

Horizon Smartphone App for Android

Full user guide

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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) or Android operating systems such as tablets and mobile phones.

These provide a new and exciting way of communicating with colleagues, and help maximise your productivity through managing your telephony in the most efficient way.

These clients also provide additional features including:

- Soft Phone
- Instant Messaging
- Presence
- Management of your existing Horizon account

This document explains the core functionality of the Android smartphone app, as well as the steps required to install it.

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 features or functions, please refer to the Horizon user guide, or contact us on 01252 411 111.

Getting Started

Minimum System Requirements

The device you opt to install the soft client must meet the minimum system specification, otherwise you may experience performance issues when using the app. The minimum spec is as follows:

- ARMv7 CPU
- Android 2.3 or higher
- 1GB RAM

How does the app work?

On Horizon, a single user account can be used across all your devices. This means that your account can be shared over your IP phone, your desktop client, and your mobile app. If a call is delivered to your user account, you can take it on a device of your choice.

If you choose to adjust call settings for your user account on any of your clients, or on the Horizon portal, these settings will be applied across all your devices.

It's key to remember that if, for example, you don't want to be contacted on your Horizon desktop client, but do want your IP phone to ring, you simply log out of the client rather than switching on 'Do Not Disturb' (DND).

Finally, if you intend to log into the same client on multiple devices (i.e. laptop and desktop using the desktop client, or mobile phone and tablet using the mobile client), calls may be delivered randomly to any of the logged in devices. It is recommended that you log out 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. When you place a call using a Horizon client, the phone number assigned to your Horizon account will be presented.

An option to hide the number for outbound calls is available within the settings.

Installation

The Horizon Smartphone App can be found in the Google Play Store. Search for 'Gamma' and scroll down to find the 'Horizon Smartphone App'. Click 'Install'.

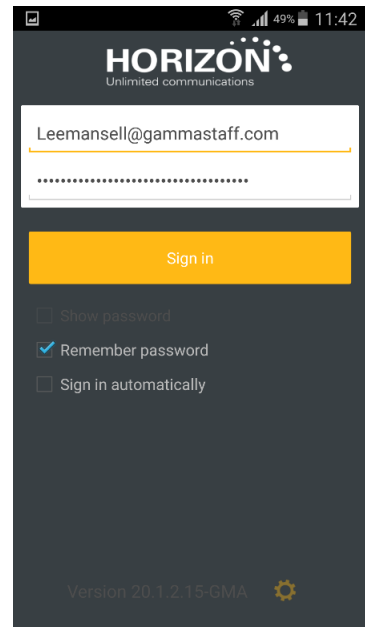


Signing in

Enter your client username and password. Please note these are different than the Portal login details, so you'll need to speak to the Nomis Support Desk if you don't have your login details available.

The password is 35 characters long, so we'd recommend copying it directly from the email you'll receive containing your password.

If required, you can show the password while you are typing it. You can also choose to remember your username and password to save you entering it each time you need to log in.








Basics

The app contains tabs that present information about:

- Contacts
- Call
- Chat
- History
- Settings

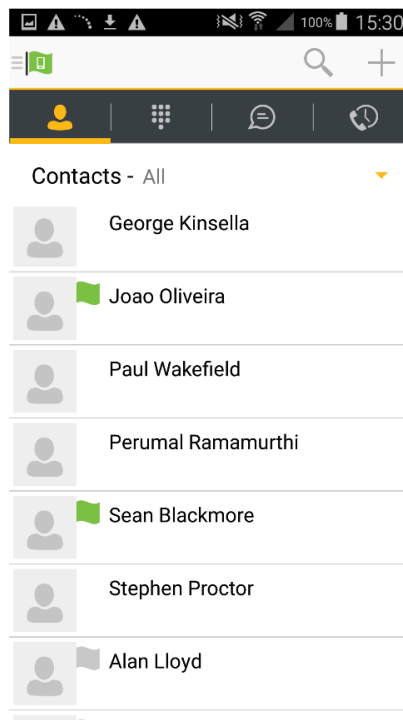
To access these, you can either tap on them directly – or swipe left and right.

You can also access the app settings from any page by tapping the Android menu key or action bar.

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

Presence

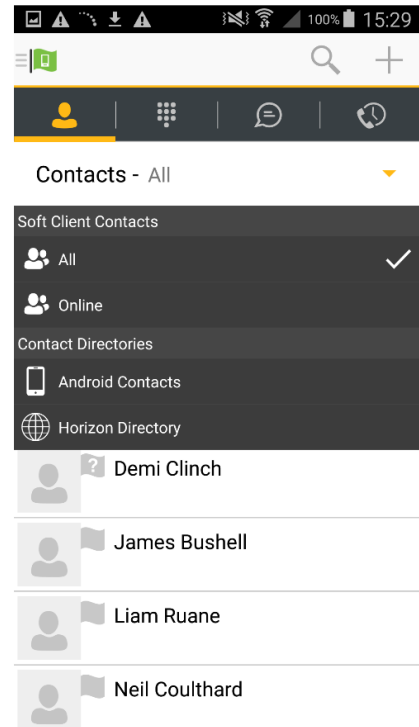
You can set your presence/status using the flag on the top left hand corner of the app window.



Contacts

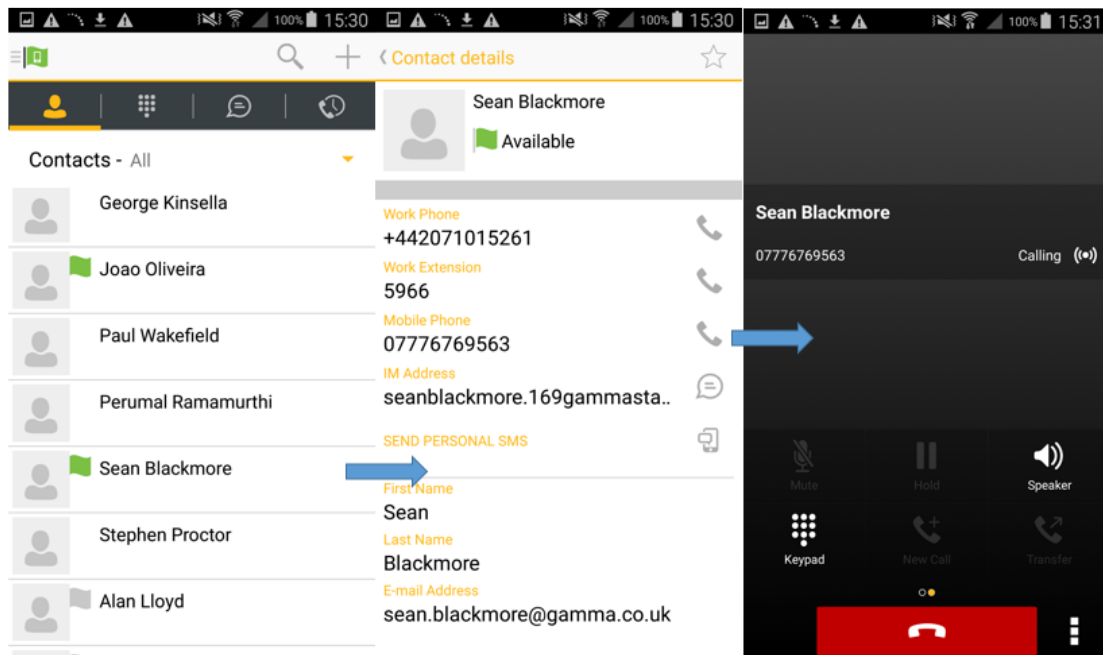
When you start the app for the first time, your Contacts list will be empty. Pressing the down arrow next to contacts will show the contact options available:

- All: Displays all contacts
- Online: These are presence-enabled contacts that are signed into their clients (i.e. if they are in your company directory and accept your request, you can share presence and chat with these users)
- Android Contacts: These are contacts from your local phone book
- Horizon Directory: Search for contacts in Horizon
- The '+' symbol can be used to add contacts.



Making a Call

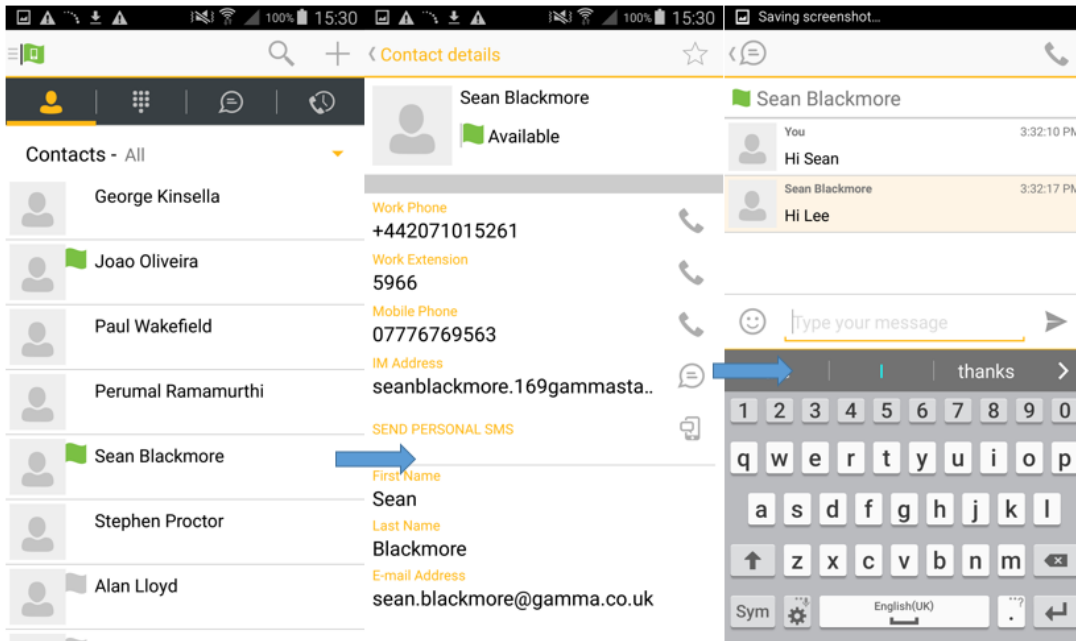
To make a call to one of your contacts, tap on their name and then on the handset icon next to the number you'd like to call. This will trigger a call to this user via the Horizon platform.



Initiate a chat

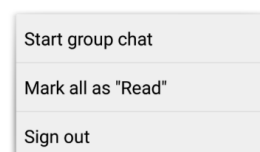
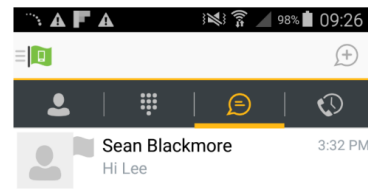
To initiate a chat with one of your contacts you should tap on their name, then tap on the speech bubble icon next to their 'Chat ID'.

If you'd like to start a voice call from the chat screen, you can do so by tapping the handset icon at the top of the chat.



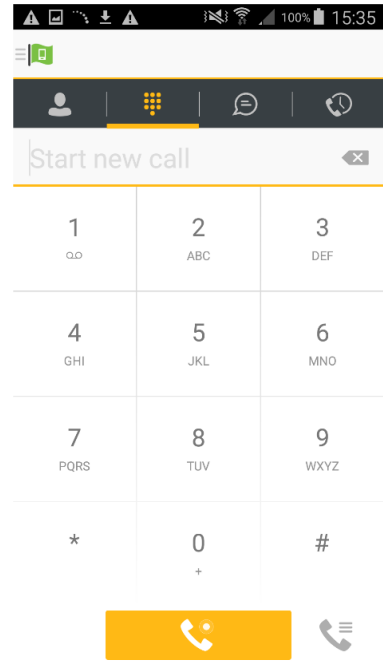
Group chat

Pressing the Android menu button will bring up the option to start a Group Chat. A maximum of 5 participants can be involved.



Dial pad

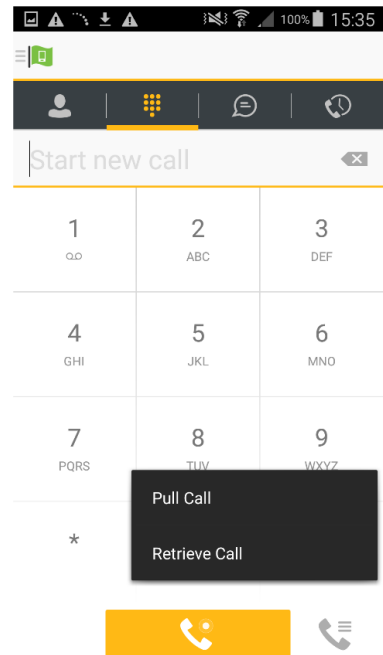
The dial pad allows you to enter a telephone number to be dialled. To dial out, enter the number and tap the yellow button.

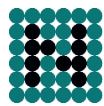


Pull/retrieve call

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

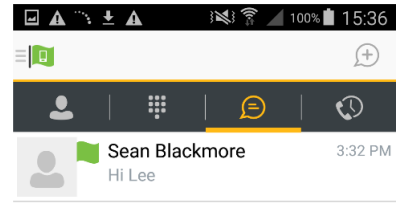




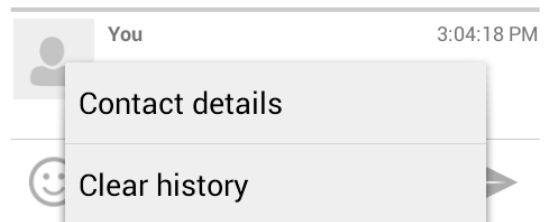
Chat

The chat section shows all of your active chats. To continue a chat, simply select it from the list.

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

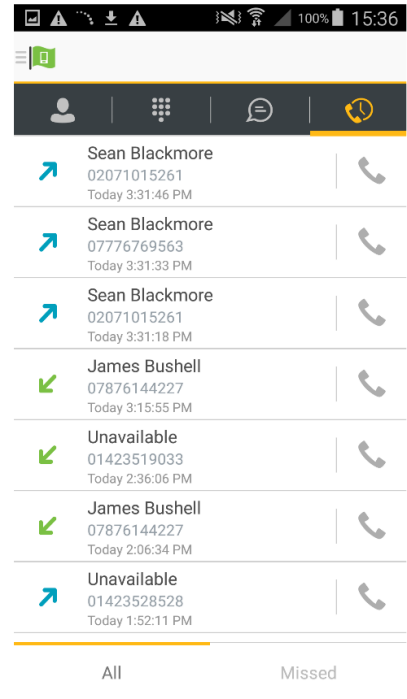


While in an active chat, you can tap the Android menu button to view the contact details of the person you're chatting with, or clear the chat history.

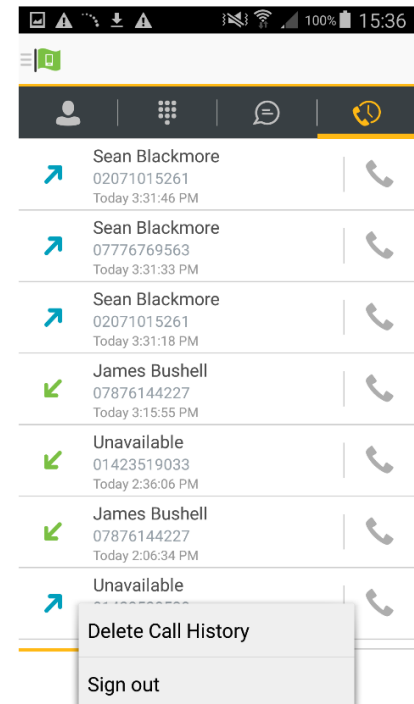


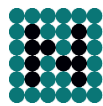
History

The history tab will show your call log. Using the filters along the top, you can view all calls, missed calls, received calls or outgoing calls.



Tapping the Android menu button gives you the option to delete your call logs.

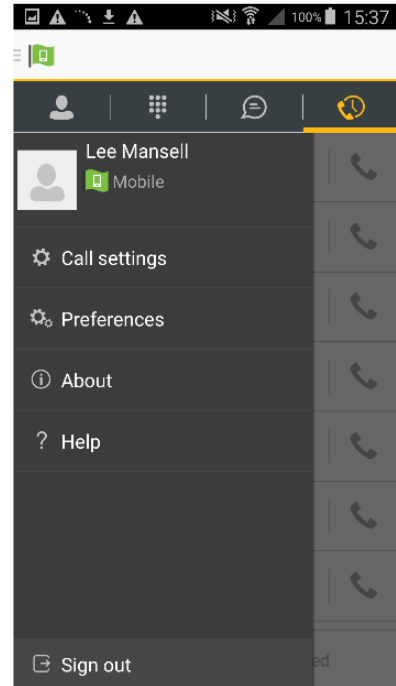




Preferences

Preferences can be accessed by swiping the screen from left to right and selecting 'Preferences'.

Here you can change some basic preferences, such as having your password remembered and if you'd like the app to sign you in automatically.

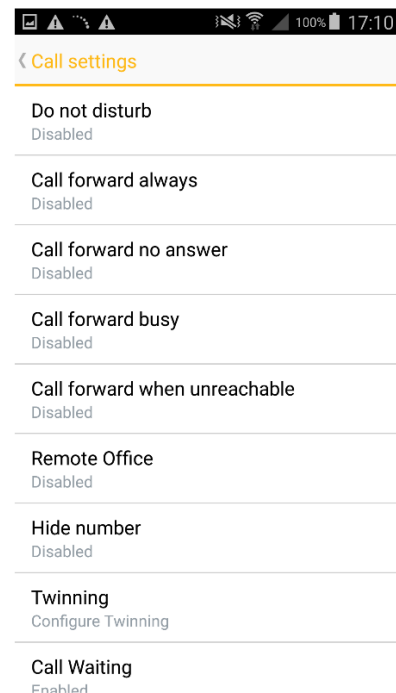


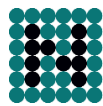
Call Settings

You can control a number of call settings from within the app by tapping the menu bar and selecting 'Call Settings'. These settings will be synchronised with your account - so it's worth remembering that changes will be carried through to your other phones and clients.

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. Enabling 'Ring Splash' will result in your phone ringing once.

Do not disturb

Enable?

Ring Splash

OK Cancel

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' will result in your phone ringing once before forwarding.

Call forward always

Phone number

Enable?

Ring Splash

OK Cancel

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 no answer

Phone number

Number of rings 7

Enable

OK Cancel

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.

Call forward busy

Phone number

Enable?

OK Cancel

Remote office

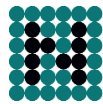
To amend tap 'Remote office' from the settings menu and select whether you'd like to enable/disable and enter the number you'd like to use for Remote Office.

Remote Office

Phone number

Enable?

OK Cancel



Hide number

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

The screenshot shows a dialog box titled "Hide number". It contains a checkbox labeled "Enable?". Below the checkbox are two buttons: "OK" and "Cancel".

Twinning

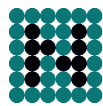
To amend tap 'Twinning' from the settings menu. You'll be presented with a list of 'locations' - these are the numbers you'd like to twin your Horizon number with.

To add a new location tap '+', 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.

The screenshot shows the "Twinning" settings page on a mobile device. At the top, there is a back arrow and the title "Twinning". Below the title is a checkbox labeled "Alert all locations". Underneath is a section titled "Locations" with a plus sign icon to add a new location. The list of locations includes:

Location Name	Number	Activation Status
LeeHome	01618711322	<input type="checkbox"/>
LeeWork	07867002328	<input checked="" type="checkbox"/>



Troubleshooting

Mobile Data Access

While 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 Android client, you can contact the Nomis Support Desk.

A member of our support team may request that you turn on certain logging features.

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.

