



Horizon

July 2017 Release Notes



Version	Date	Description
1.0	20/07/2017	Document created
1.1	01/08/2017	Updated version control and added version history to document title

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Introduction

The Horizon July 2017 release will be made available across a number of evenings during July 2017. The release will deliver the below updates and improvements.

Horizon Integrator version 2.4 - Final Call

We have been communicating the end of life of the Horizon integrator version 2.4 s since Feb 2017, those communications have taken the form of generic Horizon release notes and in the last 2 months follow up contact via the IAM team who have provided details of the end users still using this obsolete client.

The withdrawal is now committed for the evening of 31st July 2017, after which any Horizon Integrator 2.4 user attempting to sign on will be refused connection. The only option for the user will be to upgrade to the latest version in order to continue using the services and features that the Integrator provides.

If you need further details please contact the IAM team on iam@gamma.co.uk

Gamma Portals browser upgrade

On Wednesday 19th July 2017 we will block older browsers altogether and it is important that all users have upgraded by this date.

The following are the minimum versions we will support:

Firefox 34 or higher

IE 11 or higher (or Edge)

Safari 10 or higher

Chrome 44 or higher

Other browsers such as mobile clients and Opera will not be policed for the time being.

We reserve the right to change these in the future and advise that you always use the latest version available.

On the evening of the 12th July 2017

Nuisance Call Management for Horizon Call Groups

We will be introducing the ability to reject incoming calls from a user defined list and/or anonymous numbers directly via the Hunt, Auto Attendant (AA) Call Queue (CQ) and Call Centre (CC) type Call Groups as part of the Advanced Settings option.

Incoming calls with a caller ID found to exactly match a number on the Blacklist will be rejected with an appropriate announcement before automatically terminating the call. The end user can enter up to a maximum of 12 numbers onto the Blacklist per Call Group instance.

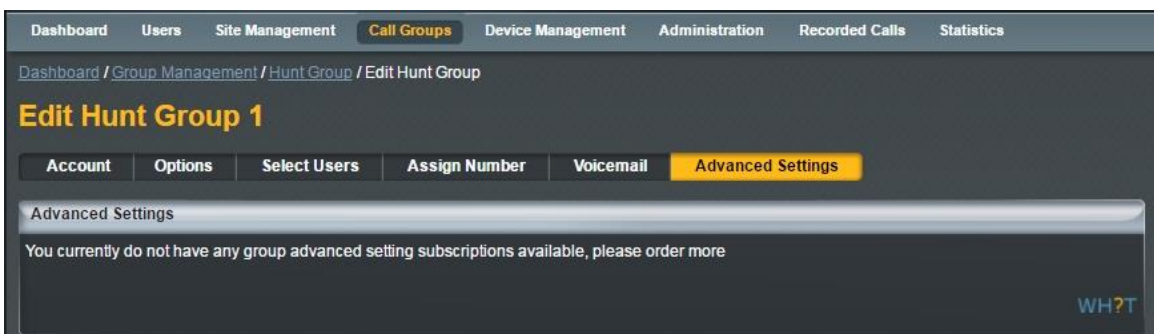
Incoming calls where the caller ID is anonymous or withheld can also be set to reject to an appropriate announcement before being terminated.

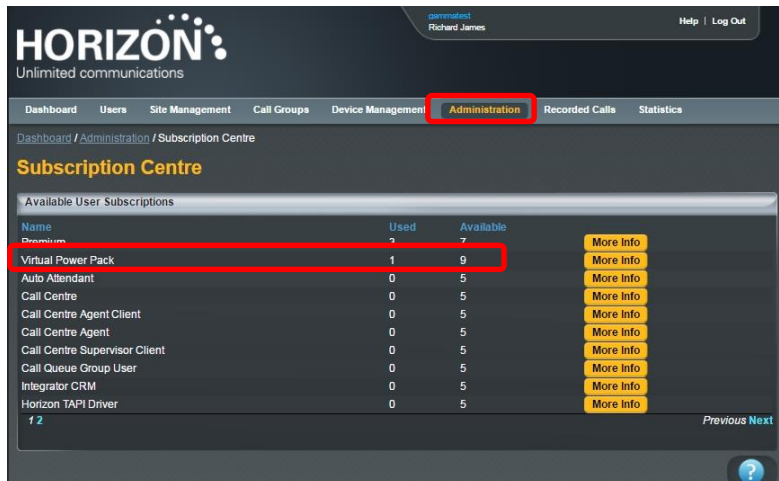
The announcements are system wide and cannot be customised on a per Company or Call Group basis.

Nuisance Call Management will be available to a Company as part of the Virtual Power Pack (VPP) subscription and, if not already assigned to the Call Group, can be assigned to the Company via the Gamma portal under Hosted>Horizon>Manage Company or New Company Order menu's. Each Hunt, AA, CQ or CC will need a VPP per instance if Nuisance Call Management (NCM) is required.

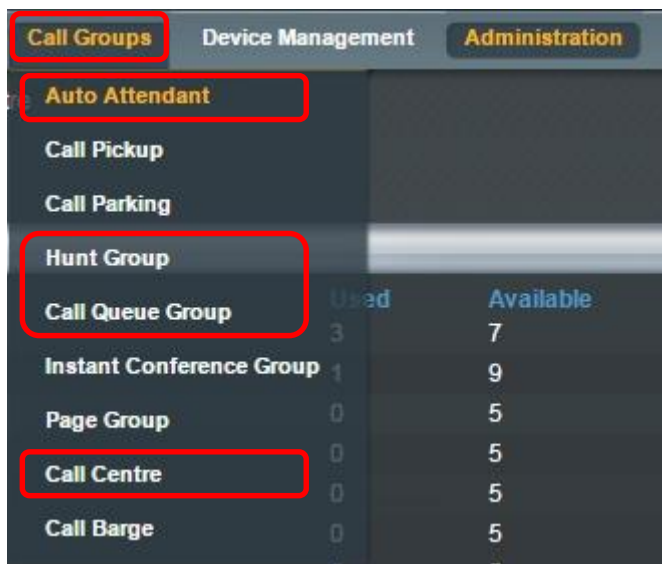
Subscriptions Help			
Service Pack	Currently Available	Currently In use	Quantity To Add
Premium	7	3	<input type="text" value="0"/>
Virtual Power Pack	9	1	<input type="text" value="0"/>

You can also check if there are any spare VPP's to assign via the Administration>Subscription Centre menu on the Horizon GUI or if you encounter the below message then you can add more VPP's to the Company via the Gamma Portal as described previously.

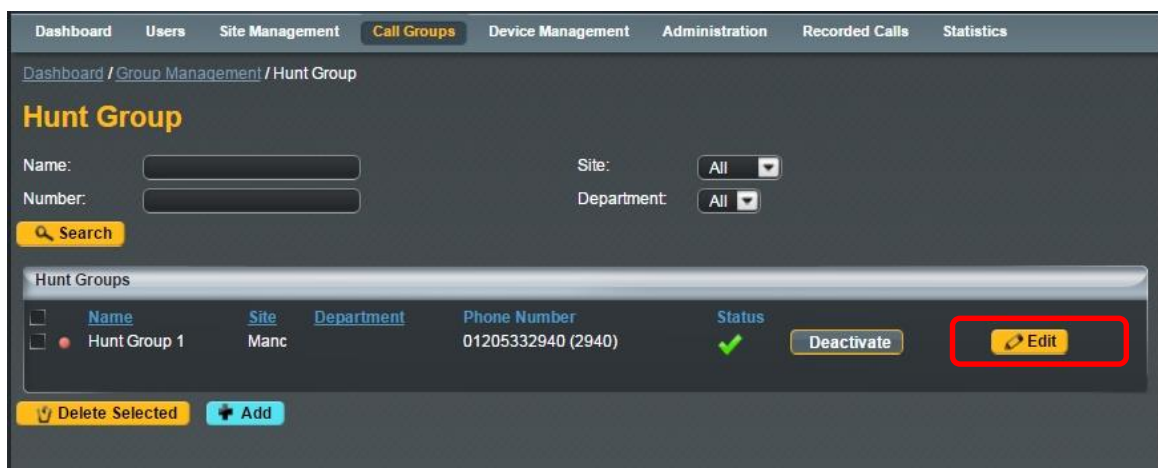




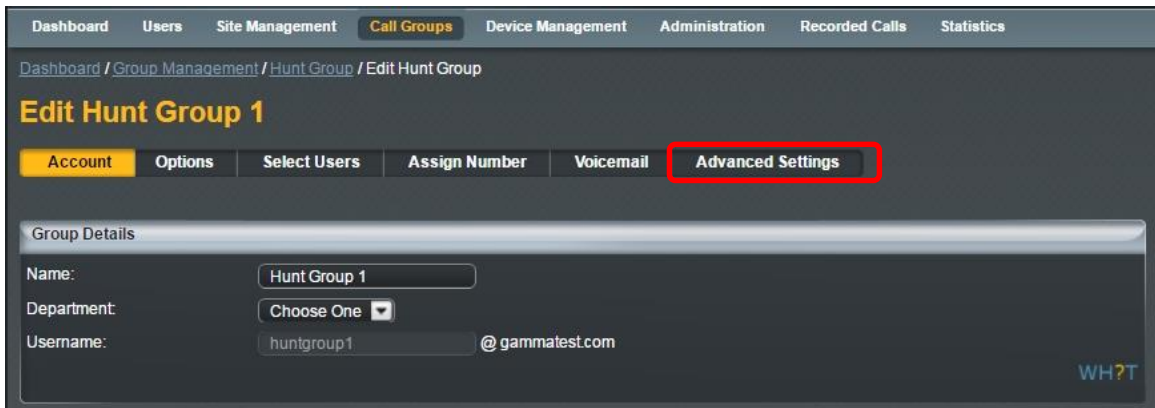
To configure NCM select the Call Group type from the drop down menu on the Horizon GUI and choose the specific category the Call Group number is configured as.



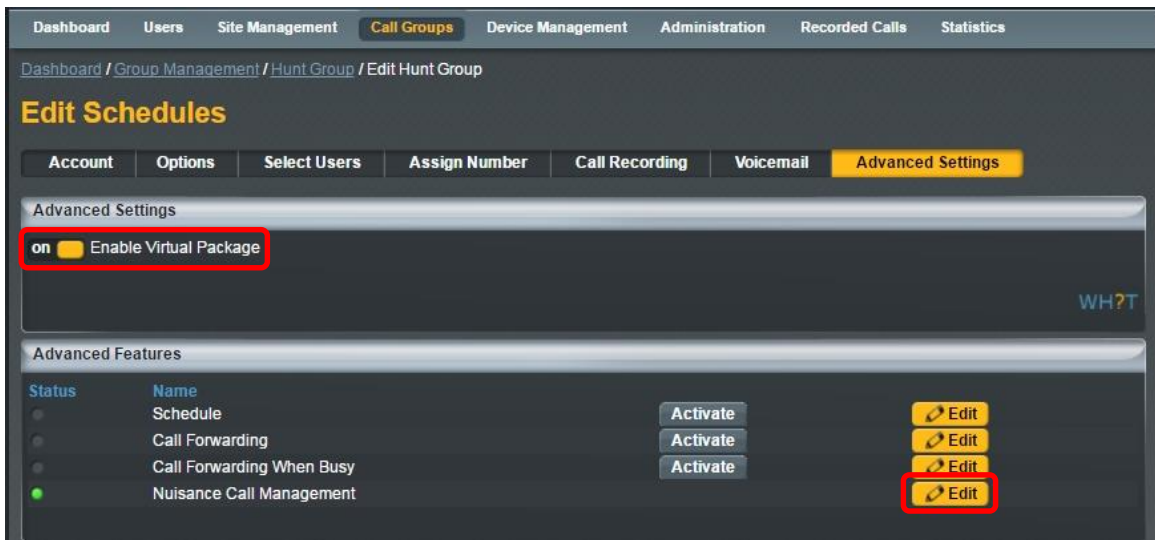
To set up the NCM option for a Call Group find the particular group you wish to modify and click edit





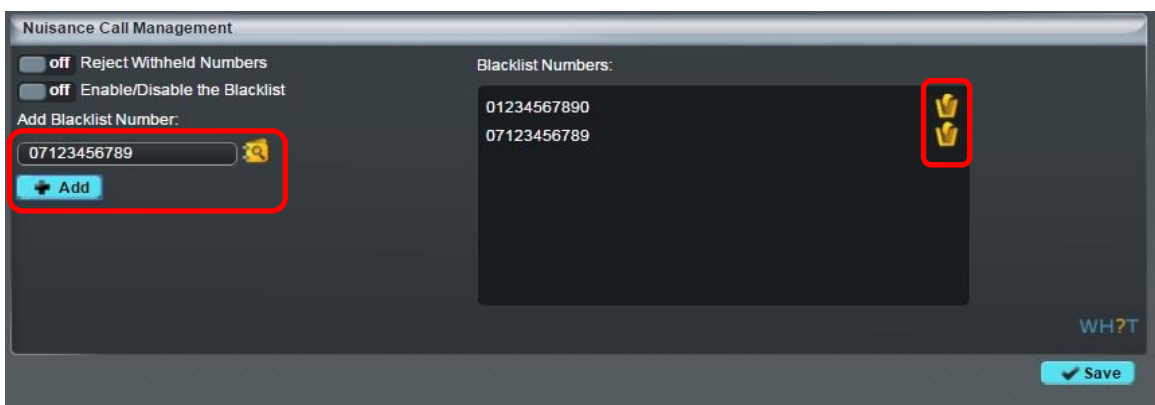
The NCM feature can be found under the Advanced Settings tab for all 4 Call Group types.



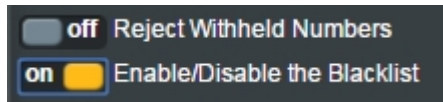
If not already, enable the Virtual Package by toggling the button to on and the relevant options will appear for the Call Group. Click on the Nuisance Call Management edit button for the configuration panel.



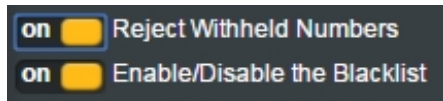
You can add specific numbers to the Blacklist of numbers by typing them freehand into the highlighted panel and clicking the **+ Add** button, there is also the option to add numbers from the Company Directory via the  icon. To delete a number from the Blacklist click the  icon.



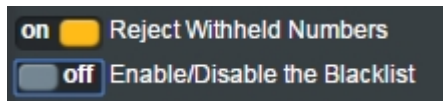
To enable or disable the NCM feature you now just need to toggle the appropriate button between on and off. The options are:



Will only reject those incoming calls where the callers ID exactly matches a number in the Blacklist



Will reject those incoming calls where the callers ID exactly matches a number in the Blacklist or the callers ID is anonymous or withheld.

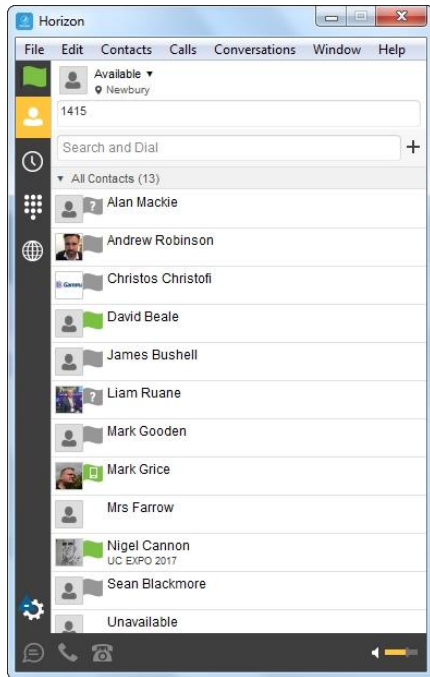


Will only reject those incoming calls where the callers ID is anonymous or withheld.

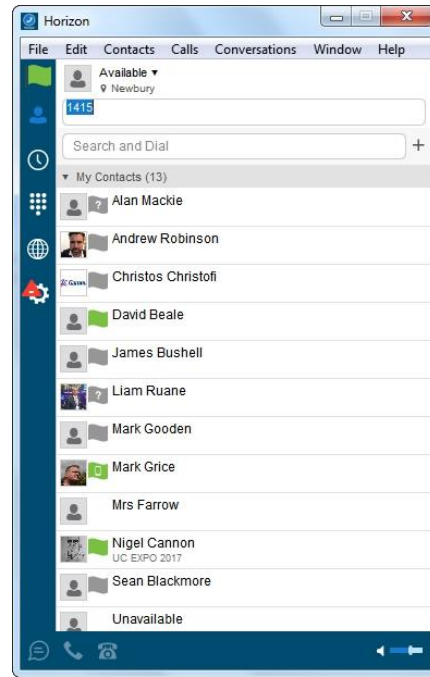
On the evening of the 26th July 2017

Update and Refresh of the PC Soft Client

On the night of the 26th July 2017 @ 10pm we will commence the upgrade and refresh of the current PC Client from the R18 to R21 revision of the software.



Old Livery



New Livery

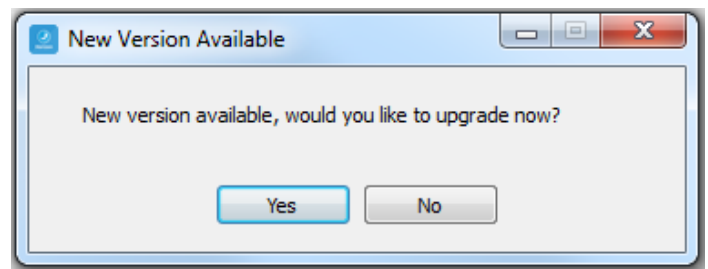
A full user guide is available on the Gamma Academy, just search for **Horizon Soft Client for PC**

How Does a User Update their PC Client?

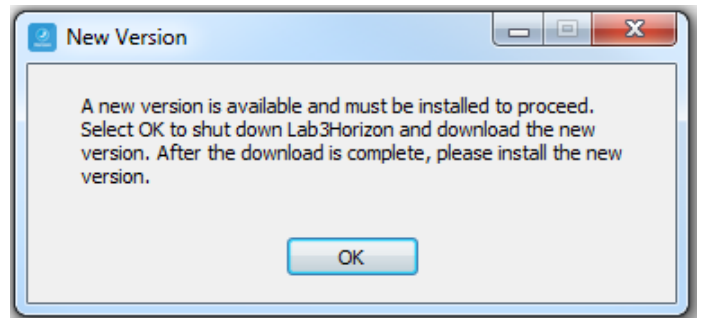
After the evening of the update a user signing on any prior version of the PC Client will see the prompt to the right.

Selecting yes will start the upgrade process.

Selecting no will log them into the old version, a user will see this message every time they log on until they complete the upgrade.

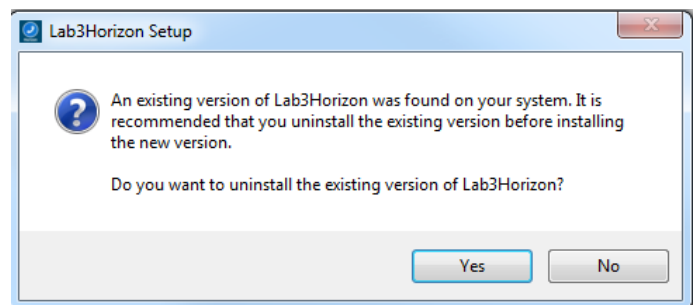


Once Yes is selected, the installer will then ask the user to confirm closing down the client and allow the new version to be downloaded.



The installer programme will then open the link to the new version in the user's browser and download the new client. The user will then need to launch the new setup file themselves and follow the installation steps.

From there on in it behaves like a new install, bar a prompt to ask you to confirm that the old version will be uninstalled:



Changes to Highlight

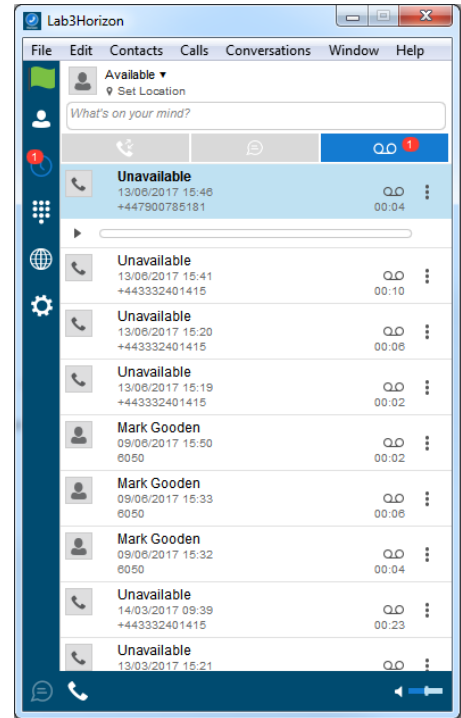
Introduction of Visual Voicemail

Visual voicemail will now be enabled on the new release of the client. This allows users to visually manage their voicemails rather than dialling into the voice portal.

This can be found on the communication history section. Within this section there will now be a voicemail tab (see image).

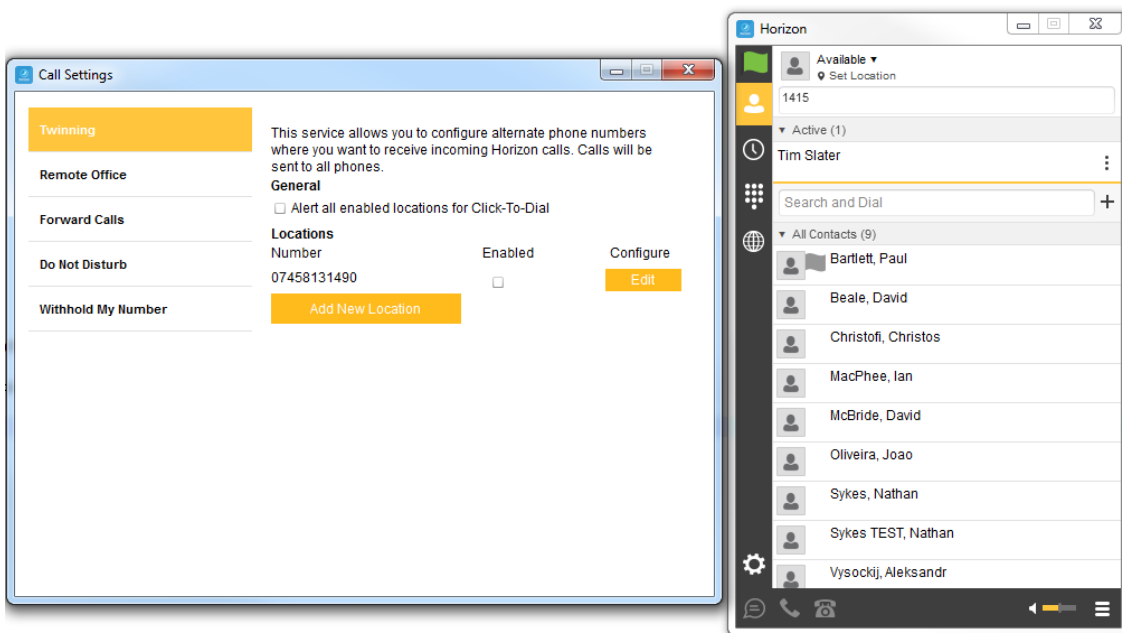
From this tab you can view all the current voicemails in your mailbox where you will be able to play, call back or delete voicemails.

NB Listening to voicemail on the client uses data, instead of calling into the voice portal, so internet access would be required to retrieve and play back the voicemail.

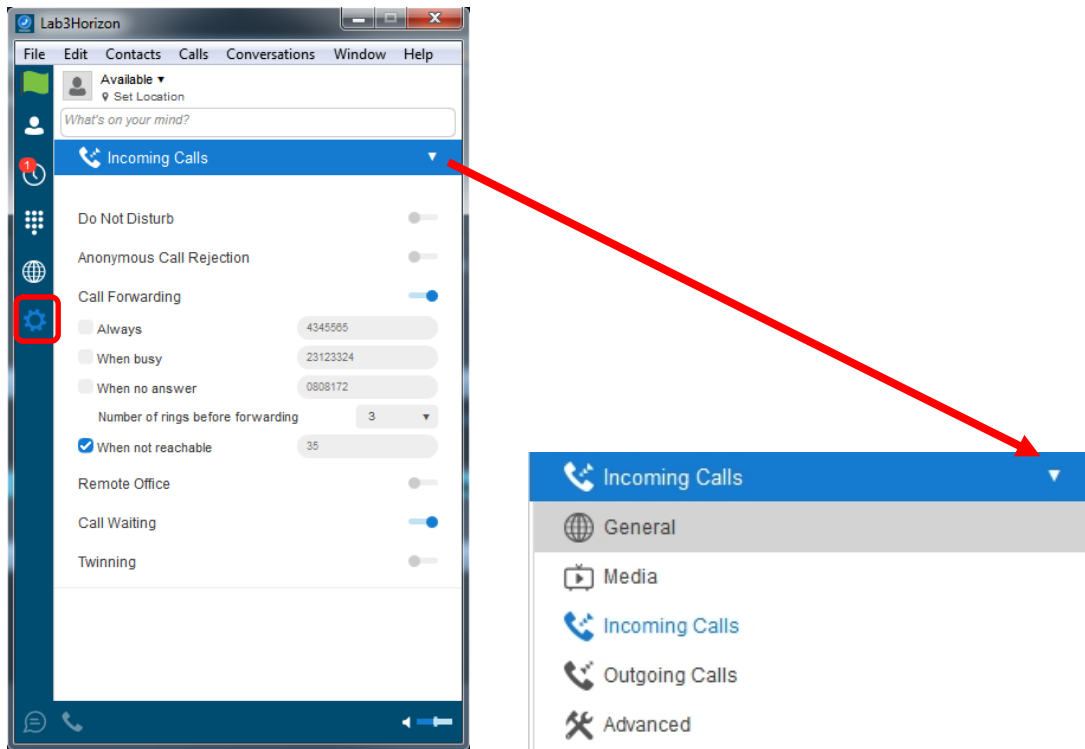


New call settings and preferences view

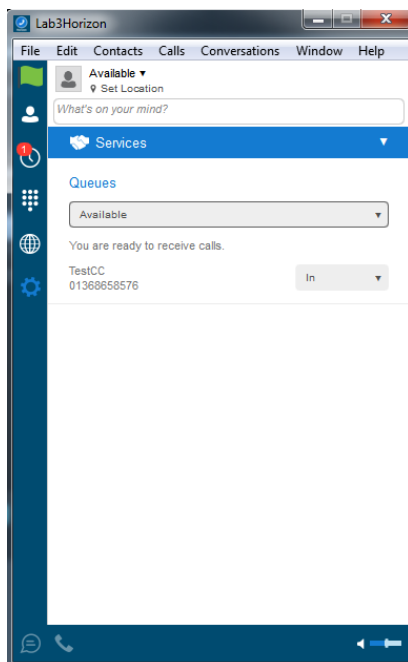
Call settings and preferences have now been integrated into the main window of the client. Previously this was managed on a separate menu:



Within the new PC Client these settings can be updated on the newly located preferences tab via the drop down menu:



If the user is associated to a Call Queue or Centre then Queues have also been moved from a separate window to the new Preferences tab and can now be found under a visible 'Services' option. If a user is not an agent member then this option will not appear.



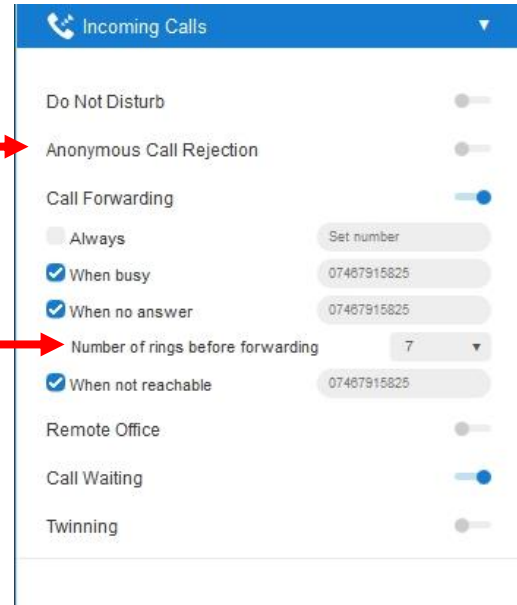
Additional call settings and preferences

Along with the new look to the call settings and preferences there are now a few more call settings that can be controlled from soft client, these are:

Anonymous call rejection



Call forwarding When no answer: Number of rings before forwarding - Previously only the basic call forwarding no answer was available



New notification settings:

In the new client a user can enable/disable the following notifications at the bottom of the General tab under Preferences

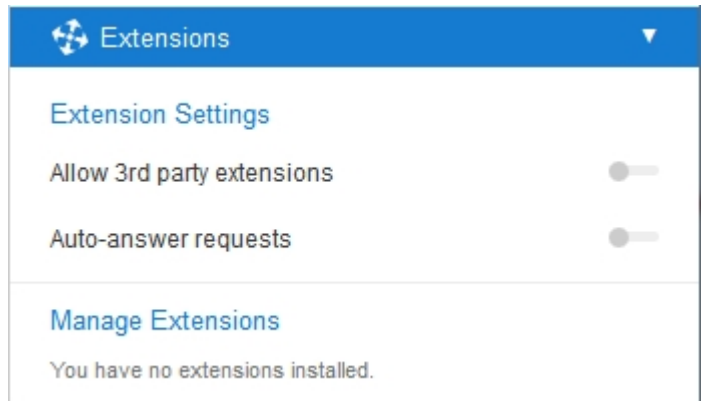
Notifications

- Ask before deleting a contact
- Ask before deleting history information
- Ask before publishing location information
- Ask before ending a communication
- Ask to hold a call when starting a new call

Extensions

This enables enhanced connectivity between a 3rd party extension, for example a headset, and can facilitate call answering and volume control directly via the headset. These extensions sit outside the scope of support and therefore if a 3rd party extension does not work Gamma cannot guarantee to resolve the issue.

You can also choose default behaviour to always reject or accept requests from third-party applications and allow or reject individual third-party applications.

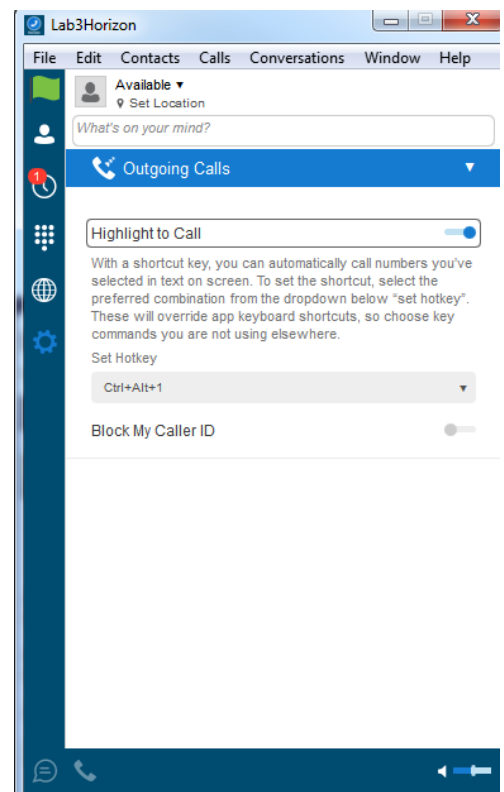


The default position of the Extension Settings options will be always be disabled.

Highlight to Call

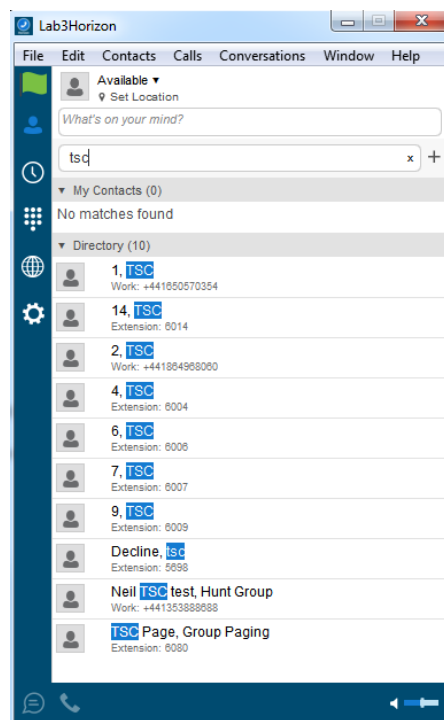
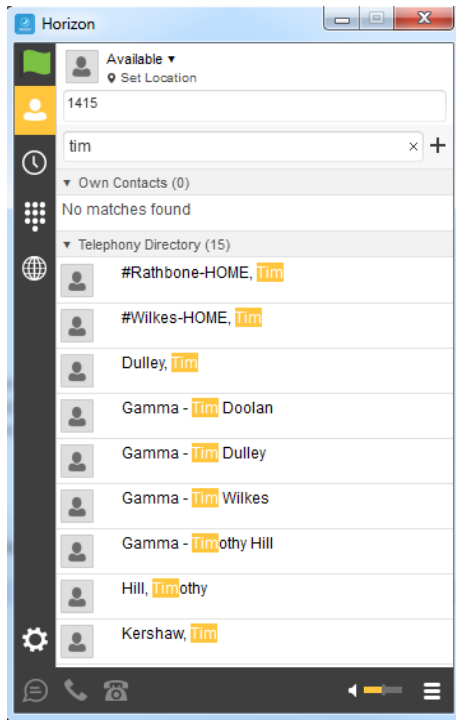
Highlight to call feature has now been added. This allows you to highlight a number on any of your applications and press a hot key to call the number:

It's advised that you select a hot key combination that is not already being used by another application.



Display phone number in search results

Previously search results did not display the number, and showed the name only:



Now search results display both the name and number

Resolution of Know Behaviours

Auto-answer support for SIP calls

Currently if the PC client is the primary device and customer uses the Receptionist or Integrator clients to generate a call they have to manually answer the first leg of the call on the PC client before the B party is called

The new version of the client supports auto-answer so this is no longer the case, and providing the soft client is the primary device, ie you do not have a fixed device, making a call from a click to dial application will automatically make the call from your client.

Please note that this only applies if you have the desktop soft client only. If you have a fixed device the call will always be made from the fixed device.

No outgoing calls until registration refresh on network interface change

Previously if a user were to login and initially register over Wi-Fi and then connect their desktop to an Ethernet network they would not be able to make an outgoing call until the next REGISTER was sent into the SBC.

This is because Ethernet connections tend to have a higher metric on most machines meaning they will always be the favoured network interface. If the PC Client registered over one interface and then start using another it would likely have been assigned a different IP address. Because of this the headers in the INVITE would not have matched the registration session, so the SBC rejected call attempts with a 403 Forbidden. This would continue until it was sent a new REGISTER from the new interface.

In the new version the client remains with the original network interface, so in the example described above it will continue sending traffic over the Wi-Fi interface and will ignore the Ethernet interface.

No inbound calls on network interface change

The previous client had some issues failing over to a different network interface. For example if you are connected to an Ethernet connection and a Wi-Fi connection and you were registered over Ethernet, if you then remove the Ethernet connection you would have issues making and receiving calls until you send a new REGISTER.

Similar to the issue described previously, this was down to the contact header not matching that of the last REGISTER. The new version of the client resolves this by instantly re-registering on the new interface.

Hold / Resume interoperability between Soft Client and Receptionist/Call Centre Clients

On the current version of the PC Client if you hold a call on the soft client and then try to un-hold the call on the Receptionist client this will fail with an error message. Similarly if you hold a call on the Receptionist client, the call soft client will not update.

On the new version this is now resolved and all interactions are fluid on each client.

Horizon Soft Client for the Mac PC

We are pleased to announce that the Horizon Client for the PC now has a Mac version as well. The Mac Client is available for download via the Gamma Portal and the subscription will be charged at £1.50 per user per month.

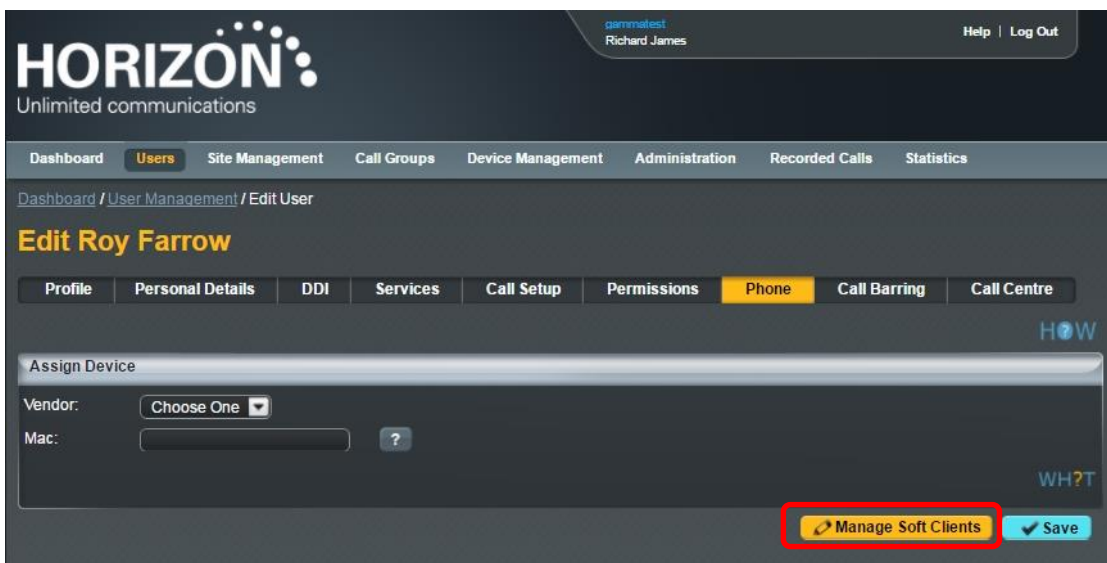
A full user guide is available on the Gamma Academy, just search for **Horizon Soft Client for Mac**

Provisioning of the Soft Client for Mac via the Portal and Horizon GUI

An administrator will need to add the Soft Client Mac subscription to the Company via the Gamma Portal > Hosted > Horizon > via the New Company or Management Subscription Menu's.

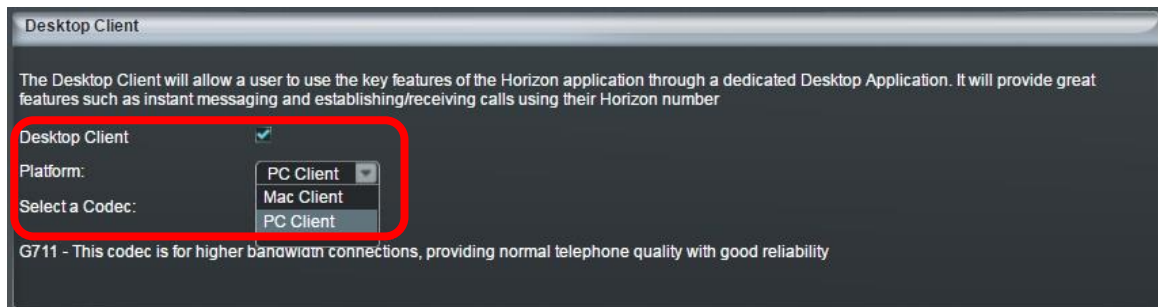
Bolt-Ons				Help
Feature	Currently Available	Currently In use	Quantity To Add	
Call Centre Agent Client	5	0	<input type="text" value="0"/>	
Call Centre Agent	5	0	<input type="text" value="0"/>	
Call Centre Supervisor Client	5	0	<input type="text" value="0"/>	
Call Queue Group User	5	0	<input type="text" value="0"/>	
Integrator CRM	5	0	<input type="text" value="0"/>	
Horizon TAPI Driver	5	0	<input type="text" value="0"/>	
Integrator	5	0	<input type="text" value="0"/>	
Receptionist	5	0	<input type="text" value="0"/>	
iOS Soft Client	5	0	<input type="text" value="0"/>	
Soft Client Mac	4	1	<input type="text" value="0"/>	
Soft Client Android	5	0	<input type="text" value="0"/>	
Soft Client PC	4	1	<input type="text" value="0"/>	

The Mac Soft Client can be assigned to the user via the User Management > Edit User > Phone and clicking on the Manage Soft Client button



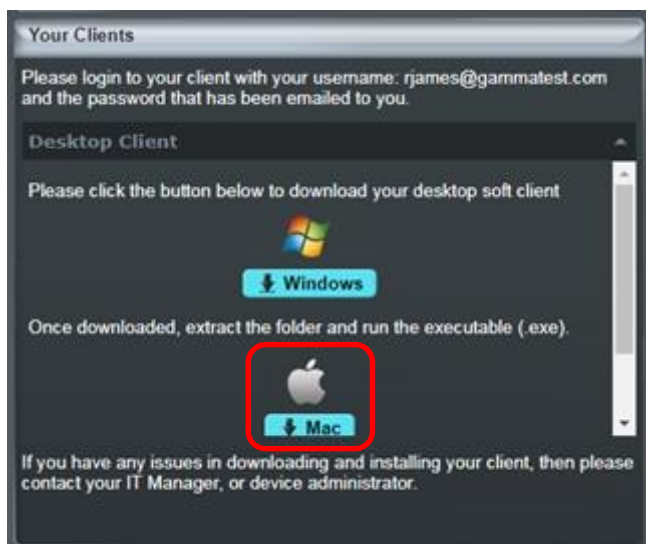
The screenshot shows the Horizon GUI interface. At the top, the user is logged in as 'gammatest Richard James'. The main navigation bar includes 'Dashboard', 'Users', 'Site Management', 'Call Groups', 'Device Management', 'Administration', 'Recorded Calls', and 'Statistics'. The current page is 'Edit User' for 'Roy Farrow'. The 'Phone' tab is active, and the 'Assign Device' section is visible. At the bottom right, the 'Manage Soft Clients' button is highlighted with a red box, along with a 'Save' button.

Check the Desktop Client box and select the Mac Client from the dropdown box and choose the codec as normal. Then click save at the bottom of the page



After a short while the end user will then receive an automatic email, from Horizon, which will advise them that the Soft Client has been enabled, provide the portal URL from where the client can be downloaded along with their username. A separate email will be sent containing their Client password.

Once they have logged onto the Horizon GUI the Homepage will contain the link to download the Client



Horizon Soft Client for Mac known Behaviours

On some Mac devices a short audio delay of up to 1 second may be present when a call is answered. This seems to be exacerbated with some USB audio devices.

Some iMac users have had the experience that even though the Mute button is activated, the call is not actually muted. There is no workaround.

For OS X, if a user has configured the client to use a Universal Serial Bus (USB) audio device and the user unplugs that device, then the MAC Soft Client does not automatically detect that the device was removed. Consequently, playing audio (ring signal, call audio, or notifications for incoming messages) fails until the audio device has been reconfigured in Preferences

On MacBook laptops, the MAC Softphone client only uses the right speaker for audio playback to reduce the potential echo issues. This is due the built-in microphones residing next to the left speaker.

When headphones are disconnected from the MacBook Pro, a cracking sound is sometimes heard when the “new message” tone is played. There is no workaround.

If your internet service provider does not have SIP ALG disabled the Horizon Soft Client for Mac will keep on attempting to connect for calls and the client will appear to jitter constantly. There is no workaround save to disable SIP ALG.

Some functions like sign-out and quit are only available in the OSX system menu. This should be familiar to Mac users.

