Horizon

September 2017 Release Notes

Version	Date	Description
1.0	08/09/2017	Document created for September portal release

Contents

Introduction

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

Horizon voice migration update

We recent communicated our plans with regard to the migration of Horizon voice traffic onto our next generation network and as follow up to that initial message we would like to remind you that we have created a document to help you manage your customers during the migration period, which is scheduled between the 24th of October and the 7th of Nov 2017 across 5 change control windows.

On September 12th you will receive a further communication that will confirm which of your customers have been allocated to these change control windows.

Please make sure that the relevant people in your business are subscribed to the Horizon notifications via the Gamma Portal, as this is how you will be notified. The allocation of customers to change control windows are fixed and cannot be changed under any circumstance.

On the 19th and 21st September 2017 we will also be running a couple of webinars on the subject and we encourage Sales, Operational and Support managers to attend and find out more:

Webinar 1

Date: 19th Sep 2017

Time: 10:00

Webcast access: https://pgi.webcasts.com/starthere.jsp?ei=1161274

Webinar 2

Date: 21st Sep 2017

Time: 14:00

Webcast access: https://pgi.webcasts.com/starthere.jsp?ei=1161275

Please also be aware, we are entering in to a busy period in terms of the network and its evolution and there are a number of planned works on our Converged Ethernet Services that may have a separate impact on your Horizon customers. Our operations teams are working to minimise such cases and will be contacting Partners as a part of that process – you will also be receiving a number of planned work notices over the coming weeks. Please ensure you are signed up to the Ethernet Notifications and check which customers are impacted by the planned window.

Integrator 2.4 withdrawal postponement

In light of the previous section and busy change calendar for the next couple of months we are delaying the withdrawal of version 2.4 of the Integrator to the 29th November 2017. Please look out for a further set of targeted communications on the subject on or around the 8th November 2017 which will detail any remaining 2.4 users associated to your Horizon service.

Android and iOS client updates

We are currently working towards the rollout of the new Android and iOS clients that now use Apple and Google's new push notification services, these are providing some compatibility challenges between the old and new versions of the Horizon Clients.

The new iPhone client will need an update to one of our server security certificates but this update breaks the IM&P service of the current Android client.

We have planned the following schedule of activity to minimise the impact of the Apple and Google changes and to overcome these issues:

10th September 2017 - New Android client available via the Play Store

Morning of the 11th September 2017 - User Guides released on the Academy

Night of the 12th September - Security certificates will be updated

Morning of the 13th September 2017 - New IPhone client made available via the App Store

Update and refresh of the iOS soft client

On the 12th September 2017 we will promote the upgrade and refresh of the current iOS soft client to the R22 revision of the software via the App store.
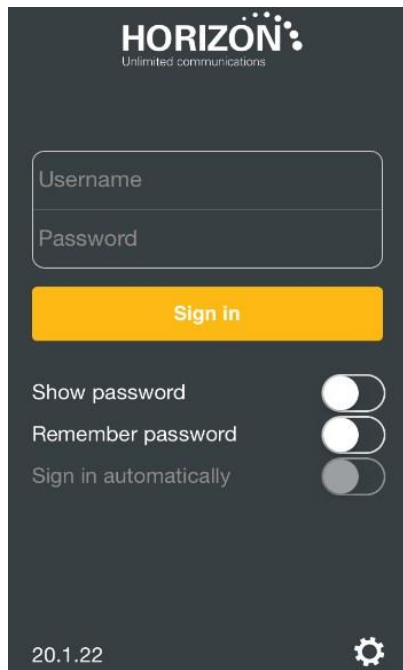
| **Old Livery** | **New Livery** |
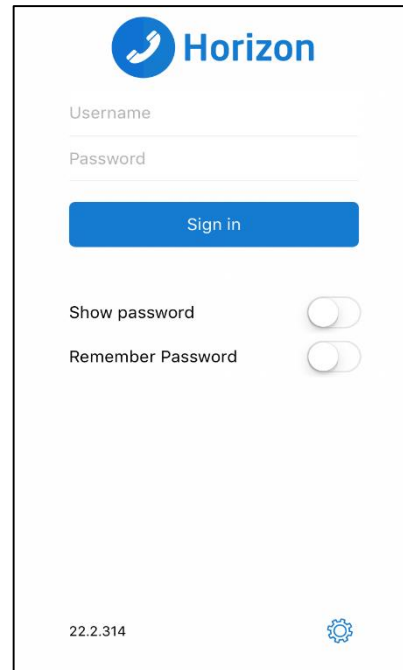
A full user guide is available on the Gamma Academy, just search for **iOS Soft Client**

Minimum Specification of the new client

The iPhone client is supported on the following devices:

- iPhone 5
- iPhone 5C
- iPhone 5S
- iPhone 6
- iPhone 6+
- iPhone 7
- iPhone7+

It will run on iOS 9, iOS 10 and iOS 11.

New Features

The new version of the client now supports use of the Apple CallKit and utilizes push notifications for incoming calls. This means that when a user receives a call, instead of a SIP INVITE being sent to the client a push notification is sent to Apple from Horizon who then forward this onto the mobile device.

The client after receiving this push notification communicates with Horizon to retrieve the incoming call.

Calls can be answered from the locked screen

As mentioned, the new push notification architecture allows the client to take advantage of iOS CallKit integration which allows users to answer calls from the locked screen and provides native in-call screen support.
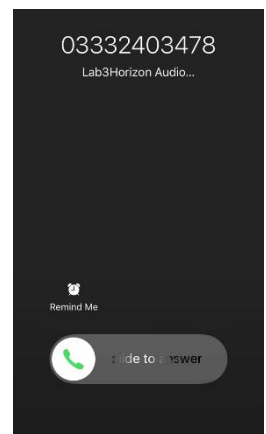
Call waiting for native dialler calls

More advantages of the iOS CallKit integration include the ability to receive a mobile call whilst on a Horizon client call. Users will then have the option to:

Accept the mobile call and end the Horizon client call

Send the mobile call to the mobiles voicemail service.

Accept the mobile call and hold the Horizon client call

With the Hold and Accept option users can then freely switch between the 2 calls by placing the other call on hold.
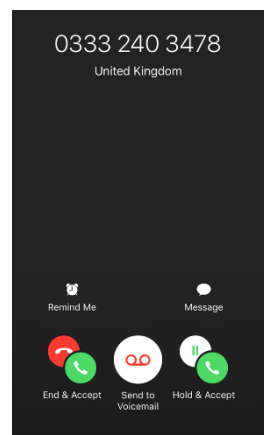
Improved battery and data usage

Since the client has made the leap to push notifications it no longer needs to maintain a persistent SIP connection with the Horizon infrastructure. This means that the client does not need any keep alive messaging when there are no calls or call attempts in progress and allows the device to put the App into hibernation to conserve power. The client only REGISTERS when it receives an incoming push notification or if the user is making an outgoing call. After these calls have cleared down the client then terminates the registration and is put back into hibernation by the device.

The lack of constant communication improves battery usage and as also means that the client uses less data.

Email communication option now available

Users now have the option of sending emails to contacts if they have an email address available using their default email application.

Seamless call handover when changing data networks

The client now seamlessly hands over active calls when the handset changes data networks (e.g. Wi-Fi -> 3G). This prevents calls from dropping should the users data network situation change mid call.

Resolution of known behaviours

Unable to answer a client call without entering PIN code when device is locked

CallKit adoption has resolved this issue. Users will need to be running iOS 10+

Incoming call on native dialler puts iOS client call on hold

CallKit adoption has resolved this issue. Users will need to be running iOS 10+

Incorrect contact details displayed when a user without a DDI is presenting the site DDI

Very much a rare edge case but an iOS client user, when receiving an incoming call from another user, that had no public DDI assigned, whose CLI presentation options was set to present the site DDI where that site DDI was assigned to another user, would be presented with the user details that had the site DDI assigned to them rather than the actual caller.

This has been resolved and the correct caller name will now be presented to the iOS client user.

Caller would hear short loud burst of audio when calling an iOS user

On the previous version of the client the mic was briefly boosted at the beginning of the call which resulted in the caller hearing a loud burst of audio for around a second has been resolved.

Registration failover would take up to 6 minutes

Previously the client had issues failing over if the primary SBC was down whilst the app was running in the background. As we have moved to push notifications this is no longer an issue.

A caller hears echo if iOS client has loudspeaker active

A caller would hear an echo of their audio stream being sent back to them if the loudspeaker was active on the call. This has been resolved.

Known pre-existing issues

The following are issues that were present in previous version(s) and are still present after testing the new.

Diversion header not supported

The client currently does not support the diversion header, nor does it now receive a diversion header on incoming calls. This results in the call group name not displaying if a call is received from the call group from a contact within the companies directory.

Diversion headers are no longer received because the client receives calls via push notifications and does not receive the original INVITE from the AS where the diversion header is contained.

No auto-answer support

If the client is the primary device and customer uses Receptionist or Integrator to generate calls they have to manually answer the first leg of the call on the client before the B party is called.

Client doesn't accept a second call if first call is still ringing

If a user is only registered on the iOS client and receives two calls, the second call will receive a busy tone if the first is still ringing.

Incorrect extension number on transfer/conference

When transferring or conferencing with a Horizon enterprise contact the targets contact numbers may be out of date if they have changed them on the Horizon GUI since the user added them as a contact. This is very much an edge case and usually the second attempt to reach the contact updates the contact card with the correct DDI/Extension

No early media / remote ring back received on click-to-dial calls

The client will not receive any ringing tone on calls made via a call management application (e.g. the Receptionist console) to a that provides remote ring back (i.e. a mobile).

This will only occur if the iOS client is the users primary device (i.e. a mobile client only user) as otherwise any click to dial calls destination will be answered by the primary device rather than the shared call appearances.

Call hold via call management applications do not work

Likewise where the iOS client is the primary device, if a user attempts click-to-hold via a call management application (E.g. the receptionist console) the call will not be placed on hold. Nothing will happen on the client and on the receptionist console the hold button remains depressed.

New issues discovered

IOS 11 delay on incoming calls between pressing answer on mobile device and establishing 2 way audio with Horizon

A 1 to 3ish seconds delay occurs until client sends the RTP stream from when the call is answered on iOS 11. This may be noticeable in terms of usability. This has not been experienced on iOS10 devices during testing.

Engaged tone is not played when an engaged number is called on iOS11

Engaged tone is not played by the iOS client when an engaged number is called even though the device and client receives a "486 busy here" response from the network.

Users will see a 'call failed' response on display and there is no indication that the call failed due to the B party being engaged. This has not been experienced on iOS10 devices during testing.

Unable to remove non Horizon twinning settings on the client

We cannot hide the below twinning related settings under "Call Settings" even though they are disabled on the client.

Call Control

Prevent Diverting Calls

Answer Confirmation
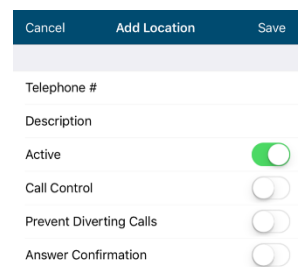
We are expecting an updated iOS client shortly that removes these components but in the interim if they are used the features will activate. These are not configurable anywhere within the Horizon product and we have no plans develop them, the features should not be used and will not be supported.

Number of rings offered by client on call forward no answer exceeds min/max settings of Horizon

The iOS client gives you the option to change "Number of Rings" to 20. Horizon thresholds are set between 2 up to a maximum of 7. The user will receive an error whenever they try to select a number of rings outside of this range.
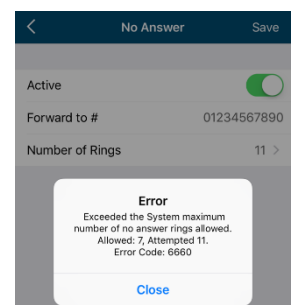
Name not added to iOS contacts

The client doesn't add the name detail of a contact on iOS 11 for non-enterprise contacts to iOS contacts, it only adds the contacts telephone number.

Buddy requests not received while handset is locked / app not open

A notification of a new buddy request is not delivered to the device whenever the app is not open. Notification is only delivered whenever the user next opens the app.

Presence set to offline whenever device is locked

The users presence state is set to offline whenever the device is locked. It only displays as online when the app is next opened.

Instant Messages not received while app closed or device is locked

Users will only receive messages while the app is open. Any messages sent whilst the app is not open or the device is locked will be delivered when the user next opens the app.

Presence not updated when call is initiated / received by other SCA

Users who have the iOS soft client set up as an SCA (e.g. they also have a physical handset), then whenever another SCA device makes or receives a call presence is not correctly updated on the iOS client.

Native dialler mid call feature used when call is answered from lock screen

If an iOS client call is received when the device is locked then the Add call option will be presented by the native dialler. These do not instigate a Horizon call but instead initiates another call over cellular. The user should press the Horizon app option to open app to instigate Horizon mid call services.

Up to 10 second delay on inbound calls when client receives no response from a primary Session Border Controller

If the client receives an incoming call and it does not receive any response to it's TCP SYN requests to the primary Session Border Controller (SBC) then there can be up to a 10 second delay + standard call setup time when answering the incoming call to the call actually connecting.

This is based on the user answering the call immediately as it comes into the phone. If the user answers the call after the handset being alerted for 5 seconds then the delay is cut to 5 seconds + standard call setup time. This is because as soon as the handset receives the incoming push notification it begins contacting the primary SBC. Meaning the longer you leave the phone ringing the shorted the delay becomes. If you leave it for over 10 seconds then you are left with standard call setup time only.

It should be noted that this is an edge case that will only occur when the primary SBC in not available for communication i.e. in the case of a major outage.

Click-to-dial calls will not auto-answer.

Click-to-dial calls will not auto-answer if these conditions are met.

- User has a click-to-dial client like Integrator, Receptionist, Call Centre of Desktop client

- User has a Primary Device that supports auto-answer: All desk phones except, Cisco 122, Cisco 232 and Yealink W52

- User has the new iPhone (R22.2.3) or Android client (R22.1.4) which supports Push Notifications

- User is logged in to one of the new iPhone or Android mobile clients

If the issue is present the user needs to manually answer the initial click-to-dial leg of the call on the desk phone.

Update and refresh of the Android soft client

On the 10th September 2017 we will promote the upgrade and refresh of the current Android soft client to the R22 revision of the software via the Play store.
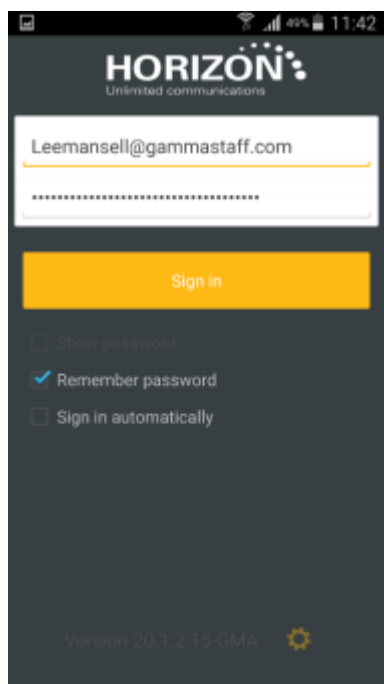
Old Livery   **New Livery**
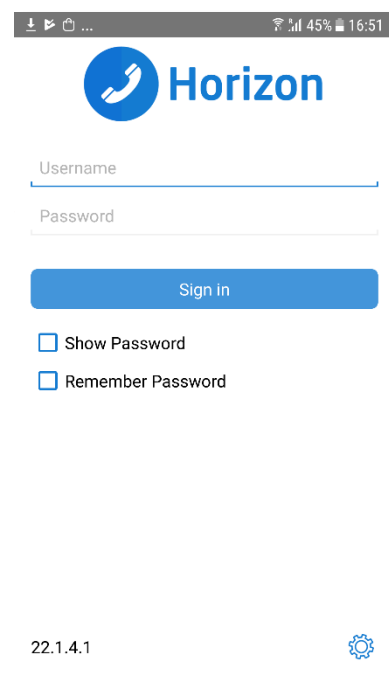
A full user guide is available on the Gamma Academy, just search for **Android Soft Client**

Minimum Specifications

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

New features

Improved battery life

Calls and message waiting indicator are now delivered via Android Push Notifications. This provides improved battery life as the application does not need to maintain a constant connection to Horizon SBCs.

Future versions will offer further battery life improvements by utilising Push Notifications for instant messages.

New branding

New Horizon colour-scheme and icons have been applied

Improved data usage

Since the client has made the leap to push notifications it no longer needs to maintain a persistent SIP connection with the SBC. This means that the client does not send any REGISTERS or any other SIP packets when there are no calls or call attempts in progress. It only REGISTERS when it receives an incoming push notification or if the user is making an outgoing call. After these calls have cleared down the client then terminates the registration.

The lack of constant REGISTERS not only helps improves battery usage but also means that the client uses less data when it is running in the background.

Email communication option now available

Users now have the option of sending emails to contacts if they have an email address available using their default email application.

Seamless call handover when changing data networks

The client now seamlessly hands over active calls when the handset changes data networks (e.g. Wi-Fi -> 3G). This prevents calls from dropping should the users data network situation change mid call.

This only applies to data network handover, where a user may have started a call on Mobile Data and strayed near a Wi-Fi hotspot they have access to. Older versions would have switched networking to the Wi-Fi mid-call and caused the call to drop.

Known behaviours

Prevent login to multiple devices simultaneously

The user can only be logged into a Mobile client on one device. In previous versions it was possible to login to multiple Mobile devices. Logging into only one device at a time is enforced in this version, and the device with the older session is logged out automatically when the user logs into a new client.

Incoming instant message alerts cannot be guaranteed

To receive instant messages the client continues to maintain a persistent TCP socket with the current version of Horizon instant messaging service. Recent versions of Android, Android N and O have introduced and refined battery saving techniques that restrict applications access to CPU and network access periodically while the phone is idle.

As a result, when the phone has been idle for a prolonged period the Android mobile app may not be able to maintain a connection to Horizon and incoming instant messages may be delayed. Messages will be received when the phone next wakes and the OS allows the application to communicate with Horizon.

Resolved issues

Call failures due to no support for UPDATE

There were edge case call failures that could be caused as the client didn't support SIP UPDATE support end-to-end. This version supports SIP UPDATE.

Known pre-existing issues

The following are issues that were present in previous version(s) and are still present after testing the new.

Diversion header not supported

Causes issues with displaying incoming calls from hunt groups or other call-groups, or calls that have been forwarded from other numbers/users.

No MOH when initiating a conference

When the mobile client initiates a conference with User A and user B, User A is immediately sent to the conference service on the Media Server. The Mobile client user is then put in a separate call with User B, User A will hears no audio until User B answers, at which point a 3 users are in the session with the Media Server and can speak to each other.

Ring splash (non Horizon feature) option available on DND setting on client

The ring splash option present on client is not exposed anywhere within the Horizon product.

No auto-answer support

If mobile client is primary device and customer uses Receptionist or Integrator to generate calls they have to manually answer the first leg of the call on the client before the B party is called.

Client doesn't accept a second call if first call is still ringing

If user is only registered on the client and receive two calls the second call will receive a busy tone if the first is still ringing.

No early media / remote ring back received on click-to-dial calls

The client will not receive any ringing tone on calls made via a call manager application (e.g. the Receptionist console) to a destination that provides remote ring back (i.e. a mobile).

This is an edge case that will only occur if the Android client is the users primary device (i.e. a mobile client only user) as otherwise any click to dial calls will be answered by the primary device rather than the Shared Call Appearances.

Call hold via call manager applications does not work

If you attempt click-to-hold via a call manager (E.g. the receptionist console) the call will not be placed on hold. Nothing will happen on the client and on the receptionist console the hold button remains depressed.

New issues Discovered

Call to client not alerted when call active on native dialler

If a call is received on the Mobile client, while a call is active on the native dialler the Mobile client call is not alerted on the Android phone. The caller will hear ringing rather than immediately getting busy.

Ongoing call notification remains after Attended Transfer completes

After an attended transfer is completed and there is no active call on the mobile client any more, the new client continues to display an Android notification saying 'Ongoing Call'. The user will need to 'swipe away' the notification.

Superfluous 'Voice call' prompt on new call

When initiating a second active call from the New Call or Attended Transfer a prompt appears on the screen and the user must select 'Voice Call'. This should only be required in an environment that supports multiple call types, i.e. video in addition to voice.

Number of rings offered by client on call forward no answer exceeds min/max settings of Horizon

The Android client gives you the option to change "Number of Rings" to 20. Horizon thresholds are set between 2 up to a maximum of 7. The user will receive an error whenever they try to select a number of rings outside of this range.
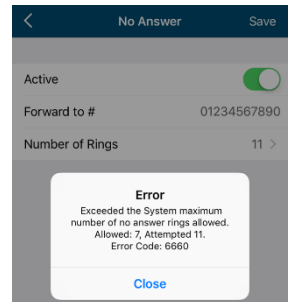
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If the issue is present the user needs to manually answer the initial click-to-dial leg of the call on the desk phone.

Horizon email branding update

Following Channel Partner feedback we are updating the text on the emails generated by the Horizon GUI that is sent to your customers, the Horizon Users. The main change is that "Horizon" as a term has been replaced with "Cloud Telephony" along with some minor changes to the branding

The following is a before and after example of a Horizon GUI email.
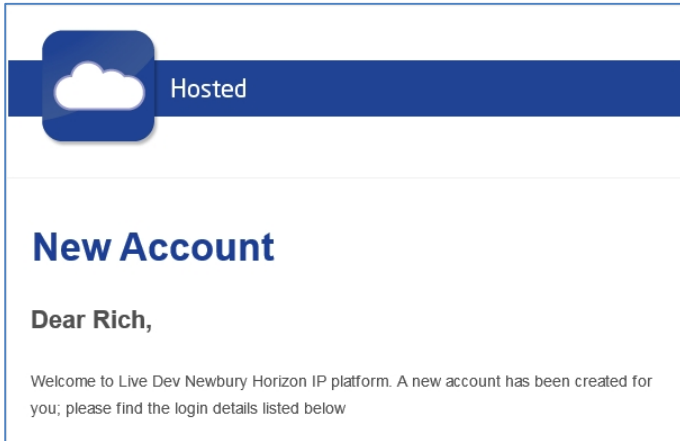
Before
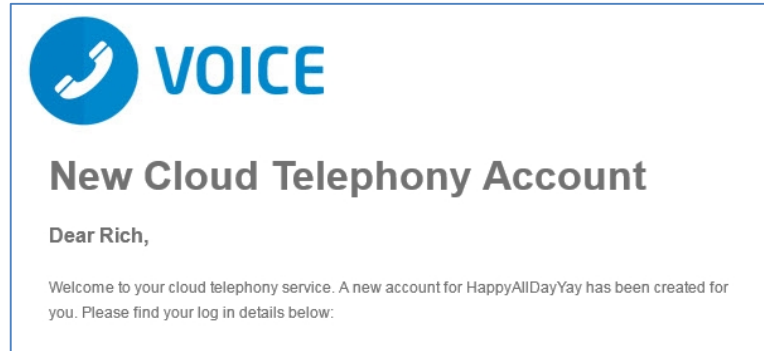
After

Feedback

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