

# Horizon: Configuring the New Solution

Once the devices are present in the Horizon Portal along with any new numbers provisioned, you can start to configure the Horizon hosted platform in much the same way as you would configure a new PBX.

Using the Horizon Portal, you should complete the following activities at this stage:

- Add & configure users, matching to their devices
- Configure user groups
- Add bolt-ons and additional configuration
- Match users to any new numbers Gamma have provided to the service

The following guides will help you in setting up Horizon:

- Horizon Features
- Horizon Call Centre
- Horizon Receptionist
- Horizon Integrator
- Horizon Soft Client - PC

- Horizon Soft Client - Android
- Horizon Soft Client - iOS
- Horizon Handset User Guides

This virtual configuration process should be completed in tandem and in collaboration with the individual(s) completing the hardware installation on site (see the following section).

## Hardware Installation

The physical installation of the hardware should be completed alongside the configuration of the hosted functionality on the Horizon Portal (see previous section).

If it is not a single individual completing both tasks, then collaboration should certainly be taking place between the 2 parties to ensure the correct allocation of devices to users etc.

Assuming that the customer access and on-site cabling works have been completed at this stage as recommended, then this should be a simple case of plugging the handsets/PSUs into the appropriate access points. However, for large and/or customer sites with no IT presence, Gamma recommends that an engineering visit should be arranged for this part of the process.

Once the hardware installation is complete and the Horizon Portal has been configured with all the user/device information and new/test numbers, Gamma recommends that a test period commences for a short period prior to completing any number ports and bringing the customer fully live on the service.

During this period, the Channel Partner/customer should test to ensure that the configuration is working as expected. Particularly in respect of user groups/call diversion/voicemail/bolt-on services.