

1 or 2 Digit Dialling (Speed Dials)

One Digit Dialling enables users to dial single-digit codes to call up to eight different numbers, such as frequently dialled numbers or long strings of digits that are hard to remember.

You should press # AFTER the number for one-digit dialling (i.e. 0#). The One Digit Dialling range is 2 through to 9.

Two Digital Dialling enables users to dial two-digit codes to call up to 73 frequently called numbers. You can use the speed dial codes from 00 - 78, with the exception of 21, 31, 40, 41, 43 and 58 which are dedicated Short codes. Such as frequently dialled numbers or long strings of digits that are hard to remember. You should press # BEFORE the number for two-digit dialling (i.e. #00)

If your user is using the Receptionist Console, Speed Dials set up by the user here will appear in the Receptionist Console.

Set up 1 or 2 Digit Dialling as a Company Admin

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 locate the company that you want to update the speed dials for. Using the "Actions" button select "Login to Horizon".

Step 3

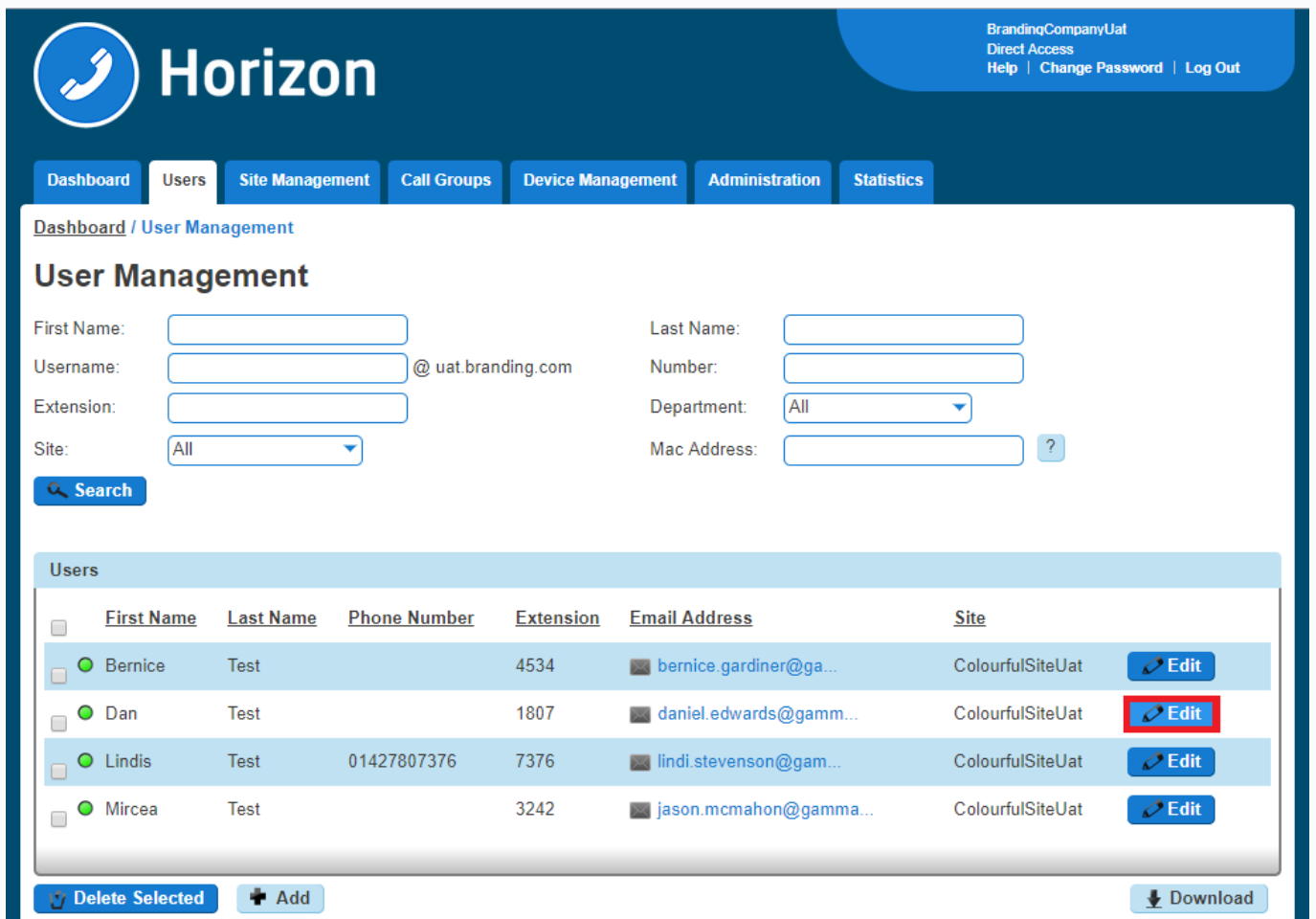
Hover over "Users" and then click "List Users".



Step 4

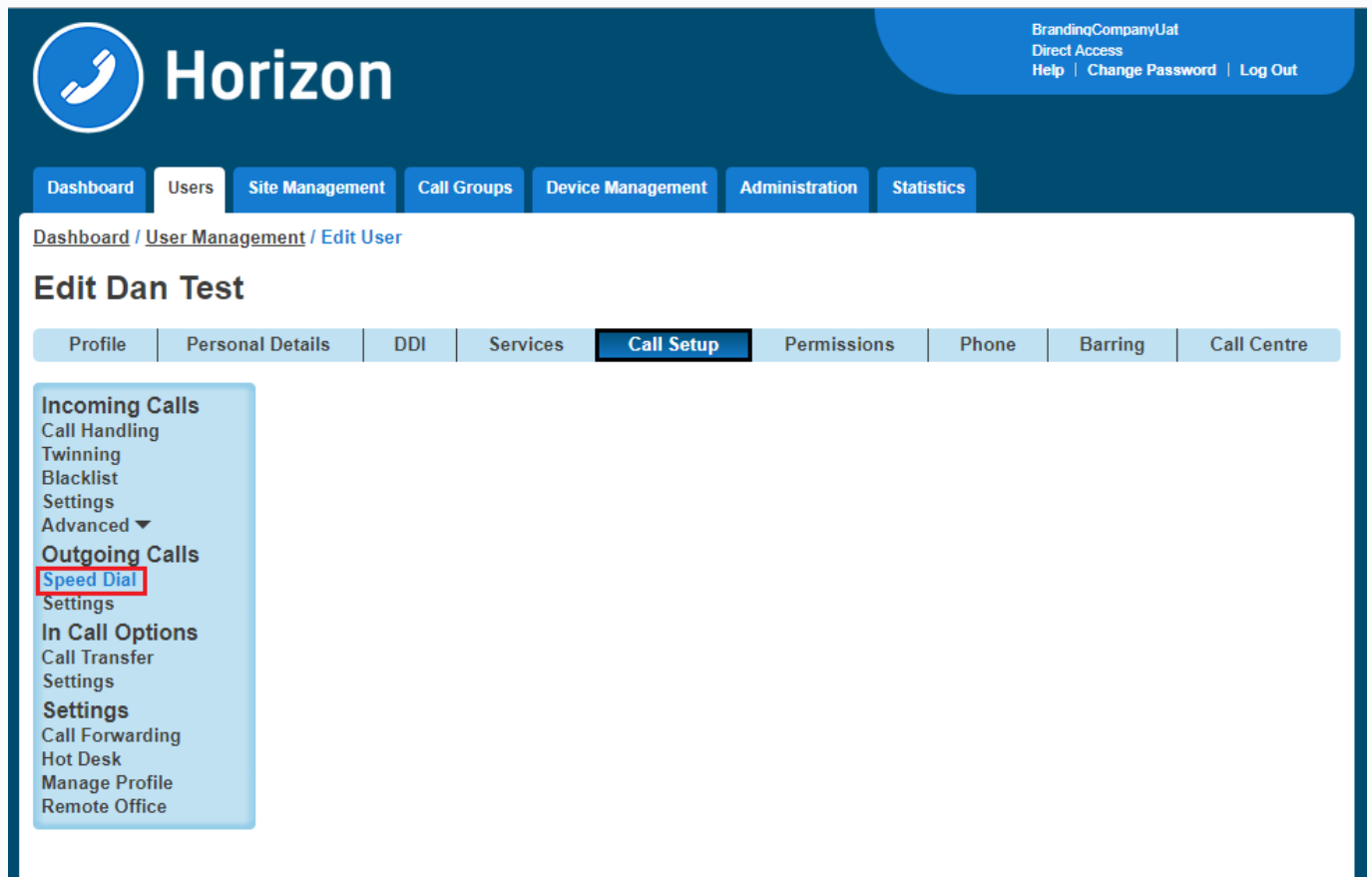
Locate the User you want to set up 1 or 2 Digit Dialling for. You can do this by scrolling through the User list, or you can use the search facility presented on the page.

Click the "Edit" button next to the User.



Step 5

Click Call Setup and then under the “Outgoing Calls” tab select “Speed Dial”



The screenshot shows the Horizon web interface. At the top left is the Horizon logo. The top right corner contains the text "BrandingCompanyUat", "Direct Access", and links for "Help", "Change Password", and "Log Out". Below the logo is a navigation bar with tabs for "Dashboard", "Users", "Site Management", "Call Groups", "Device Management", "Administration", and "Statistics". The main content area is titled "Edit Dan Test" and has a breadcrumb trail "Dashboard / User Management / Edit User". Below the title is a horizontal menu with tabs for "Profile", "Personal Details", "DDI", "Services", "Call Setup", "Permissions", "Phone", "Barring", and "Call Centre". The "Call Setup" tab is selected and highlighted. On the left side of the "Call Setup" tab, there is a sidebar menu with the following items: "Incoming Calls" (with sub-items: Call Handling, Twinning, Blacklist, Settings, Advanced), "Outgoing Calls" (with sub-item: Speed Dial, which is highlighted with a red box), "In Call Options" (with sub-items: Call Transfer, Settings), and "Settings" (with sub-items: Call Forwarding, Hot Desk, Manage Profile, Remote Office).

Step 6

1 Digit Dialling is selected by default. If it is 1 Digit Dialling you want to set up then you should click “Add New”. If it is 2 Digit Dialling then select the “2 Digit Dialling” tab and then click “Add New”

You can also do this in bulk by clicking the “Download Template” button and downloading a CSV file. Remember when you’re uploading the file to do the following:

- The “Destination” column needs to be formatted as “text”. To do this right-click on column C > Format Cells > Text and click OK.
- The leading zero from the from the “Destination” Number” needs to be there for speed dials to work correctly
- There is a blank row. There must be no blank rows when uploading your bulk spreadsheet.
- If you do not wish to use a particular number a speed dial then you will need to remove it. The numbers do not need to be in numerical order.
- Speed dials can be 1-79 excluding 21, 31, 40, 41, 43 and 58 which are hashtag [Shortcodes](#) for Horizon.
- The file needs to be saved as a CSV file before uploading. Any other file format will cause the upload to fail.

If no speed dials are set up then the speed dial will start from 2. This is because most carriers configure 1 as Voicemail.

Step 7

Click the “Search Directory” icon to assign a number from the company. Use the Search Directory fields (a minimum of one field must be completed) and click “Search” to find the users you want to have a speed dial for.

Use the button next to the name of the user to select them.

Search Directory X

Number Extension

First Name

Last Name

Site

Lindis Test(01427807376 Ext: 7376)

Step 8

Once you’ve got the Name and Destination field completed click Save.



Edit Dan 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
Manage Profile
Remote Office

Speed Dial



Speed Dial Numbers

1 Digit Dialling

2 Digit Dialling

	Name	Destination	
2	Lindis Test	01427807376	

[+ Add New](#)

Save

Upload Multiple 2 Digit Dialling

Override previous speed dial configuration? Yes No

File to Upload:

[Browse](#)

[Download Template](#)

[Upload](#)

Set up 1 or 2 Digit Dialling as a User

Step 1

Log into the Horizon Portal as a Horizon User and click on "Call Setup"



Call Statistics

Step 2

Click on Speed Dial. 1 Digit Dialling is selected by default. If it is 1 Digit Dialling you want to set up then you should click "Add New". If it is 2 Digit Dialling then select the "2 Digit Dialling" tab and then click "Add New"

You can also do this in bulk by clicking the "Download Template" button and downloading a CSV file. Remember when you're uploading the file to do the following:

- The "Destination" column needs to be formatted as "text". To do this right-click on column C > Format Cells > Text and click OK.
- The leading zero from the "Destination" Number" needs to be there for speed dials to work correctly
- There is a blank row. There must be no blank rows when uploading your bulk spreadsheet.
- If you do not wish to use a particular number a speed dial then you will need to remove it. The numbers do not need to be in numerical order.
- Speed dials can be 1-79 excluding 21, 31, 40, 41, 43 and 58 which are hashtag [Shortcodes](#) for Horizon.
- The file needs to be saved as a CSV file before uploading. Any other file format will cause the upload to fail.

If no speed dials are set up then the speed dial will start from 2. This is because most carriers configure 1 as Voicemail).

The screenshot shows a web application interface for configuring speed dials. At the top, there are navigation tabs: Dashboard, Call Setup, Directory, My Features, and Hot Desk. Below these, the 'Call Setup' section is active, with sub-tabs for Incoming Call Handling, Twinning, Hot Desk, Speed Dial (highlighted with a red box), and Blacklist. The 'Speed Dial' section is titled 'Speed Dial' and includes a help icon (question mark in a circle). Underneath, there are two tabs: '1 Digit Dialling' (selected) and '2 Digit Dialling'. A table with columns 'Name' and 'Destination' is visible, with a red box around a '+ Add New' button. Below the table is a 'Save' button. At the bottom, there is an 'Upload Multiple 2 Digit Dialling' section with radio buttons for 'Override previous speed dial configuration?' (Yes/No), a 'File to Upload:' field with a 'Browse' button, a 'Download Template' button, and an 'Upload' button.

Set up 1 or 2 Digit Dialling from a Handset

To set up One Digit dialling from your Horizon Handset dial *74, the number you want to assign a speed dial to, and then the telephone number you want to dial.

For example *74208081788000 will assign 08081788000 to speed dial digit 2.