

Horizon Cloud Portal

User Guide

How to divert a call

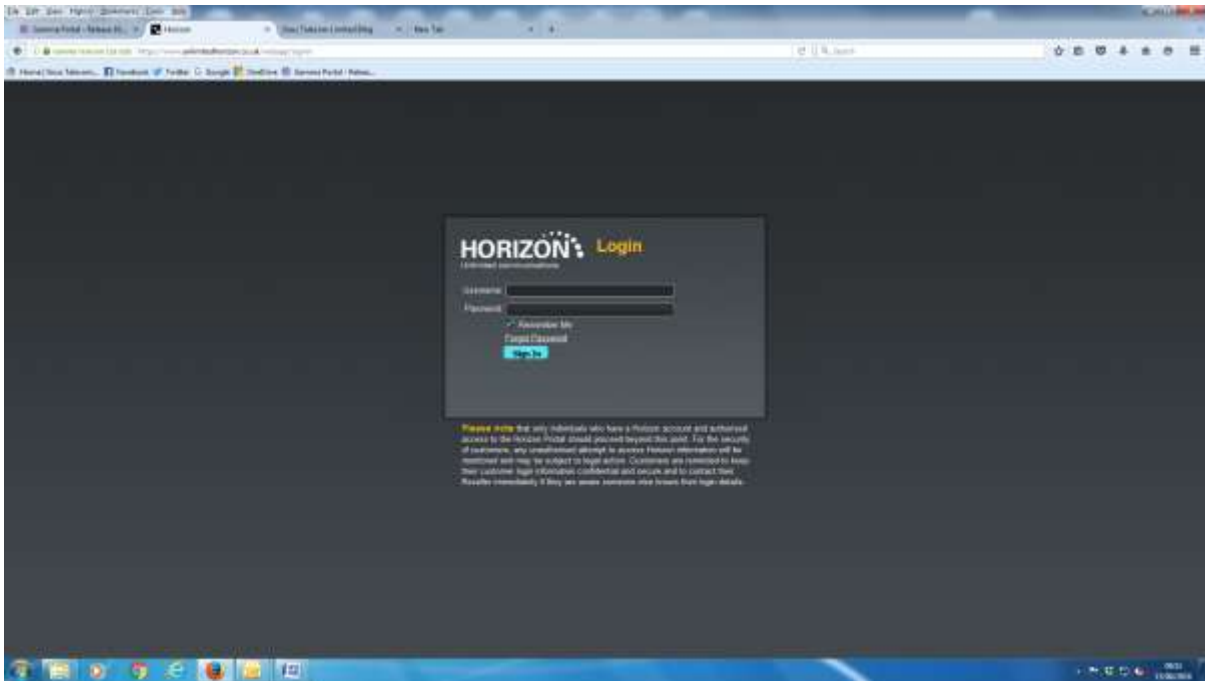


If you have any questions related to the portal or how your handset works, please email service@sirus-telecom.co.uk or call us on 0333 222 1133 to speak to our engineering team.

To setup a divert from your main hunt group, please follow the instructions below:

Navigate to the login page at <https://www.unlimitedhorizon.co.uk>

Enter your username and password



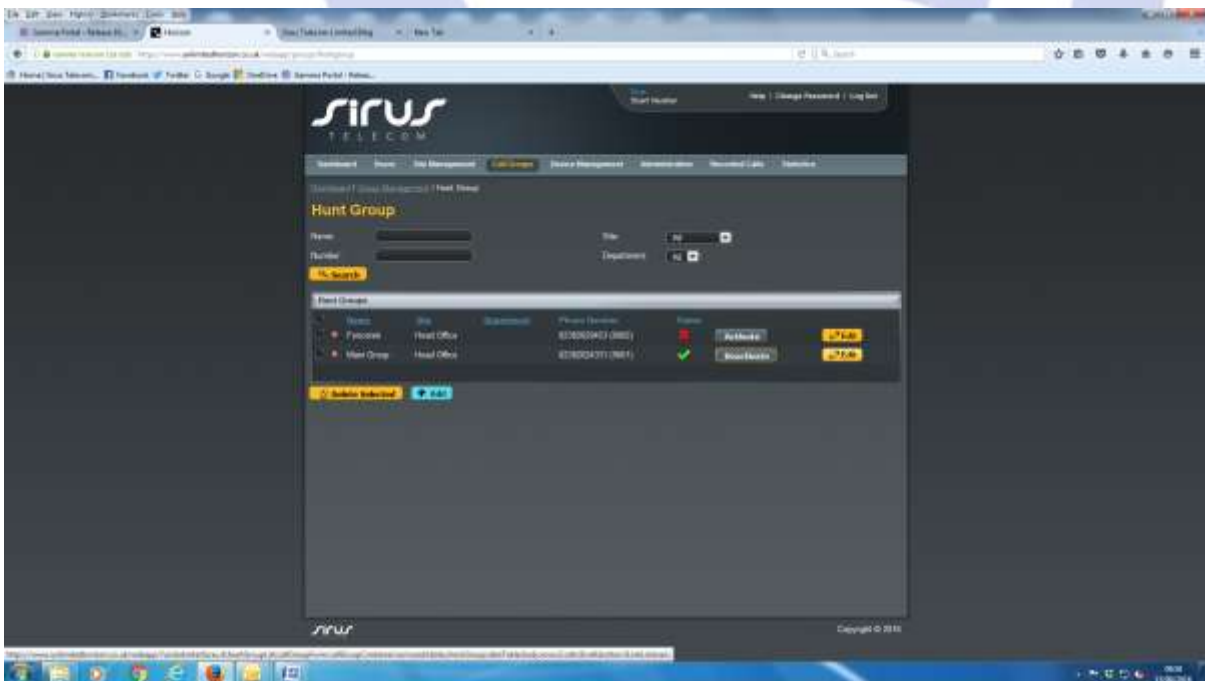
You will then be presented with the home screen below.



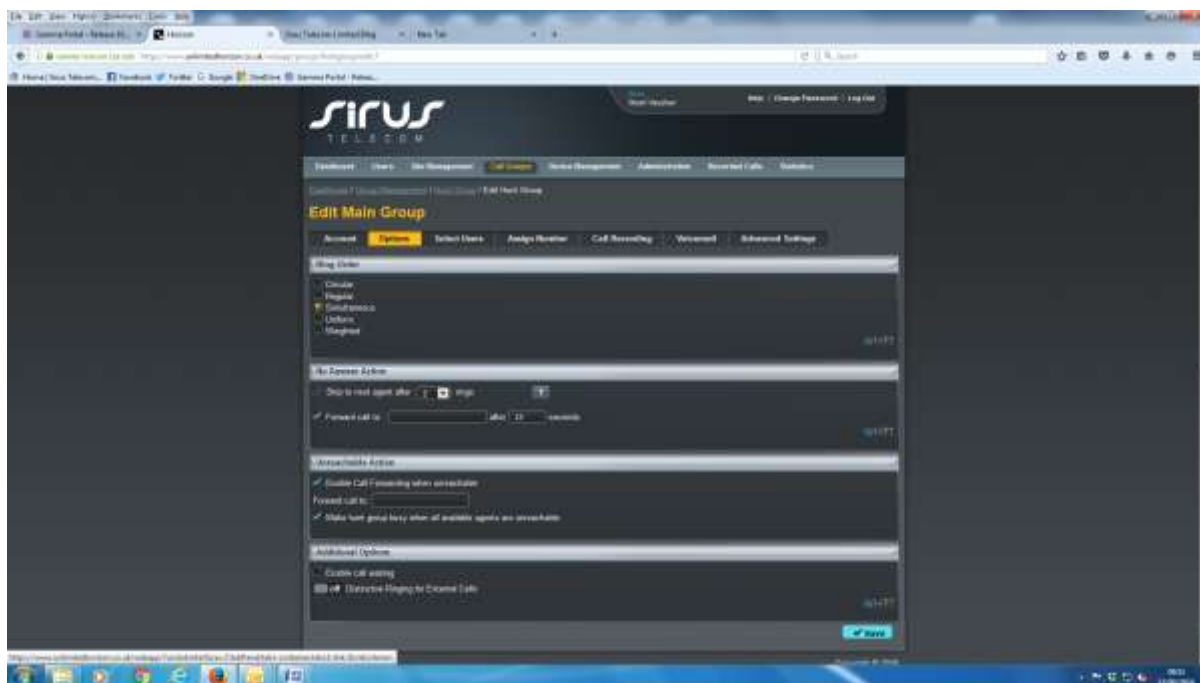
Select Hunt Group within the Call Groups Menu



This will then display a list of the hunt groups you have set up. Select the one that needs changing by clicking on **edit** along side it.



From here you will be provided with a number of different menus associated with that specific hunt group. Select **Options** and the below will be displayed



Ring Order

Here you can select how you would like the hunt group to ring, whether that be simultaneous or one after the other.

No Answer Action

Here you can set what you would like the incoming call to do if it is answered. By default this would be set to go to voicemail after a certain amount of seconds.

NOTE: THIS IS WHERE YOU WOULD ADD A NUMBER IF YOU WOULD LIKE TO DIVERT THE CALLS. YOU WOULD ALSO NEED TO REDUCE THE AMOUNT OF SECONDS TO '0'.

Unreachable Action

You can specify what you would like the call to do if unreachable. For example, if your phone was unplugged you may want it to divert to your mobile.