

Call Notify by Email

Call Notify by Email enables a user to define criteria that cause certain incoming calls to trigger an e-mail notification. If an incoming call meets user-specified criteria an e-mail is sent to the notify address informing the user of the details of the incoming call attempt. A criteria set is based on incoming calling line identity, time of day and day of week. Multiple criteria sets can be defined.

Turn Call Notify by Email On/Off



Call Notify by Email can only be set up for a user by the Company Administrator.

Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

Step 2

Select your account and login to the company that you want by using the “Actions” button select “Login to Horizon”.

Step 3

Go to “Users” and “List Users” and locate the user that you want to set up Call Notify by Email for and then click the “Edit” button.

Step 4

Click the “Call Setup” tab and then under Incoming Calls select “Call Notify” under the “Advanced”

option in Incoming Calls.

The screenshot shows a web interface for editing a user's settings. At the top, there is a navigation bar with tabs: Dashboard, Users, Site Management, Call Groups, Device Management, Administration, Recorded Calls, and Statistics. Below this is a breadcrumb trail: Dashboard / User Management / Edit User. The main heading is 'Edit Bob Test'. A secondary navigation bar contains tabs: Profile, Personal Details, DDI, Services, Call Setup (selected), Permissions, Phone, Barring, and Call Centre. On the left, there is a sidebar menu with categories: Incoming Calls (Call Handling, Twinning, Blacklist, Settings, Advanced), Outgoing Calls (Speed Dial, Settings), In Call Options (Call Transfer, Settings), and Settings (Call Forwarding, Hot Desk, Call Recording, Manage Profile, Remote Office). The 'Call Notify' section is active, showing three panels: 'Notify Options' with a 'Call Notify' toggle set to 'on' and a 'Notify Email' text box; 'Restrict by Schedule' with radio buttons for 'Use call notify on this number all the time' (selected) and 'Use call notify on this number only when I'm available'; and 'Number Restriction' with radio buttons for 'Notify me for any number' (selected) and 'Notify me only for these numbers'. A 'Save' button is at the bottom right.

Step 5

From here you can switch Call Notify by Email on or off.

If you select “On”, you’ll get some more options. You should enter your email address into the Notify Email text box.



You can change the email address that gets the notifications at any time by editing the Notify Email text box and clicking “Save”.

If you want it to notify you at certain times, you can set up a [Schedules](#) and select this by using the “Use call notify on this number only when I’m available”.

If you want to be notified by email of a call from a certain number(s) within your directory, you can

do this as well by selecting “Notify me only for these numbers” and using the textbox and the Add button, or you can search your directory by clicking the directory icon.

The screenshot displays the 'Edit Adam Eckersley' user management interface. The top navigation bar includes 'Dashboard', 'Users', 'Site Management', 'Call Groups', 'Device Management', 'Administration', 'Recorded Calls', and 'Statistics'. The breadcrumb trail is 'Dashboard / User Management / Edit User'. The main title is 'Edit Adam Eckersley'. Below this is a sub-navigation bar with 'Profile', 'Personal Details', 'DDI', 'Services', 'Call Setup', 'Permissions', 'Phone', 'Barring', and 'Call Centre'. The 'Call Setup' tab is active. On the left, a sidebar menu lists various call-related settings, with 'Call Handling' highlighted in red. The main content area is titled 'Call Handling' and contains three sections: 'When I'm Busy', 'When I don't answer', and 'When I'm Unreachable'. Each section has a 'No Action' radio button selected, a 'Forward the call to:' radio button with an associated search icon and text input field, and a 'Send the call to voicemail' radio button. A 'WH?T' link is present in the bottom right of each section. At the bottom of the page, there are 'Voicemail Settings' and 'Save' buttons.

Step 5

If you would prefer to forward calls all the time, or (for Connect users) would like to forward them depending on which number was dialled, then you need to visit the Call Forwarding screen:

The screenshot shows the 'Call Forwarding' settings page. The left-hand navigation menu includes 'Incoming Calls', 'Outgoing Calls', and 'In Call Options', with 'Call Forwarding' highlighted in red. The main content area is titled 'Call Forwarding' and contains 'Call Forwarding Settings'. Under 'When someone calls my fixed number', the 'Forward calls selectively, determined by called number' option is selected. Under 'When someone calls my mobile number', the 'No action' option is selected. A 'Save' button is at the bottom right.

The 'Send the call to voicemail' option will only appear if the Voicemail add-on has been given to the user.

Turn Call Forwarding On/Off as a User using the Horizon Portal

A user can set their own Call Forwarding rules when logging into www.unlimitedhorizon.co.uk. Once a user is logged in they can select the "Call Setup" option and the Incoming Call Handling option is selected.

The screenshot shows the 'Call Handling' settings page in a Horizon web interface. The top navigation bar includes 'Dashboard', 'Call Setup', 'Directory', 'My Features', 'Remote Office', and 'Hot Desk'. The left sidebar lists various call-related settings: 'Incoming Calls' (Call Handling, Twinning, Blacklist, Settings, Advanced), 'Outgoing Calls' (Speed Dial, Settings), 'In Call Options' (Call Transfer, Settings), and 'Settings' (Call Forwarding, Hot Desk, Voicemail Settings, Manage Profile, Remote Office). The main content area is titled 'Call Handling' and contains three sections: 'When I'm Busy', 'When I don't answer', and 'When I'm Unreachable'. Each section has radio buttons for 'No Action', 'Forward the call to:' (with a text input field and a search icon), and 'Send the call to voicemail'. The 'When I don't answer' section also includes a dropdown for 'after 3 rings'. At the bottom right, there are buttons for 'Voicemail Settings' and 'Save'. The Horizon logo and 'Copyright © 2019' are visible in the footer.

Turn Call Forwarding On/Off as a User using a Soft Client

Gamma offer different Soft Clients that can be used instead of a handset. A user also has the ability to change some of their settings directly from the soft client. For full information on how to turn call forwarding on or off using the Soft Client please refer to the relevant soft client guide on the Knowledgebase.