

Twining

Twining is a service that allows a user to use their mobile phone, or any other non-Horizon handset to behave as if it were part of the Horizon Company.

For example, if someone calls your Horizon handset and you've got twining to a mobile phone enabled, your mobile will ring at the same time as your Horizon handset, allowing you the freedom to answer your calls from anywhere.

Enable/Disable Twining as an 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 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 Twining set up for.

Locate the user and click the "Edit" button.

Dashboard / User Management

User Management

First Name: Last Name:
Username: @uat.branding.com Number:
Extension: Department:
Site: Mac Address: ?

[Search](#)

| <input type="checkbox"/> | First Name | Last Name | Phone Number | Extension | Email Address | Site | |
|--------------------------|------------|-----------|--------------|-----------|------------------------|------------------|----------------------|
| <input type="checkbox"/> | Bernice | Test | | 4534 | bernice.gardiner@ga... | ColourfulSiteUat | Edit |
| <input type="checkbox"/> | Dan | Test | | 1807 | daniel.edwards@gamm... | ColourfulSiteUat | Edit |
| <input type="checkbox"/> | Lindis | Test | 01427807376 | 7376 | lindi.stevenson@gam... | ColourfulSiteUat | Edit |
| <input type="checkbox"/> | Louise | Test | | 1234 | louise.stringer@gam... | ColourfulSiteUat | Edit |
| <input type="checkbox"/> | Mike | Test | | 1796 | Michael.Playfoot@ga... | ColourfulSiteUat | Edit |
| <input type="checkbox"/> | Mircea | Test | | 3242 | jason.mcmahon@gamma... | ColourfulSiteUat | Edit |

[Delete Selected](#) [Add](#) [Download](#)

Step 4

Click "Call Setup" and then under the "Incoming Calls" section of the side menu, click "Twinning".

From here you can enable twinning; enter the number(s) you'd like to add for a user. You can have up to 7 numbers per user.



Edit Louise Test

Incoming Calls

Call Handling

Twinning

Blacklist

Settings

Advanced ▾

Outgoing Calls

Speed Dial

Settings

In Call Options

Call Transfer

Settings

Settings

Call Forwarding

Hot Desk

Voicemail Settings

Manage Profile

Remote Office

Twinning

Enable Twinning

Enable twinning for all numbers

Twinning

● Louise Test (00000000000)



Name

Number ?

+ Add

WH?T

Enable/Disable Twinning as a User

Enable/Disable Twinning using the Horizon Portal

Step 1

Log into the Horizon Portal and log in as a user.

Step 2

From the menu bar select Call Setup and the Twinning.

From here you can add a new number and give it a name (though you don't have to) and then click Add. You can also delete any numbers by clicking the Bin icon.

If there is a green light next to a number, this means that twinning is active with that number. A red light means that this is switched off.

A user can have up to 7 numbers set up for twinning.

The screenshot displays the Horizon web interface. At the top, the 'Horizon' logo is on the left, and the user's name 'Louise Test' and navigation links 'Help | My Details | Log Out' are on the right. Below the header is a menu bar with options: Dashboard, Call Setup, Directory, My Features, Remote Office, Hot Desk, and Call Centre. The 'Call Setup' menu is active, and the breadcrumb trail shows 'Dashboard / Call Setup'. On the left 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, Manage Profile, Remote Office). The main content area is titled 'Twinning'. It features a toggle switch for 'Enable Twinning' which is currently turned 'on' with the text 'Enable twinning for all numbers'. Below this is a table for configured numbers. One number is listed: 'Louise Test (00000000000)' with a green status indicator, a gear icon, and a crown icon. To the right of the table are input fields for 'Name' and 'Number', and an 'Add' button with a plus sign. A 'WH?T' logo is in the bottom right corner of the main content area.

Enable/Disable Twinning using the PC Soft Client and Collaborate

A user can enable/disable Twinning using the PC Client by clicking the Settings icon, Incoming Calls and then Twinning and then you can either select "Configure" to add/delete numbers or by selecting/de-selecting an already configured number.



Duffy, Joe

available ▾

📍 Set Location

What's on your mind?



📞 Incoming Calls ▾



Do Not Disturb



Anonymous Call Rejection



Call Forwarding



OFF - Call options not configured

Remote Office



Call Waiting



Twinning



ON

Use your selected phones ("Locations") as an extension of your business phone number and dial plan.

Alert all enabled locations for Click-to-Dial

× +

12345678901234567890



