



daisy.

COMMUNICATIONS

| Daisy Hosted Voice

Android Soft Client User Guide



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1. Introduction

Daisy Hosted Voice clients have been designed to be used in conjunction with the core Daisy Hosted Voice service, and allow connection of either a PC desktop/laptop device and/or connection of devices using the Android operating systems such as tablets and mobile phones.

These provide a new and exciting way of communicating with colleagues and the core Daisy Hosted Voice service, to ensure you always maximise your productivity through managing your telephony and interactions with colleagues in the most efficient way.

The clients also provide additional features as per below and explained later in this document, through an easy to use software client:

- Soft Phone
- Instant Messaging
- Presence
- Management of your existing Daisy Hosted Voice account

This document is designed at explaining the core functionality of the Android smartphone app as well as the steps required to get it installed.

Please note: there is some core Daisy Hosted Voice functionality referenced in this document that is not explained in detail. Where further information is required on specific Daisy Hosted Voice features or functions please reference the Daisy Hosted Voice features guide.

2. Getting started

2.1 Minimum system requirements

The device you opt to install the soft client must meet the minimum system specification, otherwise, you may experience performance issues when using the app. The minimum spec is as follows:

Devices that are running Android OS 4.2 or later that conform to the following requirements:

- Dual-core CPU (or higher)
- 1 GB RAM (or higher)
- ARMv7 instruction set
- Minimum screen resolution 320 x 480

2.2 How does the client work?

On Daisy Hosted Voice a single user account can be used for each device. This means your user account can be shared over your IP phone, your desktop client, and mobile client if applicable. In short, this means that if a call is delivered to your user account, it will access all clients attached to the service, as well as your IP phone, allowing you to take the call through a device of your choice.

Likewise, if you choose to adjust call settings for your user account through the client this will then be applied, meaning implementation over both your IP phone and the Daisy Hosted Voice web interface.

It is therefore key to remember that if you don't want to be contacted on the Daisy Hosted Voice client say on your desktop, but do want your IP phone to ring, that you simply log out of the client rather than implementing say Do Not Disturb (DND).

Finally, where the intention is to log in to a single account with multiple devices of the same type at the same time (i.e. laptop and desktop using the desktop client, or mobile phone and tablet using the mobile client) calls will be delivered randomly to any of the logged-in devices. It is recommended that, where the intention is to use multiple devices, users must log out of each device when moving between them, so that only one device of each client type is logged-in at any one time.

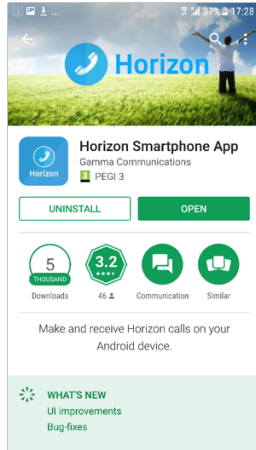
2.3 Number presentation

Number presentation within the Daisy Hosted Voice clients mimics that set in the Daisy Hosted Voice system. As such if I generate a call from the Daisy Hosted Voice client I will output the number presentation assigned to my Daisy Hosted Voice user account.

An option to withhold your number for outbound calls is available within the settings.

2.4 Installation

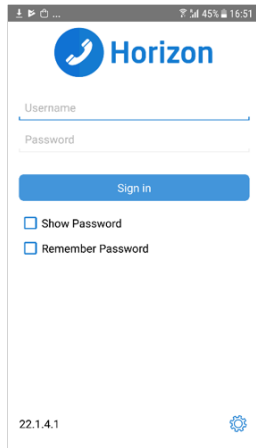
To use the service you will need to download the Horizon Smartphone App. The Horizon Smartphone app can be located within the Google Play Store. After you've found it tap 'Install' and the app will download and install.



2.5 Signing in

Enter your client username and password - please note that the password is your client password and not the one used to log into the Daisy Hosted Voice portal and is case sensitive.

Please speak to your Administrator if you don't have your log in details. If required you can show the password, remember the password and sign into the client automatically when your device starts.



3. Basics



View your buddy list, local contacts or search for directory contacts



Make calls



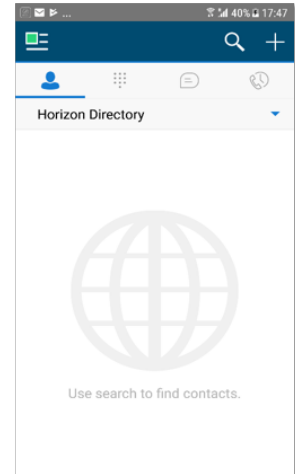
View chat history



View incoming, outgoing and missed calls




Access to Presence and Call settings, Preferences, About and Help details



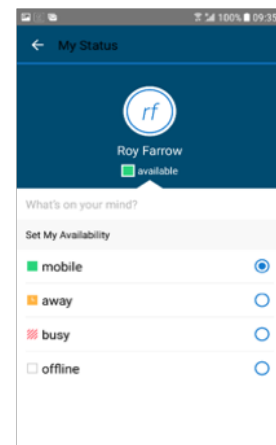
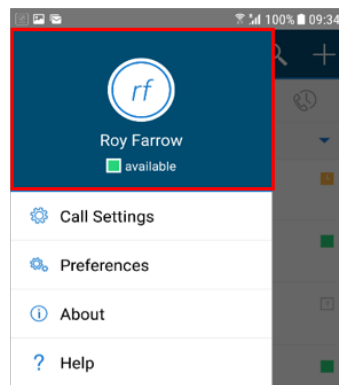
The main view contains a number of tabs that present information about the contacts and communications options available as follows:

To access these tabs you can either tap direct or swipe left or right.

3.1 Presence

You can set your presence/status by touching the  icon in the top left-hand corner of the app's top menu bar and then by touching anywhere in the red highlighted area of the screen that opens.

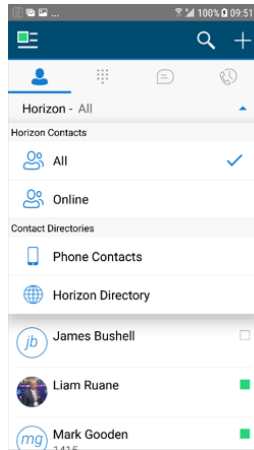
You will then see a screen that allows you to add a picture, update and/or add a comment to your status




4. Contacts

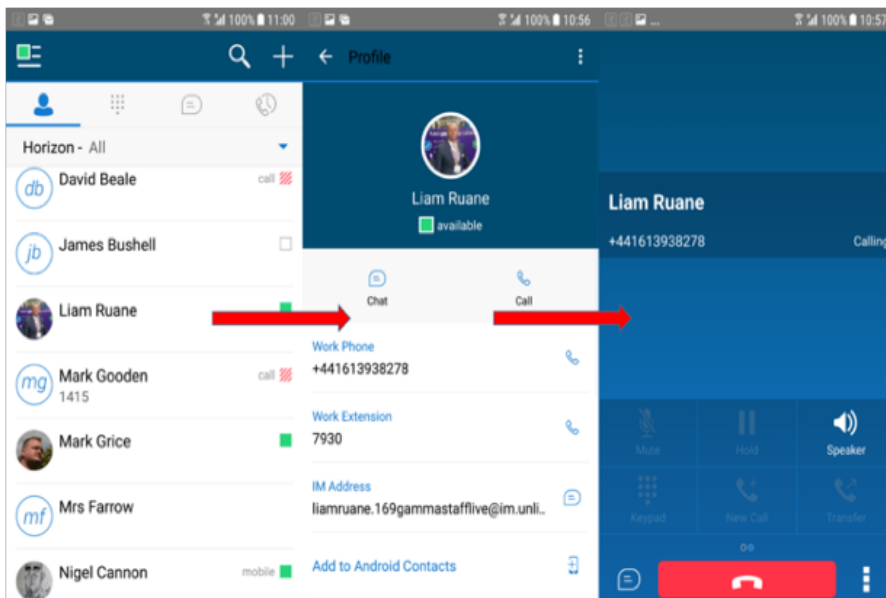
When you start the soft client for the first time, your Contacts list will be empty. Pressing the down arrow next to contacts will show the options available: There are 4 filter options available from the drop-down menu

- All - displays all contacts added to the client
- Online – only contacts signed in to their clients will be shown
- Phone Contacts – displays contacts from the handset.
- Company Directory – used to search for Contacts in Daisy Hosted Voice







4.1 Making a call

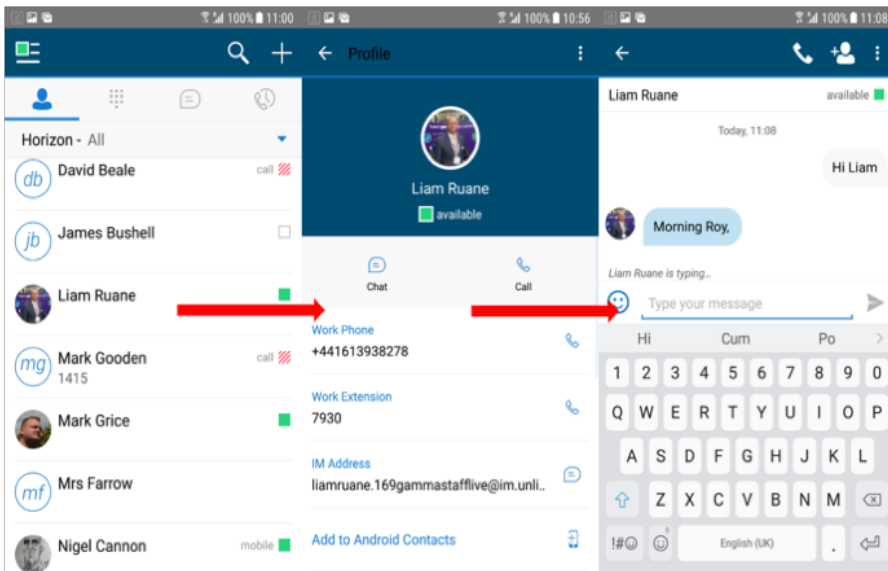
To make a call to one of your contacts you should tap on their name and then tap the  icon next to the number you'd like to call. This will trigger a call to this user via the Daisy Hosted Voice platform.




4.2 Initiate a chat

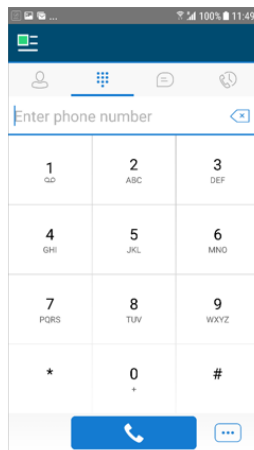
To initiate a chat with one of your contacts you should tap on their name then tap on the  icon in the grey bar menu or the icon next to their IM address.

If you'd like to start a voice call from the chat screen you can do so by tapping the  icon on the top menu bar. You also have the option to add more participants to the chat session with the  icon and by selecting the  icon you can view the contact's profile or clear your chat history with them.




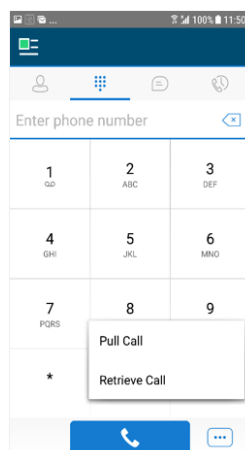
4.3 Dialpad

The dial pad allows you to enter a telephone number to be dialled. To dial out enter the number and tap the  button.




4.4 Pull/retrieve call




- Located on the bottom right of the dial pad screen, tapping the  icon will give two options: pull call or retrieve call.
- Pull Call - take over a live call from another device, i.e. your desk phone
- Retrieve Call - retrieve a parked call

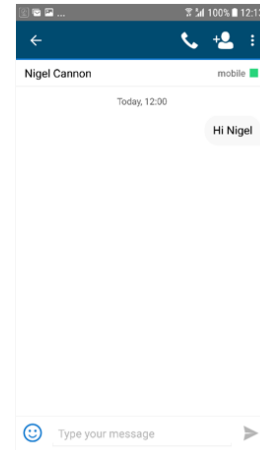
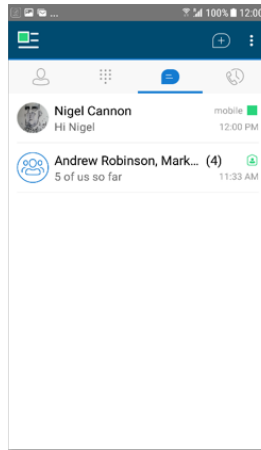


5. Chat


The chat section shows all of your active/current chats. You can tap on one to open it and carry on your chat.

You can also start a new chat by clicking the  icon at the top of the screen.

If you'd like to start a voice call from the chat screen you can do so by tapping the  icon on the top menu bar. You also have the option to add more participants to the chat session with the  icon and by selecting the  icon you can view the contact's profile or delete your chat history with them



5.1 Group chat

Pressing the  menu icon will bring up the option to start a Group Chat or mark all chats as read. A maximum of 5 participants can be involved in a group chat.

Whilst in the group chat session the following menu options will appear in the top menu bar



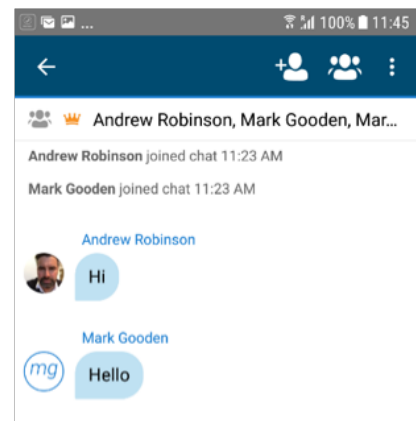
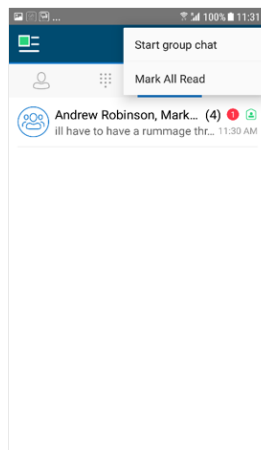
Add more participants to the chat session



View the list of participants in the chat session




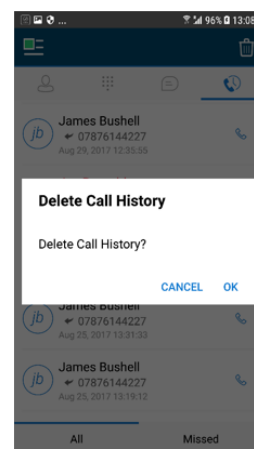
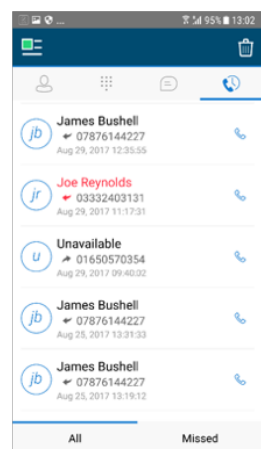
Leave the chat session or delete the chat session




6. History

The history tab will show your call log. Using the filters along the bottom you can view all calls or filter on missed calls.

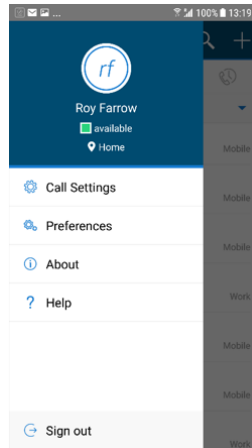
You can tap the  icon which will give you the option to delete your call history logs.



7. Settings

Settings can be accessed by tapping the  icon in the top left-hand corner of the app's top menu bar the menu bar.

Here you can change some of the initial settings - if you'd like your password to be remembered and if you'd like the app to sign you in automatically.

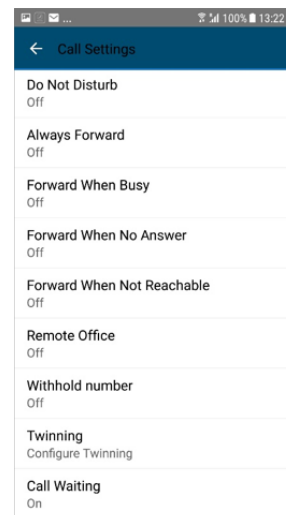


7.1 Call settings

You can control a number of settings from within the app. As detailed in the 'How does the client work?' section above. These settings will be synchronised with your account - so it's worth remembering that it will impact any other phones or clients you have when you change these.

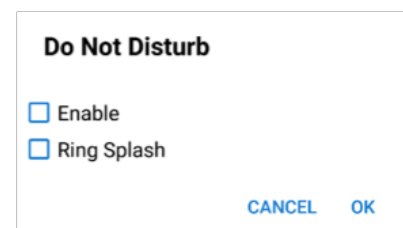
The following settings are available within the app;

- Do not disturb
- Always Forward
- Forward When Busy
- Forward When No Answer
- Forward When Not Reachable
- Remote Office
- Withhold number
- Twinning
- Call Waiting



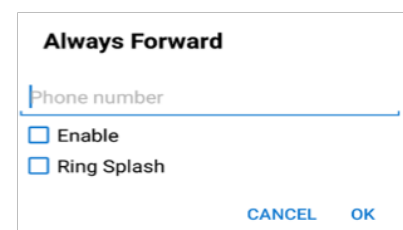
7.1.1 Do Not Disturb

To amend tap 'Do Not Disturb' from the settings menu and select whether you'd like to enable/disable. Enabling 'Ring splash' will result in your phone ringing once.



7.1.2 Always Forward

To amend tap 'Call Forward Busy' from the settings menu and select whether you'd like to enable/disable and enter the 'forward to' number.



7.1.3 Forward When Busy

To amend tap 'Call Forward Busy' from the settings menu and select whether you'd like to enable/disable and enter the 'forward to' number.

7.1.4 Call Forward When No Answer

To amend tap 'Call Forward No Answer' from the settings menu and select whether you'd like to enable/disable and enter the 'forward to' number. Then set the 'Number of Rings' parameter before the call is forward.

The App will offer the option to set this parameter up to 20 rings but Daisy Hosted Voice only supports a maximum of 7 rings before diverting the call. If a number higher than 7 is selected you will received this error message

7.1.5 Forward When Not Reachable

To amend tap 'Unreachable' from the Call Forwarding submenu and select whether you'd like to enable/disable and enter the 'forward to' number.

7.1.6 Remote Office

To amend tap 'Remote office' from the settings menu and select whether you'd like to enable/disable and enter the number you'd like to use for Remote Office.

7.1.7 Withhold Number

To amend tap 'Withhold Number' from the settings menu and select whether you'd like to enable/disable the feature.

7.1.8 Twinning

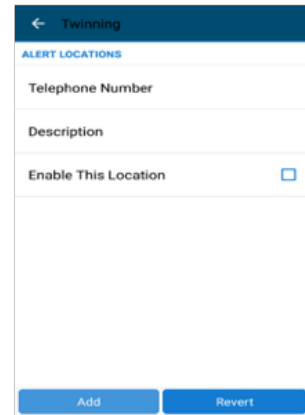
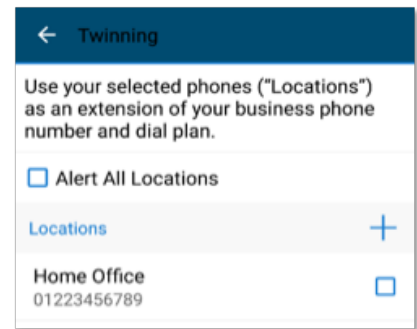
To amend tap 'Twinning' from the settings menu. You'll then be presented with a list of 'locations' - these are the numbers you'd like to twin your Daisy Hosted Voice number with.

On the Twinning page, you can select to activate either all locations - or a combination of one or more as required.

To add a new location tap the **+** icon then enter a number and description.

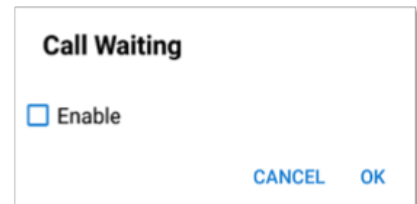
If the location is not set to enable then it will not be alerted as part of the 'Alert All Locations'

Then tap Add to enter the location or Revert to cancel and return to the main Twinning menu.



7.1.9 Call Waiting

To amend tap 'Call Waiting' from the settings menu and select whether you'd like to enable/disable the feature.



8. Troubleshooting

8.1 Mobile Data Access

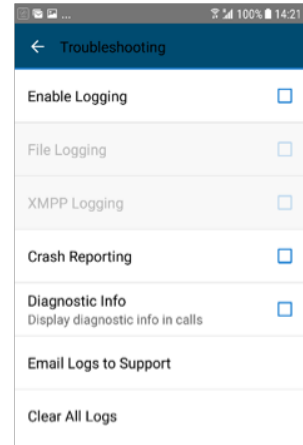
While we have found the client works over mobile networks, we are not in a position to provide support for this due to the Mobile provider's individual network configurations.

8.2 Logging

If you experience an issue with the Android client your Administrator may request that you turn on the following;

- Enable logging
- File Logging
- XMPP Logging
- Enable log writing
- Crash Reporting
- Diagnostic Info

They will then request you replicate the issue you are experiencing and then e-mail the logs by tapping 'Email logs'. This will assist with the swift diagnosis of any issues you may experience.



To find out more about [DHV Android Soft Client](#), please contact us today:

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