

Remote Office

Remote office allows a Horizon user to use any phone as their 'Horizon phone' - meaning they won't need to pay locally for calls and their Horizon number will be presented on outgoing calls. This can be particularly useful in the likes of hotels, where calls can often be costly.

If a user has a restriction related to mobile phones (calling them or transferring to them) then Remote Office to a mobile phone will not work. A "This call cannot be completed" message will be played.

Give permission to a user to use Remote Office

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 grant Remote Office permissions to.

Locate the user and click the "Edit" button.

Step 4

Click the “Permissions” tab and select “This user can use Profile” to On or Off.

The screenshot shows the Horizon user management interface. At the top, there is a navigation bar with the Horizon logo and the name 'Horizon'. To the right, there are links for 'BrandingCompanyUat', 'Direct Access', 'Help', 'Change Password', and 'Log Out'. Below the navigation bar, there are 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 Bernice Test'. Below this, there are tabs for 'Profile', 'Personal Details', 'DDI', 'Services', 'Call Setup', 'Permissions', 'Phone', 'Barring', and 'Call Centre'. The 'Permissions' tab is selected. Underneath, there are two sections: 'Access and Permissions' and 'Device Customisation Permissions'. In the 'Access and Permissions' section, there are five toggle switches, all currently set to 'off'. A black arrow points to the 'This User can use Remote Office' toggle. In the 'Device Customisation Permissions' section, there is one toggle switch for 'This User can customise their linekeys', also set to 'off'. A 'Save' button is located at the bottom right of the form.

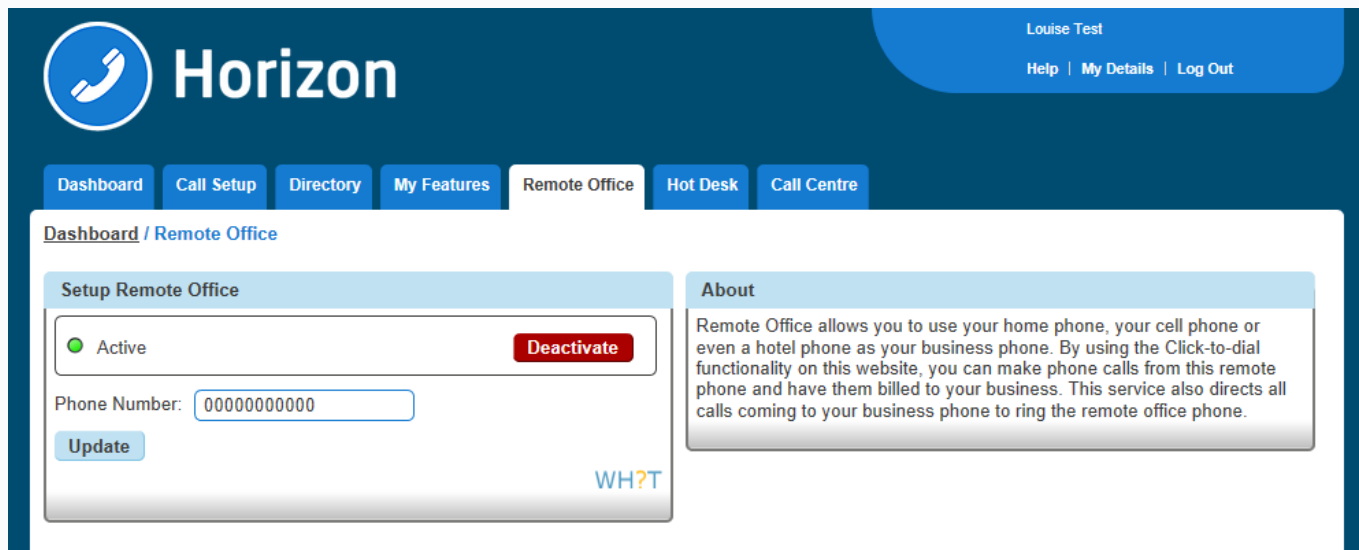
Activate/Deactivate Remote Office as a User

Step 1

Log into the Horizon Portal as a user and if the user has permission to use Remote Office they will see “Remote Office” as an option in the menu bar. Select this to load up the Remote Office page.

Step 2

You can then input the phone number you’d like to use for Remote Office and click ‘Activate’ or ‘Deactivate’.



How to Make Outgoing Calls Using Remote Office

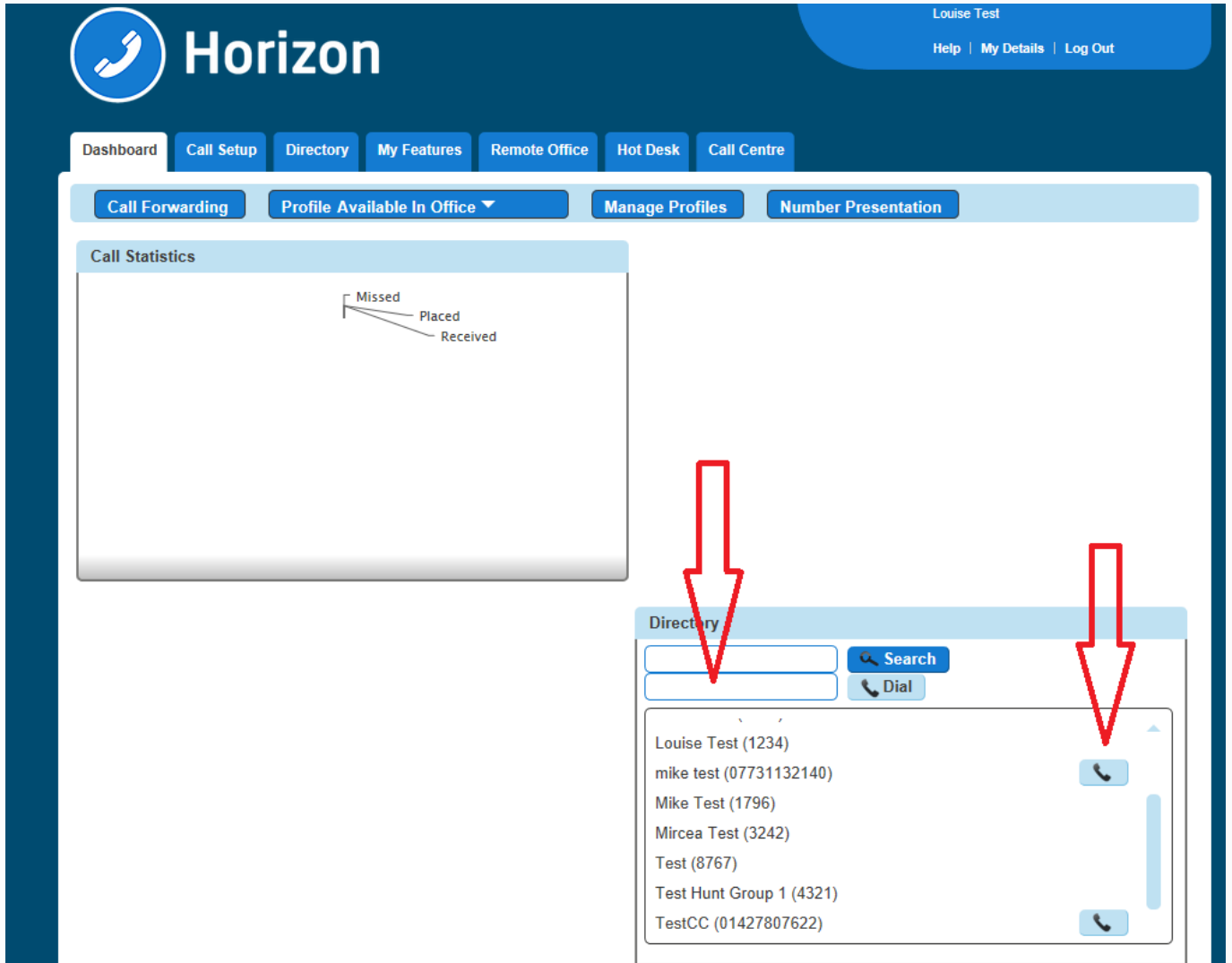
Step 1

Log into the Horizon Portal as a user and if the user has permission to use Remote Office they will see "Remote Office" as an option in the menu bar. Select this to load up the Remote Office page.

Step 2

Make sure that Remote Office is activated.

Outgoing calls must be made through the Horizon Portal using Click to Dial. You can either enter the telephone number you would like to call and tick the blue "Dial" button or click the blue telephone icon next to someone in the Company Directory.



How to Receive Calls Using Remote Office

Incoming calls will be delivered directly to the number that's been enabled for Remote Office.