

# Automatic Call Back

If you call another Horizon user within your company and they are busy, Automatic Call back allows you to be notified when they are off the phone.

Once the Automatic Call Back feature is enabled, when you call an internal extension [1234 for example], and it's busy - you will hear an announcement:

*"The line you are calling is busy, please press 1 if you would like to be notified when the line becomes available"*

Press 1 on the phones keypad in order to activate this. You will then hear the following announcement:

*"The line will be monitored for 30 minutes; you will be notified by a special ringtone when the line becomes available"*

Once the internal extension becomes available, you will shortly get a call back to your phone - the calling number will be the extension you originally contacted [the ring tone will be different from your standard one, - you cannot amend this], when you answer you will get a message:

*"Call back to [dialled extension e.g. 1234], in progress, hang-up to cancel call-back. Press any key or hold the line to proceed with call-back"*

Your phone will then ring the originally dialled extension [1234 in this example]

## Shortcodes

- **Menu Access:** #9

- **Deactivate: #8**

## Setup Automatic Call Back for a User

Automatic Call Back can only be set up by a 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 locate the company that you want to set up Automatic Call Back for by using the "Actions" button and selecting "Login to Horizon".

### **Step 3**

Go to "Users" and "List Users", then locate the user that you want to add Automatic Call Back for and click the "Edit" button.

Dashboard | **Users** | Site Management | Call Groups | Device Management | Administration | Recorded Calls | Statistics

Dashboard / User Management

## User Management

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

[Search](#)

Users						
	First Name	Last Name	Phone Number	Extension	Email Address	Site
<input type="checkbox"/>	Adam	Eckersley	01427807623	7623	a.d.eckersley@gmail...	ColourfulSiteUat <a href="#">Edit</a>
<input type="checkbox"/>	Bernice	Test	01427807624	4534	bernice.gardiner@ga...	ColourfulSiteUat <a href="#">Edit</a>
<input type="checkbox"/>	Dan	Test	01427807625	1807	daniel.edwards@gamm...	ColourfulSiteUat <a href="#">Edit</a>
<input type="checkbox"/>	Lindis	Test		7376	lindi.stevenson@gam...	ColourfulSiteUat <a href="#">Edit</a>
<input type="checkbox"/>	Louise	Test		1234	louise.stringer@gam...	ColourfulSiteUat <a href="#">Edit</a>
<input type="checkbox"/>	Mike	Test		1796	Michael.Playfoot@ga...	ColourfulSiteUat <a href="#">Edit</a>
<input type="checkbox"/>	Mircea	Test		3242	jason.mcmahon@gamma...	ColourfulSiteUat <a href="#">Edit</a>

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

### Step 4

Select the "Call Setup" tab and then click "Settings" under the Outgoing Calls tab. From here you can turn Automatic Call Back on or off. Click "Apply" to save your changes.

# Edit Bernice Test

Profile

Personal Details

DDI

Services

Call Setup

Permissions

Phone

Barring

Call Centre

## Incoming Calls

Call Handling

Twinning

Blacklist

Settings

Advanced ▾

## Outgoing Calls

Speed Dial

Settings

## In Call Options

Call Transfer

Settings

Settings

Call Forwarding

Hot Desk

Call Recording

Manage Profile

Remote Office

## Outgoing Call Settings

### Settings

Enable Automatic Callback

on

Withhold my number when making calls

off

WH?T

✓ Apply