Horizon Collaborate

PC Client

Version	Date	Description
1.0	17/04/2020	First draft, removed from full PC client
1.1	21/05/2020	Updated front page image

Contents

About

The Horizon Soft Phone and Collaborate client has been designed to be used with the Horizon service allowing you to make and receive calls (Soft Phone) on your computer, and take advantage of additional services such as Chat, Presence, Audio Conference, Video Calls and Video Conferencing (Collaborate).

A user can have either the Soft Phone only service or Collaborate. They can however still use a desk phone and a mobile client and use the desktop client. Calls will be delivered to all devices that are logged into the Horizon platform.

There are certain settings that can also be controlled in the client, and this guide will explain that. Please be aware that there are some Horizon features that are mentioned in this document that are not explained in detail. For full detail on Horizon features not mentioned here, please contact your Company Administrator.

For additional information and support, including video tutorials and how to guides, please go to www.collaborate-training.co.uk

Getting Started

Minimum system requirements

- 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.

Signing in and Your Password

To sign in, you need your Horizon username and your client password. These will be emailed out to you separately by your Company Administrator.

Enter your username and password, and before you click sign in, you can select the "**Remember password**" tick box so that you don't need to remember your client password.

You can also tick the "**Sign in automatically**" tick box so that Horizon automatically logs in when you log into your PC - providing it is connected to an internet connection.
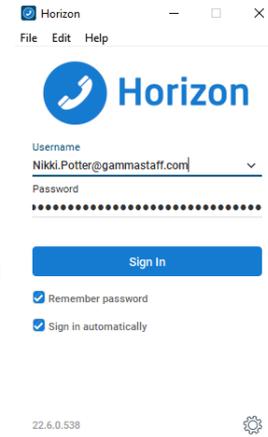
I've forgot my password

If you have forgotten your password, you can go to the below link with your Horizon Username and your email address. Enter these details and a new client password will be emailed to you.

https://www.unlimitedhorizon.co.uk/webapp/resetClientPassword?lang=en

If these details don't match what is on the Horizon system, you will need to contact your Company Administrator.

Please be aware that this will log you out of all clients that you are logged into, including Horizon Mobile clients, Integrator, Receptionist, Connect.

The client is saying my password is incorrect

On the rare occasion that you have reset your password and it still doesn't work, we recommend that you complete the "Forgotten password" steps one more time before contacting your Company Administrator.

Headsets & Audio Devices

In order to use the Horizon Collaborate client, you will need a microphone and speaker. This could be built into your computer, or a headset. We'd recommend that once you first start your client, you make sure that you get your audio settings correct in order to make and receive calls through your preferred audio device.

If you are using a device other than your computers built in speakers and microphone, please make sure that you follow that devices installation instructions first.

To change the Horizon settings to your preferred device you should go to your **Settings** which is the cog icon in the bottom left hand corner of your client, and then select "**Audio / Video**" from the drop down at the top of the client.

The panel is split into three sections: Headset, Speakers and Level.

- **Headset Output Device** - this should be the speaker you wish to use or calls.
- **Headset Input Device** - this should be the microphone you wish to use for calls
- **Speakers Output Device** - this is for your computer speakers. You can change this to a headset if you want all sounds to go through your headset.
- **Speakers Input Device** - this is for your computer microphone and not for calls. You can change this to a headset if you wish all recordings to go through this microphone.
- **Level - Ring Device (alert signal)** - This is the speaker that you want to ring when you receive a call
- **Level - Ring Signal** - your ringtone
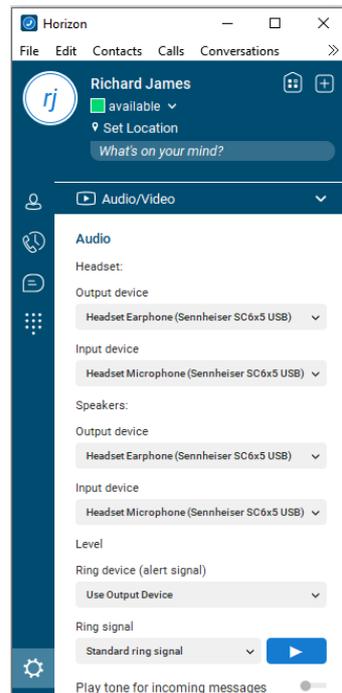
Making a Call

Call History

Once you've logged in, the first screen you'll see is your Call History. This is all calls made and receive from your Horizon account, so will include calls made and received by any desk phone or other Horizon client. This will also show calls received into any call groups that you may be in.

An arrow pointing to the left signifies an incoming call, and an arrow pointing to the right signifies a call you've made. If you have missed a call, the number and arrow will show red. Black is a connected call.

You can double click on any of these entries to call someone back.
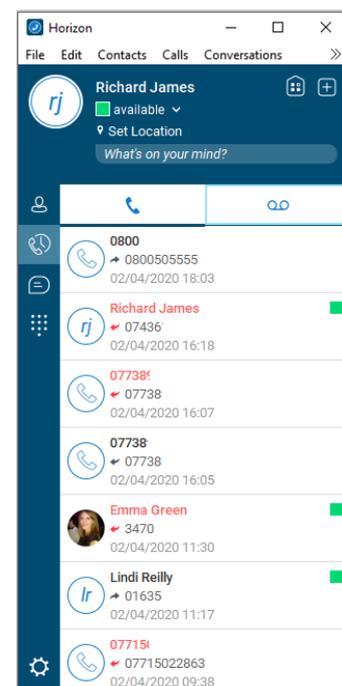
Directory & Contacts

The contacts tab allows you to search throughout the company directories available to you, and also create a list of contacts that you frequently contact, making it easier for you to get in contact with the people you need to.

The "**Search and Dial**" bar at the type allows you to type in a name, number or extension number, which will then search all available Horizon directories and Outlook.

In the example here, you can see that there are **Favourites**, and then there is a **group** called "UCaaS Team", then "**My Contacts**" below that.

Favourites will always be at the top, and these are entries you've added from your Contacts to be at the top of your contact list.

The "UCaas Team" is a **group** that has been created by the user within the client itself.

"**My Contacts**" are all the contacts that a user has added to their contacts list. The below instructions will show you how to manage and edit these options, as well as making calls to these entries.

Using the search bar at the top, you can search your entire Horizon Company, any contacts that your Company Administrator has set up in the corporate directory, such as suppliers, any contacts that you've added yourself or, if you have given the client permission to, any contacts that you have set up in Outlook.

Type in the contact you wish to search for, and Horizon will search all these directories in one go.

Double clicking a contact result will start a call.
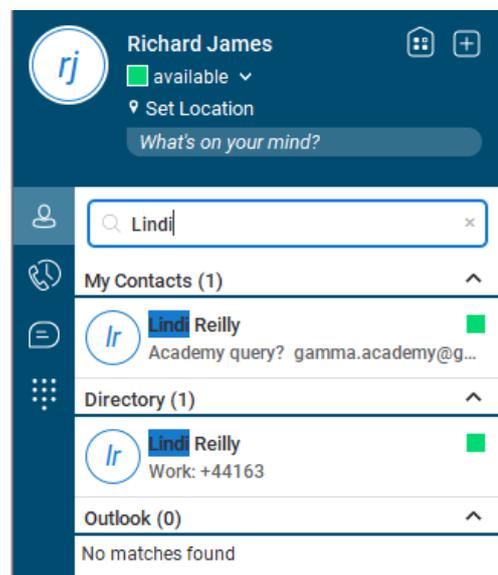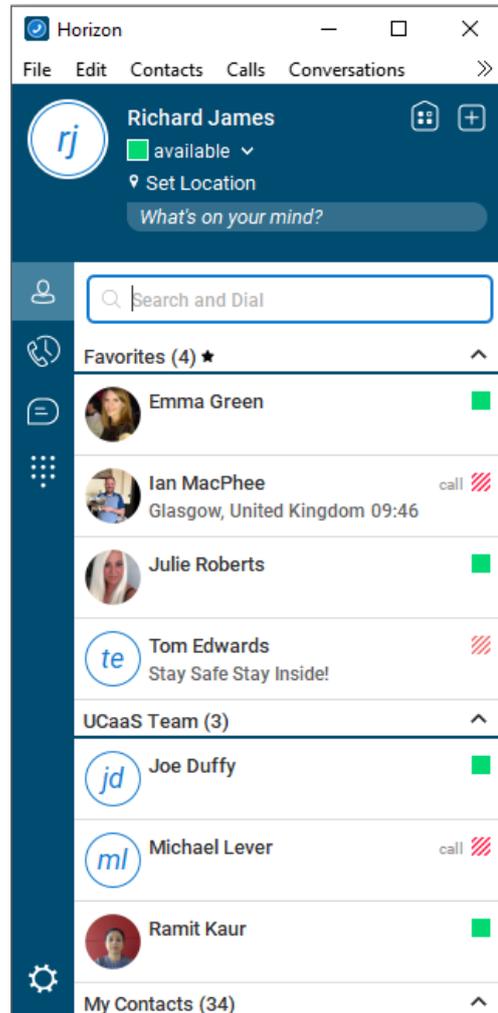
You can also right click on a contact which will display a list of actions that are available to you. These include:

- **Calling the contact**
- **Emailing the contact** (if an email address is assigned to the contact - this will load up your default email application)
- **Set a contact as a favourite** (see below for more details)
- **Add contact to a group** (see below for more details)
- **View / Edit profile**
- **Delete contact**
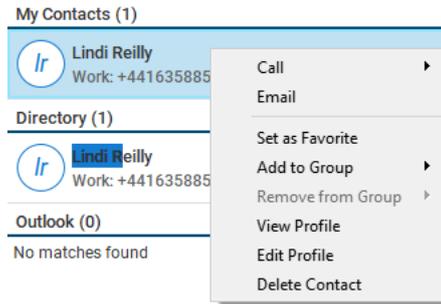
Adding a new contact

If you want a new Directory entry adding so all users can have access to this, contact your Company Administrator and request that they add an entry to the Corporate Directory.

If you want to add a contact to your account that is available on your all your devices and clients, you will need to log into your Horizon Portal and add your directory entries there. Full details on how you can do this are available in the Horizon Features guide.

You can add new contacts to your Horizon client only by clicking on the "**+**" icon in the top right of the application and then select the "**New Contact**" icon (second from the left).

Once you've done this, complete the **Display Name** and **Personal Phone** details. All other fields are disabled, and you cannot add any details in them.
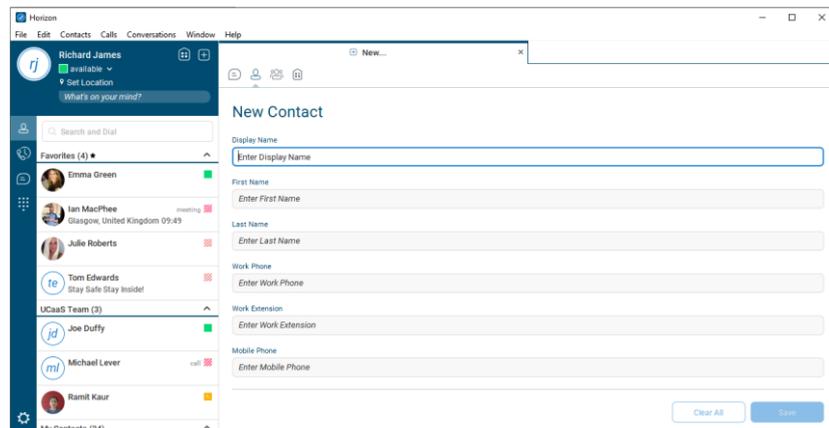
You can also add contacts from the any of the Horizon directories available to your Company by searching for a contact, right clicking on them and selecting "**Add Contact**". This will save this contact in the Contacts Tab for easy access.
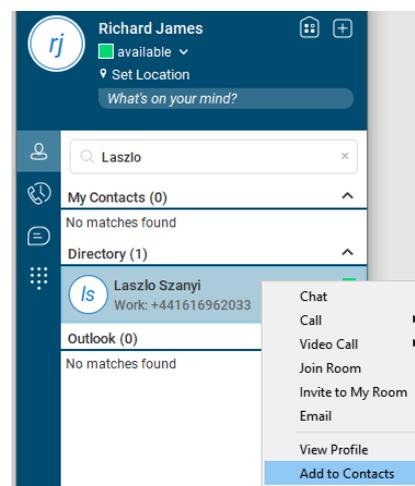
Contact Groups & Favourites

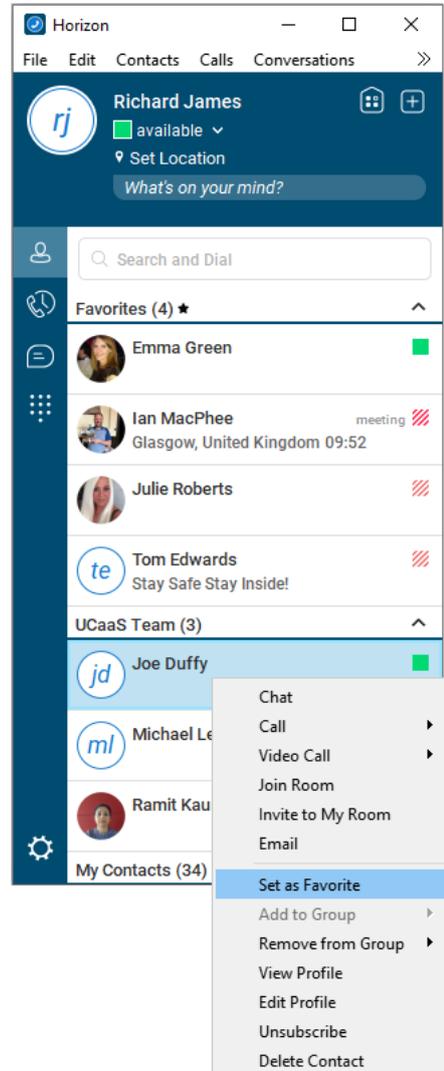## Favourites

To add a contact to your Favourites, you simply need to right click on a contact and select "**Set as Favourite**".

Contact Groups

Contact Groups are a useful tool to organise contacts into an order of your choosing.

Select the "**+**" icon in the top right-hand corner of the application and then select the "**New Group**" icon" (third icon from the left).

Enter a new Group Name and then click "**Add to Contacts**".
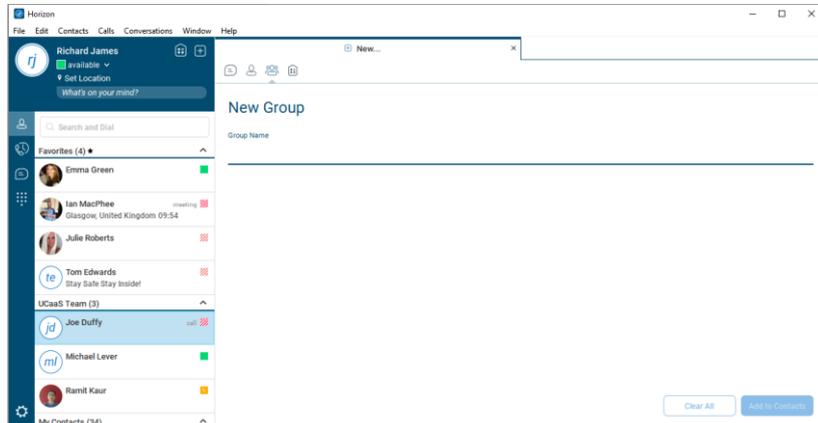
Once you have added your new group, you can then order your contacts by right clicking on contact, "**Add to Group**" and select the group that you want that contact to be added into.

To remove a contact from a group, you simply right click the contact and select "**Remove from Group**" and select the group to remove the contact from. When you remove a contact from a group, they will remain in the "**My Contacts**" section until you remove the contact.
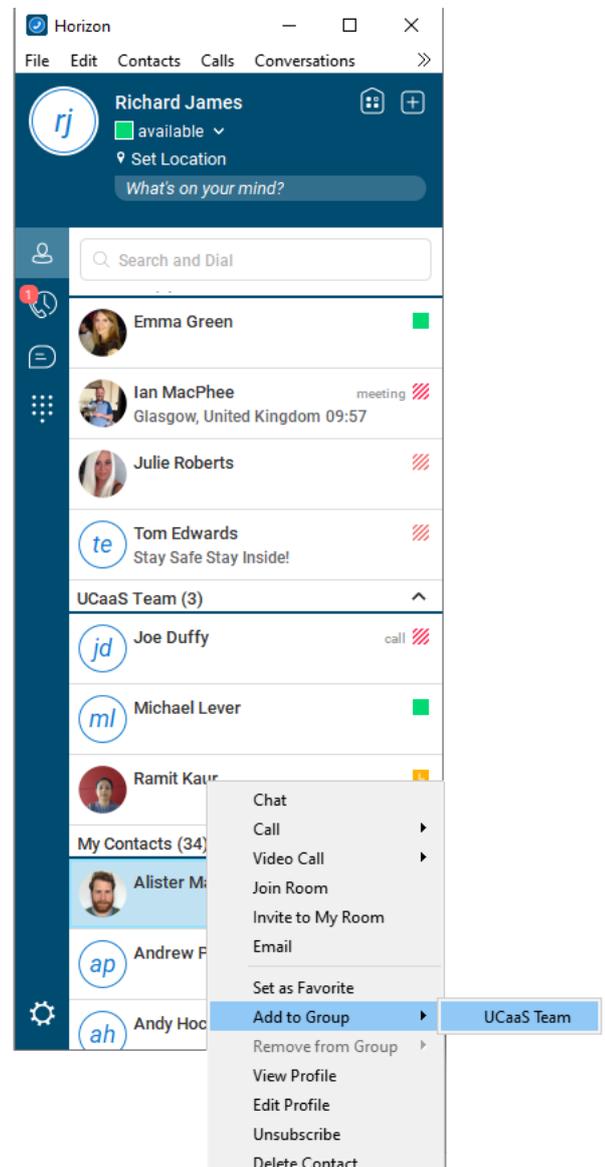
Dialpad

The dialpad allows you to enter a telephone number to be called, much like using your mobile phone or desk phone. You can use numbers on your keyboard or use your mouse to point and click at the numbers on screen.

If you've made a mistake, you can press the backspace icon on the application or on your keyboard.

If you have desk phone or Connect also associated with your Horizon account, then you will see two phone icons, whereas if you are a client only user you will only see the one icon.
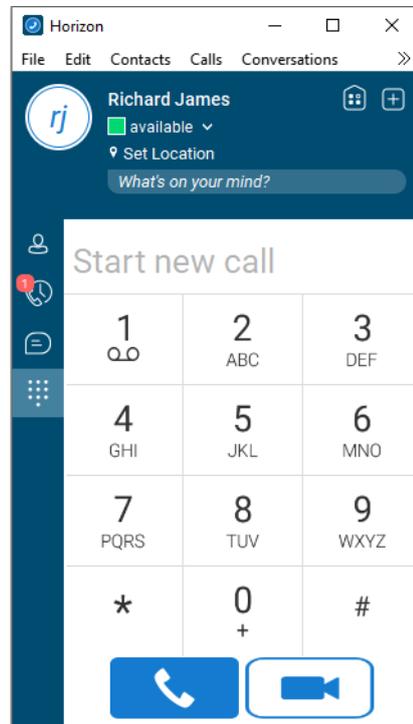
This icon is what you would select to **make a call** from your Horizon Collaborate Client.

This icon is what you would select to **make a call from your desk phone or Connect device**. Selecting this icon will generate a call to your physical device, and when you answer that call, the number you've entered in the client will immediately be dialled and ringing.

This icon is what you select if you want to **video call** another Horizon Collaborate user if you are making a call from the dialpad. For example, you are calling someone else's extension.

Conference Calls (My Room)

Collaborate allows you to host and join conference calls with **anyone** using the My Room feature, either by audio or video without the need of conference numbers or PINs. Collaborate also is enabled for chat within the My Room, and you or any other person in the conference can share their screen to maximise productivity.

To access your **My Room**, select the My Room icon the top right-hand side of the client, next to your name.
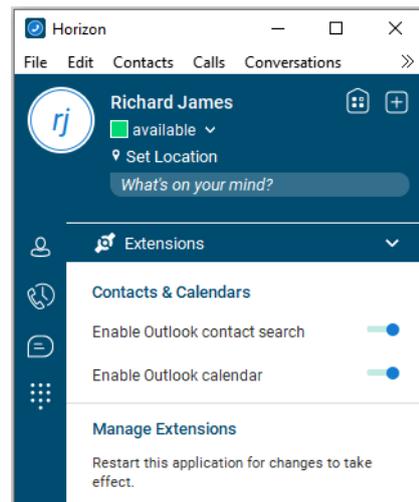
How many people can be in a conference?

You can have up to **15 video** callers in a My Room call, and up to **50 audio** callers. If you have 15 video callers, you can have up to **35 audio** callers.

Setting up a conference

Setting either an audio or video conference up is as easy as sharing your My Room details, or asking other Horizon Collaborate users within your organisation to "join my room".

To open a conference, simply click on the My Room icon and then either start the audio or video call by selecting the relevant icon.

My Room icon. Located next to your name in the client (blue section)

**Audio call** icon. Use this icon to dial into the conference.

Video call icon. Use this icon to dial into the conference and display your video.

Managing users in my conference

If a conference is in your Room, you can complete the following actions with a user by clicking on the three dots next to their name:

- **Mute a user** (if in an activate call)
- Send a **private chat** message
- **Dismiss** a user from the conference
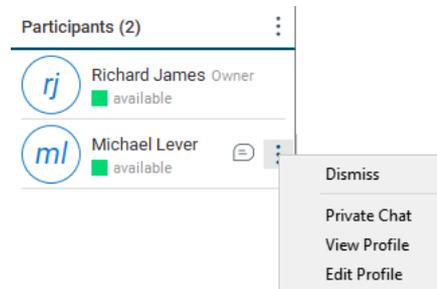

How do non-Horizon Collaborate users join?

Non-Horizon Collaborate users, either within your organisation or outside, can join your My Room conference by one of two ways:

- Join your My Room using Google Chrome
- Dial in (audio only)

Google Chrome

There is a Google Chrome client and extension available for people to use to get the My Room experience as well, including audio, video and screen sharing, all delivered through the browser using WebRTC technology. For more information on the Google Chrome Guest Client, please the "Guest Client" section.

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 My Room by either selecting the "**Copy Guest Link**" button and you can paste this into your meeting invite, or you can click the **envelope** next to this which will open a new email in your default email application.
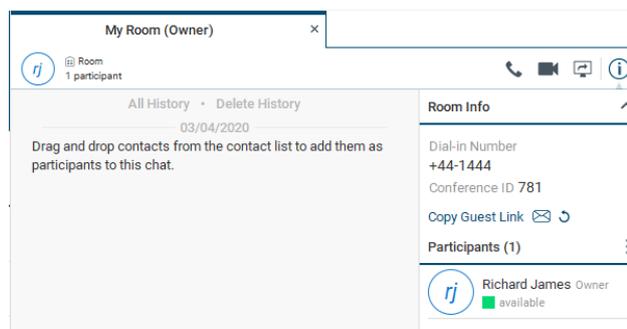
You can then give this URL out to any guest you wish to access your MyRoom.

Google Chrome on Apple products is not supported for Collaborate. Apple does not fully support all the technology available in Chrome, including what Collaborate uses for the guest client (WebRTC).

Dial In (Audio Only)

A user can also dial into the conference with audio only with the dial-in number and then they will be prompted to enter your conference ID. These details are found in your Room above the participant list.

Sharing a screen in a conference

By default, everyone using the Horizon Collaborate or Guest Client (with the Horizon extension installed) can share their screen. A Room owner can disable this setting (see My Room Settings). To share your screen, select the **Screen Share** icon at the top of the room.

You can either share your entire desktop or select an application to share. If you select an application, this will always be on display to other users even if you are working on another application.

A Guest user will be asked if they would like to download the Horizon extension when going to share their screen. For this to take effect, the user would have to restart their browser and re-join the Room. It is recommended that the user does this before the conference. This only has to be done once.

Joining a Conference (Someone else's My Room)

Joining someone else's My Room is as easy as searching for that user in the **Directory** or your **Contacts**, right clicking on that user and selecting "**Join Room**".

Depending on the user's settings (see My Room Settings), you may enter the room immediately, or wait to be approved by the user whose Room you are trying to join.

Once you're in the Room, remember to press the audio call or video call icon to join the conference.
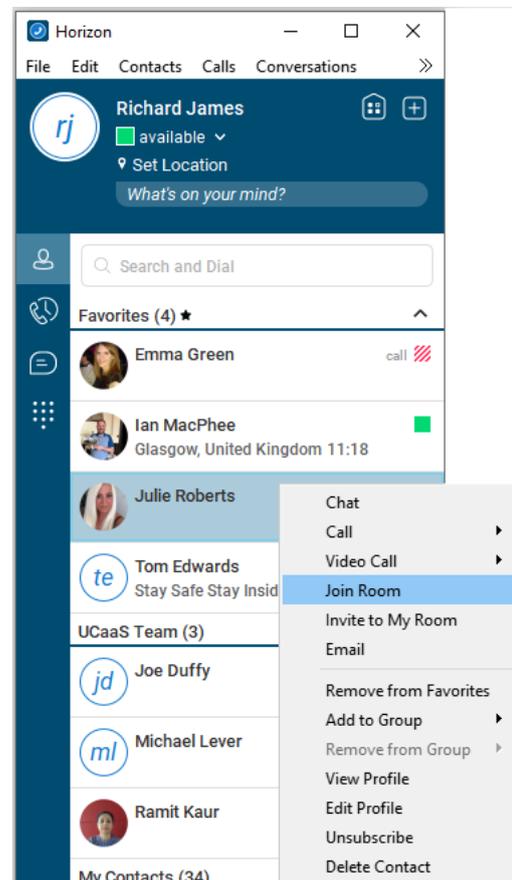
Audio call icon. Use this icon to dial into the conference.

Video call icon. Use this icon to dial into the conference and display your video.

# My Room Settings

Client Settings

There are certain settings that you can control within the Horizon Collaborate client itself. These are available when you go into your Room and then clicking the three dots next to "Participants".

- **Require everyone to request access** - this is the default setting and means that all users who are trying to enter your room will need to be approved by you. You can also decline a user from joining.

- **Request only guests to request access** - this means that only users using the Google Chrome Guest Client need to be approved to enter your room.

- **Allow everyone to join automatically** - no approval needed, and people will join your room as soon as they request to (you don't even need to be in the room). They may be able to start a conference, depending on what your Company Administrator has set up for your Company and your settings within the Horizon system.
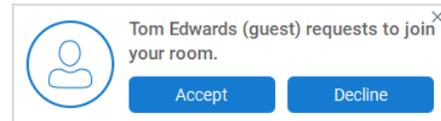
Administrator Settings

There are additional settings within Collaborate that your Company Administrator can control. If you need any of these settings adjusted, you should contact your Company Administrator who will be able to assist you.

- **Play tone on participant entrance to the conference** - this is defaulted to "On" for all users, though this can be turned off per user if you wish.

- **End Room session when Owner leaves** - this is defaulted to "Off", meaning that any conference that is going on can continue without the room owner. The reason for this being set to off is in case your internet connection drops out, or you need to be in another meeting but everyone else can continue. Your Company Administrator can change this to "On" so that if you leave a call, the Room session and conference will end.

Guest Client (Google Chrome)

When a guest opens your unique Room URL, they will be presented with a welcome panel which explains to them how to use the Guest 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.
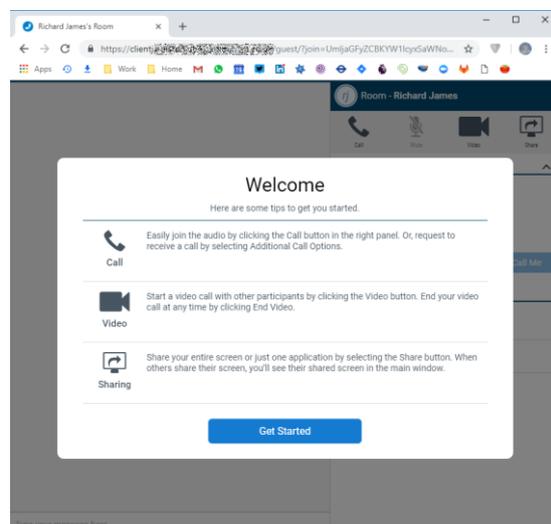
In Call Management

When you are in the middle of a telephone call, Horizon has in call management features that can help you control a call. These are:

Hang Up	☎	To end the current call that you are on.
Hold	❚❚	To place the current call on hold. If your Company Administrator has configured Music on Hold, the party you have placed on hold will hear hold music, otherwise it will be silence.
Mute	🎤	You can mute your microphone whilst still hearing what is being said on the call with the other parties. This can be particular useful when in a loud environment, however remember to unmute yourself to be heard!
Transfer	↪	You can transfer the call to another telephone number or Horizon extension number.
Conference	👥	This allows you to perform a conference call of up to 4 other people. Selecting this option allows you to create your conference.
Park (Call Park)	Ⓟ	The Call Park service allows you to place a call on hold for an extended period, giving you access to other features & calls as well as making the call available to other users who are notified. For more information on Call Park Groups, please contact your Company Administrator.
Merge Calls (3 Way Calling)	≫	If you are on a call with someone and you need someone else to join, you can place your current call on hold, call the other party, and then merge the calls together into a 3-way call.
Call Pull		If you have answered a call on another one of your Horizon devices and you want to move the call over to your Horizon client, you can do this by going to "Calls" in the menu and then selecting "Pull Call". Alternatively you can press "Ctrl+P" on your keyboard when the client is open to bring the call over from your other Horizon device to your PC client.
Retrieved Parked Call		If you want to retrieve a call that you've parked, you can do this by going to "Calls" in the menu and then selecting "Retrieve Parked Call". Alternatively, you can press "Ctrl+Alt+Shift+P" on your keyboard when the client is open.

Receiving a call

Even if your Horizon client is minimised, **it will always alert you to a call if you are logged in**. When you receive a call, you will see a notification above the clock on your Windows machine, like the following.
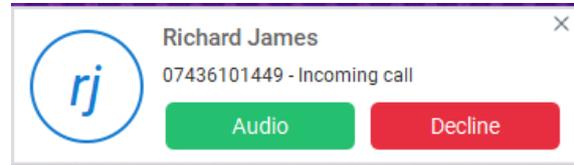

Clicking the green "**Audio**" button accepts the call as an audio call.

"**Decline**" sends the call to whatever busy treatment your Company Administrator has set up for you. This could be sending the call to your voicemail, another telephone number or to end the call and the calling party will hear three beeps and then the call ends.

If your client is open, you will still see the notification above your Windows clock like above and you will also see the call appearing in your client, like this.


Clicking the green "**answer**" button accepts the call as an audio call.

The red "**decline**" button sends the call to whatever busy treatment your Company Administrator has set up for you. This could be sending the call to your voicemail, another telephone number or to end the call and the calling party will hear three beeps and then the call ends.
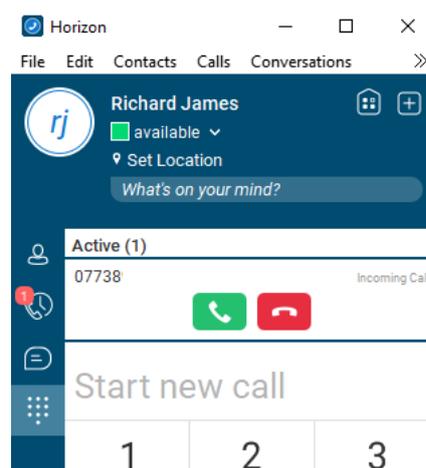
Missed Calls

If you have received a call that you've not answered, this will show as a "**Missed Call**". You will have a red circle with a number it in which tells you how many missed calls you've had in the **Call History** banner. When you are already on the call history page there will also be a red circle icon next to the phone icon at the top of the client.
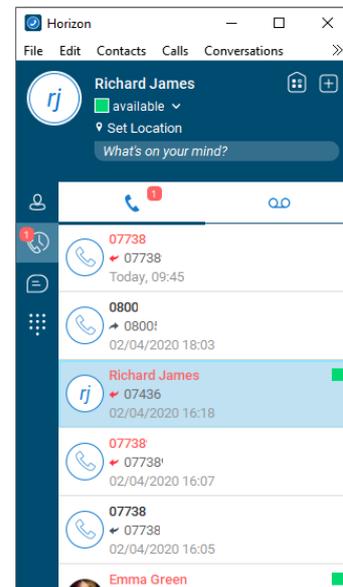
Voicemail

The Horizon Collaborate client includes **Visual Voicemail** as a standard feature. This means that you can see all your voicemails without having to dial a telephone number to get access to them. Further to this, you can manage your voicemails by clicking your mouse, such as playing, deleting, marking as new etc.

To view your voicemails, you should go to your **Call History** and then select the **voicemail** tab.

If you have new voicemails, a red icon will appear on your call history and on the voicemail icon, like shown in this screenshot.
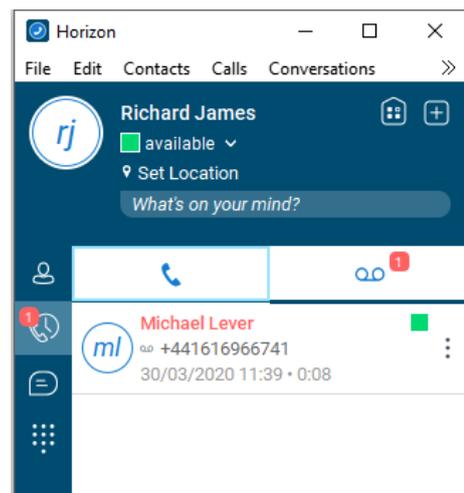
To listen to a voicemail, click on the voicemail you'd like to listen to and click on the play icon that appears underneath this.
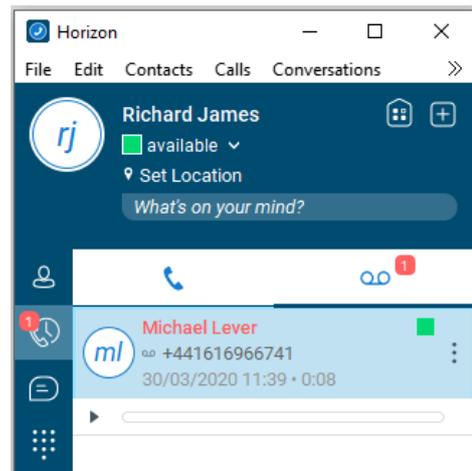
Voicemail Management

Clicking on the three dots that for a corresponding voicemail will give you numerous management options. These are:

|	
Play	This will play the selected voicemail through the speaker that you've selected to use in your Horizon client settings.
Mark as New / Read	If it is a brand-new voicemail, you can mark this as "read" so that the icon disappears. If it is a voicemail that you've already listened to and want to keep it as unread, you can mark it as "New" which will highlight the voicemail in red again.
Save As	You can download the voicemail and save this as a audio file (.wav) on your PC.
Delete	You can delete your voicemail
Call	Call back the person who left you the voicemail, unless it was left by a withheld number.
Copy Phone Number	You can copy the phone number to your computers clipboard, so this can be pasted into any document or field in any application on your PC.
View Profile	You can view the callers profile if they are in the directory.
Edit Profile	You can edit the caller's profile, though this is only for your PC and is not shared with other users within the same Horizon Company.

Voicemail Sensitivity Tags

When a caller leaves a voicemail, they can press certain keys at the end of the message to add "sensitivity tag", which then highlights to you when viewing your voicemail in the client. For a caller to get access to these tags, they need to press "#" at the end of the message and follow the prompts.
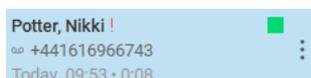
Urgent   An "Urgent" voicemail will show a red exclamation mark next to it.

Confidential

Potter, Nikki 🔑
☎ +441616966743
Today, 09:57 · 0:21

A "Confidential" voicemail will show a key icon next to it.

If you are set up to receive emails as well when you receive a voicemail, then these tags will show on your emails as well. For "**Urgent**" tags, the email will be marked with high importance. For "**Confidential**" tags, it will be marked as "Private"

Chat (Instant Messaging)

Horizon Collaborate allows you to chat with other Collaborate users within your company using either the desktop or mobile clients using instant messaging. You can have up to 15 chats or My Room windows open at one time in the desktop client.

Start a new chat

To start a chat, you should go to **Contacts** tab and either double click on one of your contacts, or you can search for a user to chat with using the "Search and Dial" text box and then double click on them. You can also right click on a user and select "**Chat**".

You can only chat with other Horizon Collaborate users. You can identify these users by the presence indictor (see [Presence](#) for more details).
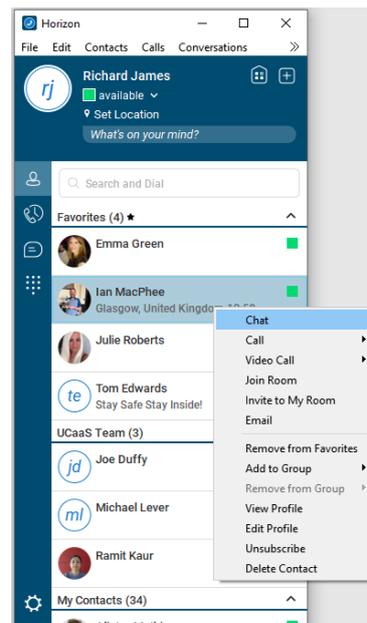
Chat Window - Calling Options

A chat window looks very similar to a My Room window with some minor differences. These are:

- The name of the contact is at the top, whereas if it was My Room it would say "Room - Name"
- There is a "**Join Room**" option across the top
- You can send files with the extra icon in the "Type your message here…" textbox.
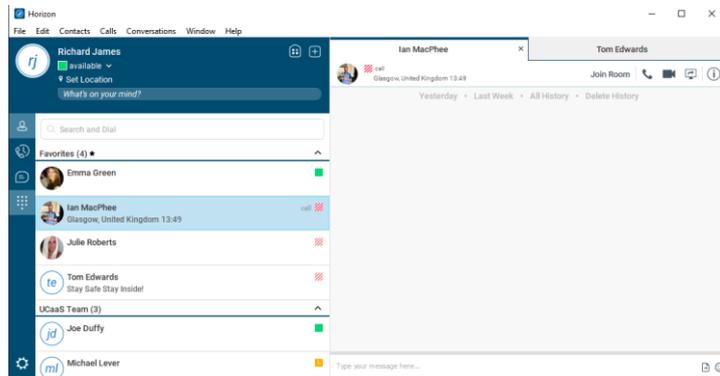
The actions that you've got for calling are:

Join Room	📞	🎥
Clicking the **Join Room** button will take you into the Room of the person you are chatting with.	Clicking the call icon will start an **audio call** directly with the person you are chatting with.	Clicking the video call icon will start a **video call** directly with the person you are chatting with.

You can also share your screen by clicking on the share screen button.

Multi-person chat

Once you've got a chat window open, you can click and drag another one of your contacts, or someone form the directory into the chat, providing that they are a Collaborate user. This will turn the chat into a multi-person chat. If there are 3 people in this chat, you can escalate this into a 3-way call, though any more than 3 people, or if you are wanting video, you need to join someone's My Room.

You are unable to send files in a multi-person chat.

You can also start a new group chat with more than 3 people by clicking the "**+**" icon in the top right-hand corner of the client and then selecting "**Chat**".

Start searching for the people you wish to add to the Chat and then type your message and click send. This will send a chat notification through to everyone you've included. **You can have up to 30 people in a group chat, though you won't be able to start a voice or video call here - you would need to use My Room for calls with more than 3 users.**
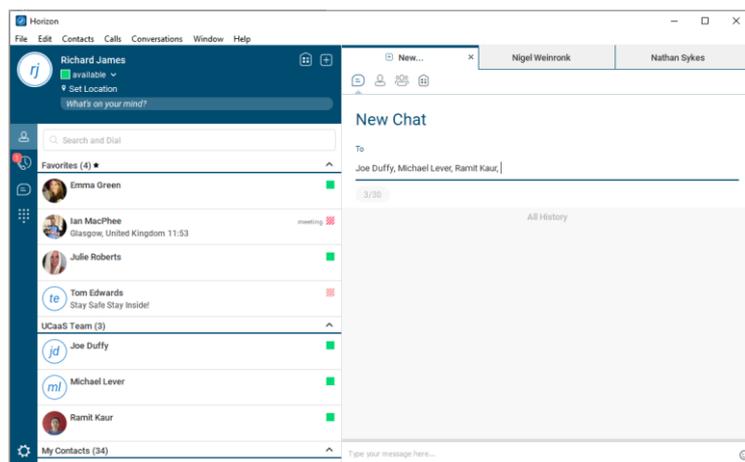
Starting a chat with a contact group

Another way of starting a new chat is by selecting one of your contact groups, right clicking on the title and selecting "**Chat**". This will start a new chat with everyone already included.
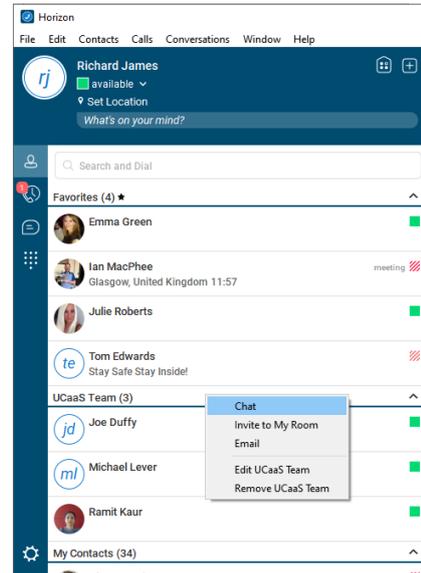
Receiving a chat

Whenever you receive a new message in Collaborate, if a chat window is not already open with that user, a new alert will pop up above your Windows system clock with the name of the person and a preview of the message. Clicking on this pop up will open your client and the chat window so you can continue your chat. The Horizon icon will also flash as well to alert you to this.

If you already have a chat window open, the Horizon icon will simply flash.

Your client will also, by default, play a tone whenever you've got a new message, even if you're on a call.
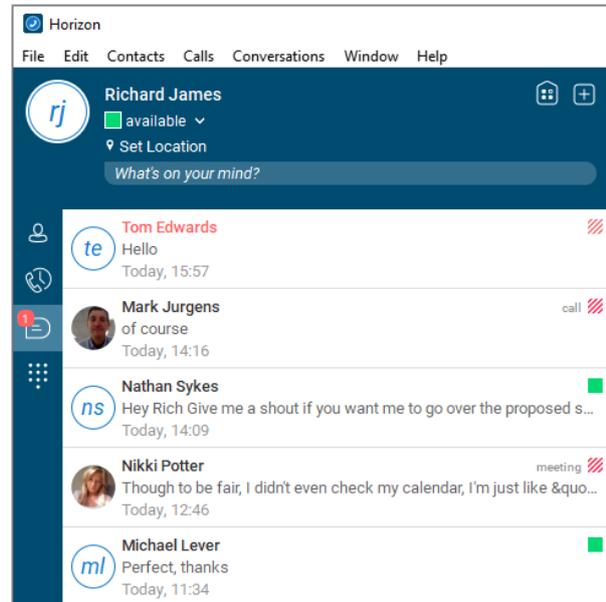
You can disable this tone by going to **Settings**, then select **Audio/Video** from the drop down and disable the "**Play tone for incoming messages**", which is around halfway towards the bottom of the options.
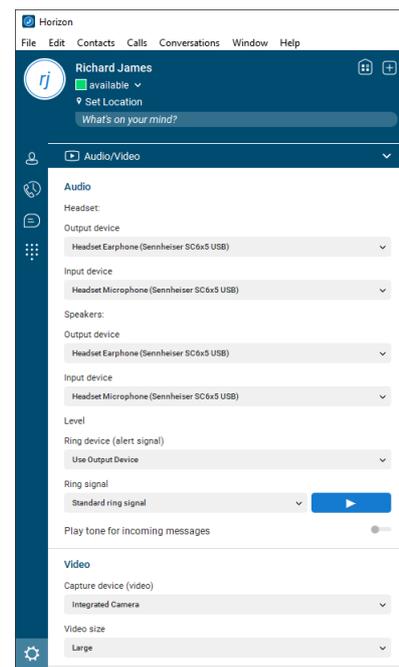
Chat history

The Chat history icon in the menu on the left-hand side saves your 50 most recent chats for up to 365 days, unless the user deletes the chat history.

To view a chat, simply double click on the chat panel and this will load up a new chat window. If the chat is older than 1 day, you may need to use the options at the top of the chat window to load previous messages. These options are:

- Yesterday
- Last Week
- Last Month
- All History
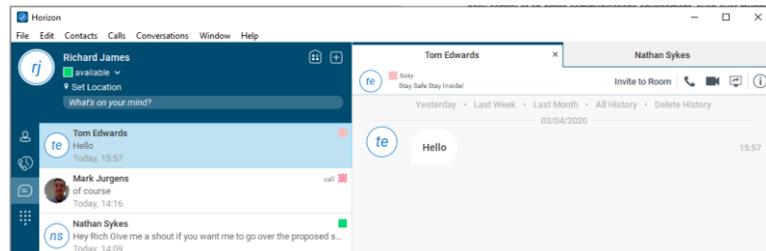
File Transfer

If you are in a chat with one other user, you can send a file. To do this, select the **File Transfer icon** in your chat window.

You can also drag and drop a file into a chat window with one other user.

Spell Check and Auto-Capitalisation

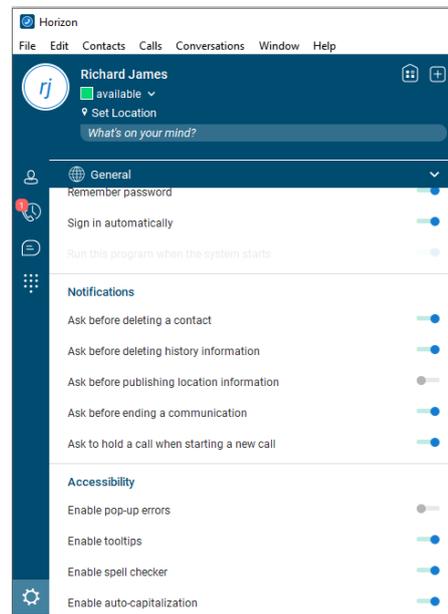You can enable spell checking within the Collaborate client. This is done in your client **settings** under the **General** tab. Please be aware that the dictionary used is "English - American" and this cannot be changed.

Auto-Capitalisation means that the client will change the first letter of every new sentence to a capital letter.
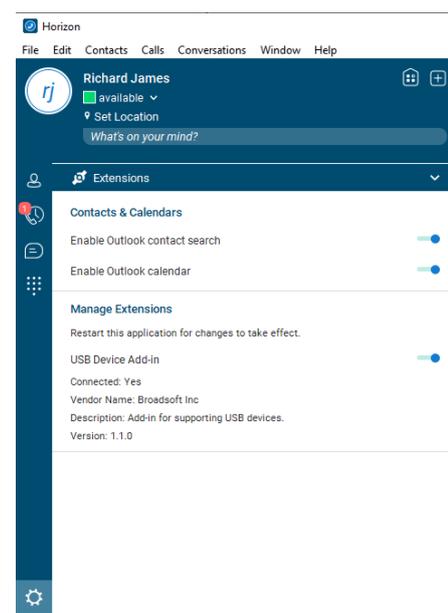
Presence

Presence provides other Horizon Collaborate users with information regarding your current status. This will either be done automatically, or you can change your presence manually.

Automatic Updates

Whenever a user is on a call using their Horizon account (PC client, desktop phone, Connect device or mobile client), their Collaborate presence will be updated to be "**In a call**". The only time that this won't be updated is if a user has set their presence to a manual update (see below section).

A user can also select to have their presence updated automatically based on their Outlook calendar. To enable this, go to your Settings and then select "**Extensions**" and then set "**Enable Outlook calendar**" to on.

Whenever you have a "Busy" event in your Outlook calendar, this will update your Collaborate to be "**Meeting**". The only exception to this is you are on a call using your Horizon account, which will update your presence to be "**In a call**".

When in "Do Not Disturb", your presence will reflect your manual update or what you're Outlook calendar is displaying.

Manual Updates

You can also update your presence to something else. The options available are shown in the screenshot here.

You are unable to add any more presence statuses than what is shown in the screenshot here.

If you want to revert your presence back to be automatic, then select the "**Automatic**" update.
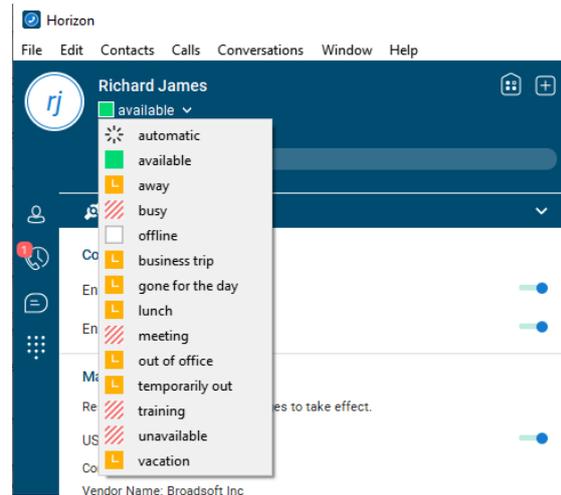
When you set your presence manually, this will override all other presence options except for you being on a call with any of your Horizon devices - the presence will then show "**In a call**".

My presence, or others presence, are showing incorrect

The presence information of contacts in your Contacts list will update in real time. If you see that this is not happening, right click on the contact and select "**Unsubscribe**", and then right click and select "**Subscribe**" just to confirm that the service is updating presence information in real time.

For those users that you don't have in your contacts, and you're searching for them in the Horizon Directory, presence information is updated at regular intervals so that you have an idea on what their presence is, though could be a few seconds delayed. To get real time presence information of a user, you will need to add them to your Contact list (See Adding a new contact).

Location

You can set your Location information to be displayed to all users within your Horizon Company when someone searches for you. You can also set the time of your location so others can see if you are abroad what your current time zone is.

Click on the "**Location**" link (or what you set your location to last) and then "**Use manual location**". Enter your location and the time zone and then set "**Publish Location**".

To remove your location information, click "**No Location**"

"Use automatic location" is disabled in the PC client due to how a company may manage their network and this not updating an accurate location in Horizon. For automatic updates of your location, you need to use the Horizon Mobile Client.
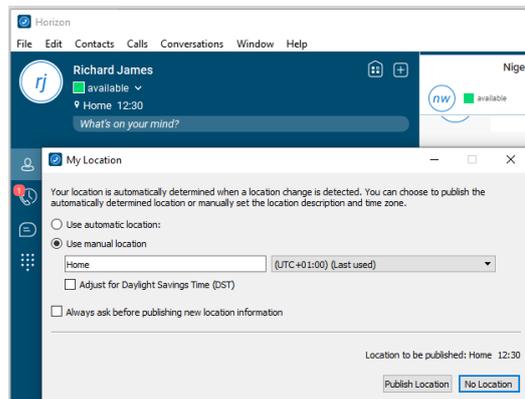
Logging in / out Call Centre or Call Queue Groups

The PC Client can be used with Call Queue Groups and Call Centre on Horizon (the corresponding agent bolt ons are required for each). The queues menu can be accessed from "**Settings**" and then "**Services**". Once selected the following options are available for an agent:

- **Sign in** - sign into a particular Call Centre group or Call Queue Group. This is only available if the Company Administrator has allowed an agent to log in and out of queues.
- **Sign out** - sign out of a particular Call Centre group or Call Queue Group. This is only available if the Company Administrator has allowed an agent to log in and out of queues.
- Agent statuses
    - **Available** - calls will be routed to available agents, depending on the settings defined by the Company Administrator
    - **Wrap Up** - Calls will not be routed to the agent for a defined period of time set by the Company Administrator. Once this time has expired, the agent will automatically change to Available.
    - **Unavailable** - Calls will not be routed to an agent. A Company Administrator may have set up numerous unavailable codes, so the agent has to define the reason for change.

Settings

Client Notifications

There are several notifications that are available within the Horizon Collaborate client. These settings are available under the "General" tab when in the settings menu.

- **Ask before deleting a contact** - this is to make sure that you don't delete a contact in error. This is defaulted to "enabled".
- **Ask before publishing location information** - this is not applicable in the Horizon Soft Phone Client - this is a Horizon Collaborate feature.
- **Ask before ending a communication** - this is not applicable in the Horizon Soft Phone Client - this is a Horizon Collaborate feature.
- **Ask to hold a call when starting a new call** - If you are in an active call, the client will check that you want to start a new call and place the current call on hold. This is defaulted to "enabled".
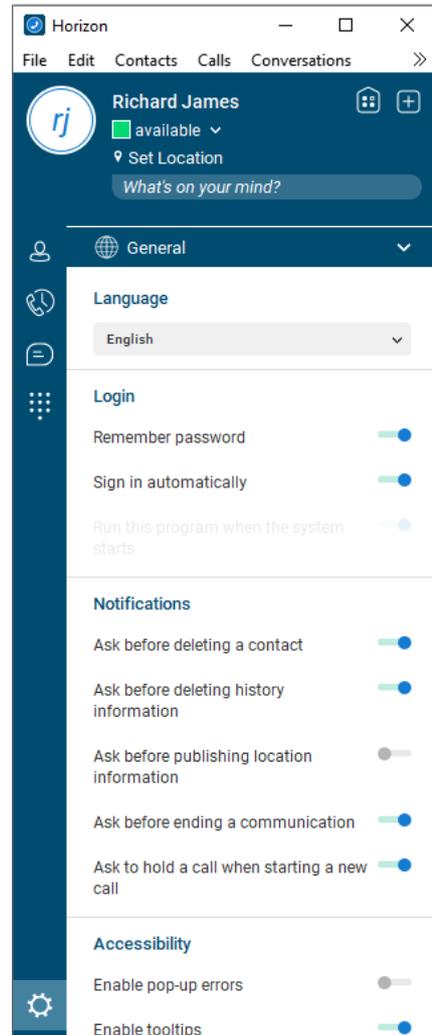
Login Settings

If you have forgotten to set the client to remember your password, or if you need to change your automatically when windows starts setting, you can do this when you're logged in by going to "Settings" and "General", and toggling the relevant setting.

Headsets and Audio settings

If you want to change your headset or audio settings, please see the Headsets and Audio settings section at the top of this document.

Ringtones

There are 10 different ring tones that you can select within the Horizon Soft Phone client, or you can select to have no ringtone.

To change the ringtone, you should go to **Settings** and then select the "**Audio/Video**" setting and then change the "**Ring Signal**" option.
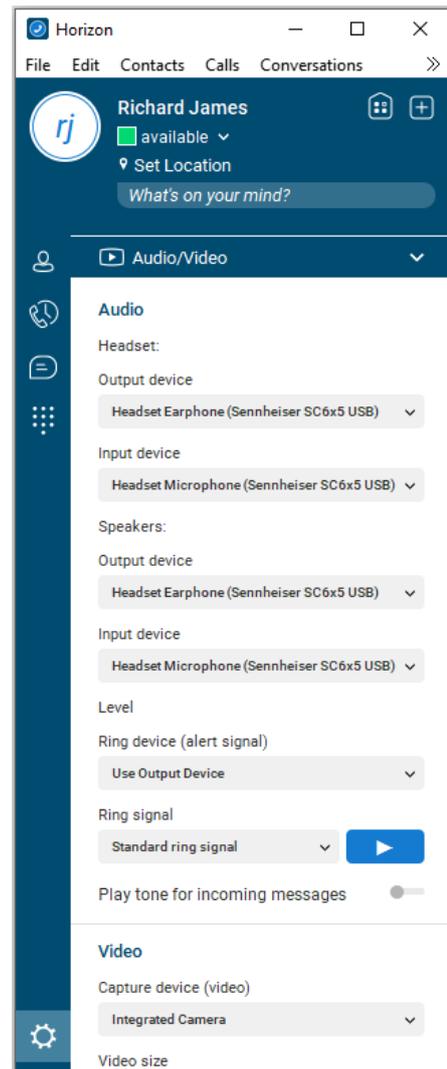
Incoming Calls

Your incoming call settings are available under the **Settings** tab and then selecting "**Incoming Calls**" from the down drop.

Do Not Disturb	Do Not Disturb (DND) allows you to turn off call notifications to all your Horizon devices and clients whilst enabled.
	When you have enabled this setting, all calls will be sent to whatever call treatment you have set up for "Call Busy". To confirm what this is, you should speak to your Company Administrator.
Anonymous Call Rejection	Any calls made by someone who is withholding their number will be blocked from reaching you. You will not receive any notification that a call has been attempted.
Call Forwarding	You can set your calls to forward to another telephone number, depending on which setting you have activated. The options are:

- **Always** - calls will always be forwarded to another telephone number that you have defined.
- **When Busy** - this will send calls to another number if you are on a call and are unable to answer the phone.
- **When No Answer** - this will send calls to another number after a defined number of rings
- **When Not Reachable** - this will send calls to another number if you are not logged into any Horizon client and don't have a handset assigned to you.

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Remote Office	Remote Office allows you to use their home phone, mobile phone or even a hotel phone as their business phone. Using the click to dial functionality from Horizon Portal a user can make phone calls from this remote phone and have them billed to the Horizon Company. This service also directs all calls coming to your business phone to ring the remote office phone.
	When the service is active, incoming calls to the user are redirected to their remote phone number and are subject to the user's terminating services.
Call Waiting	Call Waiting allows you to receive multiple calls at the same time. If you are on a call and you receive another call, it will display on your screen, and you'll also hear a beeping noise in the headset or speaker. You can receive up to 3 external calls.
Twinning	Twinning allows you to ring up to 5 other numbers at the same time when you receive a call. This could be a home office or another mobile phone. If numbers have been set up already by your Company Administrator, these will appear in the list here.

Outgoing Calls

Your incoming call settings are available under the **Settings** tab and then selecting "**Outgoing Calls**" from the down drop.

Block My Caller ID	If you want to withhold your telephone number when making an outgoing call, you can enable this setting.
Highlight to Call	If this setting is enabled, you can set a hotkey (default is "Ctrl+Shift+C"), then you can highlight a telephone number in an application or a website and press the hotkey, which will generate an outgoing call to the telephone number highlighted.

Outlook Integration

You can search through your Outlook contacts in your Horizon client. To do this, or to change this setting, you should go to **Settings** and then select "**Extensions**".
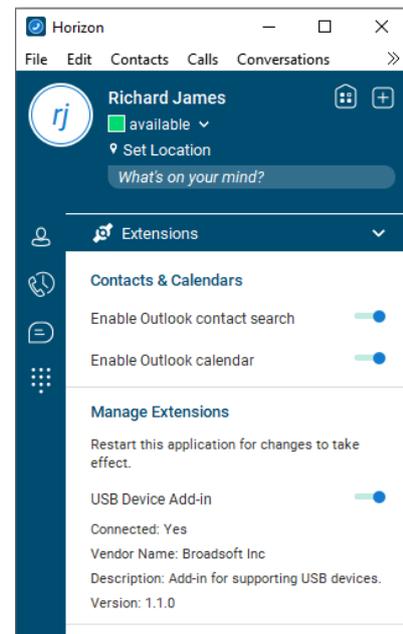
Contacts Order

You can change how contacts are ordered. If you select "Contacts", you then have the option to "**Sort by First Name**" or "**Sort by Last Name**".