



## Android Mobile Soft Client 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 a PC desktop/laptop device, and/or connection of devices using the Android operating system 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 by 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
- Management of your existing Horizon account
- Instant Messaging
- Presence

This document is designed to explain the core functionality of the Android smartphone App as well as the steps required to install it. For further information on specific Horizon features or functions, please refer to the Horizon user guide.



## Getting Started

### Minimum system requirements

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

- Devices that are running Android OS 4.2 or later that conform to the following requirements:
  - Dual-core CPU (or higher)
  - 1 GB RAM (or higher)
  - ARMv7 instruction set
  - Minimum screen resolution 320 x 480

### How the Android Mobile Client works

On Horizon, a single user account can be used for each device which 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 on a device of your choice.

Likewise, if you choose to adjust call settings for your user account on 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 do not want to be contacted on the Horizon client on your mobile, but do want your IP phone to ring, that you simply log out of the client rather than implementing Do Not Disturb (DND).

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 you logout of each device if you intend to use multiple devices, 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 you generate a call from the Horizon client, it will output the number presentation assigned to your Horizon user account. An option to withhold your number for outbound calls is available within the Horizon desktop client under the Call Settings section.



## Installing the Android Mobile Soft Client

Once the soft client has been allocated by your Administrator, you will receive a notification on your Horizon portal dashboard.

You can then visit the Google Play store on your handset and download the Horizon Mobile Client App free of charge.

We would recommend that you search for the App by using '**Horizon Gamma**' and please note that Google Play will automatically prevent non-compatible devices from installing the App.

Enter your client username and password - please note these logon details are different to the Horizon Portal login details and are case sensitive. Please speak to your Administrator if you do not have your log in details.

If required, you can show the password, remember the password and sign into the client automatically when your device starts.



## Passwords

A single password (**that is separate to a user's Horizon portal password**) is generated per user by the system for use with ALL software clients (Integrator, Integrator CRM, Desktop soft client and the mobile soft client). If a user is using more than one client (Integrator and the mobile soft client, for example) then only the assignment of the first client will result in a password being generated; this will be received before a confirmation email with download instructions. For all subsequent clients, only the confirmation email will be sent.

## The Basics

The main view contains several tabs that present information about the contacts and communications options available as follows:

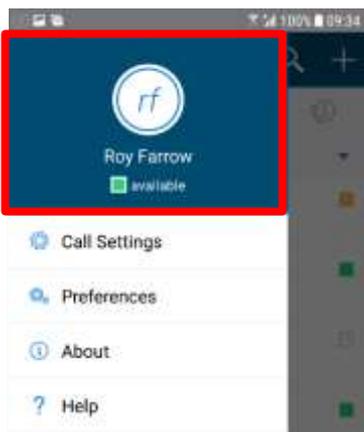
-  View your buddy list, local contacts or search for directory contacts
-  Make calls
-  View chat history
-  View incoming, outgoing and missed calls
-  Access to Presence and Call settings, Preferences, About and Help details



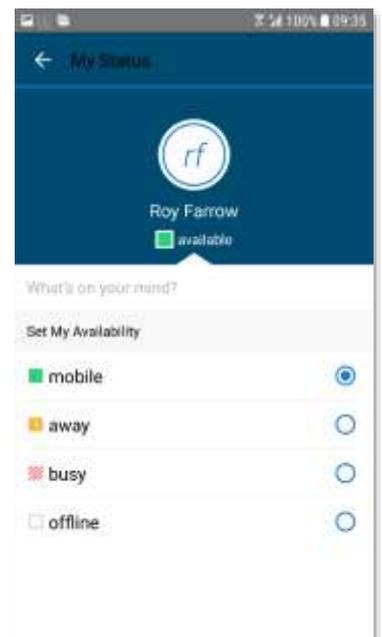
To access these tabs, you can either tap direct, or swipe left or right.

## Presence

You can set your presence/status by touching the  icon in the top left hand corner of the app's top menu bar and then by touching anywhere in the red highlighted area of the screen that opens.



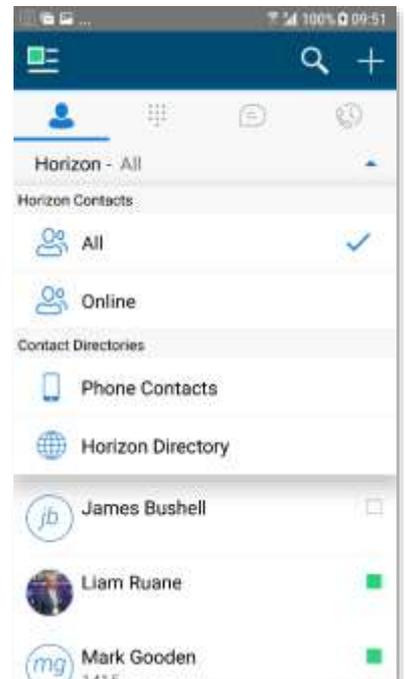
You will then see a screen that allows you to add a picture, update and/or add a comment to your status.



## Contacts

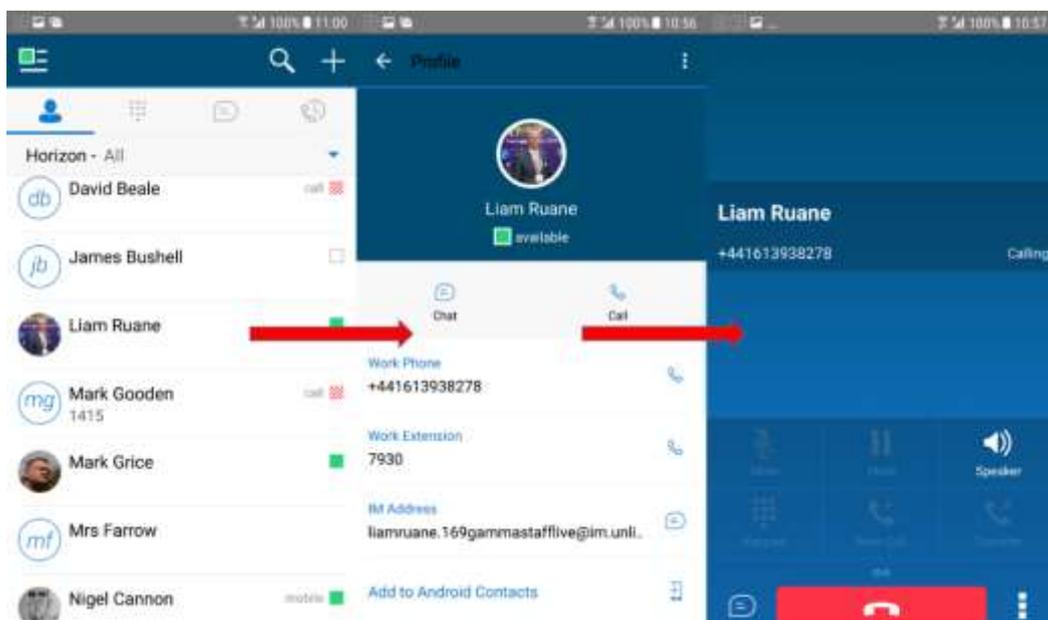
When you start the soft client for the first time, your Contacts list will be empty. Pressing the down arrow next to contacts will show the options available: There are 4 filter options available from the drop-down menu

- All - Displays all contacts added to client
- Online – Only contacts signed in to their clients will be shown.
- Phone Contacts – Displays contacts from the handset.
- Company Directory – Used to search for Contacts in Horizon



## Making a call

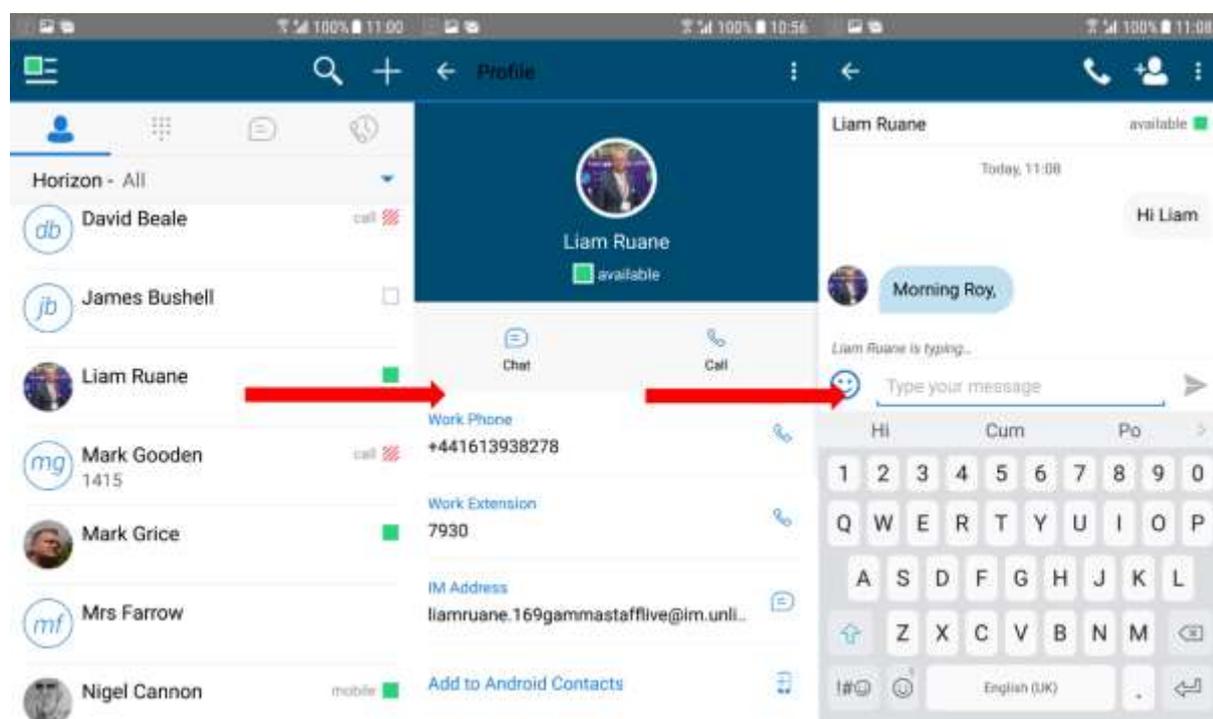
To make a call to one of your contacts you should tap on their name and then tap the  icon next to the number you'd like to call. This will trigger a call to this user via the Horizon platform.



## Initiate a chat

To initiate a chat with one of your contacts you should tap on their name then tap on the  icon in the grey bar menu or the  icon next to their IM address.

If you'd like to start a voice call from the chat screen you can do so by tapping the  icon on the top menu bar. You also have the option to add more participants to the chat session with the  icon and by selecting the  icon you can view the contacts profile or clear your chat history with them.



## Dial pad

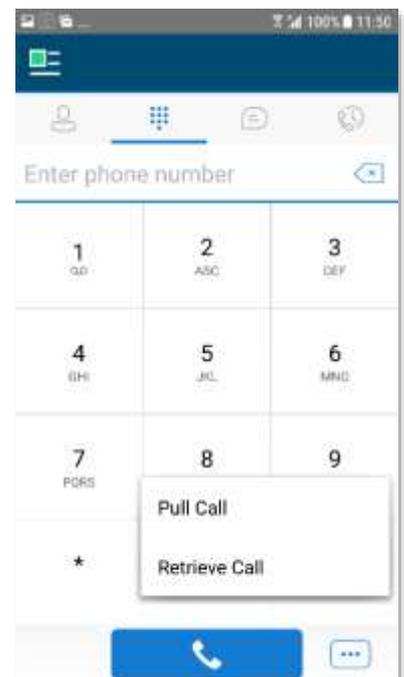
The dial pad allows you to enter a telephone number to be dialled. To dial out enter the number and tap the  button.



## 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

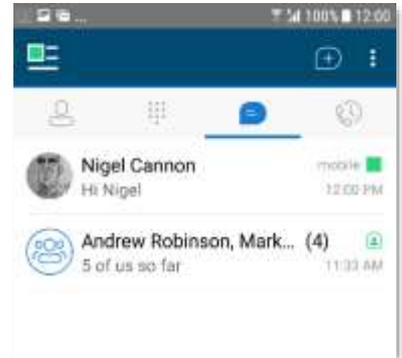




## Chat

The chat section shows all your active/current chats. You can tap on one to open it and carry on your chat.

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

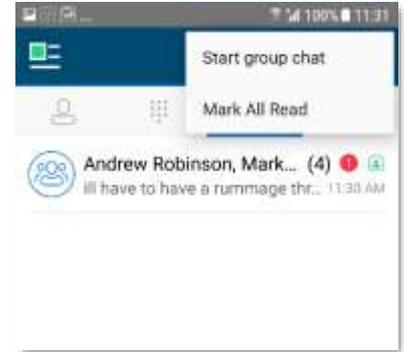


If you'd like to start a voice call from the chat screen you can do so by tapping the  icon on the top menu bar. You also have the option to add more participants to the chat session with the  icon and by selecting the  icon you can view the contacts profile or delete your chat history with them.



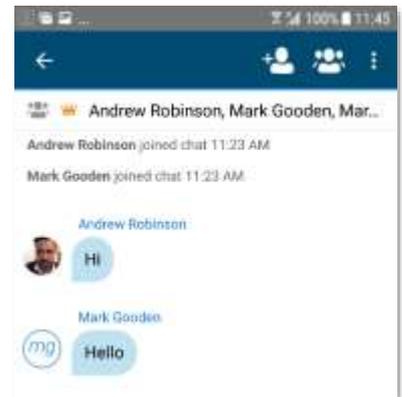
## Group chat

Pressing the  menu button will bring up the option to start a Group Chat or mark all chats as read. A maximum of 5 participants can be involved.



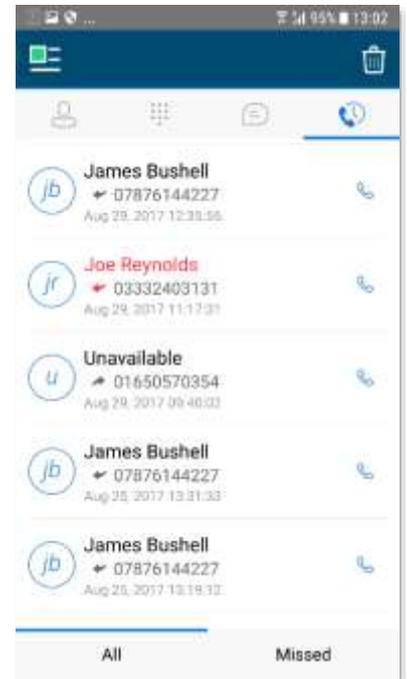
Whilst in the group chat session the following menu options will appear in the top menu bar

-  Add more participants to the chat session
-  View the list of participants in the chat session
-  Leave the chat session or delete the chat session

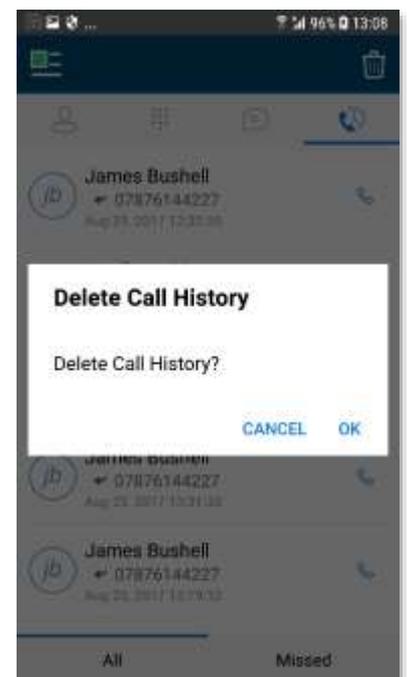


## History

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



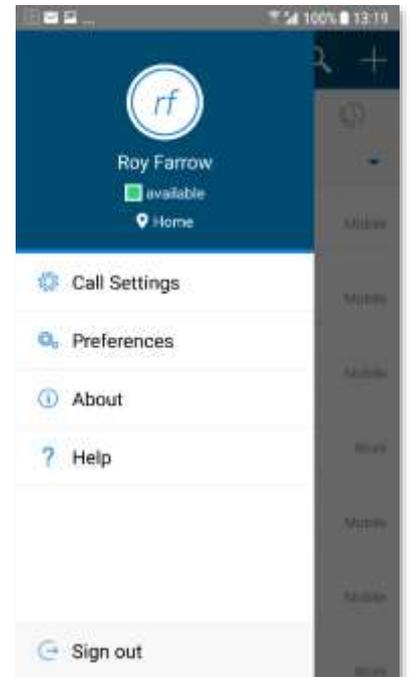
You can tap the  menu button which will give you the option to delete your call logs.



## Settings

Settings can be accessed by tapping the  icon in the top left hand corner of the app's menu bar.

Here you can change some of the initial settings - if you'd like your password to be remembered and if you'd like the App to sign you in automatically.



## Call settings

You can control several settings from within the App. As detailed in the 'How the client works' section, these settings will be synchronised with your account - so it's worth remembering that it will impact any other phones or clients you have when you change these.

The following settings are available within the App;

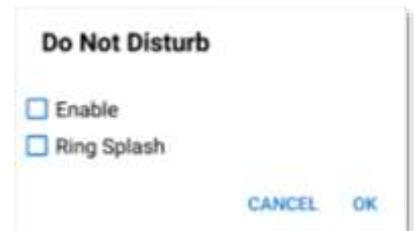
- ◆ Do not disturb
- ◆ Always Forward
- ◆ Forward When Busy
- ◆ Forward When No Answer
- ◆ Forward When Not Reachable
- ◆ Remote Office
- ◆ Withhold number
- ◆ Twinning
- ◆ Call Waiting





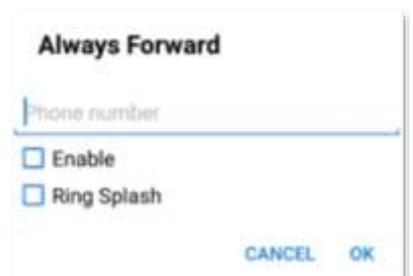
### Do not disturb

To amend, tap 'Do not disturb' from the settings menu and select whether you'd like to enable/disable. If you choose 'Ring splash', it will result in your phone ringing once.



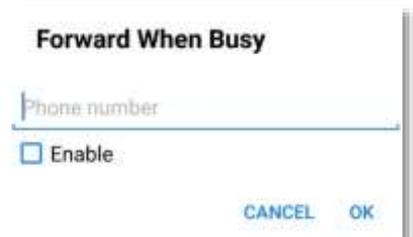
### Always forward

To amend, tap 'Always forward' from the settings menu and select whether you'd like to enable/disable and then enter the 'forward to' number. If you choose 'Ring splash', it will result in your phone ringing once before forwarding.



### Forward when busy

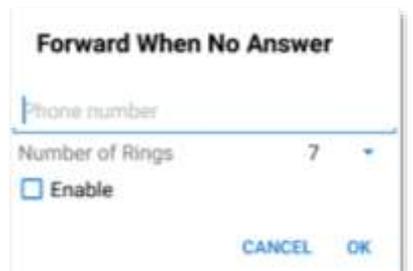
To amend, tap 'Forward when busy' from the settings menu and select whether you'd like to enable/disable and enter the 'forward to' number.



### 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.

Then set the 'Number of Rings' parameter before the call is forward.

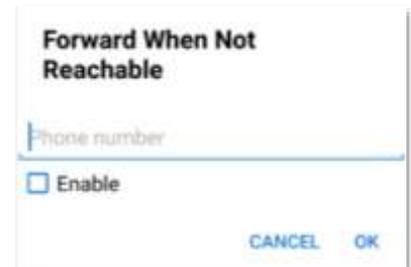


The App will offer the option to set this parameter up to 20 rings but Horizon only supports a maximum of 7 rings before diverting the call. If a number higher than 7 is selected, you will receive this error message



### Forward When Not Reachable

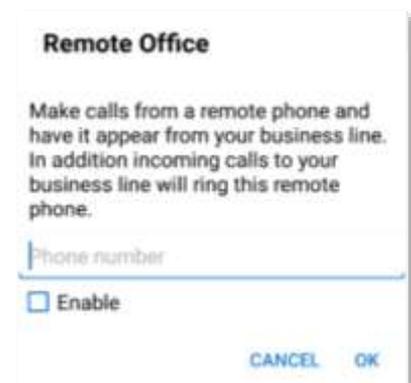
To amend tap 'Forward when not reachable' from the Call Forwarding sub menu and select whether you'd like to enable/disable and enter the 'forward to' number



The screenshot shows a dialog box titled "Forward When Not Reachable". It contains a text input field labeled "Phone number" with a blue underline. Below the input field is a checkbox labeled "Enable" which is currently unchecked. At the bottom right of the dialog are two buttons: "CANCEL" and "OK".

### 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.



The screenshot shows a dialog box titled "Remote Office". It contains a text input field labeled "Phone number" with a blue underline. Below the input field is a checkbox labeled "Enable" which is currently unchecked. At the bottom right of the dialog are two buttons: "CANCEL" and "OK".

### Withhold number

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



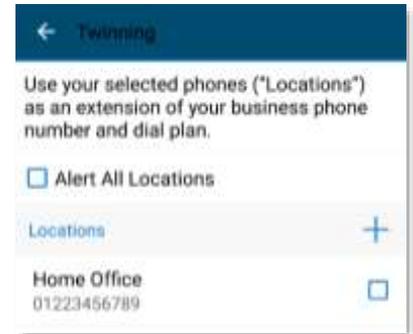
The screenshot shows a dialog box titled "Withhold number". It contains a checkbox labeled "Enable" which is currently unchecked. At the bottom right of the dialog are two buttons: "CANCEL" and "OK".



## Twinning

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

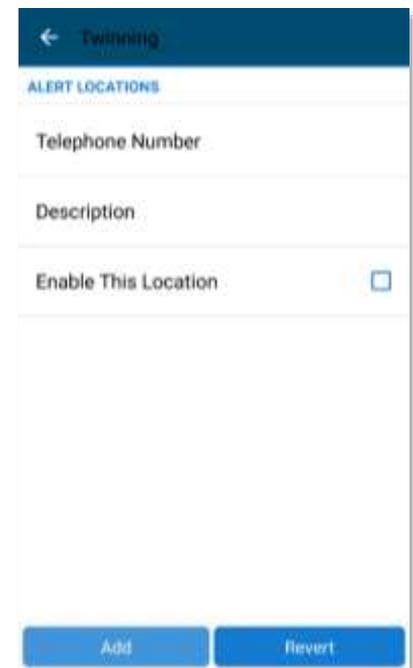
On the Twinning page, you can select to activate either all locations - or a combination of one or more as required



To add a new location, tap the  icon then enter a number and description.

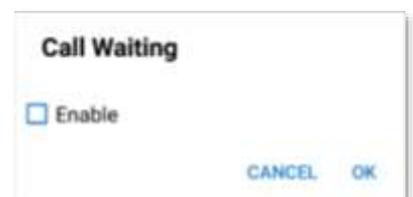
If the location is not set to enable, then it will not be alerted as part of the 'Alert All Locations'

Then tap Add to enter the location or Revert to cancel and return to the main Twinning menu.



## Call Waiting

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





## Service limitations

The following service limitations should be carefully considered when using the Horizon soft clients.

### 3G and 4G networks

We cannot guarantee any aspect of setting up and conducting a Horizon call over any mobile network, whether using a Horizon mobile client or a desktop client on a tethered laptop. Mobile networks provide no prioritisation of signalling and voice payload packets and some networks will either block or slow down VoIP packets.

Before you report a call quality or availability issue on a desktop or mobile client, please ensure you have checked that a mobile network is not being used to connect to the platform, as we are unable to provide support for such incidents.

Using the clients over 3/4G will consume data that may either result in charges being raised by your mobile operator or be counted against your monthly data allowance. The amount of data transferred during a call will be dependent on codec used.

### Wi-Fi Networks

We cannot guarantee the call quality when Horizon calls are made over Wi-Fi, owing to limitations of Wi-Fi as a transport mechanism for VoIP packets. We also expect the quality of Wi-Fi connections to vary (office Wi-Fi, home Wi-Fi and public Wi-Fi hotspots) and consequently you need to consider how Horizon is used over Wi-Fi and your expectations must be set accordingly.

## Troubleshooting

If you experience an issue with the mobile client, your Administrator may request that you turn on the following;

- Enable logging
- File Logging
- XMPP Logging
- Enable log writing
- Crash Reporting
- Diagnostic Info

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.

