phone
- Or highlight the relevant contact and click the icon depending on the type of call you would like to make (as detailed in 'Basics').



# 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)

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



## Initiate a chat

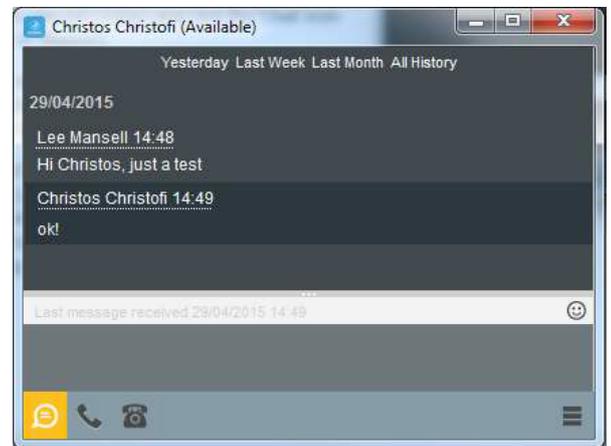
To initiate a chat with one of your contacts, you can either:

- Right click and click 'Chat'
- Or highlight the relevant contact and click the 'Chat' icon (as detailed in 'Basics')

If you would 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.

You can send instant messages to up to four different contacts in a conference.





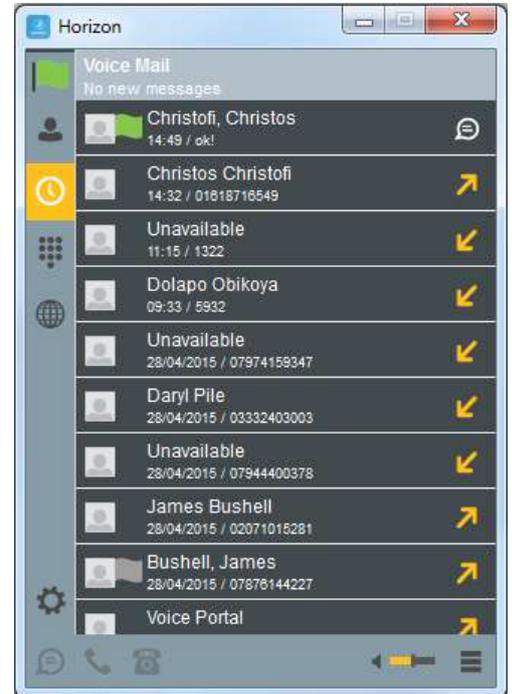
# Features

## 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

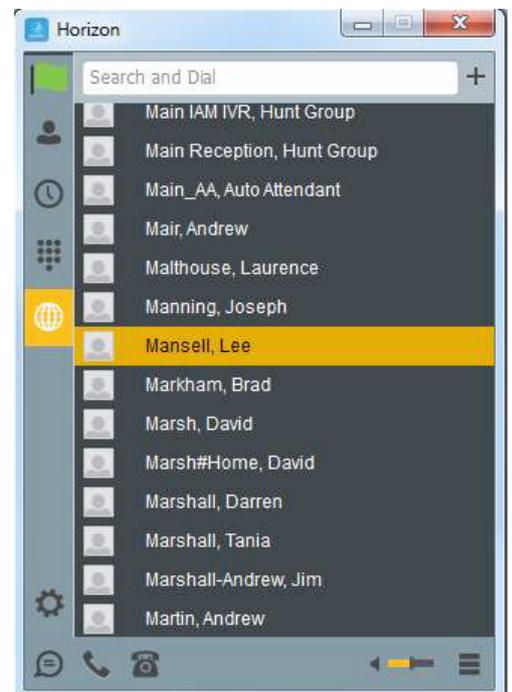
You can also see if you have any voicemails within this section. If you do, the Voice Mail section at the top will tell you how many. You can call your voicemail box by clicking here.



## 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.

These options are available by right clicking on the mouse.



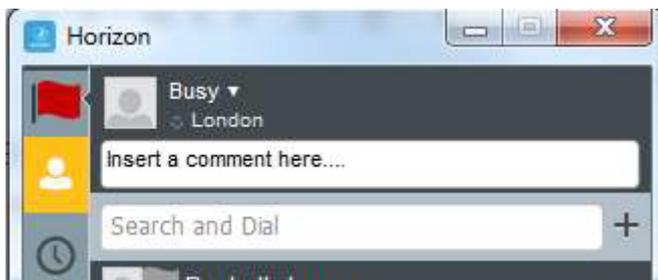


# Features

## Dial Pad

Clicking the dial pad will present the dial pad in a new window 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.



## My Information

Clicking on the flag will allow you to update your own information. Areas to be edited include:

- 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



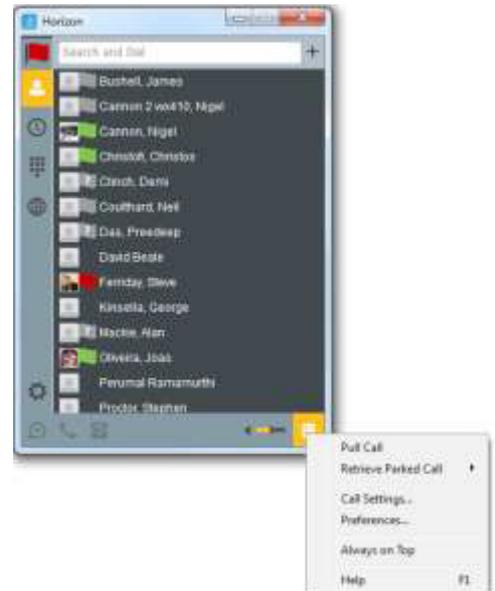
# Settings and Configuration

This section contains many options that allow you to customise your desktop soft client and the following covers the most common settings.

## Options menu

The options menu can be located on the bottom right of the softphone, as shown to the right. You can carry out the following:

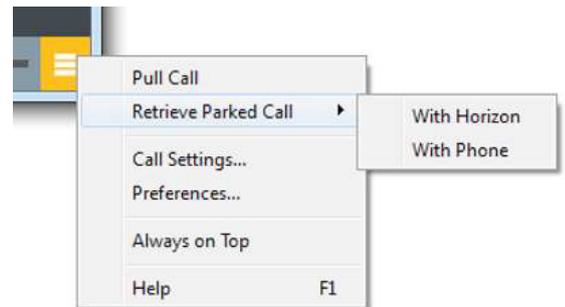
- Pull/retrieve call
- Call settings
- Twinning
- Remote office
- Forward calls (always/busy/unanswered)
- Do not disturb
- Withhold my number
- Preferences



## Pull /retrieve call

These options allow you to:

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





# Settings and Configuration

## 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

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.



## 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 will stop calls arriving at your phone. This allows you to enable/disable this feature as required.



## Withhold my number

Withhold my number will prevent people receiving a call from seeing a user's DDI. This allows you to enable/disable this feature as required.

