# Horizon August 2019 Release Note

| Version | Date | Description |
|---------|------|-------------|
| 1.0 | 31st July 2019 | Document created |

# Contents

# Introduction

August 2019 will see us the first complete bill run within the new subscription framework. We are also commencing a programme of work to improve portal and GUI performance and handle the generic error causes more gracefully or with meaningful messages.

We will also introduce official support for solutions encompassing Inbound and Horizon along with making the Trio 8800 capable of connecting to Horizon via a Wi-Fi connection. Read on for further details.

# Welcome to the New Subscription Framework

We are delighted to advise that the last migration of subscriptions completed on the 25th July and we have now successfully completed the 1st full bill run on the framework. We do hope that you are beginning to enjoy and explore the freedom and flexibility it provides you over your subscription estate.

Over the course of the migration a few common questions have been raised and although these are covered on Q&A document on the Academy, we thought we would take the opportunity to answer a couple of the frequently asked ones as part of this note.

Q - Some of the Subscriptions that have been migrated over are showing as "Out of Term" with a start date of 1st January1990, this date doesn't match the company start date and they should be "In Term"?

*A - These are subscriptions that Gamma have identified as not actually being in contract with us. They have been taken out with the previous "Hardware Incentive" however no hardware was ever "cashed-in" against these them. Gamma don't want to penalise you for not taking your incentive, so we have put these as "Out of Term" using the 1st Jan 1990 as the subscription start date.*

Q - Is the 12-month time limit on spending the Horizon fund the same thing as the old 12 month company limit?

*A - No, a subscription will qualify for a contribution if it meets the term and connectivity conditions of the Hardware Incentive, or just its term in the case of a renewal. The Company start date no relevance to the contribution.*

*Fund forfeit is a condition of the new Hardware Incentive terms to satisfy our auditors concern, ensuring we do not build up an excessive credit liability across our Channel Partners that carries over into subsequent years. Contributions are timestamped when they are added to the fund and any spend is draw down via either*

*Channel Partner purchasing hardware*

*Channel partner "cashing out" of funds*

*Draw down from the fund balance is on the basis that the oldest funds are spent first. In practice if a Partner is purchasing hardware or cashing out on a regular basis then risk of fund forfeit is negligible. If you have any concerns that you might be at risk of forfeit in the future, then please speak to your BDM.*

# Inbound and Horizon

A few solutions have utilised Inbound in-conjunction with Horizon to add business continuity to the Company and we are pleased to announce that simple translation solutions from Inbound to Horizon will be supported from the 7th August 2019.  We have created a couple of useful guides (Inbound and Horizon Working Together and a handy Process Guide on how to move numbers between the two services) and of course we've updated the Horizon Service Description to reflect this change

Just search the Academy for "Inbound and Horizon working together" and "Inbound for Horizon Process Guide"

For any help and assistance using Inbound with Horizon please contact the Horizon Sales Specialist team via Horizon@gamma.co.uk
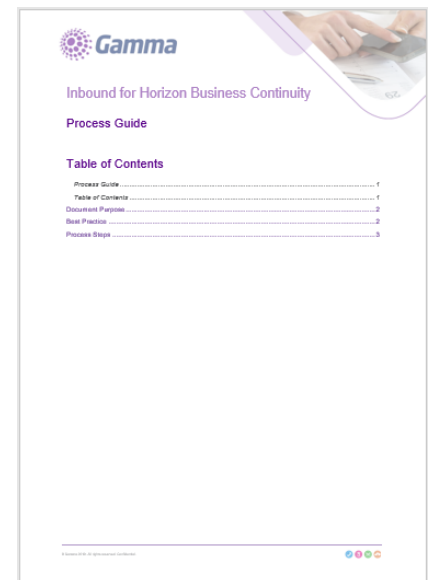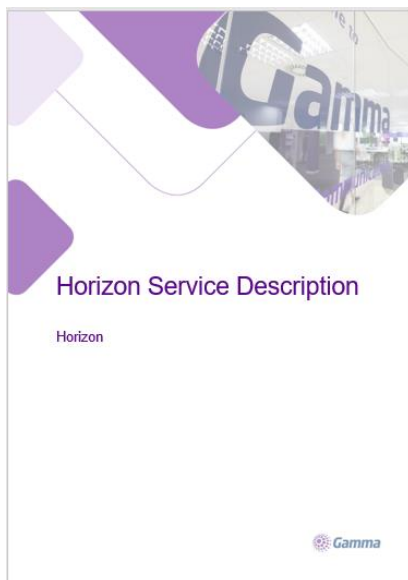


# Trio 8800 goes Wireless

On the evening of 20th August 2019 the Horizon's Trio 8800 conference device will be enabled for Wi-Fi connectivity.

All new Trio 8800's deployed from this date will have the Wi-Fi accessible via the devices Basic Menu but there is nothing critical to warrant forcing the update onto deployed devices so these will not be reset as part of the activity. Any deployed Trio 8800's can be Wi-Fi enabled by rebooting the device to expose the Wi-Fi menu option.

The new firmware file is quite large at 412,000 Kb so the upgrade can take a while, up to 20 minutes in our testing.
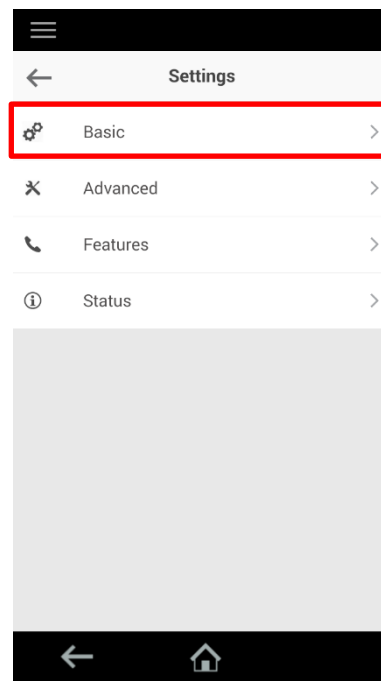
# How Do I connect the Trio 8800 to a Wi-Fi network?

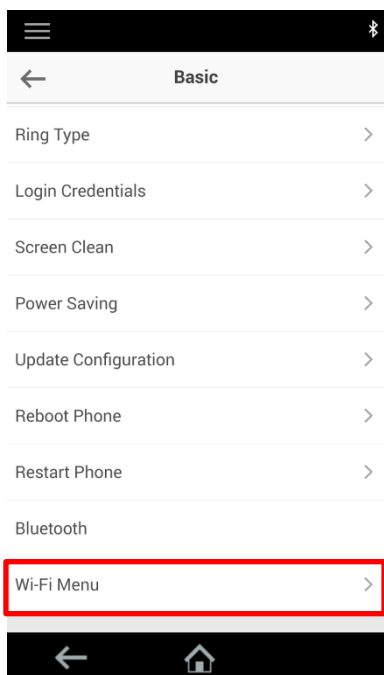By following these 6 simple steps
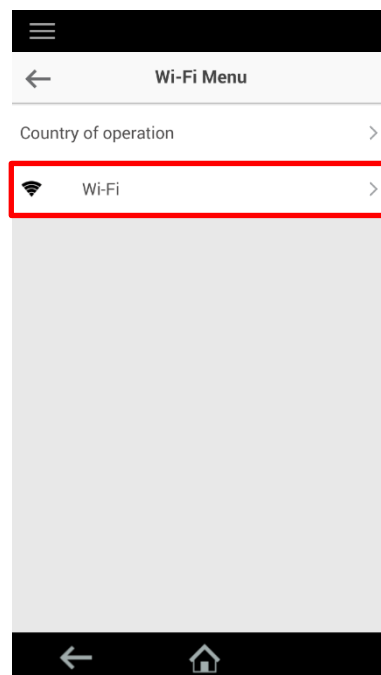
1: Choose settings from the main screen
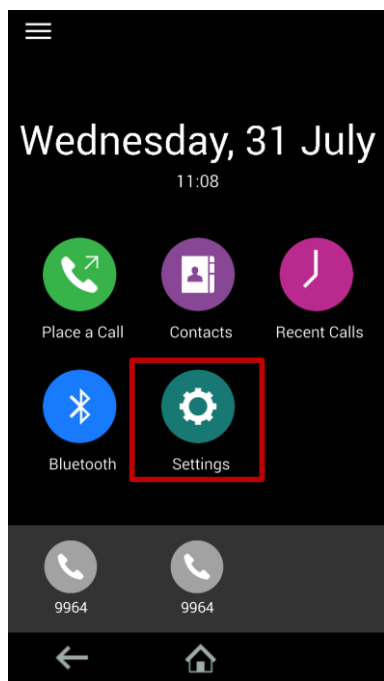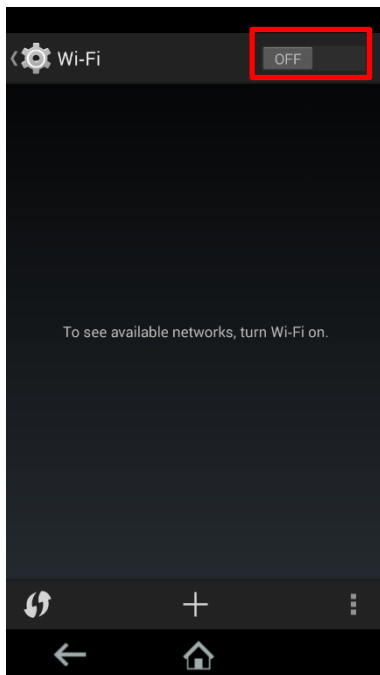


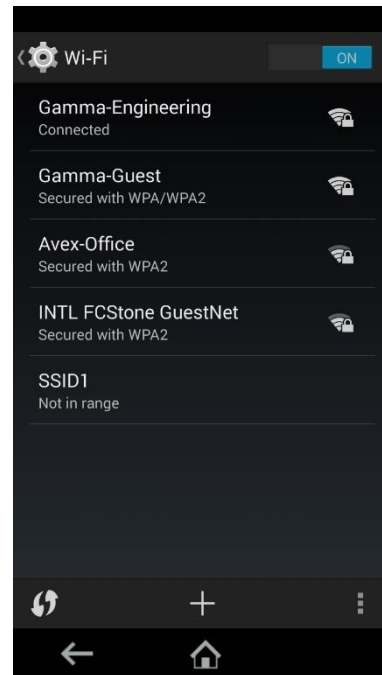2: Then Select Basic option



3: Scroll down and choose Wi-Fi Menu



4: Choose the Wi-Fi option

5: Flick the switch to ON (Phone will reboot)

6 Once rebooted, go back to Wi-Fi settings and chose Wi-Fi network and enter password to connect.

# Gamma Portal and Horizon GUI Performance Improvements

Over the coming months we will introduce improvements across the Gamma and Horizon GUI portals. There are a number of improvements this month targeted at handling the generic error causes more gracefully or with meaningful messages beyond a generic error message "Sorry, something went wrong", the message that replaced the ubiquitous "Error 500" message in the July Portal release.

Additionally, we are working to improve the performance of portal pages and functions and will share these with you in future monthly release notes

Part of the August release on the 7th we will enable detailed logging for monitoring purposes to add granularity to the generic error reasons.
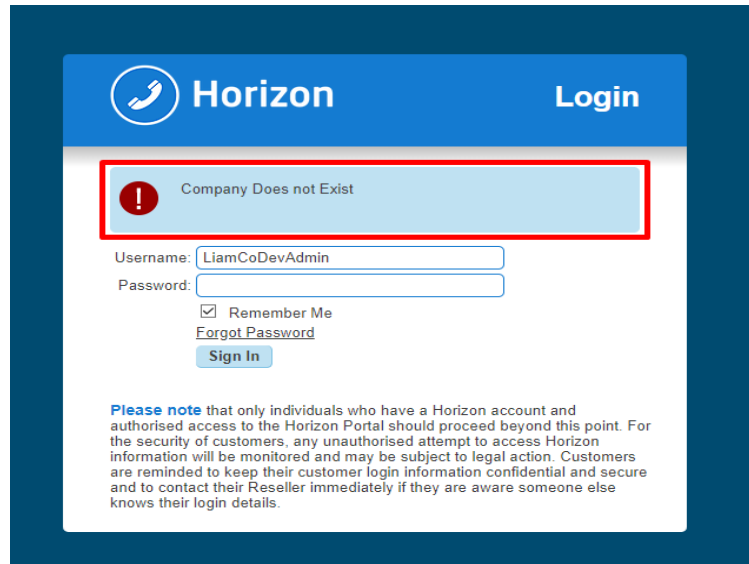
## Generic error handling

The following errors will be handled as described from the 7th August 2019.

A generic error was being generated when the save button on the Horizon GUI Edit User > Phone page was used when there was nothing to save. The Save button will no longer be visible when there are no changes to save therefore eliminating this error.

A generic error was being generated when trying to log in via the Horizon GUI with a username that contained an underscore, even though the character is a valid element of the name. This has now been resolved.
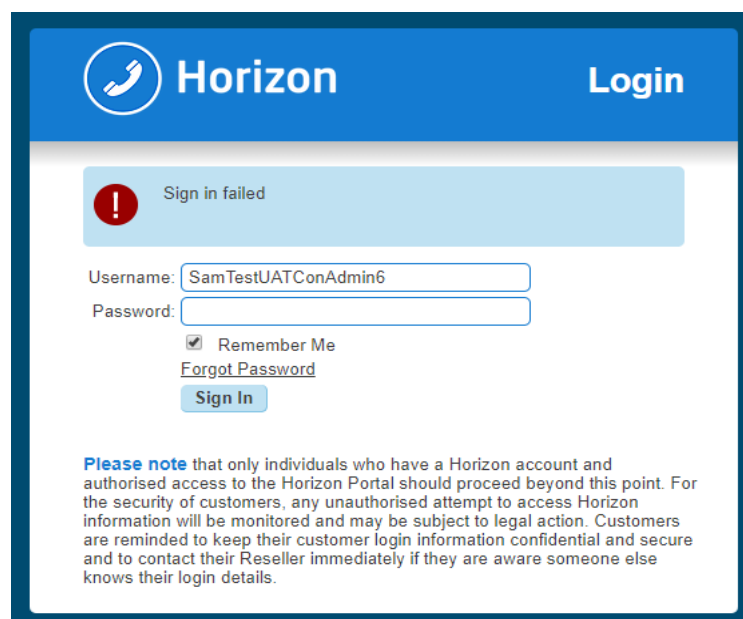
A generic error was being generated when a user attempts to login or is logged into, via the Horizon GUI, a Company that no longer exists. We will now log the user out with an appropriate error message.



Generic error messages were being generated if the Horizon GUI could not render an advert image that a CP had uploaded via the Portal. The Horizon GUI will now display the page but disregard the advert image. Where this occurs, you will need to make a report to the support team who will assist in determine why the image won't render on the GUI.

Generic error messages were being generated if the user account had been disabled. We have updated the login process to handle disabled accounts, the user will now see a "login failed" message rather than a generic error message in this circumstance

# Feedback

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