

Horizon Desktop Client (Windows PC)



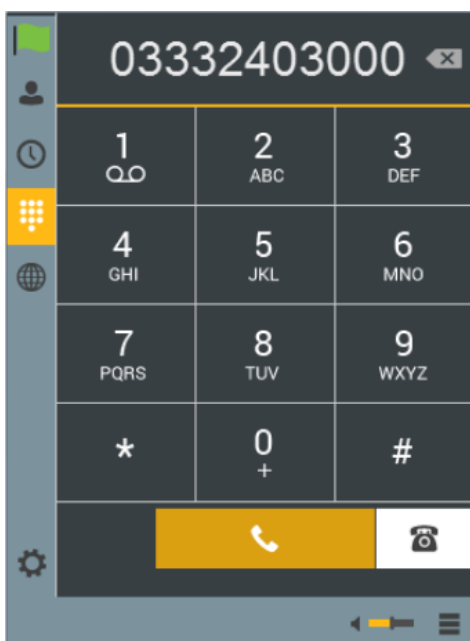
Bring the power of Horizon to your Windows desktop or laptop device or Android mobile and access a range of features to ensure your colleagues and customers are always in contact.

The Horizon Desktop Client lets you connect your office phone to your preferred business device, such as a laptop or PC. It works seamlessly with the Horizon service and mobile client to ensure that you can control your user account and handle calls efficiently, wherever you are. The Horizon Desktop Client provides a new way to interact with Horizon and using existing devices you can reduce the cost of entry to a hosted solution, as well as minimising telephony costs incurred whilst on the move or in different locations.

New features such as Presence and Instant Messaging add to the core Horizon services and provide an informed way of communicating with your colleagues, as well as giving you a new route to gain immediate responses when it might not be convenient to speak on the telephone.

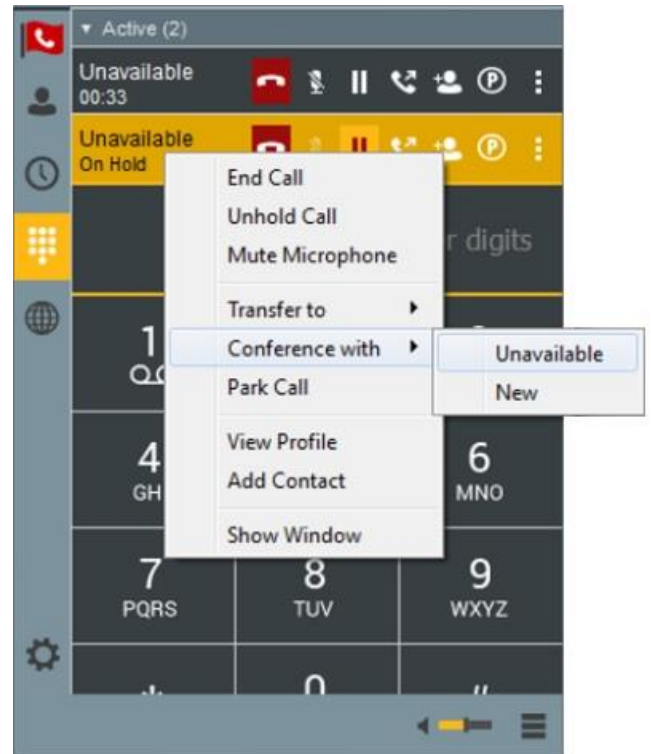
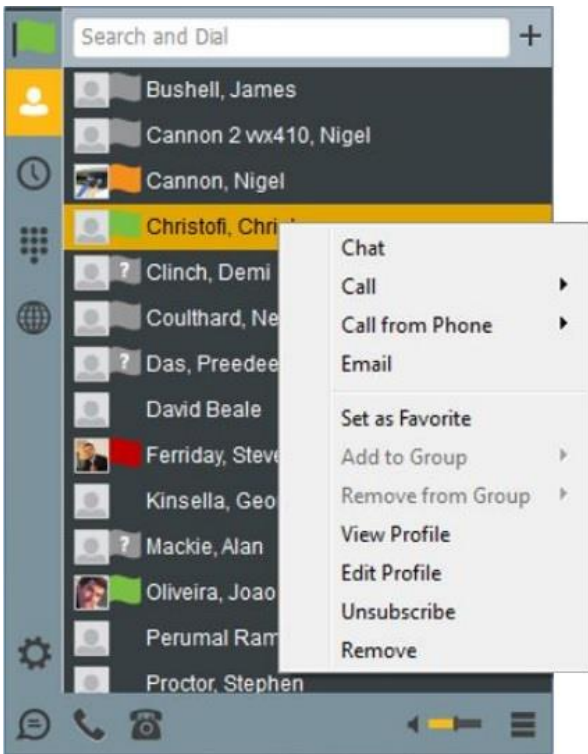
Using Horizon soft clients you can:

- Reduce the cost of entry to an IP hosted service by using the desktop client as a softphone and simply adding a headset
- Reduce telephony costs when on the move or in temporary access points such as hotels, coffee shops and customer premises
- Monitor your favourite contacts' Presence status to check their availability to take calls or to communicate with you
- Send an Instant Message to get an immediate response from a colleague when their Presence status tells you it might not be convenient for them to take a voice call
- Connect customers who use other messaging services to your company so you can quickly communicate with them and build a new route for direct customer support
- Directly control your user account to implement Call Forwarding, Do Not Disturb or other call features



Dial-pad

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



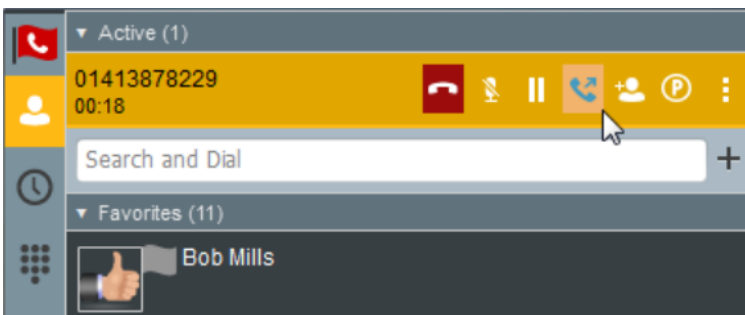
Making a call

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

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

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.



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

Find out more and arrange a free demo by calling us on 01252 411 111 or emailing sales@nomisconnections.co.uk

