



# Horizon

July 2018 Supplementary Release Note

Version	Date	Description
1.0	16 July 2018	Document created

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# Introduction

We would like to remind partners that on the 30th July 2018 we introduced a fantastic new feature for Voicemail users, 5 to call back. Further to our initial July 2018 release note we are also planning to release a new version of the IOS App on the evening of the 2nd August 2018.

Full details of both enhancements are below.

## 5 to Call-Back for Voicemail - Now Available

We are pleased to advise the new feature for voicemail users that allows them to press 5 during or after the message playback, which will then cause the voicemail portal to dial the captured presentation number of the caller for them, was successfully introduced last night as planned.

There are some exceptions on permitted call back destinations, to head off fraudulent use, the following ranges will be barred from the call-back option at a system level, which is independent of the company or users call barring settings, these will not be relaxed:

00 00 – International

090 091 - Special Services - Premium rate

098 098 - Sexual Entertainment Services

070 070 - Personal Numbering

082 082 - Special Services - Internet for School

0843 0845 - Special Services - Basic Rate

0870 0870 - Special Services - Non Geographic

0871 0873 - Special Services - Higher rate

118 - Directory Enquiry Facilities

076 076 - Paging Services

055 055 - Corporate Numbers

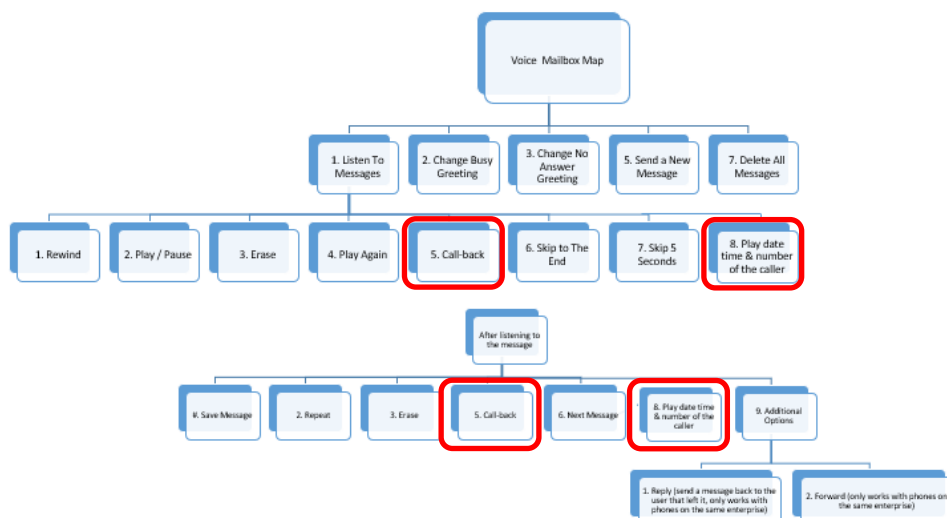
056 056 - Location Independent Electronic Comms

155 - International Operator Assistance

If a call back from the voicemail portal is attempted to any of the above destinations then the user will hear an appropriate message and will need to dial the number via their handset or softphone to call the caller back, if the number isn't barred as part of the company or user call barring setting of course.

In order to use 5 as the call back option we have moved the "play date, time and number of the caller" to option 8. The below image shows the new voicemail tree and the full voice portal map can be found by searching the Gamma academy knowledge base for voicemail tree

## Opt 1. Voice Mailbox Menu



## Horizon Smartphone App - IOS Update

We will release and promote an updated version of the Horizon Smartphone App for IOS via the App Store on the evening of the 2nd August 2018. The App will increment to version 22.5.2.

The new App has a slight change to the user experience upon their initial log in, in that it will prompt the user to enter their mobile number before logging on, this is a onetime request and once entered it is saved as part of the call settings menu from where it can also be amended if necessary.

The key benefits of the update are as follows:

### Connect service compatibility added

Logging into the Horizon client now disables cellular alerting to your Connect mobile, this allows for only the VOIP call to be presented to your mobile on incoming calls. Signing out gives you the option to enable cellular alerting again.

### Seamless call handover when changing data networks

Improved mid call handover when changing bearers, eg switching from mobile data to WiFi data.

### Added support for SIP QOS marking

SIP signalling is now expedited forwarding / DSCP 46 markings by the client. Previously only RTP was marked.

### Missed call and Voicemail notification improvements

Voicemail and missed call notifications are now presented to the user regardless of the phones state or whether the client is open.

## Added Call Waiting options under call settings

Users can now enable/disable call waiting in the call settings portion of the client.

## Added iPhone X display support

The client now takes full advantage of the iPhone X retina display and is displayed on the entirety of the screen.

An updated user guide can be found on the Gamma Academy by searching for the Horizon iOS softclient

# Feedback

@	portalfeedback@gamma.co.uk
📞	0333 240 7771