

Do Not Disturb

Do Not Disturb (DND) allows users to set their phone as unavailable so that incoming calls are given a busy treatment.

Users have the option to activate and deactivate the service by dialling a feature access code, configuring the service via their web interface, or pressing the DND button on phones which support it.

This can be activated and deactivated using the handset directly (if applicable), the voice portal or the Horizon Portal by a user or Company Administrator.

You can check to see if a user has Do Not Disturb switched on by using the Horizon Health Check.


Health Check

User Name:

Telephone Number:

MAC Address:


Horizon Health Check Panel

 Access >


 SIP ALG >

 Handset Details >

 Handset Registration >



 Voice Portal and Voicemail >

 Site DDI >

 Call Diverts >


 Number Presentation >

 Fraud Management >


 Do Not Disturb 

Do Not Disturb is enabled for RichardJames@gammastaff.com. If you would like to change the Do Not Disturb setting of RichardJames@gammastaff.com then please log into the Horizon Portal and go to Users, List Users and click Edit.

If you would like to change this setting please click [here](#), search for a user, click Edit and select the "Call Setup" tab. Once here click "Advanced" under "Incoming Calls"

 Restrict Service >

 Site Call Barring >

 User Call Barring >

Shortcodes

Activate - *78

Deactivate - *79

Enabling Do Not Disturb (DND) from a

Handset or Soft Client

To see Do Not Disturb (DND) from your Horizon handset you can select the “DND” soft key on your Horizon Handset or dial *78 to switch on and *79 to switch off.

From the Soft Client go to the settings menu and select “Do Not Disturb”. For more information on the Soft Clients please see our user guides on the Knowledgebase.

Enabling/Disabling Do Not Disturb (DND) from the Administrator Portal

A Company Administrator can put a user into Do Not Disturb (DND) by completing the following steps.

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 and selecting “Login to Horizon”.

Step 3

Click the “Users” option and then select “List Users” so you can search for the user that you want to enable/disable do not disturb for.

Locate the user and click the “Edit” button.

Step 4

Click the “Call Setup” tab and then select “Settings” under Incoming Calls. From here you can set Do Not Disturb to be on or off for the user.

The screenshot shows the Horizon user management interface. At the top, there is a navigation bar with tabs for Dashboard, Users, Site Management, Call Groups, Device Management, Administration, and Statistics. The 'Users' tab is selected, and the breadcrumb trail is 'Dashboard / User Management / Edit User'. The main heading is 'Edit Dan Test'. Below this, there are sub-tabs for 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 'Settings' under 'Incoming Calls' highlighted in red. The main content area is titled 'Incoming Call Settings' and contains a table of settings:

Settings	
Reject Withheld Numbers	<input type="checkbox"/> off
Enable music for calls on hold	<input checked="" type="checkbox"/> on
Lookup Caller ID when none is Provided	<input type="checkbox"/> off
Present Incoming Caller's ID for External Calls	<input checked="" type="checkbox"/> on
Present Incoming Caller's ID for Internal Calls	<input checked="" type="checkbox"/> on
Do Not Disturb	<input type="checkbox"/> off

The 'Do Not Disturb' row is highlighted with a red border. At the bottom right of the settings area, there is a 'WH?T' logo and an 'Apply' button with a checkmark.