

# Integrator Soft Client User Guide

Suitable for use with Integrator soft client v2.6



# Contents

Introduction	3
Integrator Version 2.6	3
Installing the Integrator Soft Client	4
Signing in	5
Supported Versions	6
Passwords	6
Upgrading to newer versions	6
Settings and Configuration	7
Telephony settings	7
Interface settings	7
Dialling settings	8
Call from Skype-for-Business/MS Lync	9
Integration settings	10
The Basics	11
Tray menu	11
Phone window	11
Preview window	12
Personal Directory Support	
Making calls	
Call control	
Active call	
Ringing call	
Features	
Set forward all	
Set Do Not Disturb	
Presence	
Transfer to Groups	
Launch Presence Window	
Desktop Address Book (Contacts Search) with Click-to-Dial	
Click-to-Dial – Outlook	
Click-to-Dial – Quick Dial / Search	
Click-to-Dial – Recent Calls	
Click-to-Dial – Call History	
Click-to-Dial – Clipboard Dialling	
Click to Dial - Web Page Dialling	
Click to Dial – Focus Dialling Presence with Click to Dial	
Microsoft Lync Integration	
Call Preview	
Contact Popping	
Service limitations	
3G and 4G networks	
Wi-Fi Networks	
Known issues with Integrator version 2.6	



# Introduction

Horizon Integrator has been designed to make your desk phone easier and more convenient to use. It can do this in a number of ways and this document will show you how.

Integrator is designed to be discrete - always running and providing useful information as you need it, yet at the same time not annoying and interfering when you're trying to work. So, for most of the time, Integrator sits silently in your tray menu, waiting for you to click on it.

Note: In Windows 7, some tray icons become hidden and expressly have to be shown. These settings are stored in the 'Notification Area Icons' part of the Windows Control Panel and will need to be updated locally.

#### **Integrator Version 2.6**

The latest version sees the additional features below added:

- Support for TLS 1.2
- Support for .NET4.2
- Support for > than 2000 Company Directory entries at start up



# **Installing the Integrator Soft Client**

Once you have been allocated the feature by your Administrator, you will receive an email / emails from the Horizon system. The confirmation email will contain a link that you need to follow in order to download the client locally.

<u>Please note</u>: A local install will require admin rights on the relevant machine for the initial installation of an executable file (.exe). You must check with your network administrator before installing the software, to ensure you can run the .exe files.

Download the file that is linked in the e-mail.



Before continuing you should close all your programs down. Click "Next>"



Read the end user license agreement and once you're happy, click "I Agree".

		44
Please review the lucrise terms before ins Infogrator	stading Horizon	
Press Page Down to see the rest of the a	greenert.	
END-USER LICENSE AGREEMENT		3
Please read this carefully before us	ing motor lais.	1.0
A. Property of licensor You may obtain a copy of this software an authorised alte, via an authorise media. The copyright, database right rights in the programs and data with esterials?) mether with the hand is	d link or by copying it fro its and any other intellec ich constitute this softwa	m authorized tual property re-product (Me
DF you accept the terms of the agreement agreement to install Horizon Integrator.	t, dick I Agree to continue. Y	ou must accept the
dar't high of high sectors of 40 th Oracaster		

Integrator Soft Client User Guide v1.3



Integrator Setup will now run through the setup. Once it has completed you can click "Done".

Horizon Integrator Satup		Hers-futtores
<b>Installing</b> Please wait while Horizon Integrator is be	ing installed.	8
Execute: "C: Windows'pystem32'snaiexec		ata/Local/Temp/RarS
Same details		
Syline de laite		
alar) treat Sotres (2.4) 5 Oanda		
	Citabi Cita	- Onoi

### Upgrading to the latest version

If you already have an earlier version of Integrator installed on your PC, then it is possible to upgrade to the latest version via the client.

General	Versions	
<ul> <li>Telephony</li> <li>Interface</li> <li>Dialling</li> <li>Events</li> </ul>	Horizon Integrator Version: 2.4.25 (Build: 15055)	HORIZÓN
<ul> <li>Integration</li> <li>Microsoft Outlook</li> <li>(Add new)</li> </ul>	A new version (2.4.25.15064) is available for download.	

# Signing in

To get up and running with Integrator, you'll need to enter your username and password - please note these are different than the Portal login details. Please speak to your Administrator if you don't have your log in details.

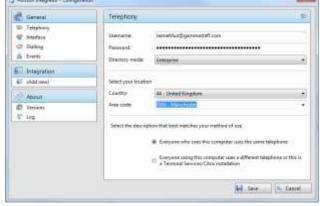
The details can be entered by right clicking the Integrator icon in your taskbar and selecting 'Configuration'.

Tail Horizon Integrator	-
Configuration	
Call Listory	
Address Book	
Presence	
Phone:	
Fastures	
Report	
There are the bar to saw her the	



From there, select 'Telephony' and enter your username and password. The directory mode will default to group; we'll touch on this later in the 'Presence' section.

You'll also need to specify your location, select your country and area code from the drop down list and click 'Save' - you should now be ready to go.



# **Supported Versions**

#### **Operating System**

Horizon Integrator 2.6 will run on any Windows platform that fully supports the .NET 4.0 framework, namely:

- Windows 7
- Windows 8
- Windows 8.1
- Windows 10

#### Microsoft Lync/Skype for Business

Horizon Integrator 2.6 will integrate with MS Lync 2010+ and the verified versions are:

- Lync 2010 32-bit
- Lync 2013 Basic 32-bit
- Lync 2013 Standard 64-bit
- Skype-for-Business 2016 Basic 64-bit

#### **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.

#### Upgrading to newer versions

Integrator 2.5 or 2.6 are not currently compatible with any mass deployment tools when carrying out an upgrade from an earlier version. Using these will result in all existing user settings being deleted.

Any upgrades from earlier versions will need to be carried out by the user/administrator on their individual machine.



Affected mass deployment tools include:

- SCCM
- Group Policy deployment
- OPSI
- Rudder
- Symantec Client Management Suite
- Dell KACE
- ZenWorks
- IT Asset Too

# **Settings and Configuration**

The Configuration section contains many options that allow you to customise your installation of Integrator. The following will cover the most common settings. If you select the Configuration menu item from the tray menu then you are given a page with options on the left hand side.

# **Telephony settings**

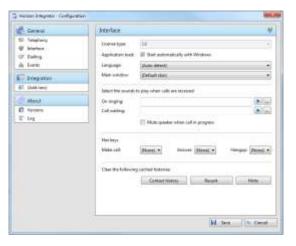
These settings are covered in the 'Signing in' section.

# Interface settings

Interface settings let you define some personal preferences and hotkey settings. Within the page you can;

- Set if you'd like Integrator to start with Windows
- Play sounds though your PC when calls are ringing or waiting
- Set hot keys for making a call, answering a call or hanging up
- Clear locally cached histories







# **Dialling settings**

This page allows you to turn on and off dialling from all the different types of application that Integrator supports.

As a review, the different methods of clipboard dialling are;

- Clipboard dialling where you copy a telephone number to the clipboard and the software detects it
- Web page dialling where the software automatically scans web pages in Internet Explorer or other supported web browsers and converts anything that looks like a telephone number into a clickable hyperlink and adds new buttons next to telephone number fields that you have told it about
- Application dialling where the software adds new Dial buttons to applications that you have told it about

General	Dialing
th Talaphory IF Institute IF Dialog A Events	Select the methods of defining to use Claptions defining III (1997) III (1997) IIII (1997) III Application defining IIII (1997) IIII (1997) IIIII (1997)
Trongration	🖉 bosus diallorg
ET (Add year)	
About	Select the applications and web aller to use dialling from Tupe Application/Density Form/Page Textbox
🕅 Variem C Log	2 .445 27 145 22 Ressure 16 Support. 16 Support.
	C 444 T 140 22 Restore M. Brann M. Error

- TAPI dialling where any application that supports Microsoft TAPI (Telephone Application Programming Interface) can dial through Integrator
- Focus dialling dynamically recognise any numbers in textboxes that looks like the phone numbers and allows to dial that number out

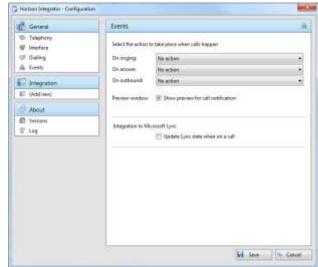
# **Events settings**

You can force Integrator to either show the Phone window or pop the contact when certain events happen. Just select the relevant action from the relevant dropdown list:

- On ringing
- On answer
- On outbound.

You can also turn on or off the Preview window for all calls by ticking or clearing the box.

Integration to Microsoft Lync allows you to update your Microsoft Lync state when you are on a call. By ticking the box, your Microsoft Lync status will change to "In a Call" when your extension is on a call.



Note: Your Microsoft Lync status will only change when your PC is powered on and Integrator is running.



# Call from Skype-for-Business/MS Lync

Calls can be initiated from Skype-for-Business or MS Lync using the 'Call using Horizon Integrator' menu context added by the Integrator client.

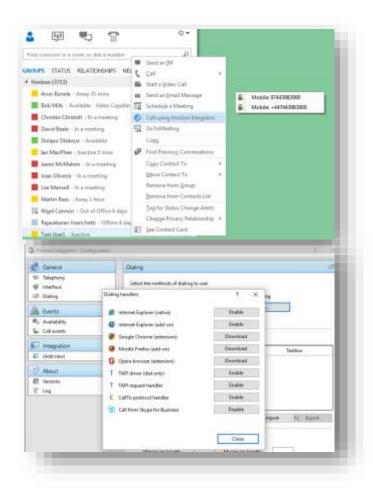
Telephone numbers in the Skype contacts profile are presented and sent to Integrator for dialling when selected.

# Installation (Requires Admin Rights)

The Skype/Lync customization is not installed by default.

To install or disable the option use the 'Call from Skype for Business' button in the Dialling handlers menu (Configuration > Dialling > Dialling handlers)

Then restart Skype/Lync.



# **Additional Information**

NB: Lync 2013 may require the Microsoft Update KB2956174, March 2015. The menu option was not available until Lync version number 15.0.4701.1000 and up

Lync 2010 has been verified as working (version 4.0.7577.4486) but support is not provided on this version.



### **Integration settings**

The Integration pages allow you to see and modify the databases that you have set up integration with. Integration means the database will be searched when calls happen to convert telephone numbers into names; and the database will be searchable manually from the Address Book window; and contacts that are found in the database can be "popped".

Please refer to the individual 'add in guide' if you wish to add a database.

Korris     Kare     Kare     Korris	Daabha
E (Addraw) Database ADD attractions ADD attrac	
IF Lay Famoret Instan @ Contexts @ Contexts	itnit.
Integration test	Sater(h

# **Enhanced Salesforce Plugin**

Integrator 2.5 and 2.6 CRM users can write call history directly to Salesforce contact records via a Salesforce plugin configured by their Salesforce admin. The plugin also provides a call control window embedded in the Salesforce website.

The plugin has a local interface with the native Integrator 2.5 client so it must be running on the same machine. A CRM license is also required.



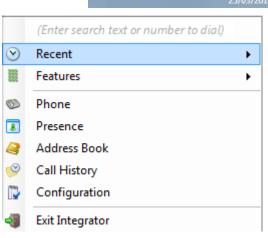
# The Basics

### Tray menu

Right click on the Integrator icon in your notification area. If you're sitting 'in available' it'll be a green circle, if you're on a call it will be red.

This will open the tray menu, which should look like this. From the top down we have;

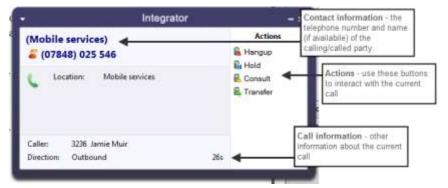
- Quick dial box you can type a number to dial or enter a name to find a contact
- Recent menu quickly see recently dialled numbers and click to redial them
- Features menu amend call settings such as do not disturb and call forwarding
- Phone opens up the phone window, covered in more detail below
- Presence opens up the presence window, covered in more detail below
- Address book you can search for a user in your company directory or one that's in a connected CRM
- Call history opens the call history window that details your recent incoming, outgoing and missed calls
- Configuration used to configure which CRM packages you integrate with
- Exit use this to exit the software



🕑 🛱 🥏 🥏 🔽 🕪

# Phone window

The phone window can be accessed by either selecting it from the tray menu (as shown above) or by double clicking the Integrator icon in the bottom right of the screen. The screenshot below shows the window during an active call.



Integrator Soft Client User Guide v1.3

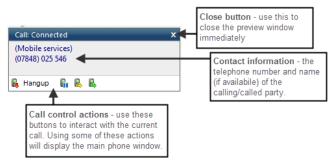


You can use the Phone window if you want to control calls or show contacts. After you've used the software for a while, though, you'll probably prefer to use the Preview window as it can be more convenient and less intrusive.

#### **Preview window**

The preview window will appear when a call is ringing or answered, and will look similar to the below.

Like the Phone window, the actions at the bottom of the preview window adapt to the state of the call. The example picture shows the actions that are available when a connected call is in progress.



#### **Preview Window Positioning**

The preview window can now be re-positioned in any corner of the primary monitor and this position will be retained (please note this is a fixed position in each corner)



### **Personal Directory Support**

Personal Directory entries are accessible in Integrator 2.5 and new entries can be added, edited and removed.





When a call is in progress, a new Personal contact can be added from incoming call screen-pop.

Skarchi Hans, Gregore tans, Tagelone surface Marcun	Serth	
Starth (Marke Company Lane, Talphine works) (Marke Company Lane, Talphine works) (Marke Company Lane, Talphine works) (Marke Company) (Marke C	Starth	
Name         Tabilitiest         Neurol         Termin           Interviewerk         Statement         Statement <th></th> <th>00</th>		00
Name         Totalsmeet         Insult         Town           •         Torant meets         Same meets         Same meets         Same meets           •         Camp of the same meets         Same meets         Same meets         Same meets           •         Camp of the same meets	Advanced search	
Support control     Support     Suppo	Rent Republic	
teren⊖ume 2,255 bit betriefsgeweiste und h. + estation 2000 tann trainer h. 1000 tann trainer h. 1110 tann trainer h. 1110 tann trainer h. 1110	E . Treath made	
Table South South Spendice at	Kerk Diam. Listik kami kerk digeri ana olari Ki-ressonatione	
Rain Small 1.113 Nam Smith Spread could b +4403200000	2 (440)	
	tus internet 1.110 and 5-bit generation at 5-bit 10000	

Contacts can be managed from the Address Book

#### Making calls

Integrator offers several ways of making calls using your PC without the need to pick up your handset and dial.

Please note: "The Integrator requires a Horizon Handset to be able to make calls outbound, you can still receive calls on a soft client or handset for inbound calls"

Below are a few real-life scenarios of where you may have a number stored that you'd like to dial and how Integrator can help make that simpler.

- A piece of paper
  - From the Integrator tray menu, you can type the number into the text box at the top and then hit enter. This will initiate a call to that number.

failers bab	
F. mar. Lat.	
Fee	
Ters.ser	
Record	- 0
	Incacional Recent Fecuna Fecun

 If you happen to have the phone window open, you can start to type the number using your keyboard. Integrator will know that you're trying to make a call and will

switch to the 'Make call' screen. Press enter or click 'Make call' to initiate a call to that number.



Integrator Soft Client User Guide v1.3



- Someone you spoke to on the phone recently
  - As long as you spoke to them on your Horizon phone then the call will be in your call history. From the tray menu, select 'call history' and you'll see a list of your calls in reverse date order. Locate the caller from the list and click on their number to initiate a call to them.
  - Alternatively, if they were one of the last 10 people you spoke to then they will show in your 'Recent' list.
     From the tray menu (or phone window) select recent and select their number to initiate a call.

	. Date/Time	Telephone	forme .	Dunition	Desction
	Today				
÷.	29.24.48	0748525548	(Ordenmant)	34	Bu and
4	17/06/28	0.070704543	(Unknown)	25m 28s	Out
÷	26:12:07	07848025546	(University)	214	Out
÷	35:55:37	07848025540	(Silvebrawie)	290	Out
÷	2040.50	078460,25546	(Unknowed)	24	No and
6	1041-36	01540023546	(cinkmawro)	1m 25a	Out

	(Enter number to dial)	
08003893364 BT Local Business	Decent	

# Call control

#### Active call

The call control screen appears when you make or receive a call, with the same 'Call actions' appearing next to the Integrator icon in your notifications panel.

•	Integrator		- x	Page left/right - use this to
(Mobile s	ervices) ) 025 546		Actions     Actions     Cancel     Complete	you have more than one in progress.
C Locat	ion: Mobile services		Conference	Call actions - use these buttons to interact with the current call
10.0	3236 Jamie Muir Outbound	571		

The phone window allows you to interact with the current call in a number of ways, including the transfer of calls. To do this you must be connected to the call you would like to transfer, i.e. it cannot be on hold or ringing.

When you are connected, the actions list looks like it does to the right. To transfer a call you do not need to place it on hold, instead press either the consult (if you'd like to speak to the other person first) button or transfer (if you do not want to speak to the other person first).

Integrator		
(Mobile services)		Actives
Location Mobile services		B. Transfer
Calles 328 Javie Mais Destilion Oxforged	214	



You are then presented with a screen similar to the 'Make a call' screen, but with the word 'Consult' or 'Transfer' to the right of the Number field. Your call is not on hold at this stage, but when you are ready, enter the number to transfer to, then click;  'Consult' to place the current call on hold, while you speak to the other party. You can then press complete or cancel.

Transfer' to put the call straight through to the other party

Note: all the call actions on the main phone window can also be accessed via the preview window that appears next to the Integrator icon.

#### **Ringing call**

A ringing call can be either;

- Answered which will answer the call on your Horizon phone
- Deflected which will give you the ability to direct the call to an alternate number

# **Features**

The Features menu provides you with options to control the behaviour of your phone. There are three options available from this menu; "Call settings", "Set Forward All" and "Set Do Not Disturb".

#### Set forward all

"Set Forward All" allows you to enter a number that will be called when someone calls your extension. Please remember that that your phone will not ring when this is set.

#### Set Do Not Disturb

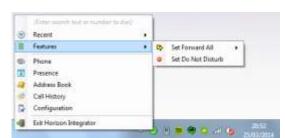
"Set Do Not Disturb" allows you to set your phone so that a caller will hear the busy tone when they call your extension.

#### Presence

Presence provides a simple and quick way for you to check the status of your colleagues' extension. The window can be accessed from the tray menu by selecting 'Presence'.

							•	4	-
	Telephone		State	Direction	Ferwart	Contact			
0	3942	Sen Jeffreys	On hook		OF				
0	3307	Nick Lowe	On hook		Off				
0	3354	Richard James	On hook		CH				







Call: Connected (Mobile services) (07848) 025 546

🖡 Hangup 🛛 🔓 🔒 🔒

	Cancel
view window	
Integrator	-1
45)	Actiens
5 546	En Armon
	B Deflect



Type AB			Tet	John Musphy	Search
Tel	Name			- Туре	
0 HN	- Seter Bitarp	Ŋ.			

You can customise your list from this window by clicking the green plus icon, searching for the person you'd like to add and clicking 'OK'. Under 'Type' you can select either extension, to search by extension only, or all, to carry out a free text search.

Note: the list is limited to 50 extensions or users

# **Transfer to Groups**

Hunt-groups, Call Queues and Call Centres can be added to the Presence Window to enable calls to be quickly transferred to them.

Presence is not available for virtual users.

🏓 32	239	Graham Jones	
0 30	025	Haleem Gul	
• 67	791	Hunt Group TSC OOH	🔒 Consult
32	231	Ian Garrity	- Ransfer
0 31	L45	Ian MacPhee	
0 31	29	James Hewitt	

### Launch Presence Window

This can be configured for when the phone rings or is answered

This is configured in the call events section.

Colour	Status
Solid green	On-hook
Flashing red	Ringing
Solid red	Call connected
Flashing yellow	On hold
Solid grey	Off-line

Talaphony	Select the action to	talié place when calls happen			
Enterface E Dialarup	On insping	/4c action	3		
	On arisoni	No action Show Phone window			
Exerts	Instteast	Southeast Contract of Contract			
Availability	- AND AND AND A	Show Linktery			
e Celimento	Select Discounting	o yley when calls are received			
Imagration .	On singing				
Selection (RM	Caloabig	Mate apaster when call is proyeet.			
Geogle Contacts					
Child introl	It a full state of the	nal programs when salacted events occur			
About	Lowit	Region	Pauratan		
Y WHERE					
Leg					

The circle next to each of your monitored contacts will indicate the state of their extension. This key shows each of the possible states.

You can right click any of your monitored contacts and will be presented with appropriate option(s). If you are not on a call, you'll have an option to initiate a call to that user. If you are currently on an active call, you'll have the option to consult or transfer to that user - as described in the Call Control section.



Note: by default the search will only look for users in the same group as you. If you want to search companywide, you'll need to go to Integrator > tray menu > configuration > telephony > and update the Directory Mode to 'Enterprise'.

Telephony		0
Usemame:	JamieMuir@gammastaff.com	
Password:	•••••	
Directory mode:	Enterprise	٠

# Desktop Address Book (Contacts Search) with Click-to-Dial

The address book will interrogate any integrated applications database for contacts and allow you to click-to-dial, email and contact pop where possible.

a 🍋	Address Book						x
Se	earch:	James Bushell (Name, Company name, Telephone	number)			Go	
Ad	lvanced searc	:h				(	谢
	Name		Telephone	E	mail		
4	Contacts James Bushell Microsoft Out		M: 078	jaı Show conta Make call Email		ell@gamm mmatelea	=
4	Salesforce CR James Bushell James Bushell	М	0333 240 3072 M: 07876 144		ushell@ga	ımmat	•
					∢   Page	1	۲

#### Click-to-Dial – Outlook

You can find a contact and dial from the Outlook program directly.

Ph	one numbers			
	Business	•	0333 240 3072	

#### Click-to-Dial – Quick Dial / Search

In the desktop tray, you can type the number to dial, or a name of your contact. If you type a name, it will launch the address book search function and perform the search immediately

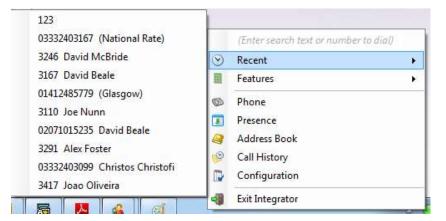


	01412485779	
9	Recent	,
	Features	
	Phone	
	Presence	
8	Address Book	
0	Call History	
	Configuration	
4	Exit Integrator	

	MacPhee	
1	Recent	,
	Features	
6	Phone	
	Presence	
9	Address Book	
0	Call History	
P	Configuration	
-	Exit Integrator	

#### Click-to-Dial – Recent Calls

You can click to dial instantly from a list of recently made/received calls



#### Click-to-Dial – Call History

This is an extensive list of previously made/received calls. You can click to dial or pop the contact if they are recognised by the application.

	Dete/Time.	Telephone	Native	Duration	Direction	
	Today					
4	160563	123	(Urskriewy)	31	Out	
4	1605:31	125	(Unknown)	30s	Out	
	16.05.05	#3333403167	(Uskrinen)	95	No arts	
	15:58:59	3246	(Unknowe)	131	Missind	
6	15-51-52	-123	(Uniterative)	171	Out	
4	14:59:29	3167	David Beele	Brm Ds	Ove	
4	14/25/23	01412485779	(Unknewn)	7m 46s	31	
4	14:76:44	01412485778	(Unknown)	151	Mitted	
	14:24:27	10412485779	(Unitensiveri)	6:	Miced	
4	14:11:58	3167	David Besle	2m 30a	Out	
÷.	14:05:36	1110	Joe Nunn	25+	No ans	
4	14:03:09	3291	Alex Forter	3 m 6s	Out	
4	136742	02071015235	(Unknown)	7m 32s	3n	
4	152141	82071815225	(Usknewn)	384	No ats	
٠	10-52-18	03332403058	Dristos ( g. Dia	Sm13a	ln.	
	1047:27	120	(Unknew 🚽 Microsoft Outlook	101	Out	
۰.	10:46:50	123	(Unknewn)	37s	Out	
φ.	10.36-03	3417	Joan Oliveira	2m Ts.	Out	
de l	10.25.08	3099	Ovistos Ovistofi	2m 4bs	Dut	



#### Click-to-Dial – Clipboard Dialling

You can copy a number to your clipboard to make a call.

As soon as the number is copied to the clipboard, a bubble is popped in the tray icon, simply click the bubble to make the call.

It is best to define the minimum and maximum digits to ensure the soft client matches on probable numbers. The detail below is suggested for this.

			Clipboard dialling
Minimum length:	8	Maximum length: 11	Click here to dial: 01414045304
Must start with:	o	Advanced rules	

#### Click to Dial - Web Page Dialling

This function can work in various browsers including i.e. Google Chrome, Mozilla and Safari and when enabled, numbers are displayed as hyperlinks which can then be clicked to dial.

Customer services for existing customers	0844 811 9111	Lines open 24 hours, seven days a week
For information and to apply	<u>0845 766 0758</u>	Lines open Monday to Friday 8am-8pm and Saturday 8am- 2pm
Deaf helpline (Minicom)	<u>0844 811 9191</u>	Lines open 24 hours, seven days a week

#### Click to Dial – Focus Dialling

This function will detect fields which contain dial-able numbers and will then present a dial button. This is very useful within meeting requests as an example.

A.A.A.	Meeting Oc	currence Intert	Format Test Review					
ave & Deb	ete (N)	Appointment Stinedulog Acustant Show		pond Options	₩ Tags	200m		
Accepter	d um 07/01/20	054 08:07.	uenti 26/63/2014 from 11/60 to 12/0	10				
	Prendeer	er appointment on your p Des	Catendar.		Sent	550m 06/01	2014 22:21	Click to Dial
rganizer	Prendeer				Sent	860m 06/01	2014 22:21	Click to Dial
nganizer: ubject:	Prendeer Horizon D	p Dieli			Sent	850m 06/01	2014 22:21	Click to Dial
Conflicts Hyperitant ubjett: ocation: fact Tume	Prendeer Horizon D	p Des ev and Net Eng Meeting 920-7070 5453 Pass Code		47).	Sent	65on 06.01		
hyanizar: ubject: ocation:	Horizon D	p Des ev and Net Eng Meeting 020 7070 5453 Pass Code 0/2054 + 1	= 4280576	€),	Sent	65un 06.01		

#### Presence with Click to Dial

You can monitor up to 20 extensions defined by user as well as make calls and transfer calls to colleagues. This is very similar to Busy Lamp Field functionality.



10 2672 James Busheli								
Telepho	re Nore	Stett	Design Frontel					
	100 and and the							
9 7HU	lame: Mr.Tadyer	Shihiek.	OF					
1952	David Barts	Driftspelt	oe (					
	109Maschetter-							
0 301	Security Rucoll	Onhell	OF.					
128	George Groatie	Dehoek	OF					
	164th-wkary(IIIL.							
0 0.81	Rodenick Jamieson	Derivated	OF .					
0 325	Patin Imitabasi	On house	OF					
9.50	Devidtigships	<b>Drihtek</b>	08					
0 1141	Andes Britten	Determine	06					
9 MR	Barry Ganges	Driftenik.	-08					
0 23M	Pestal Broan-	Drihiek	Off					
1117	Rob Davis	Drifteek	OF					
	MiManhester-							
0.342	Displace Practor	Controlent.	08					
128	inne Mun	Dehoek	OF					
	Mithewbary(Hit.							
Q 10275	Seeatby Hill	Drivest	017134638343					
0 307	dan Machie	Shhoes	ce.					
· mm	Andy March	<b>BritiseR</b>	08					

### Microsoft Lync Integration

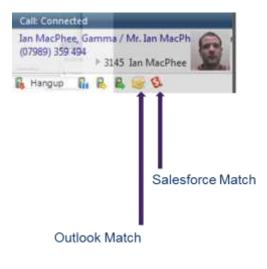
You can see updates on Lync when you're on a call or when Do Not Disturb (DND) is set.



Please note that updates are unidirectional from Integrator to Lync.

### **Call Preview**

This will display the caller (or called party) name in the Preview or Phone window when a match is found in the shared address book or integrated application(s). The icon for specific application(s) is displayed and in this example, it is Outlook and Salesforce. You can then click on the icon to pop the Contact.



Integrator Soft Client User Guide v1.3



# **Contact Popping**

When you receive a call, you will see the calling party contact popping on screen (if saved in the relevant application – Outlook or chosen CRM).

and the second se	Character Character Character		itere (1.6. () bereit marit. ()	and the second s	
Gamma	(het	tech/			<b></b>
	literate Opposition State	n Dattion December Allen	alaste Seat +		
🎒 Gamma	James Bushell			Connection of the second process of	
	de John Dan 1				
n Arrante	The second	montes ( Indones / Installe	(and standard to a standard sector of a standard sector)	test to 1 these statements	
Cilling 1	Cornert Detail	Adv. Dave 10			
	Conduct Street,	Contract States	Photo	3333.242.3371	
Name Tax Tax	dene	Annual Magned			
	And a state of the			21210-142220	
The second se	188	Server Truly Decemper	(New Yorks)		
			1		
	875.000		10.00	Part of Contract of Contract	
discounter a	Belore In	(me(d)Ch45	A11-14-14		
	Amilitys Complete		(Jan), Neveri		
	Eliphonisti Hilio		the part for the same		
	Bally Lot		Spenn Palme 1 and		
(erenchant	1 and frames		Theat law-bat	In the set	-
RUBH KANZ	CONTACT YOU		The first chail	Annual Ray Park Street	a second state
SAIDAADD10	Billing T ( might			sound first \$ 4.4 million 1	0.00
ann fur	rest like in Cascil Report Line		and the in Truck for Law		
Sentiscon Ad	Partiel Programma		Analysis of the second se	Wrend & R.	1. 4. 10. 10.

# **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.



### Known issues with Integrator version 2.6

#### Error message on first run after update from Integrator 2.4

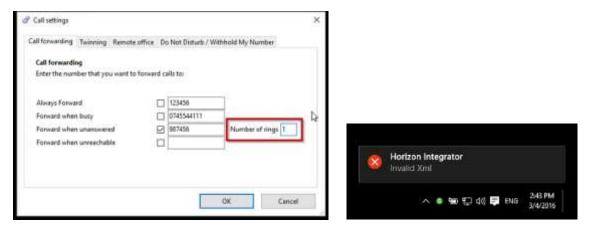
This error message may briefly appear on the first run of the Integrator 2.6 after updating from Integrator 2.4. The user won't be signed in automatically. The user may need to access the configuration page and click the save button manually. The error will quickly disappear and will not reappear on any subsequent start of Integrator.



Integrator version 2.4 will be end of support from the 1st April 2017.

#### Setting Call Forward Busy – number of rings=1 results in 'Invalid XML' error

Number of rings on server is between 2 and 7. Setting to 1 gives the below error.



#### Update Skype for Business Presence (SfB) may get stuck at 'Busy - in a call'

One particular scenario has been identified where the Presence does not get set to 'Available'.

Integrator sets SfB Presence to 'Busy – In a call' when a call is active on Integrator. When the call ends Integrator sets Presence to the state it was at the beginning of the call.

It also appears that SfB uses the same method when entering and leaving automatic Presence states i.e. it polls the state before the event and sets it to that state when the new event ends.

This can become a problem if the state at the beginning of the call is no longer reflective of the user's current state.

Example:

- User makes a call on Horizon. Integrator changes SfB state to 'Busy in a call'
- User starts Presence sharing session
- SfB changes Presence to 'Presenting'
- Horizon call ends
- Presence remains 'Presenting' as screen-share still active
- User ends screen-share



• SfB sets Presence to 'Busy – in a call' instead of Available

It has also been observed as a result of interaction with Skype-for-Business / Outlook Calendar 'In a meeting' integration.

Corrupt local file causes connection failure and Call Preview Window positioning to stick

A file in a sub-folder of C:\Users\[USER]\AppData\Local\Connect\ became corrupt and prevented the app starting while connected to (Cisco) VPN. With VPN disconnected Integrator was able to start normally.

This error message was generated.

Another symptom was that the Call Preview Window was stuck in one of the corners of the screen and could not be re-positioned in another corner. The problem survived uninstall and reinstall of Integrator.



The root cause was a file created by Windows to store DNS resolution and window positioning that cannot be removed by the Integrator (un)installer. The problem is not expected to be seen on other machines as may have been a consequence of the manipulation of other settings files which is not a supported end-user procedure. The workaround is to delete the following folder: C:\Users\[USER]\AppData\Local\Connect