

Horizon - Polycom VVX 410/411 User Guide

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Contact Us



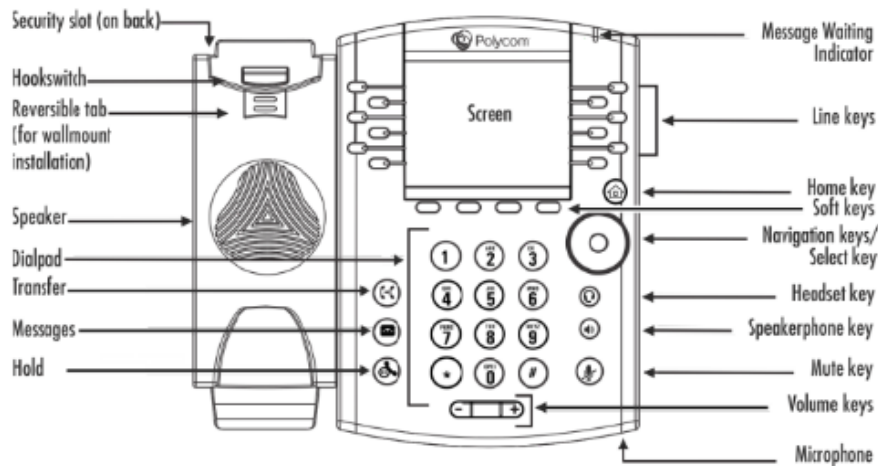
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PHONE KEYS AND HARDWARE

The Polycom 400/410

PHONE VIEWS



The following figure shows the important phone features, which are described next.




Phone Views

Your phone has three main views: Home, Calls, and Lines view (the default).

To change views:

- For Home view, press .
- From Home view,  press to display either Lines or Call view.

HOME VIEW

You can display Home view (shown next) by pressing . Home view displays your phone line, and messages, settings, and information. At the bottom of Home view is a Page Indicator that shows how many pages of icons Home view displays.



To change the highlighted icon, press the up, down, right, or left arrow key. Press Select to access the desired menu.

Home view displays the following icons:

- **New Call**—Select New Call to display the Dialer so you can place a call.
- **Messages**—Select Messages to access your voicemail.
- **Directories**—Select Directories to access your Contact Directory, Favorites, and Recent Calls list. You may also be able to access a Corporate Directory and Buddy Status List if they're set up on your phone.
- **Forward**—Select Forward to set up forwarding options for incoming calls.
- **DND**—Select DND to toggle DND (Do Not Disturb) on or off. When DND is enabled, your phone won't ring and incoming calls will go to voice mail.
- **Settings**—Select Settings to access phone features and settings to customize your phone.

Additional icons may include:

- **Applications**—Select Applications to access a menu of custom applications. See your administrator for information about any specific applications listed in this menu.
- **Calendar**—Select Calendar to show a calendar with your meeting details. Using the Calendar feature, you can join meetings directly from your phone

LINE VIEW

Lines view (shown next) is your phone's default display. Lines view displays your phone line(s), your favourites, and soft keys in the soft key area.



If your phone is idle, you can press a line key to access the Dialer.

If your phone has calls, the phone line indicates the number of calls you have, and if they're active or held. If the phone line has an active call, the call color is dark green, as shown next. If the phone line has one or more held calls, the call color is dark blue, as shown next. The number of total calls is shown above the calls. To select a call, use the up and down arrow keys.



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Held
Active



CALLS VIEW

You can access Calls view (shown next) if your phone has multiple calls in progress, or you have one held call. Use the up and down arrow keys to see all your calls. If your phone has multiple lines, calls display under the associated line.




Call colour indicates status:

- Dark green—Active call
- Bright blue—Incoming call
- Dark blue—Held call

Use the up and down arrow keys to highlight a call. The soft keys apply to the highlighted call.


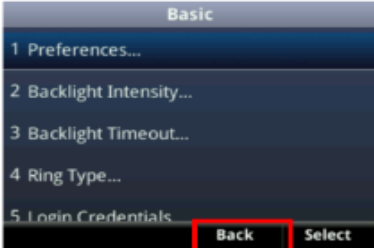

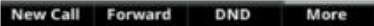
UNDERSTANDING PHONE ICONS AND STATUS INDICATORS

The following icons and indicators indicate phone, call, or buddy/contact status, or to indicate that a feature is enabled.

Icon	Description	Icon	Description
	Registered line		Phone warning
	Held call		Call forwarding is enabled
	Incoming call		You have messages
	Placing a call		

NAVIGATING YOUR PHONE INTERFACE

The following table shows you how to navigate your phone's screens, as well as select and highlight options.

If you want to...	Do this...
Return to Home view from any screen	Press  .
Return to the previous screen	Press Back , as shown next. Or press the left arrow key.
	
Switch phone views	Press  to display a different view (from Home view to Lines view to Calls view, if there is an active call).
Place a call	Press Dial or use the right arrow key from a call list.
Highlight calls in Calls view	Use the up and down arrow keys to select a call. The soft keys, like Hold or Resume , apply to the highlighted call.
Select a menu item or option	<p>Use the up and down arrow keys to highlight the menu item or option, and press Select.</p> <p>If the menu is numbered, press the dialpad key to enter the corresponding menu. For example, press 4 to enter the Backlight Timeout menu as shown above.</p> <p>Use * to page up and # to page down in the menus.</p>
Close an option box without selecting anything	Press the left arrow key.
Select a soft key, menu item, or option	<p>Use the up and down arrow keys to highlight the menu item or option. Press the appropriate soft key.</p> <p>If an item in a list has a number next to it, you can press the corresponding number on the dialpad to select the item.</p>
Select a soft key that's not in view	If a More soft key displays in the far-right of the soft key area (as shown next), there are additional soft keys available, but you can't see them. Press More to view the additional soft keys.
	

USING THE DAILPAD KEYS ON THE PHONE CONSOLE

You can use the dial pad keys on your phone console to update field information. If a field requires data input, select Encoding or Mode to specify how you want to enter data.

Use the tips in the following table to enter information using the dial pad.

<i>If you want to...</i>	<i>Do this...</i>
Enter numbers, or characters in uppercase, lowercase, or titlecase mode	Select Encoding or Mode , and select one of the alphabetic (ABC, abc, or Abc) options.
Enter only numbers	Select Encoding or Mode , and select the numeric (123) option.
Enter text in a special language	Select Encoding , and select one of the language options.
Enter a character	Press a dialpad key repeatedly to view the character options and stop to select. When the character you want to enter displays in the field, wait one second, and enter the next character.
Enter a number	Press a dialpad key repeatedly (depending what mode you're in) to enter the number that displays on that key.
Enter a special character	<p>Select Encoding, and select one of the alphabetic (Abc, ABC, or abc) options. Then, press the 1, *, 0, or # key one or more times to enter one of the following special characters:</p> <ul style="list-style-type: none"> • 1 key: ! ' ^ \ @ : 1 • * key: . * - & % + ; () • 0 key: / , _ \$ ~ = ? 0 • # key: # > < { } [] " ' ` <p><i>Note:</i> You can't access special characters when you're in numerical (123) mode.</p>
Enter a space	<p>Select Encoding, and select one of the alphabetic (Abc, ABC, or abc) options. Then, press the 0 key.</p> <p><i>Note:</i> You can't enter a space when you're in numerical (123) mode.</p>
Delete one or more characters	Using the left and right arrow keys until the cursor is positioned to the right of the character(s) you want to delete.





HOW YOUR PHONE HANDLES



Your phone can handle multiple calls at a time. However, only one active call—the call that has audio associated with it—can be in progress at any given time. In addition to the active call, your phone may have multiple other calls that are either held, or in an incoming or ringing state. Your phone can handle a maximum of 6 calls at one time.

Your administrator can set up your phone to have up to 6 lines. Lines can have unique extension numbers, or they can have the same extension number as other lines. Your phone can have supported a maximum of 24 calls.

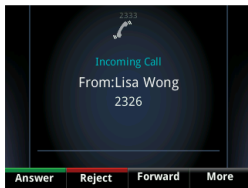
You can place and answer calls in these ways:

- Using the handset
- Using the speakerphone
- Using a headset

During a call, you can alternate between handset, headset, or speakerphone modes by picking up the handset, or pressing  or . For example, if you're using the handset, you can switch to headset mode by pressing , or switch to speakerphone mode by pressing .



When you're in speakerphone mode,  glows green. When you're in headset mode,  glows green if an analogue headset is connected.

ANSWERING CALLS





All incoming calls display in an Incoming Call window, as shown next.

To answer the call, do one of the following:

- To use the handset, pick up the handset.
- To use the speakerphone, press  or press Answer.
- To use your headset, press .

If you're already in handset, speakerphone, or headset mode, press Answer, and the phone will automatically use the mode you're in.

To answer the call, pick up the handset, press , or press . Or, from Calls view, press Answer to use the speakerphone.

Answering Another Call

If you have a call and an incoming call arrives on the same or a different line, a call waiting tone beeps, and the Incoming Call window displays. To answer the call, press Answer. The call you were in is held.

Ending Calls

To quickly end an active call, replace the handset. Or from Lines or Calls view, press End Call. If you're in Calls view, be sure to highlight the call first.

Forwarding Incoming Calls to Another Person

While your phone rings, you can forward the call to another person. To forward an incoming call to another person:

- 1 While your phone rings, press Forward.

2 From the Call Forwarding screen, enter the forwarding number, and press Forward

Setting Up Conference Calls

There are two ways to set up a conference: the conventional way—by calling two people and using the Confrnc soft key—or joining two existing calls using the Join soft key.

To set up a conference call:


- 1 Call the first person.
- 2 From Lines or Calls view, press More and then Confrnc. The active call is held.
- 3 Using the Dialer, call the second person.
- 4 When the second person answers, press More and then Confrnc to join everyone in a conference. The Active: Conference screen displays, as shown next.

Listening to Voicemails

Your phone may indicate new voicemail messages by the following:

- A message in the status bar, as shown next. The message indicates the number of new messages you have. The count is a total of all messages on all lines on the phone.
- A flashing Message Waiting Indicator, located at the top-right of your phone.
- An audible alert (if your phone is on-hook).

To listen to voicemail messages:

- 1 Press , and select Message Centre. Or, from Home view, select Messages, and select Message Centre.
- 2 If multiple lines are configured on your phone, the Line Select screen displays. Use the up and down arrow keys to select the line that has the message.
- 3 From the Messages screen, press Connect and follow the prompts.

Call Recording

This is set up in the Horizon Portal against the relevant user or group. It is also where you can access call recordings. If you have set this up dial ***1 on the keypad to access**

Note: *You must inform the caller / persons that the call is being recorded*

How do I gain access to the Horizon website?

Horizon can be accessed at www.unlimitedhorizon.co.uk,

From here you will be prompted to submit your user details:



HORIZON Login
Unlimited communications

Username:

Password:

☒ Remember Me

LOGGING IN AS THE END USER

How do I customise my Dashboard?

The dashboard that you are presented with once you login can be customized to ensure you achieve the best view for your specific needs. To do this simply hover over the title of a section you would want to move and drag it to your preferred place on the screen.



How do I initially configure my user access?

If you are logging in for the first time as an End User then you will be prompted to setup a few basic features to establish your user account. Your company administrator should've provided you with details on the features assigned to you and your number and user extension.

If you would like further details on the features assigned and what they allow you to do, you can review under the "My Features" link on the homepage.



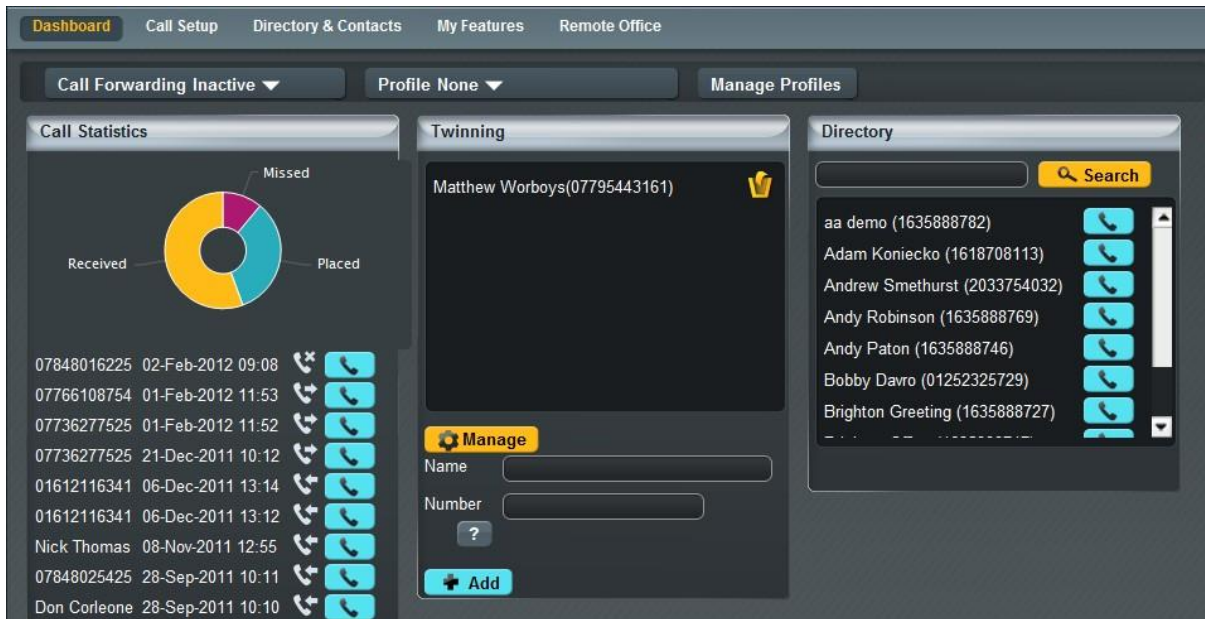
The standard features requested on your initial access are:

- Call Handling – Decide how you would like to route incoming calls
- Twinning – The ability to phone a mobile device or another number if your phone or extension is dialled
- Change of password – Change the password assigned to ensure this is unique to your user access

Once completed and to ensure your aware of all features available through the Horizon system we would advise reviewing the following areas.


The Dashboard

From the Horizon dashboard, you have the ability to influence a number of user settings as well as review your own call usage and performance



How do I make a telephone call using "Click to Dial"?

As explained on the hardware datasheets for your allocated device there are a number of ways you can make a telephone call over the Horizon handsets, however there is also the ability to "Click to Dial" from the Horizon system.

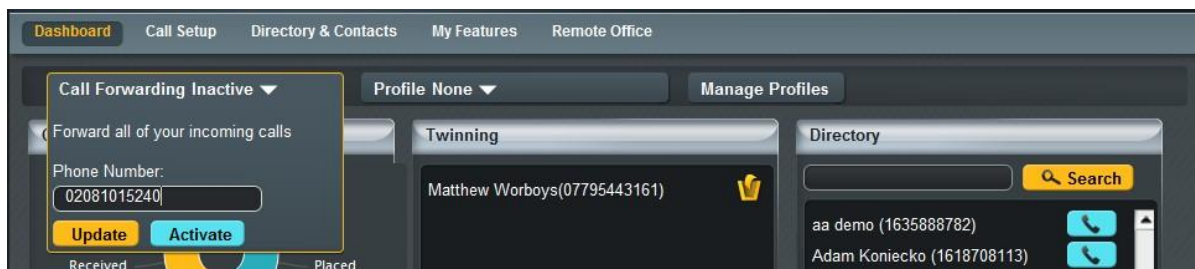
"Click to Dial" means that the Horizon system will call the number of the account you're logged in as, and once answered, then connect you through to the number against which you have clicked the "Dial" button .

This feature is available wherever a contact or directory entry is shown on the screen.

How do I setup Call forwarding?

Call forwarding is the ability to redirect a call from delivering it to your handset, to delivering it to another number.

This can be setup from the dashboard screen by selecting on the drop down box showing "Call Forwarding Inactive" and your then able to define a number, and update this field with this detail

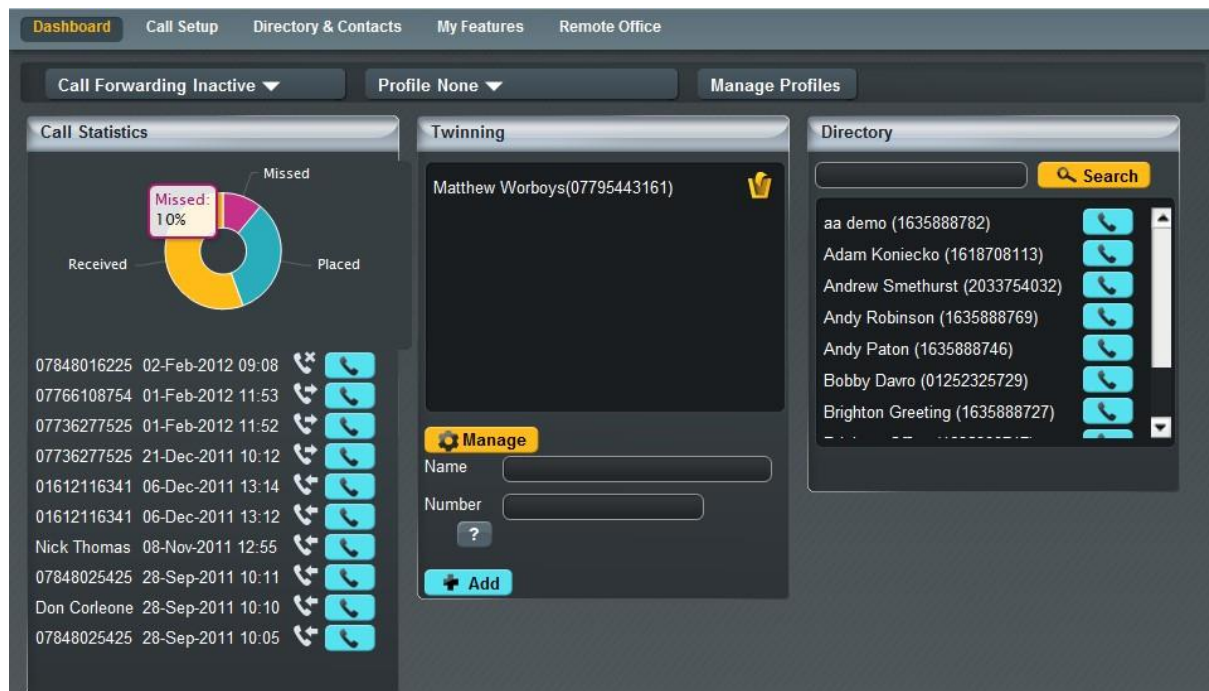


If you would then like to activate the call forwarding, you can do so by clicking on the “Activate” button at which point your calls will be forwarded to this destination.

Through simply clicking on one of these statuses the system will implement the call routing configured straight away.




How do I view Call Statistics for my phone?

Call Statistics are visible from the Dashboard screen for the number assigned to the user account



Within this section the user can view the pie chart and hover over an area to see the percentage of calls either, Received, Placed or Missed.

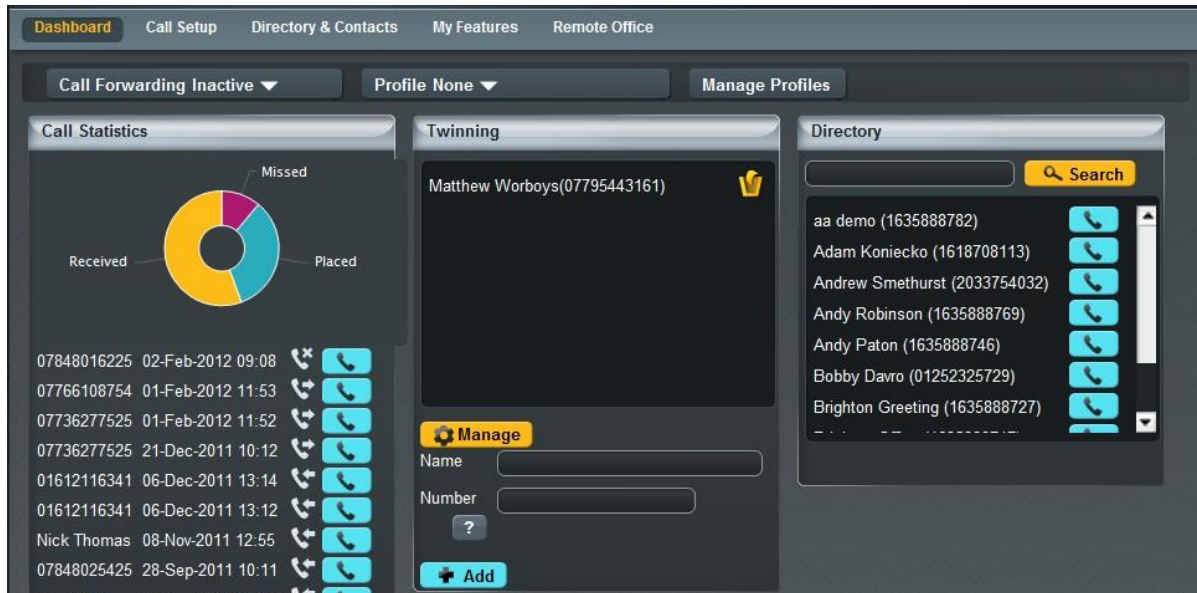
The Call Statistics also shows the contact or number for the type of called made for the last 10 calls, along with a time and date stamp and a symbol showing if it was:

-  Missed
-  Made
-  Received

If you then wish to call this contact or number back you’re able to through clicking on the “Dial” icon which will action a return call through the “Click to Dial” feature.

How do I setup “twinning” of my mobile with my landline?

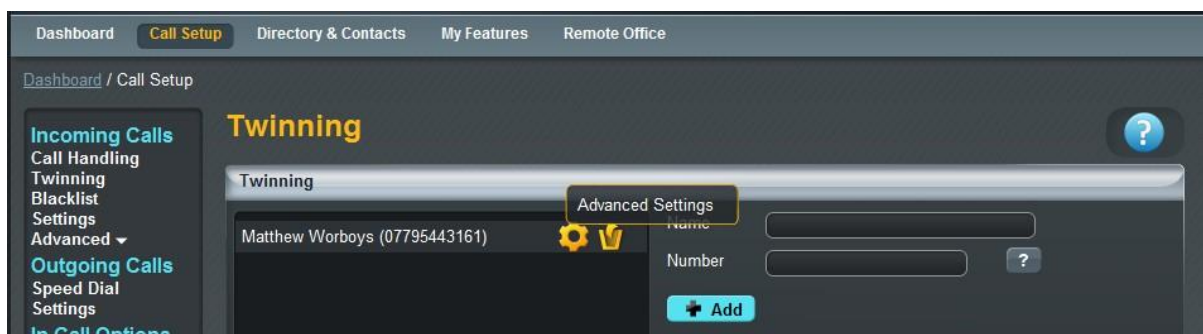
Twinning is the ability to setup another number to ring at the same time as your Horizon handset. This feature should’ve been setup through the initial steps of your first access to the system, however if not can be managed through the Dashboard of the Horizon system.



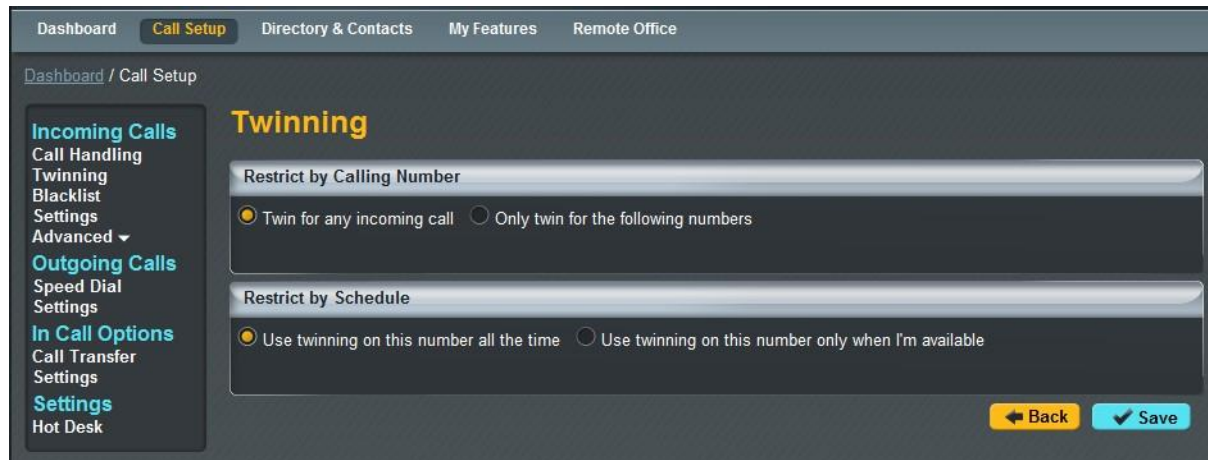
To add a twinned device, you simply need to fill in the name and number of the device you wish to twin, before clicking on “Add” to put it into the Twinning box.

If you would like to delete a number that is “twinned” this again can be done by simply clicking on the rubbish bin icon within the Twinning box.

You are also able to implement a more customised twinning through the “Manage” icon. By clicking this it will put you into the “Call Setup” section of the system



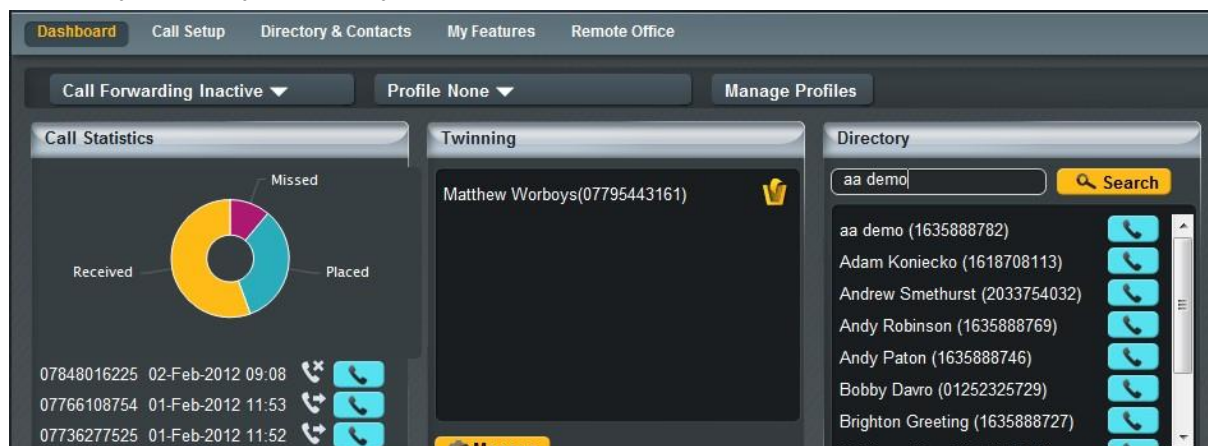
Through here if you then click on the “Advanced Settings” icon you will have the ability to customize the use of twinning on your number.



To complete and implement the required twinning simply click on the “Save” button which will implement this for you.

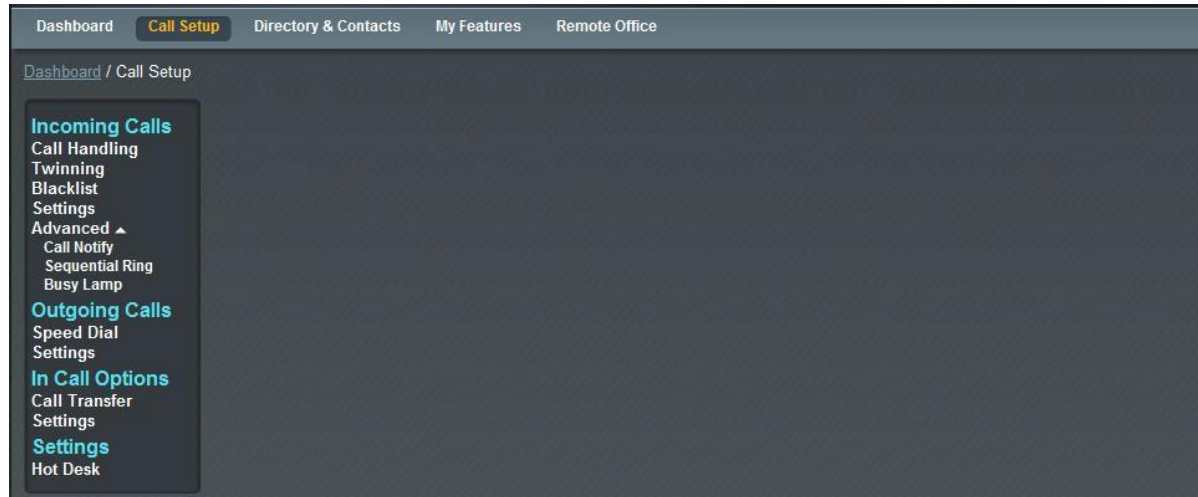
How do I search the directory?

From the Dashboard screen of the Horizon system you have the ability to search the Company directory and also your own contacts



By typing in a name and clicking on the “Search” button this will bring back all contacts recognized within the “Directory and Contacts” section, where it will then allow you to use the “Click to Dial” functionality to make a call from your device.

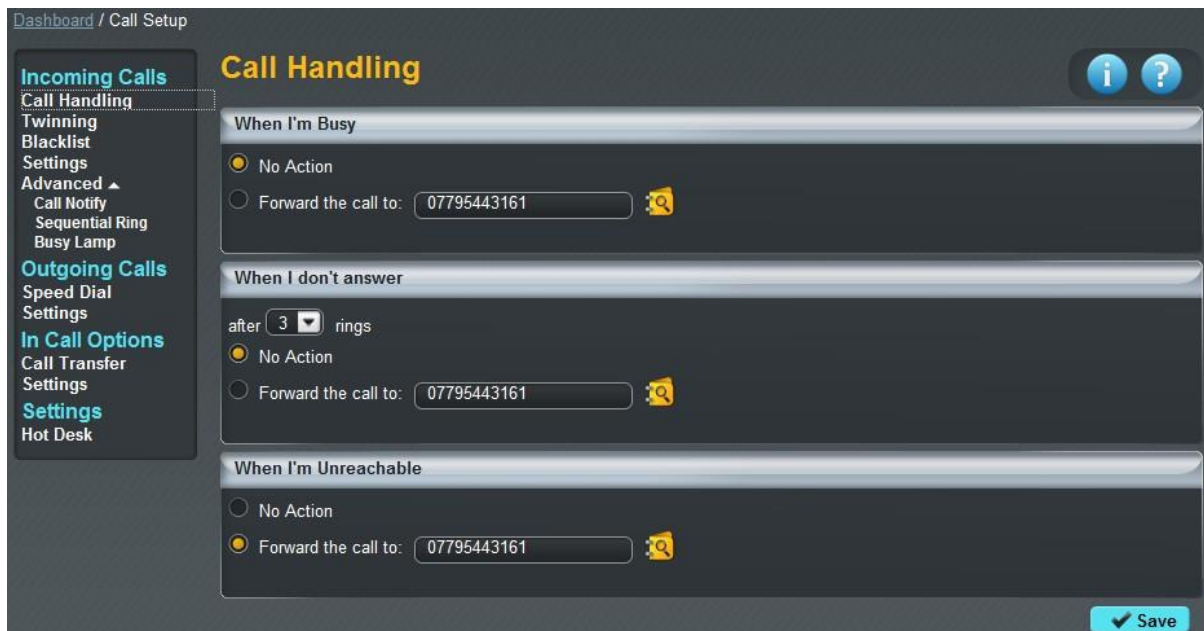
Within the Call Setup section of the Horizon system you have the ability to control and implement a number of different services and features



How can I handle incoming calls?

To handle incoming calls you can use the user profiles to adjust your status and the call routing accordingly, or you can look to use the Call Handling screens to pre-define the settings you would like to apply

In order to adjust these settings simply click the relevant button and update the field, or search using the "Address Book" button before clicking on "Save" to implement the changes made.



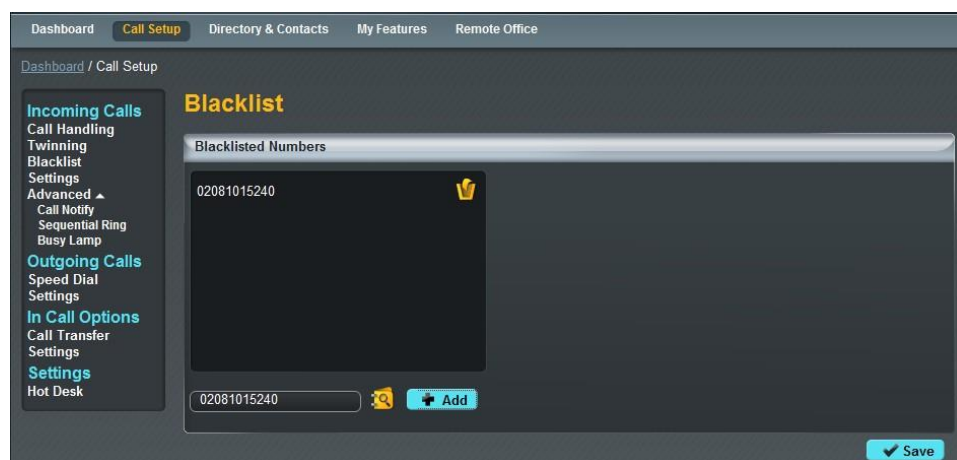
How do I setup Voicemail?

To setup your voicemail, press the Envelope button on your handset. Enter your passcode as issued to you by email.

1. Listen to messages
2. Change your name recording
 2. When Busy
 3. When not answered

How do I blacklist a caller?

If you are constantly receiving marketing calls or other nuisance calls types from specific numbers, you could "Black List" a telephone number.



To do this simply type in the number to be "Blacklisted" and click on the "Add" button to add them to the list. Please ensure you also click on the "Save" button to ensure this list is saved.

When a number is blacklisted whenever they call they will hear engaged tone or a similar network message preventing the call being delivered.

If you would like to remove a number from your "Blacklist" then you can simply click on the rubbish bin icon to delete the number from the list.

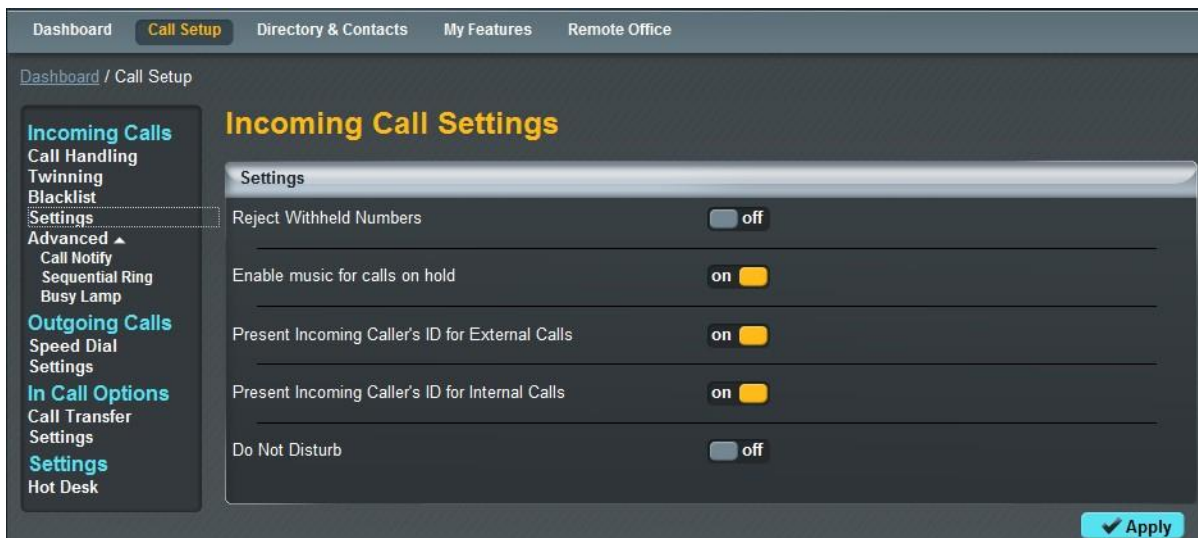
To implement this option, simply click on the "On" switch and then define how you wish to be notified of calls, before clicking on the "Save" button to save your configuration

How do I change my incoming call settings?

There are many settings that can be changed within the Call Setup section:

- Ability to reject withheld numbers
- Enable or Disable music for calls on hold
- Present the incoming caller ID for External Calls
- Present the incoming caller ID for Internal Calls

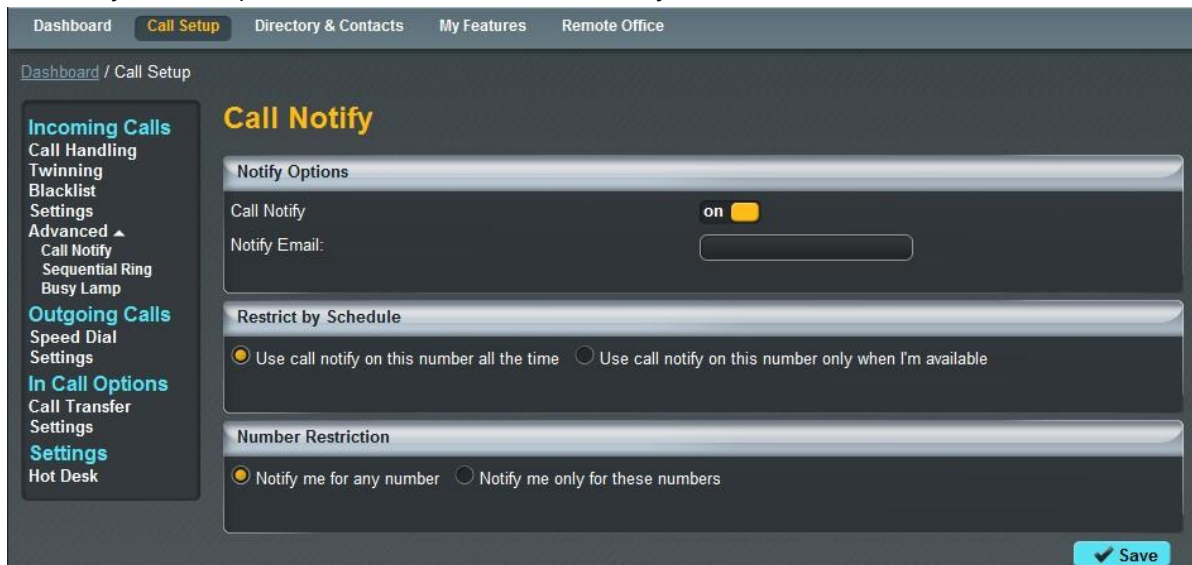
- Enable and Disable “DND” Do Not Disturb



To implement these settings simply click on the corresponding switch to either say “On” or “Off” for the feature you’d like to adjust before ensuring you click on the “Save” button to save your preferences.

How can I be notified of missed calls to my number?

As well as the missed call options on your allocated Horizon handset, you can also setup the Call notify option under the Call Setup section of the Horizon system. This service allows you to receive an email to your chosen email address for either all numbers that contact you or a specified list of numbers, to alert you to the fact there is a call.



How do I setup a Busy Lamp on my device?

A Busy Lamp key gives you the ability to monitor a fellow colleagues line to see if they are

available to take a call that you may transfer to them, or to enable you to pick up their calls if part of a Call Pickup Group (Please speak to your Company Administrator about these)

When implemented the phone will show the user's caller id on the pre-defined line keys on your device. This line key can also be used as a speed dial to contact your colleague's number quickly when transferring a call or when needing to speak to them directly.

It will look like the below:



When the assigned colleague is on the phone there assigned line key will then show as red on the device, indicating that they are not free to take a call.

To setup a Busy Line key, this must be done through the Horizon system under the Call Setup advanced section, and **at present can only be done by the Company Administrator.**

How do I setup speed dials?

A speed dial is the ability to type a single or combination of numbers to implement the calling of feature or contact. These can be setup through the "Speed Dial" option located under Call Setup in the Horizon system.



In order to setup a speed dial simply click on the required digits to dial, and through clicking on "Add New" you'll be able to add speed dial fields Once you have defined the

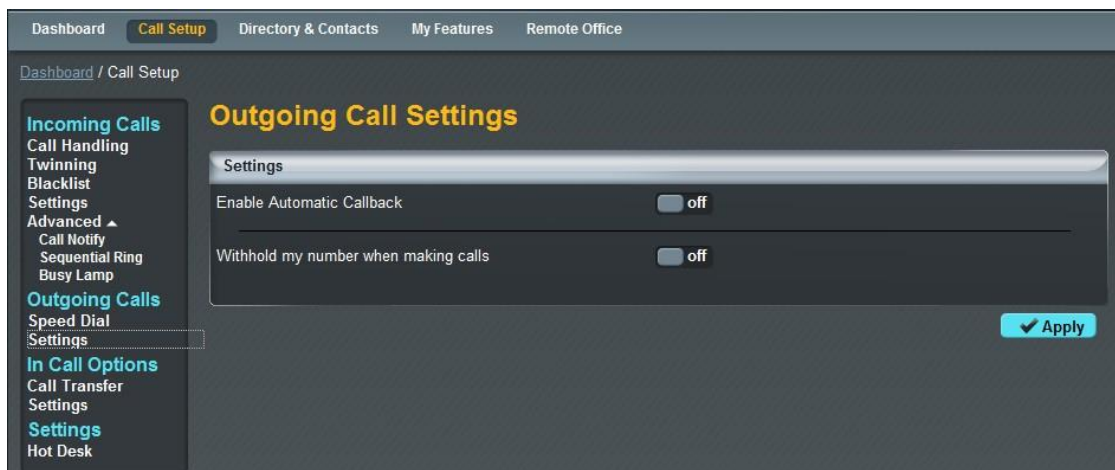
name and the destination (please note this could be a feature on/off switch using the short codes mentioned in the Appendices), simply click on "Save" to implement these speed dials on your device.

Please note that you can also setup speed dials from your allocated Horizon handset, however these are not linked to the system. Therefore a locally stored speed dial on your handset will always overwrite a speed dial setup within the system. You should therefore choose which method you would like to implement and manage your speed dials from.

How do I change my outgoing call settings?

There are a couple of outgoing call settings that you are able to implement through the Call Setup section under the "Settings" link

- Enable Automatic Call Back
- Withhold my number when making calls




The screenshot shows the 'Outgoing Call Settings' page. The left sidebar contains a menu with 'Incoming Calls' (Call Handling, Twinning, Blacklist, Settings, Advanced), 'Outgoing Calls' (Speed Dial, Settings), 'In Call Options' (Call Transfer, Settings), and 'Settings' (Hot Desk). The 'Settings' link is highlighted. The main content area is titled 'Outgoing Call Settings' and contains a 'Settings' section with two toggle switches: 'Enable Automatic Callback' (off) and 'Withhold my number when making calls' (off). An 'Apply' button is at the bottom right.

In order to change these settings simply click on the toggle switch to either "On" or "Off" before clicking the "Apply" button to implement your chosen preference.

How can I change my Call Transfer settings?

When you have answered a call, you have the ability to transfer this through to another colleague or number. In doing so you also have the ability to setup Call Transfer settings to ensure the call is delivered successfully, and these can be adjusted and changed under the Call Setup section of the Horizon system.



The screenshot shows the 'Call Transfer' page. The left sidebar is the same as the previous screenshot, with 'Settings' highlighted. The main content area is titled 'Call Transfer' and contains a 'Call Transfer' section with three settings: 'Call Transfer Recall' (on), 'Number of Rings before Recall' (4 rings), and 'Enable Busy Camp' (checked, 120 seconds). Below this is an 'Options' section with two toggle switches: 'Use Diversion Inhibitor for Blind Transfer' (off) and 'Use Diversion Inhibitor for Consultative Calls' (off). A 'Save' button is at the bottom right.

For transferring calls yourself you have the ability to implement transfer recall, which will send a transferred call back to you if a predefined number of rings result in no answer from the called destination. You can also implement a Busy Camp, allowing a transferred call if met by an engaged tone to wait for a predefined number of seconds before recalling the call to you. To implement this simply click the toggle switch to "On" before defining the required criteria and clicking on "Save" to implement.

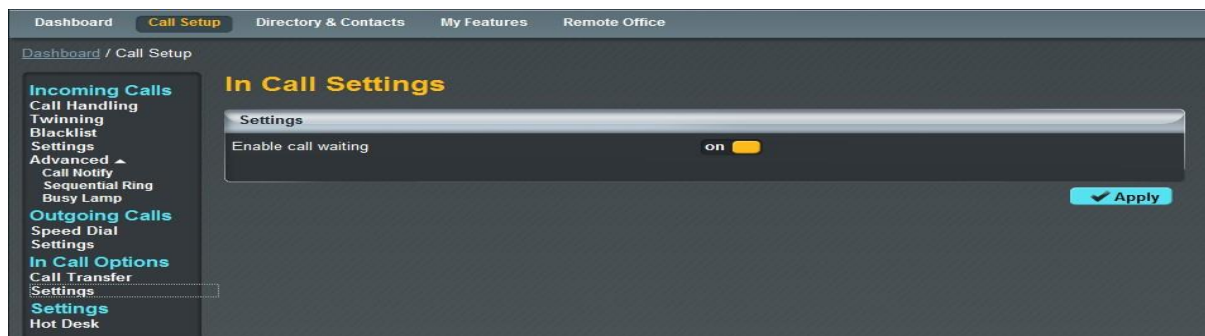
Please note that at a network level a call cannot ring for more than 3 mins before being terminated, therefore your total number of seconds should be less than 180.

Within the "Options" section you also have the ability to inhibit the ability of other users to transfer either consultative transfers or blind transfers to your device. To change these settings simply click on the toggle switch and click on "Save" to save and implement your preference.

How can I enable Call Waiting?

Call waiting is the ability to allow a caller to hear ringtone until the line being dialed becomes available. There is however a network limit of 3 minutes for a call to be ringing without answer, therefore the call would need to be answered prior to this time, otherwise the caller would not be connected.

Within the Call Setup section, call transfer settings screen, Call Waiting can be simply implemented through adjusting the toggle switch and clicking on the "Apply" button to save and implement the changes.



Directories and Contacts

The directories and contacts screen can be accessed through the top navigation bar, and

gives you the ability to view existing contacts from the company address book, as well as Implementing "Click to dial". It also gives you the ability to add your own user contacts to the list which you can then use in speed dial setup.

A full list of search criteria is available to search for specific users as well as having the ability to download the list if you wish to keep this somewhere else on your computer.

Directory & Contacts

First Name:

Last Name:

Number:

Extension:

Department: All

Contact Type: All

Search

My Directory

<input type="checkbox"/>	First Name	Last Name	Number	Email	
<input type="checkbox"/>	aa demo		01635888782 (8895)		
<input type="checkbox"/>	Adam	Koniecko	01618708113 (8102)	amoniecko@gammatelecom.com	
<input type="checkbox"/>	Andrew	Smethurst	02033754032 (8369)	andrew.smethurst@gamma.co.uk	
<input type="checkbox"/>	Andy	Robinson	01635888769 (3207)	arobinson@gammatelecom.com	
<input type="checkbox"/>	Andy	Paton	01635888746 (8746)	andrew.robinson@gamma.co.uk	
<input type="checkbox"/>	Bobby	Davro	01252325729	mike.mills@gamma.co.uk	
<input type="checkbox"/>	Brighton Greeting		01635888727 (8727)		
<input type="checkbox"/>	Brighton Office		01635888747 (8747)		
<input type="checkbox"/>	Cem	Ahmet	02033754030 (4030)	cahmet@gammatelecom.com	
<input type="checkbox"/>	Daryl	Pile	02035977079 (8103)	dpile@gammatelecom.com	

1 2 3 4 5

Previous Next

Delete Selected

Add

Download

How do I setup a new contact?

Only the Company Administrator can add or assign a new contact to the company address book, however a user does have the ability to add their own contacts to the system.

To do this simply click into the Directory and Contacts section before then clicking on "Add" at the bottom of the page. Within here you can then define a single contact, or download a template to complete to add contacts in bulk.

Add Contacts

Add Single Contact

First Name:

Number:

Email:

Last Name:


Extension:

 Add

Upload Multiple Contacts

File to Upload:

 Browse

 Download Template

 Upload

What Short Codes can I use on my phone?

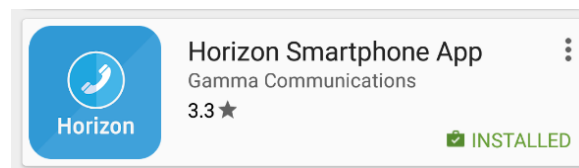
With the Horizon system you don't just have to use the online web access to implement the required feature on your phone. Below is list of how you can activate, deactivate, and adjust a number of features on the Horizon service.

Anonymous Call Rejection Activation - *77	Anonymous Call Rejection Deactivation - *87
Automatic Callback Deactivation - #8	Automatic Callback menu access - #9
Call Forwarding Always Activation - *72	Call Forwarding Always Deactivation - *73
Call Forwarding Always Interrogation - *21*	Call Forwarding Always to VM Activation - *21
Call Forwarding Always to VM Deactivation -	Call Forward Busy Activation - *90
Call Forward Busy Deactivation - *91	Call Forward Busy Interrogation - *67*
Call Forward Busy to VM Activation - *40	Call Forward Busy to VM Deactivation - #40
Call Forward No Answer Activation - *92	Call Forward No Answer Deactivation - *93
Call Forward No Answer Interrogation - *61*	Call Forward No Answer to VM Activation -
Call Forward No Answer to VM Deactivation - #41	Call Forward Not Reachable Activation - *94
Call Forward Not Reachable Deactivation -	Call Forward Not Reachable Interrogation -
Call Park - *68	Call Park Retrieve - *88
Call Pickup - *98	Call Retrieve - *11
Call Return - *69	Call Return number deletion - #92#
Call Waiting Persistent Activation - *43	Call Waiting Persistent Deactivation - #43
Calling Line ID block Activation - *31	Calling Line ID block Deactivation - #31
Calling Line ID block per call Activation - *67	Calling Line ID Delivery per call - *65
Cancel Call Waiting - *70	Direct Voicemail transfer - *55
Directed Call Pickup - *97	Diversion inhibitor - *80
Do Not Disturb Activation - *78	Do Not Disturb Deactivation - *79
Forced Forwarding Activation - #72	Forced Forwarding Deactivation - #73
Group Call Park - #58	Last number redial - *66
Music on Hold Per Call Deactivation - *60	Per-Call Account code - *71
Selective Call Forwarding Activation - #76	Selective Call Forwarding Deactivation - #77
Voice Mail Clear MWI - *99	Voice Mail retrieval - *86
Voice Portal Access - *62	

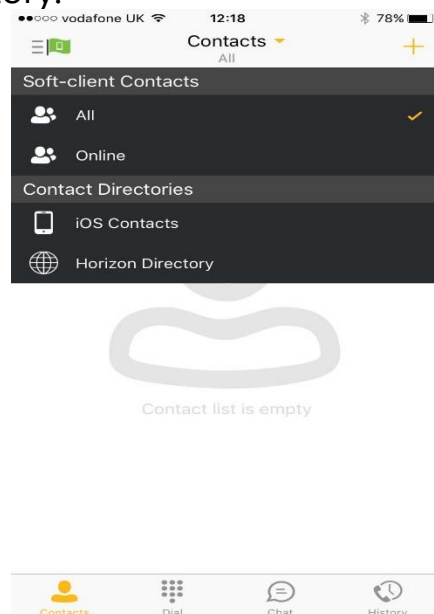
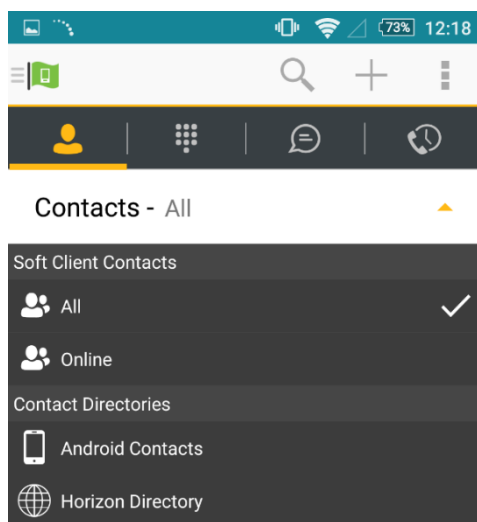
Mobile Access – iPhone & Android

If you have the Mobile Access add-on and have your username and password, you will be able to use the Android and IOS app.

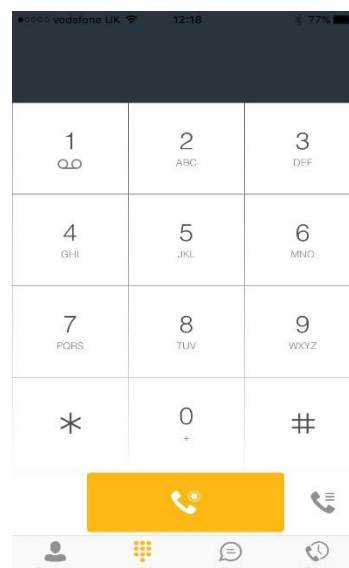
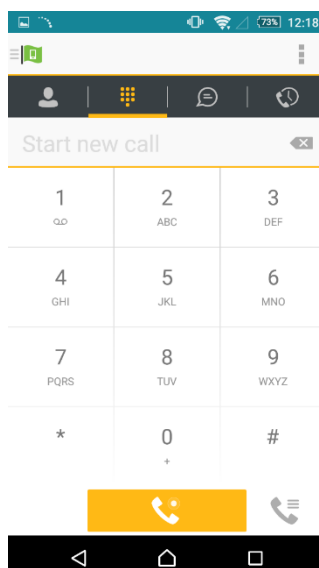
To download type in Horizon Smartphone App in either the Play Store or App store



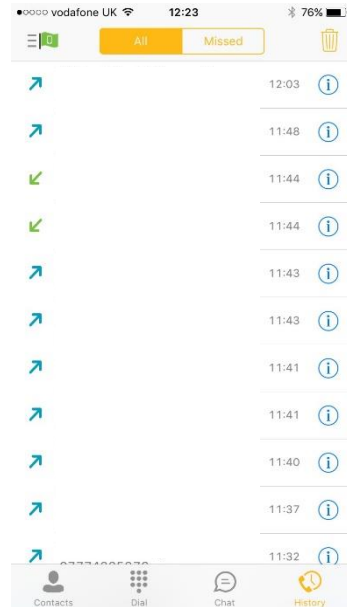
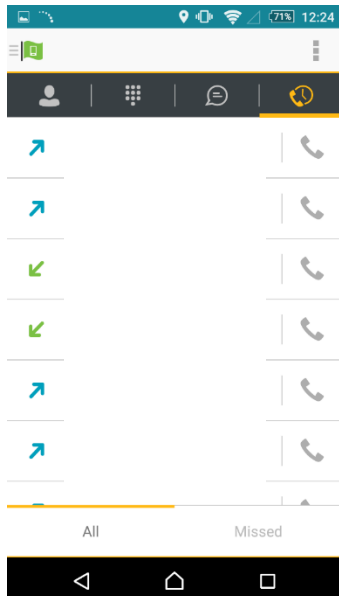
To make a call press the person search for a contact in either your phone or horizon directory.



Alternatively you can click the keypad button to type the number in manually.

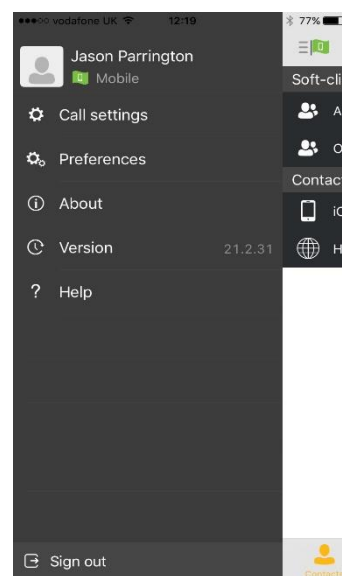
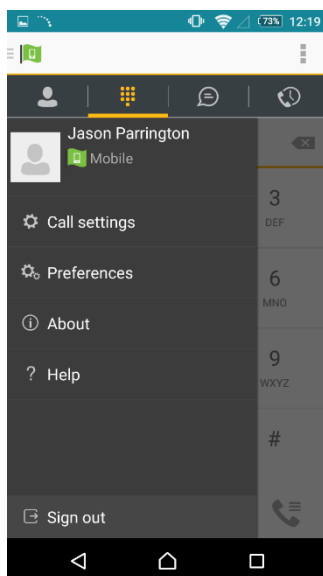


Call History – To view the call history, click the phone and clock icon. This will show you all Missed, Dialed, and received calls.

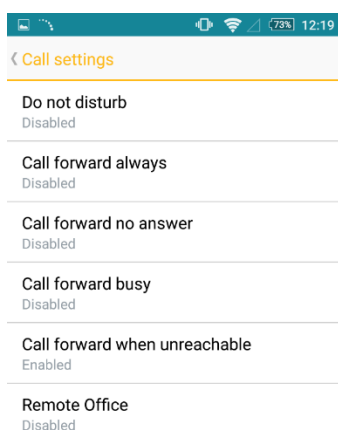


Options – By clicking on the 3 lines and Flag icon

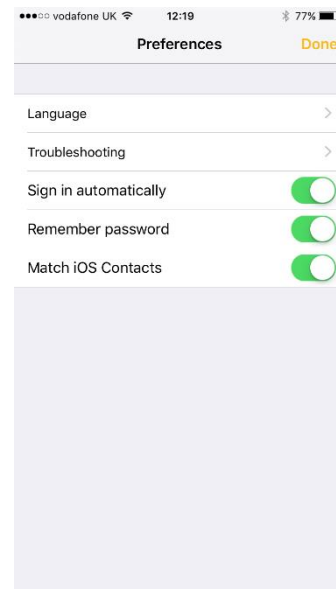
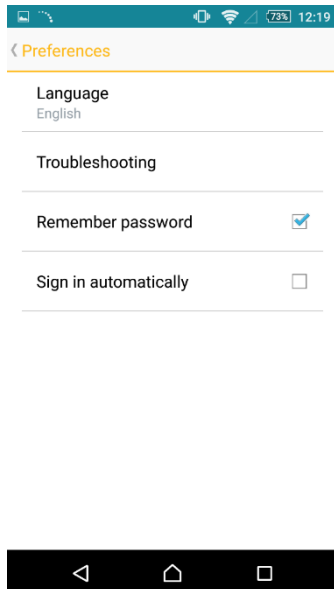
this will give you a list of options



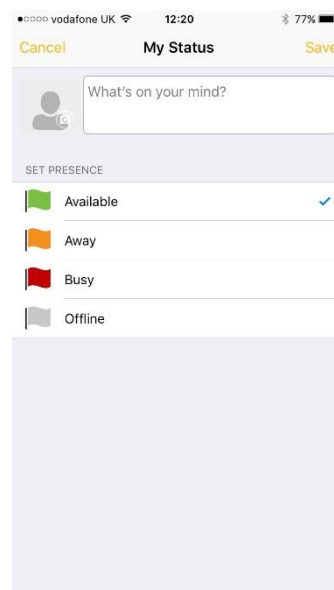
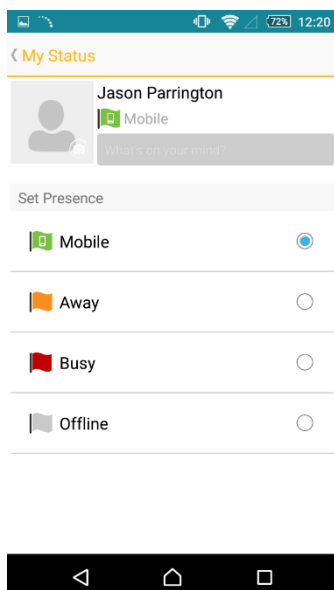
Call Settings – Here you can Enable/disable different settings, such as Do Not Disturb, Twining and Remote Office.



Preferences – In this option you can Select the Language, and choose whether to remember password or Sign in Automatically.



By clicking on your name / Flag, you can then assign a profile photo, or select your presence (Busy, Away, and Mobile of Offline)





WHO DO I CONTACT?

If you have any questions about the Horizon service, or want to report a fault with your phone please contact:

Support Desk:	JP IT SOLUTIONS LTD
Support Email:	<u>SUPPORT@JPITSOLUTIONS.CO.UK</u>
Telephone:	01672 552340