



Setting up Horizon Integrator

Document Number	Date	Name	Job Title
V1.0		Ben Richardson	Network Support Specialist

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Document Description

This document is the process for

Revision History

Revision Number	Revision Date	Summary of Changes	Changes Marked
1		Initial Draft	

Distribution

This document has been distributed to the following:

Name	Title	Date
David Woods	IT Director	
Ben Richardson	Network Support Specialist	
Natasha Voice	DevOps Support	

Approvals

This document requires the following approvals.

Name	Title	Signed	Date
David Woods	IT Director		

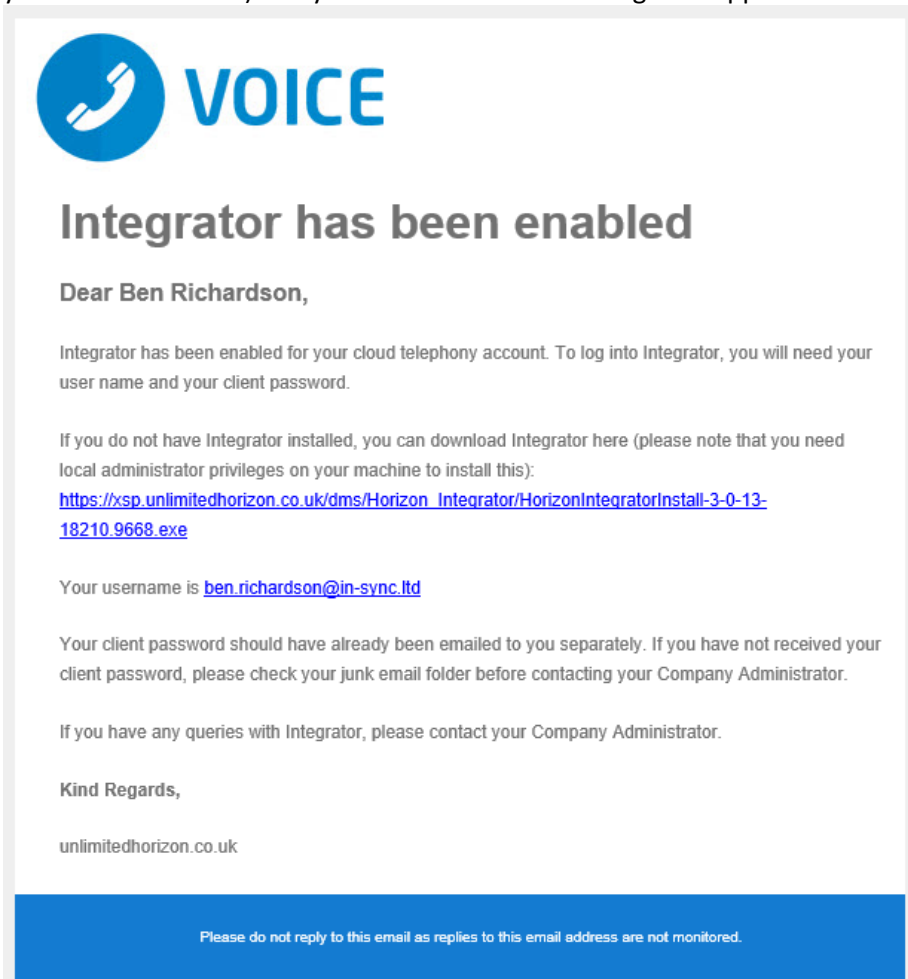
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1 Account information

Upon activation of your Integrator account you will receive two E-Mails from noreply@unlimitedhorizon.co.uk (you can use this to search in your archived E-Mail):

- 1 – Containing the link to download the integrator (this is pre-installed on the computers you use in the office) and your username for the integrator app.



 **VOICE**

Integrator has been enabled

Dear Ben Richardson,

Integrator has been enabled for your cloud telephony account. To log into Integrator, you will need your user name and your client password.

If you do not have Integrator installed, you can download Integrator here (please note that you need local administrator privileges on your machine to install this):

https://xsp.unlimitedhorizon.co.uk/dms/Horizon_Integrator/HorizonIntegratorInstall-3-0-13-18210.9668.exe

Your username is ben.richardson@in-sync.ltd

Your client password should have already been emailed to you separately. If you have not received your client password, please check your junk email folder before contacting your Company Administrator.

If you have any queries with Integrator, please contact your Company Administrator.

Kind Regards,

unlimitedhorizon.co.uk

Please do not reply to this email as replies to this email address are not monitored.

- 2 – Containing the password for the integrator/smartphone app



Your New Client Password

Dear Ben Richardson,

Your cloud telephony client password has been reset to [REDACTED]

You will need to use your new password for any of the following services:

- Android Softphone Client
- iOS Softphone Client
- Mac Softphone Client
- Windows Softphone Client
- Integrator
- Integrator - Bullhorn
- Integrator CRM
- Integrator - Emis
- TAPI Driver
- Receptionist
- MyConnect app
- Collaborate Client

If you have any problems, please contact your Company Administrator.

Kind Regards,

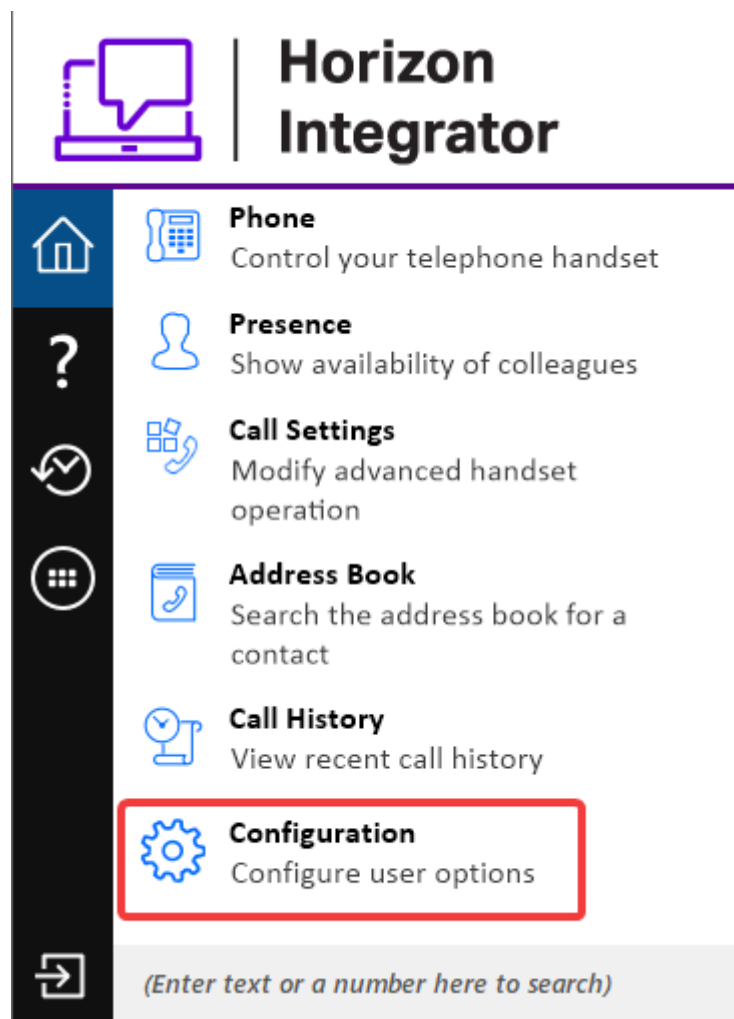
unlimitedhorizon.co.uk

2 Setting up Integrator

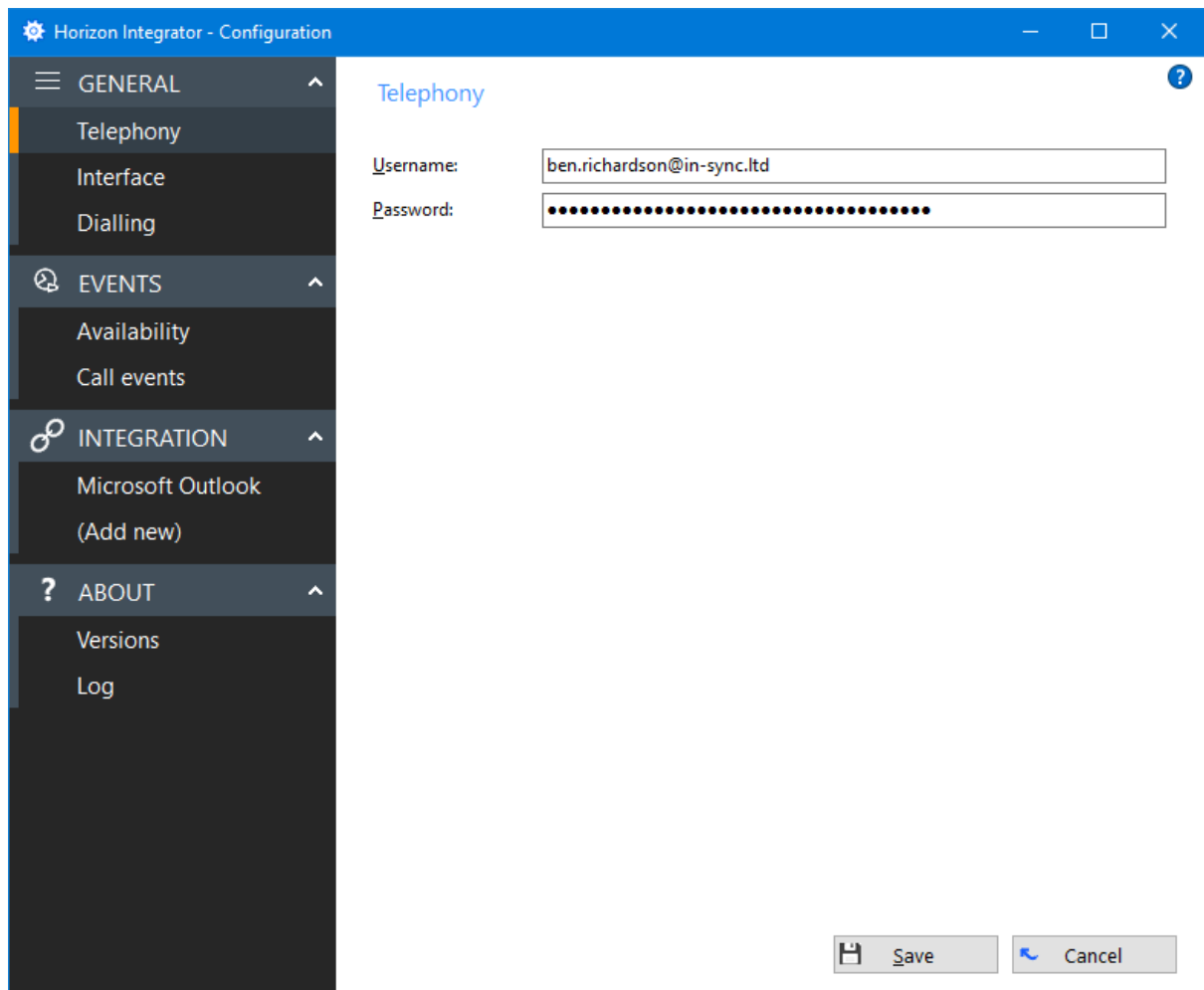
Once you receive your password for Horizon Integrator via email you will have to launch integrator and configure the username. To do this open the Horizon Integrator app (expand the tray upward if you do not see the icon) by right-clicking on the icon in the taskbar as shown below.



Once you right click you will need to open the configuration menu

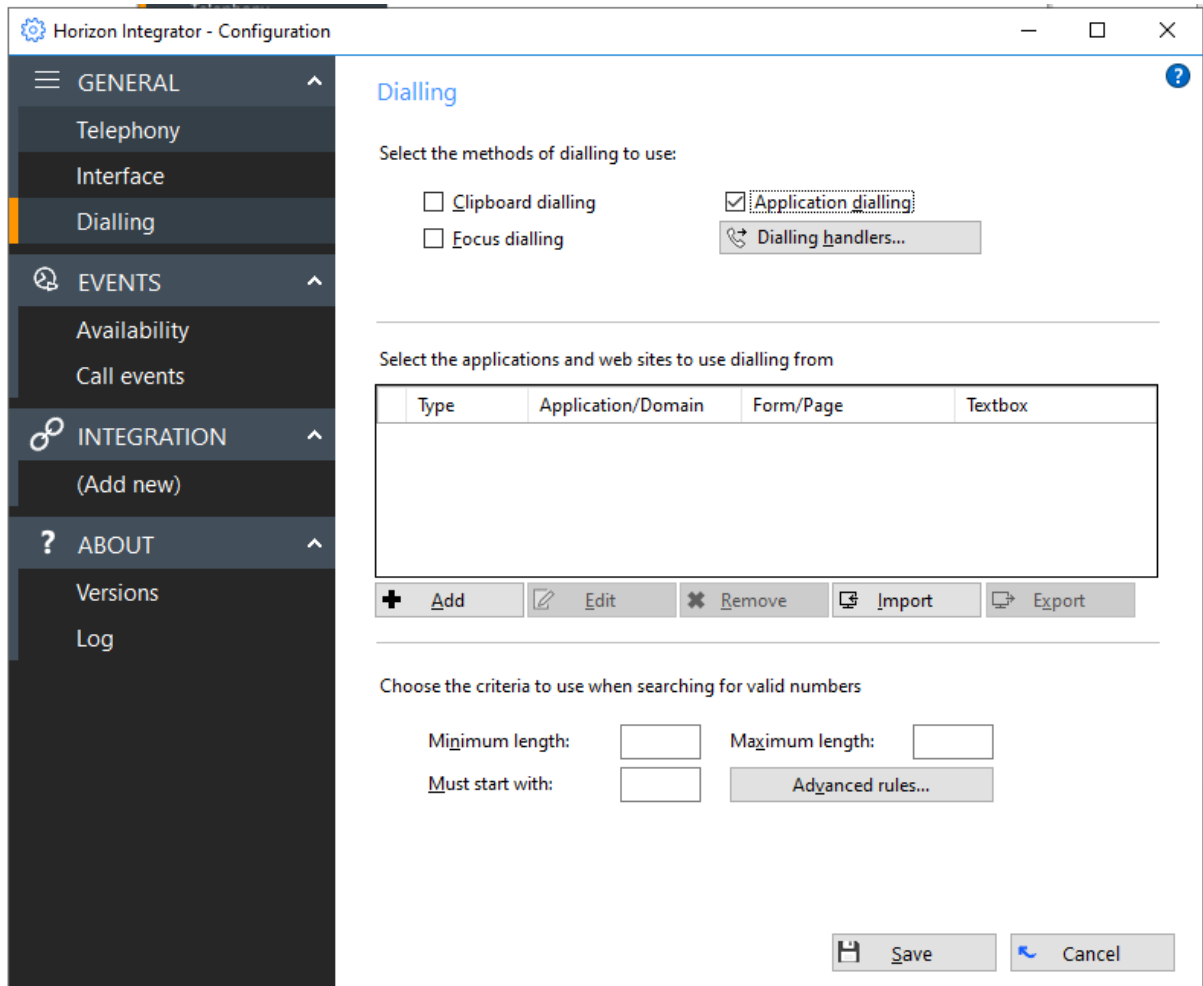


You will then be presented with the following window:



Your username will be in the format as follows first.lastname@in-sync.ltd (This is case sensitive so use the exact username from the first E-Mail)
Your password is the long 32digit password you received in the second E-Mail (copy and paste this into the password box)

Change to the “Dialling” menu and tick the Application dialling option to ensure dialling from Chrome is available.



Once this is done press save. Your integrator is now setup.