# Horizon Collaborate Client Quick Reference Guide

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Personal note

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**Main Window**
Context-specific to tab
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**Chat Messenger**

**Settings**

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Horizon

Dye, Emily
🚫 call ⌄
📍 Bristol, United Kingdom  10:55
Here to Help

📞 **My Room (Owner)**   ✕

Room
1 participant
01:33  📞  ⏸  🎤  ⊞⌄

🎥  📲  ⓘ

Yesterday  ·  Last Week  ·  Last Month  ·  All History  ·

Delete History

06/11/2019

Drag and drop contacts from the contact list to add them as participants to this chat.

10:55                                Welcome 🙂

**Room Info**  ⌃

Dial-in Number
+44-1174403784
Conference ID 839804

Copy Guest Link  ✉ ↺

**Participants (1)**  ⋮

Dye, Emily Owner
🚫 call

**Active (1)**

My Room (Owner)

01:33  📞  ⏸  🎤  📞  👥  ⓟ  ⋮

🔍 Search and Dial

**My Contacts (4)**  ⌃

Agg, Jemma  ☐

James, Zoe  ☐

js  Swinton, Jacob  training 🚫

ct  Tucker, Chloe  ☐

Type your message here...  ☺

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blackstar
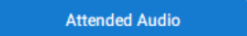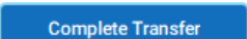Solutions

## Making a Call – Choose One:
*From Contacts Tab*
- Type number in Search and Dial field and press Enter
- Type Contact name in Search and Dial field and click 📞

*From Dial Pad Tab*
- Type number in Start new call field and press Enter

## Transferring a Call
*Warm / Consultative Transfer*
- In Main window, click ↪
- In Pop out window, type name of recipient in Search and Dial field
- Click recipient's name in dropdown
- Click **Attended Audio**
- Click **Complete Transfer** to finish

## Listening to Voicemail
*From Call History Tab*
- In Main window, click 📞
- New messages are listed in <span style="color:red">red</span>
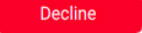- Click message to open. To listen, click ▶

## Setting a Call Forward
- Click ⚙
- At top of Main window select Incoming Calls from dropdown
- Click ⌄ next to Call Forwarding
- Type numbers in Set number fields and press Enter
- Tick box next to number to turn on
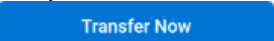
## Receiving a Call – Choose One:
*From Main Window*
- Click 📞 to answer
- Click ☎ to ignore

*From Toaster Pop Up*
- Click **Audio** to answer
- Click **Decline** to ignore

## Transferring a Call
*Blind / Cold Transfer*
- In Main window, click ↪
- In Pop out window, type name of recipient in Search and Dial field
- Click recipient's name in dropdown
- Click **Transfer Now**

## Starting a New Chat
*From Contacts Tab*
- Type Contact name in Search and Dial field and click 💬
- In Main window, type message in Type your message here… field
- Press Enter to send
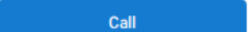- Chats can be continued or deleted from Chat History tab

## My Room Conferences
- In Social area, click ▦
- To invite existing contact, drag and drop from Contacts tab
- To invite new contact, click Copy Guest Link and paste into email
- To start audio, click 📞
- To start video, click 🎥
- To share screen, click ↗
- To chat to participants, type message in Type your message here… field. Press Enter to send

## Setting Presence
- In Social area, click **available ⌄**
- Select presence from dropdown
- To sync presence to Outlook calendar, click ⚙
- At top of main window select Extensions from dropdown
- Click slider next to Enable Outlook Calendar

## Three-Party Calling
- In Main window, click 👥
- In Pop out window, type name or number of third party in Search and Dial field
- Click **Call**
- In Main window click ⇶ to finish

## Setting Twinning
- Click ⚙
- At top of Main window select Incoming Calls from dropdown
- Click ⌄ next to Twinning
- Type number in Add number field and press Enter
- Tick box next to number to turn on

Need anything else?  Blackstar Training Services 0333 123 2 124 or emily@blackstarsolutions.co.uk

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