

PROVIDING BUSINESS CONTINUITY

In the day and age of flexi-working, it's important to equip the workforce with the tools required to work anywhere at any time.

Whether that's having to log in remotely in the event of bad weather, staying out of the office on the chance of contagious illnesses or any personal circumstances, there are many options available to ensure your employees have the flexibility to work, no matter where they are.

To add any of the following to your Horizon package, contact our sales team - sales@highnet.com

COLLABORATE

From £4 per user, Collaborate allows you to work remotely with the functionality of Horizon from your desk. It supports complex voice requirements such as call centres whilst providing presence, instant messaging, desktop sharing, file transfer, video conferencing and audio conferencing including external parties. Click [here](#) to view the product guide for full functionality.

Once you have requested to add Collaborate, you'll receive your username and password, just download the Horizon Smartphone App and follow the below steps:

SIGN IN

Launch the app, and then you will be prompted to sign in using the password provided by your administrator. It should be noted this is different to the password for the portal login. Refer to your administrator for any password issues. You can select remember password to sign in automatically.

You can sign out by clicking on File and Sign out.

AUDIO AND VOICE SETTINGS

When you first start Collaborate, you need to ensure your chosen audio device is selected. You can also select the video device and individual ring tone you want to hear.

INCOMING CALL SETTINGS

Several inbound call settings are available in the Collaborate client.

MOBILE CLIENT

Available from £2.15 per user, the Mobile Client provides the opportunity to answer and make calls via your Horizon license. You can access your Horizon voicemails, directory and call settings similarly to making changes via your desk phone.

DIVERT & TWINNING

For no extra cost to your Horizon package, you can simply divert the incoming calls from your DDI or hunt group to another line or mobile in the user settings on the web portal. When making outgoing calls, these will not present from your Horizon account and will show the line number/mobile number that has made the call.