



Horizon

March 2017 Release Notes



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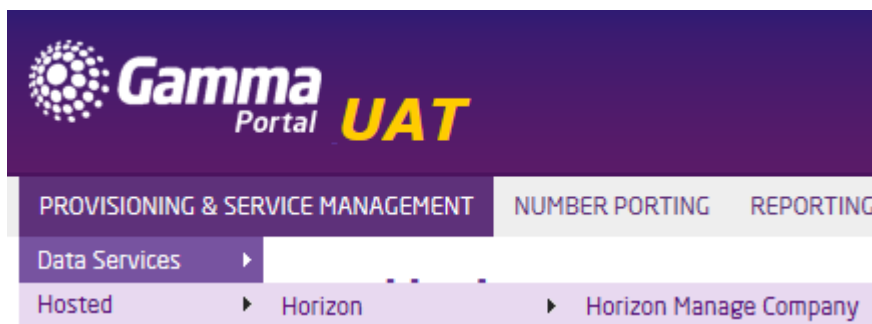
Introduction

The March 2017 release will be made available on the evening of the 8th March 2017. It will contain the new features and improvements detailed below.

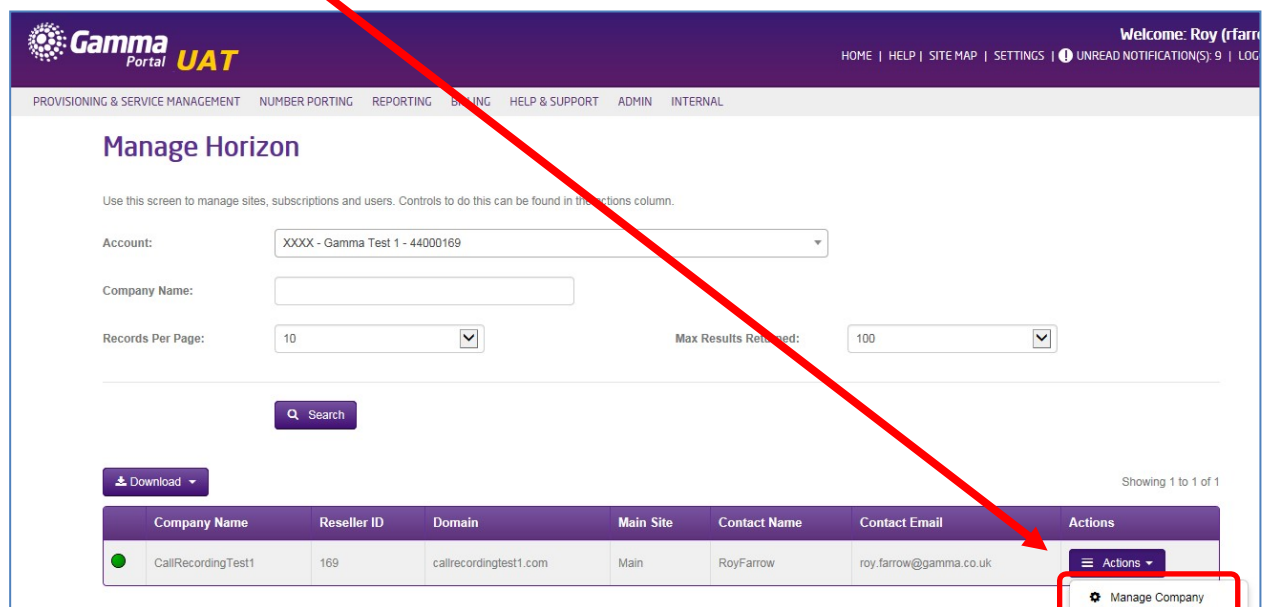
Improved Retention Policy for Call Recording

A Channel partner will be able to set the retention period of call recordings to either 3, 6 or 12 months. The default setting of any new Horizon Company created from the 9th March 2017 will be 3 months, to modify a Companies retention policy please follow these simple steps:

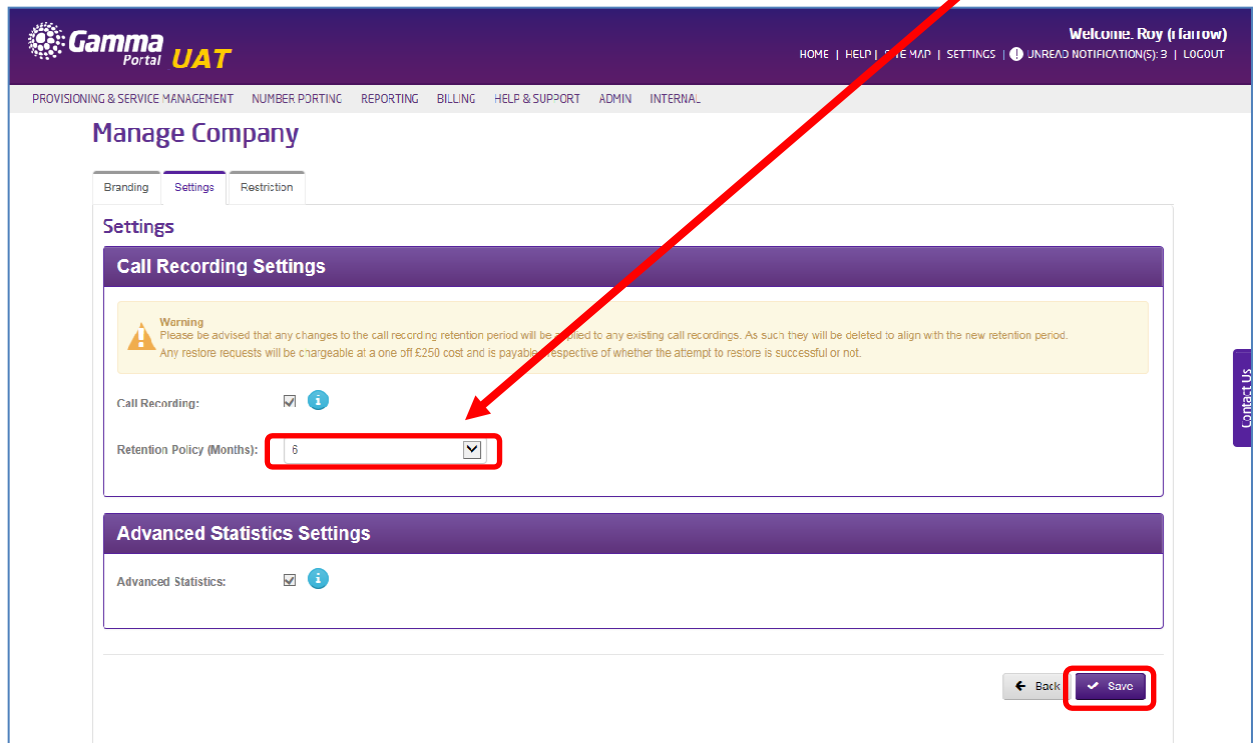
Logon onto the Gamma Portal and navigate to the Horizon Manage Company menu drop down



Search for the company you wish to amend and then select the Manage Company option from the Actions drop down menu



Select the Setting tabs from the Manage Company screen to see the new retention options



The screenshot shows the 'Manage Company' interface with the 'Settings' tab active. The 'Call Recording Settings' section includes a warning about retention changes and a dropdown for 'Retention Policy (Months)' currently set to 6. A red arrow points to this dropdown. The 'Advanced Statistics Settings' section has a checked 'Advanced Statistics' option. At the bottom right, the 'Save' button is highlighted with a red box.

By selecting the drop down box you will be presented with the 3 options of 3 Months, 6 Months or 12 Months. Now make your selection and hit the save button.

Known Behaviours of the service are:

Any new company will be configured with the Call Recording selection set to on with a default retention period of 3 months.

All existing companies will have the retention period set in line with the existing policy, those that have been manually adjusted to 12 months will be set to 12 months, and all others will be 6 months.

Increasing a Company to a 12 month retention policy will inevitably increase the monthly storage facility costs.

Important to note

If the retention period of a Company is reduced then any call recordings outside of the new retention period will be automatically deleted. For example if on the 31st March 2017 a company with a call recording retention policy of 12 months was reduced to a 3 month retention policy then all call recordings prior to the 1st January 2017 would be deleted. Along with the embedded warning on the portal page, the below advice will appear to warn a user:

Confirmation ✕

Please be advised that reducing the retention policy will result in any call recordings falling outside the retention period to be permanently deleted.

Are you sure you wish to continue?

✕ Cancel ✓ Confirm

Once confirmed then a call recording cannot be easily retrieved and retrieval cannot be guaranteed. Requests to retrieve recordings that are deleted in error will carry a one off restoration charge of £250 per company instance.

Should you need to request a restoration of call recordings in the 1st instance please send an email to iam@gamma.co.uk , providing the Company name and the time period that you would like us to attempt to restore.

Yealink W52P DECT - Multiple Registrations

Currently one Horizon user account is supported per base station, any additional DECT handsets that are associated with the base station (up to 5) will use this single Horizon account.

From the 9th March 2017 the Yealink W52P will allow up to 5 different Horizon users to be registered to the same base station and for each Horizon user to then be assigned a one to one relationship with a DECT handset. The below guide will take you through how to assign multiple Horizon users to a single Yealink W52P base station and associate the user to a DECT handset. This guides assumes that you have created the Horizon users & have the hardware

Before commencing the configuration there are few behaviours to note

End users cannot select a specific handset to be assigned to a specific account. Handsets are assigned to Horizon accounts based in the order that they have been associated with the base station. The 1st handset that was associated to the base station will use Handset Registration Position (HRP) 1, the 2nd handset that was associated will use HRP 2 and so on.

Any DECT handsets that does not have a Horizon user registered to it, will be associated to HRP 1. For example in the case that only 2 Horizon users have been registered to a DECT handset position, but there are 5 handsets associated to the base station, then handsets 3, 4 and 5 will use HRP 1 and the second Horizon user will use HRP 2 for incoming and outgoing calls.

When an account is removed from the Horizon GUI in this example **HRP 2 - Peter Jones** then HRP 3, 4 and 5 will move up one place as per the below table, this results in the DECT Handset internal extension number changing for those users.

Current Positon	New Position
HRP 1 - Associated to Andrew Robinson	HRP 1 - Associated to Andrew Robinson
HRP 2 - Peter Jones	HRP 2 - Associated to Mike Smith
HRP 3 - Associated to Mike Smith	HRP 3 - Associated to Roy Farrow
HRP 4 - Associated to Roy Farrow	HRP 4 - Associated to Nigel Cannon
HRP 5 - Associated to Nigel Cannon	HRP 5 - Default association to Andrew Robinson

End users will still be able to receive and initiate calls from any handset if only one account is assigned in line with existing behaviour.

None of the Horizon extension details will appear on any handset. By default the handset names are "H1", "H2", "H3", "H4" and "H5". The end user can manually change the handset name via the settings menu>Handset Name

Yealink W52P supports up to 4 simultaneous calls

Intercom calls do not affect the amount of calls that can be initiated/received to/from other extensions and/or PSTN numbers.

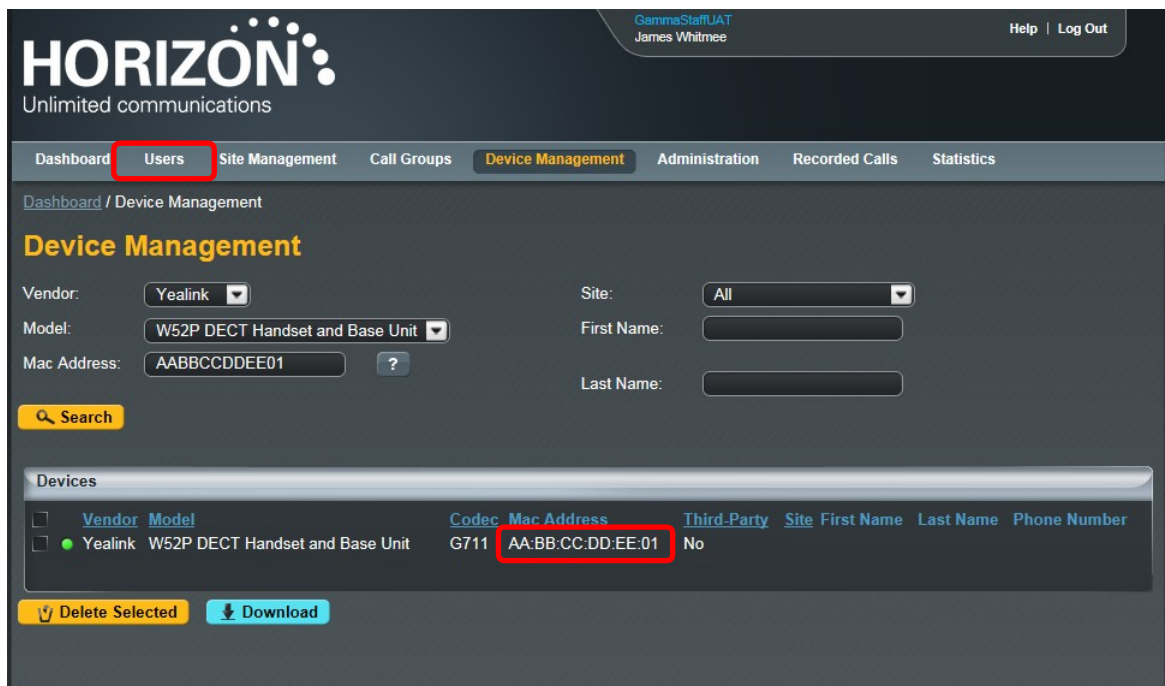
When 4 handsets are on a call and the 5th handset tries to initiate a call it will receive a busy tone along with a busy message on the screen. The base station will not accept any incoming calls once 4 concurrent calls are in progress.

Using the Horizon extension number to call a DECT user on the same base station will consume two of the four concurrent calls available.

The Yealink repeater is compatible with this enhancement and all existing deployments of the Yealink DECT W52P hardware will be able to benefit from this update without the need of a firmware update.

We have noted that upon the initial set up the Dect base may reboot a number of times whilst it configures the relationship between the Horizon extension and the Dect handset.

In order associate a Horizon user to the Yealink base station you will need make a note of the MAC address before heading over to Users area of the Horizon GUI



HORIZON
Unlimited communications

GammaStaffUAT
James Whitmee

Help | Log Out

Dashboard **Users** Site Management Call Groups **Device Management** Administration Recorded Calls Statistics

Dashboard / Device Management

Device Management

Vendor: Yealink Site: All
Model: W52P DECT Handset and Base Unit First Name:
Mac Address: AABBCCDDEE01 ? Last Name:

Search

Vendor	Model	Codec	Mac Address	Third-Party	Site	First Name	Last Name	Phone Number
Yealink	W52P DECT Handset and Base Unit	G711	AA:BB:CC:DD:EE:01	No				

Delete Selected Download

To assign a Horizon user to base station go to the User area of the GUI and search for the user you wish to associate to Handset Registration Position 1 and click edit

Dashboard **Users** Site Management Call Groups Device Management Administration Recorded Calls Statistics

Dashboard / User Management

User Management

First Name: Last Name:

Username: @purpledev.com Number:

Extension: Department:

Site: Mac Address:

	First Name	Last Name	Phone Number	Extension	HRP	Email Address	Site	
<input type="checkbox"/>	Andrew	Robinson		5412		andrew.robinson@gam...	NewburyTestUAT	<input type="button" value="Edit"/>

Then click the Phone tab and search for and select the Yealink W52P and MAC address you noted at the outset. Then click Save.

Dashboard **Users** Site Management Call Groups Device Management Administration Recorded Calls Statistics

Dashboard / User Management / Edit User

Edit Andrew Robinson

Profile Personal Details DDI Services Call Setup Permissions **Phone** Call Barring Call Centre

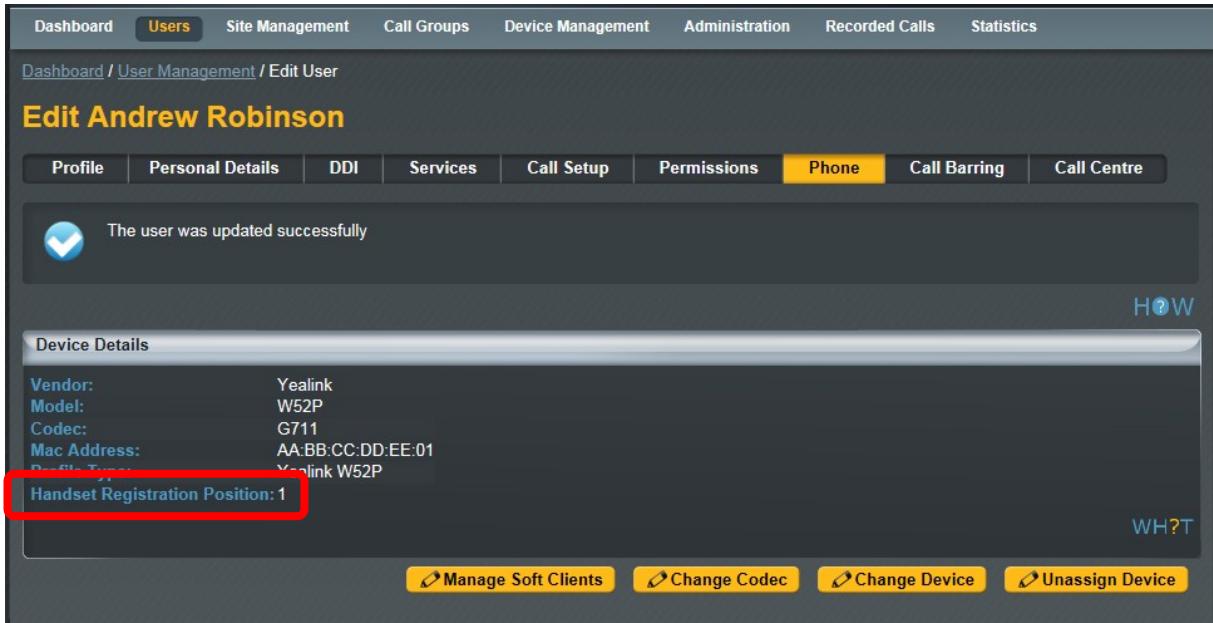
Assign Device

☒ Use existing device ☐ Create new device

Device Profile:

Codec:


You then see the following confirmation screen and confirmation of the HRP for the user you just assigned.



Dashboard / User Management / Edit User

Edit Andrew Robinson

Profile Personal Details DDI Services Call Setup Permissions **Phone** Call Barring Call Centre

 The user was updated successfully

HOW

Device Details

Vendor: Yealink
Model: W52P
Codec: G711
Mac Address: AA:BB:CC:DD:EE:01
Device: Yealink W52P

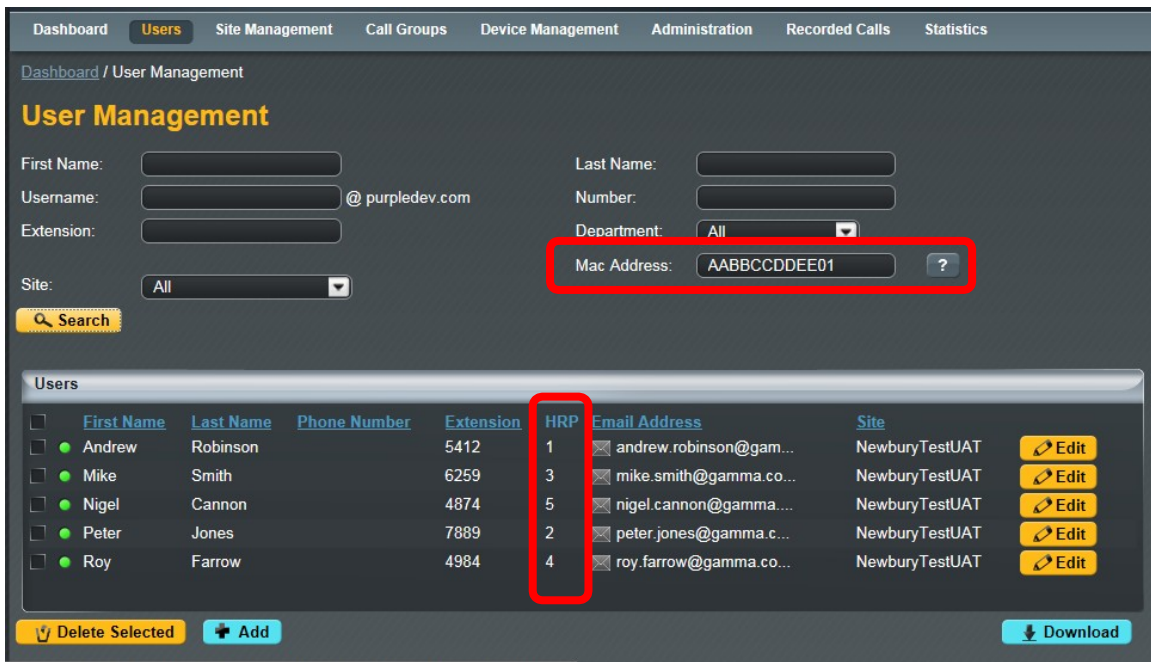
Handset Registration Position: 1

WHAT

[Manage Soft Clients](#) [Change Codec](#) [Change Device](#) [Unassign Device](#)

Repeat the process until the all Horizon users you wish to associate are assigned. Remember users are assigned to an HRP as per the order you assign them.

Once all Users are assigned you can search and filter on the DECT base stations MAC address to see the full list of user's and their HRP via the Users screen on the Horizon GUI.



Dashboard / User Management

User Management

First Name: Last Name:
 Username: @ purpledev.com Number:
 Extension: Department: All
 Site: All Mac Address: AABCCDDEE01 ?

[Search](#)

Users

	First Name	Last Name	Phone Number	Extension	HRP	Email Address	Site	
<input type="checkbox"/>	Andrew	Robinson		5412	1	andrew.robinson@gam...	NewburyTestUAT	Edit
<input type="checkbox"/>	Mike	Smith		6259	3	mike.smith@gamma.co...	NewburyTestUAT	Edit
<input type="checkbox"/>	Nigel	Cannon		4874	5	nigel.cannon@gamma....	NewburyTestUAT	Edit
<input type="checkbox"/>	Peter	Jones		7889	2	peter.jones@gamma.c...	NewburyTestUAT	Edit
<input type="checkbox"/>	Roy	Farrow		4984	4	roy.farrow@gamma.co...	NewburyTestUAT	Edit

[Delete Selected](#) [Add](#) [Download](#)

Removing a user will result in all users below that user's position being moved up in the list. In this scenario we removed Peter Jones association from the base station and all users below Peter were automatically reassigned as follows. The handset Peter vacated will now be associated to Andrew Robinsons HRP.

Dashboard
Users
Site Management
Call Groups
Device Management
Administration
Recorded Calls
Statistics

Dashboard / User Management

User Management

First Name:
Last Name:

Username: @ purpledev.com
Number:

Extension:
Department: All

Site: All
Mac Address: AABBCDDEE01

Search

Users

	First Name	Last Name	Phone Number	Extension	HRP	Email Address	Site	
<input type="checkbox"/>	Andrew	Robinson		5412	1	andrew.robinson@gam...	NewburyTestUAT	Edit
<input checked="" type="checkbox"/>	Mike	Smith		6259	2	mike.smith@gamma.co...	NewburyTestUAT	Edit
<input checked="" type="checkbox"/>	Nigel	Cannon		4874	4	nigel.cannon@gamma...	NewburyTestUAT	Edit
<input checked="" type="checkbox"/>	Roy	Farrow		4984	3	roy.farrow@gamma.co...	NewburyTestUAT	Edit

Delete Selected
Add
Download

Once a DECT base station has been assigned its full quota of users the MAC address will no longer be available for selection under the Phone tab of the Edit User section.

The device management screen will also show the list of associated users as per the below screenshot

Dashboard
Users
Site Management
Call Groups
Device Management
Administration
Recorded Calls
Statistics

Dashboard / Device Management

Device Management

Vendor: Yealink
Model: W52P DECT Handset and Base Unit
Mac Address:

Site: All
First Name:
Last Name:

Search

Devices

	Vendor	Model	Codec	Mac Address	Third-Party	Site	First Name	Last Name	Phone Number
<input type="checkbox"/>	Yealink	W52P DECT Handset and Base Unit	G711	AA:BB:CC:DD:EE:01	No	NewburyTestUAT	Andrew	Robinson	(5412)
<input checked="" type="checkbox"/>	Yealink	W52P DECT Handset and Base Unit	G711	AA:BB:CC:DD:EE:01	No	NewburyTestUAT	Mike	Smith	(6259)
<input checked="" type="checkbox"/>	Yealink	W52P DECT Handset and Base Unit	G711	AA:BB:CC:DD:EE:01	No	NewburyTestUAT	Nigel	Cannon	(4874)
<input checked="" type="checkbox"/>	Yealink	W52P DECT Handset and Base Unit	G711	AA:BB:CC:DD:EE:01	No	NewburyTestUAT	Peter	Jones	(7889)
<input checked="" type="checkbox"/>	Yealink	W52P DECT Handset and Base Unit	G711	AA:BB:CC:DD:EE:01	No	NewburyTestUAT	Roy	Farrow	(4984)

1 2
Previous Next

Delete Selected
Download

New Premium Subscription Commercials

We are pleased to announce the introduction of 3 new Premium Subscription types that are now available via the portal or, in the case of the New Commission based subscription, through negotiation with your BDM.

Subscription	Term	Free UK & Gamma Access Req.	Inclusive Handset	Price / Month
Horizon Premium	5 year	Yes	Yes	£6.95
Schools Subscription	3 year	Yes	Yes (inc Janet)	Yes - VVX201 £5.95
New Commission	5 year	Yes	Yes	POA

If you don't catch us at the Gamma Roadshows, we will be running a Webinar on the 14th and 21st March 2017 to talk them through in more detail so please ensure you join Andy Robinson and myself to hear more about these exciting new offers.


The new subscriptions provide insight into some up and coming changes to the subscription descriptions planned for the next portal release in April.

Hardware Incentive
Hardware Incentive Lifetime
Hardware Incentive Commission
Horizon For Schools 3 Year Contract Handset Included


Package Details

Warning
Handsets are only provided with no charge if Horizon is purchased on a 3 or 5 year term and the PRIMARY Site Access for Horizon is either **Converged Ethernet, Assured Broadband, Converged Broadband or Converged Private Networks**. Please read the Horizon Hardware Incentive document for full details [here](#).

Package: *

Horizon For Schools 3 Year Contr: ☒ 

This is a Premium Horizon Subscription that has a minimum commitment of 36 months, the subscription has a discount specially applied if its for a UK school. In order to qualify for the discount please ensure the following is sent to billing@gamma.co.uk

-  Evidence of the order on official headed paper of the school
- The client ID
- The date it was provisioned on Horizon

IMPORTANT If the above information is not received then the discount will not be applied and the rental will be billed at a standard rate.

The beige panel has been amended to provide a generic statement on the "Hardware Incentive" with an embedded link to the document. Once you have selected the subscription the blue panel will expand on the selected subscriptions key terms and conditions. This approach will be applied to all existing subscriptions in the very near future.

Reference to "Hardware Incentive" within the Premium subscriptions description is being dropped. The objective is to make it as clear as possible, at point of order, which subscriptions include a handset versus those that don't.

You'll still receive the same great features of the Horizon premium subscription but have clarity on the selection and enjoy some new preferential prices for a termed commitment.

Updated Hardware Incentive Terms and Conditions

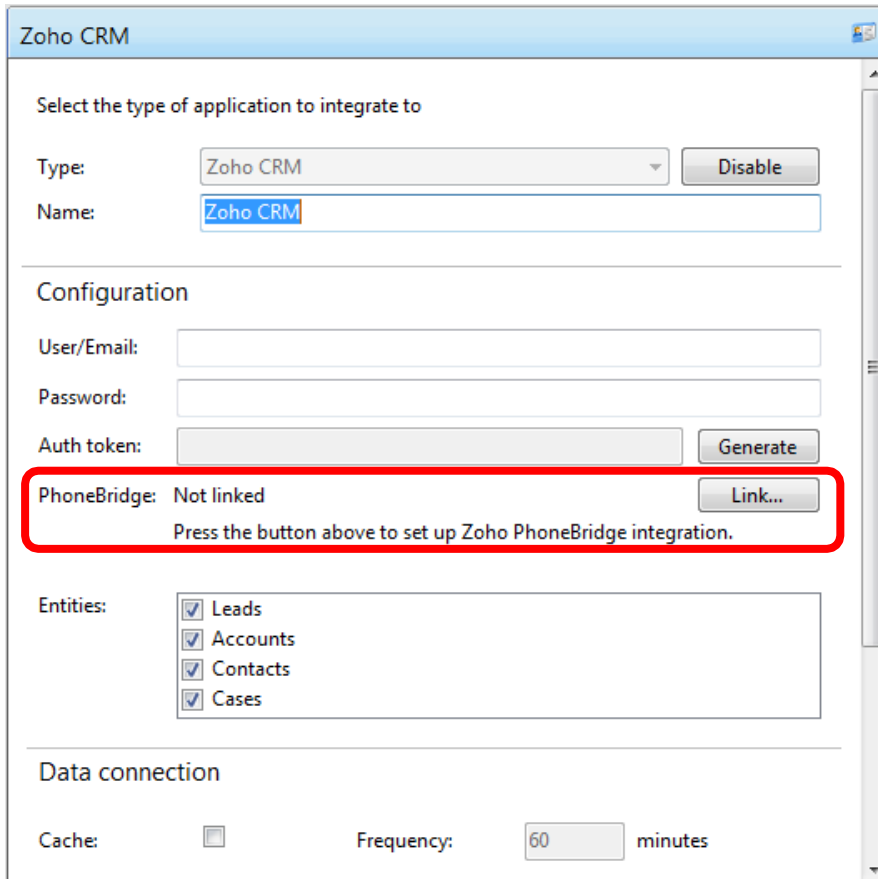
With the introduction of the new subscription options, we have taken the opportunity to update our Terms and Conditions. We have also provided clarification on a number of areas we have received queries about in the last few months. Two key areas are:

- Upfront subscriptions - specifically each upfront subscription can only receive one inclusive handset under the Horizon Hardware Incentive during its lifetime
- Renewals - the rules around providing a second round of inclusive handsets

The new Terms and Conditions (dated March 2017) can be found on the Gamma Academy by searching "Horizon Terms and Conditions" or by [clicking here](#) and are effective immediately.

Horizon Integrator - Zoho CRM update

Please note there is a small error with the Zoho integration add-in in version 2.6 of the Horizon CRM Integrator. The highlighted section shown in the screenshot below is not yet fully functional. To be clear, this does not stop the add-in working as normal, even if the link button is pressed but it may show an extra screen within Zoho which won't work as intended just yet. A note will be added to the Zoho user guide to reflect this.



Known Behaviour Resolution

Call recordings will no longer automatically be deleted if a user's details are changed or deleted. Call recordings will only be deleted automatically once the Companies retention period has expired.



Regards

Roy Farrow

Horizon Product Manager

Feedback



 	<p>portalfeedback@gamma.co.uk</p> <p>03332407771</p>
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