Horizon February 2019 Release Note

Version	Date	Description
1.0	21 January 2019	Document created

Contents

Introduction

The Horizon February 2019 release will be made available across several evenings during February and will contain the following updates.

On the evening of 7th February 2019

SIP ALG bypass for Horizon desktop clients

Due to its portability the Horizon desktop client is often used in remote access situations, at home or on public internet connections where SIP ALG may be present and it is outside the user's control to disable, we are delighted to advise on our plans to remove the desktop client's dependency on having this feature disabled on the router.

From the morning of the 8th February 2019 all Horizon desktop clients will be enabled to access the Horizon platform bypassing SIPALG. This is achieved by using TCP port 5080 as the clients first choice of routing, this port is not subject to SIP ALG inspection and the packet interference associated to the service.

If the client cannot reach the Horizon SBCs on TCP 5080 it will reattempt on the standard UDP 5060 route exactly as it does today, so existing deployments behind restrictive firewalls will continue to be able to make and receive calls but it is this port that is subject to SIP ALG inspection.

We will be updating the routing configuration of existing desktop clients across the following two evenings:

- Commencing on 6th February 2019 @22:00hrs - App cluster 02 to 05 will be updated, completing by 03:00hrs on the 7th February 2019

- Commencing on 7th February 2019 @22:00hrs - App cluster 06 to 11 will be updated, completing by 03:00hrs on the 8th February 2019

All new desktop clients provisioned since the 9th January 2019 have had this change implemented already, so this work addresses all existing client provisioned prior to the 9th.

For optimal performance it is strongly recommended that access to Horizon SBCs via TCP 5080 is allowed.

Gamma Assured and Converged DSL router configurations are compatible with the change as are CES Horizon only circuits. TCP port 5080 may not be open with Gamma CPN customers as their firewalls are configured on a per solution basis by the customer design engineers and will need to be checked to ensure TCP port 5080 is open. The same is true if you have a relaxed firewall set up from us.

What happens when TCP port 5080 isn't open or SIP ALG is still enabled on the firewall?

If customers are behind firewalls with no access to the Horizon platform via TCP port 5080 the client will display a 'Calls Unavailable' error for 10 seconds every 30 minutes. If a user is unlucky enough to receive a call in this 10 seconds it won't reach the Desktop client but will hit voicemail or ring on the users alternate devices or call forwarding destinations. Desktop client users will also be unable to make a call for 10 seconds. Active calls are not affected. The solution is to open their firewall to TCP 5080 or disable SIP ALG.

The SBC discovery section of the Horizon Network Configuration Guidelines document has been updated to reflect this change and can be found on the Gamma Academy knowledgebase.

On the evening of the 13th February 2019

Rebrand of the Horizon GUI

We'll be releasing an updated Horizon GUI with a new colour scheme that provides end-users with a fresher and cleaner user interface and one that will be in aligned with our new Collaborate experience. Here's a sneak preview.
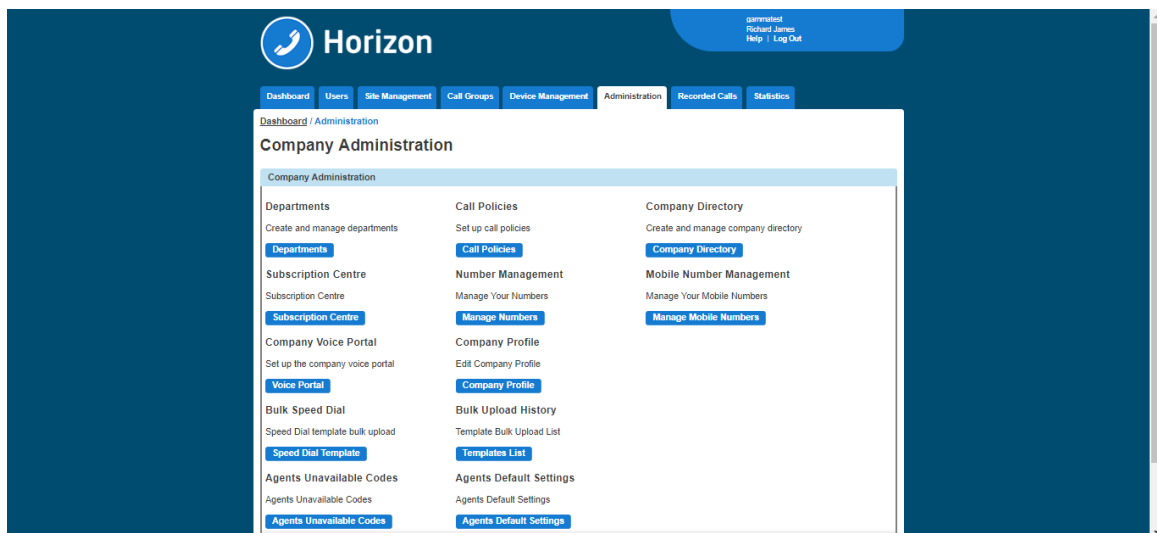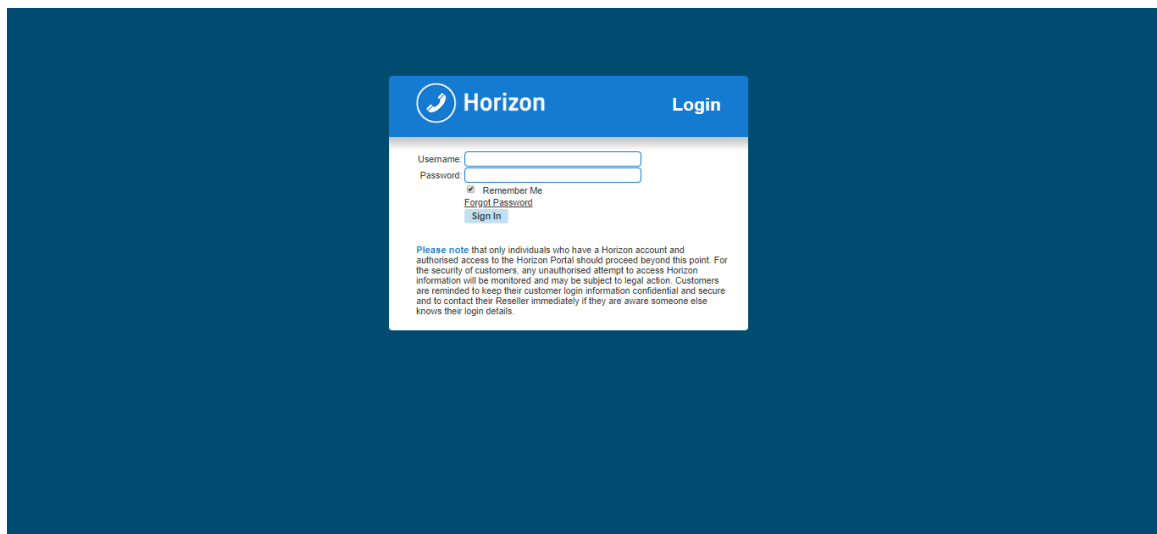
We've also been busy updating the relevant documentation to support the release and have reimaged the following Horizon and Connect documents with new images and these are now available via the Gamma Academy Knowledgebase. Those documents are

Horizon – Call Centre Administrators Guide

Horizon – Features Guide

Horizon – Provisioning and In Life Changes Guide

Horizon – End User Guide

Horizon – Admin User Guide

Connect – User Guide – Android

Connect - iOS User Guide

Connect – Administrator User Guide

Connect – Administrator User Guide – Direct

Connect – Basic User Guide

Connect – Provisioning and In Life Changes

We think the GUI and materials look great and hope that you do to. Finally, the eagle eyed among you will notice that the Academy training videos images, associated to the Horizon services, still bear with the old GUI skin. Updating this material will take a little longer to achieve but rather than delay the release of the new look we took the decision to complete the video components over the coming weeks and months.

On the evening of the 14th February 2019

Update of the Horizon Desktop Client to v22.6.0

A host of new features designed to improve the user experience and effectiveness of these clients will be made available

The new client can then be upgraded seamlessly to the full Collaborate experience when launched in March.

Upon upgrade, all users logging into a client which is older than 22.6.0 will see the following prompt:
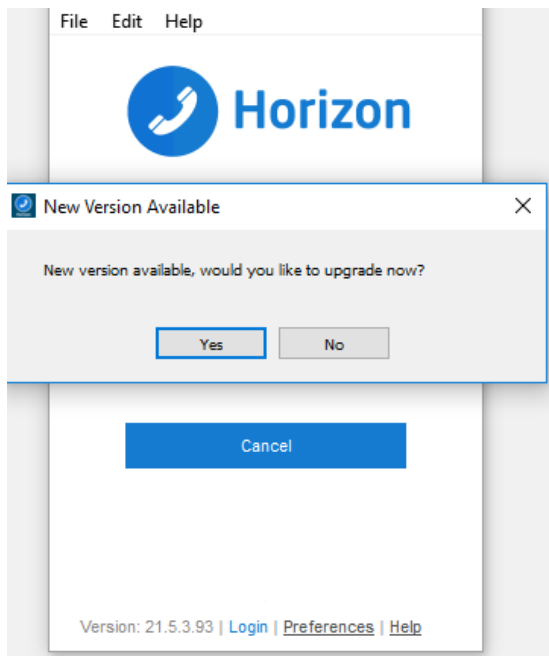
Clicking on yes opens the default browser with the URL for the new version of the client. This allows the user to download and install the new version.

Clicking no just logs the user into the old version of the client as normal and the prompt is not displayed for another 24 hours or until they next log in.

Please note that during the installation process it will prompt you to uninstall the old version (the setup process does this for you providing the user selects yes).

Desktop Client - What's changed at a glance?

The latest version sees the additional features below added:

- The look and feel of the client has significantly changed
- Tagging of messages
- Outlook Integration
- Consolidated view of contacts
- Security Enhancements
- Newly designed merging for conferences
- Tabbed UI for communication
- Drag and drop for to detach tabs
- Contact Pop-over for communication
- Offline Mode
- Headset/Speaker Toggle

Consolidated view of contacts

When searching for a contact, end users can now see a consolidated view of their contacts
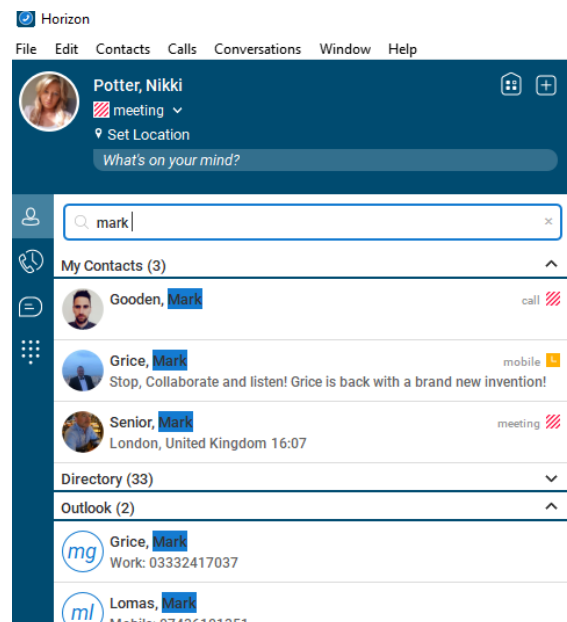
Making a call

To make a call to one of your contacts you can either;

- ◆ Select the relevant contact from your softphone and right click, then select call
- ◆ Or hover over the contact you wish to call and then click on the icon
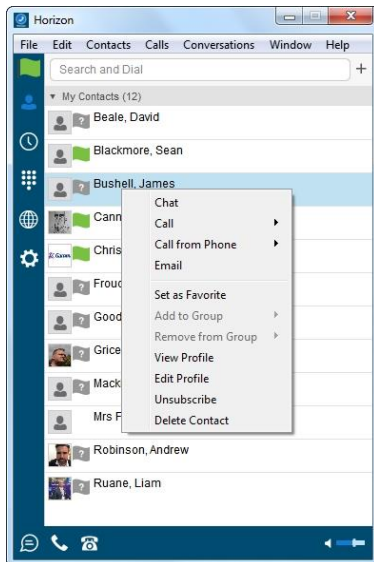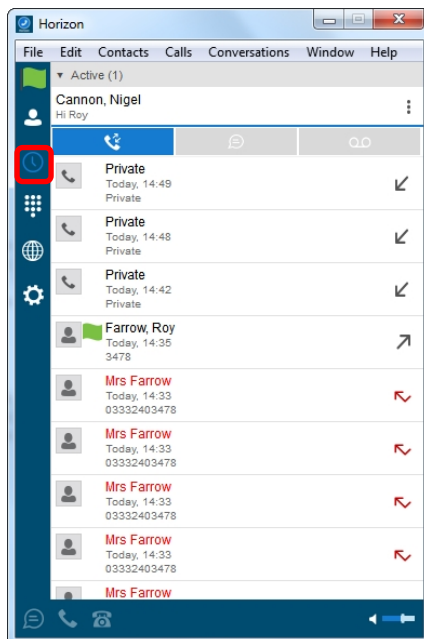
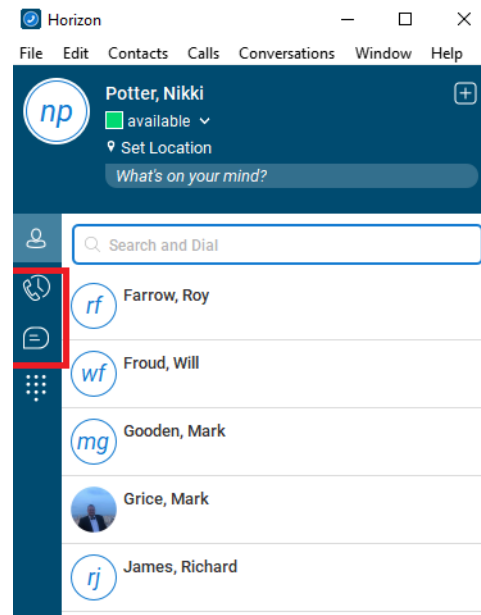Previous Version   R22.6
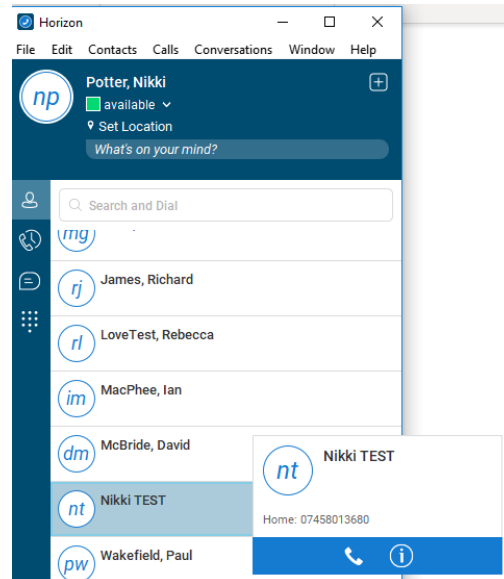
Communications History

The Communications History Tab has now been replaced with a "Call History" and "Chat History" tab

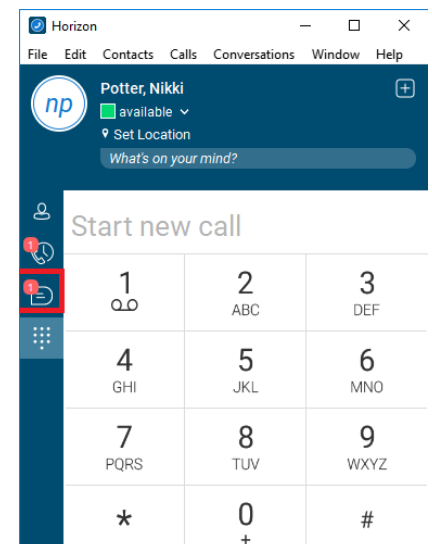Previous version   R22.6.0

The window has 2 main tabs:

   Incoming and outgoing call history. If you selected this icon, you will view a list of call and voicemail history

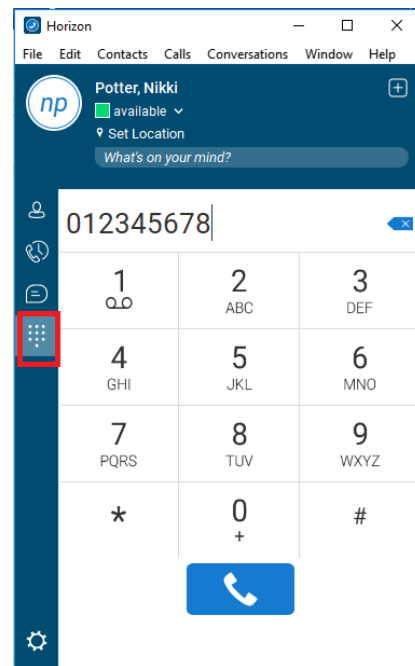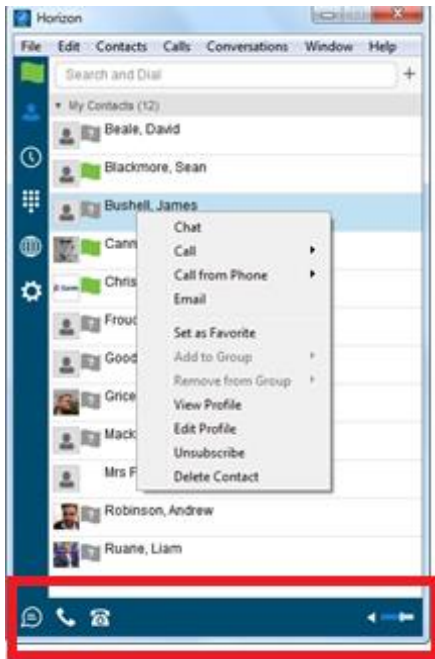   Chat history. If you select this icon you will see a list of chat history

Any missed communications will be represented by a number being displayed next either the call or chat icon on the left-hand side bar.

Bottom Bar has been removed

Previous version   R22.6.0

New Features

Enhanced Voicemail to support urgent and confidential tagging of messages.

After message deposit, the caller can now press # and tag the message as urgent or confidential via the menu system. The Horizon user will then receive the voicemail message with the appropriate sensitivity tag.

The desktop client will identify an urgently tagged voicemail with the "!" icon after the sender's name
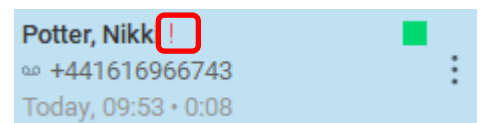
A confidentially tagged voicemail will bear the 🔑 icon
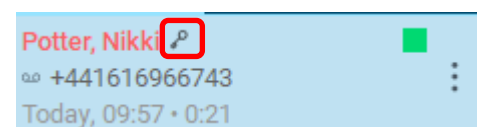
Further the if the end user has chosen to have the voicemail email them the recording then the email will also identify itself as urgent or confidential

Urgently tagged voicemails will state URGENT in the subject header and once opened they will also be sent with High Importance

HV

Tue 05/02/2019 09:54
Horizon VM
URGENT: Voice Message Attached from 5976 - Nikki Potter

To   Roy Farrow

Cc   Roy Farrow

ⓘ This message was sent with High importance.

Confidentially tagged voicemails once opened will be sent as Private

HV

Tue 05/02/2019 09:58
Horizon VM
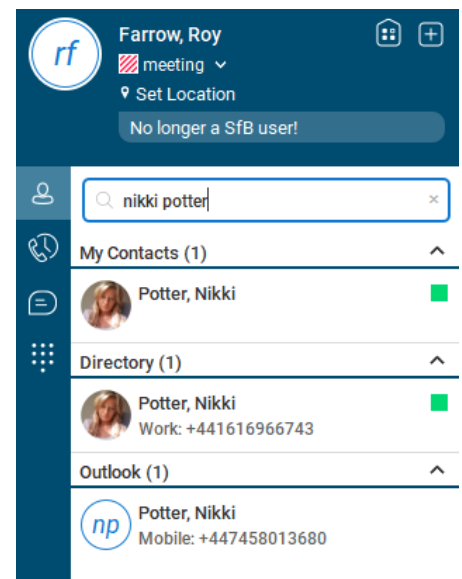Voice Message Attached from 5976 - Nikki Potter

To   Roy Farrow

Cc   Roy Farrow

ⓘ Please treat this as Private.

If the Horizon user accesses the voicemail portal by dialling in to retrieve their voicemails then the message envelope will also verbally advise that a message has been tagged as urgent or confidential.

Outlook integration

The desktop client will also include search results from Outlook and observes Outlook calendar events to set your status accordingly.

rf Farrow, Roy
▨ meeting ⌄
📍 Set Location
No longer a SfB user!

🔍 nikki potter   ✕

My Contacts (1)   ^

  Potter, Nikki   ■

Directory (1)   ^

  Potter, Nikki   ■
  Work: +441616966743

Outlook (1)   ^

np Potter, Nikki
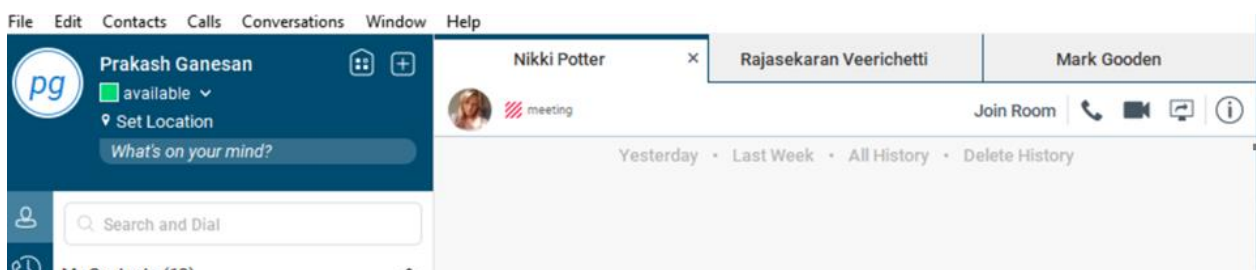   Mobile: +447458013680

Newly designed merging calls when creating n-way conferences.

Calls can be merged into conference using the highlighted button
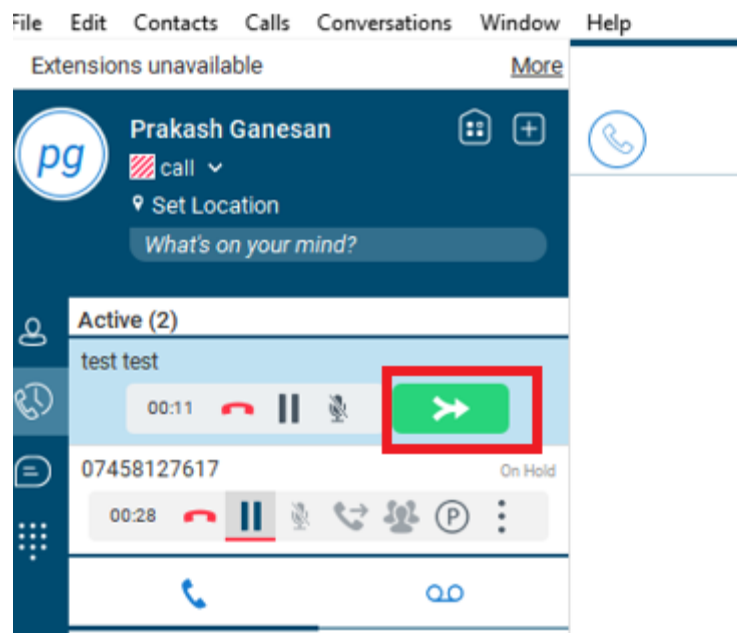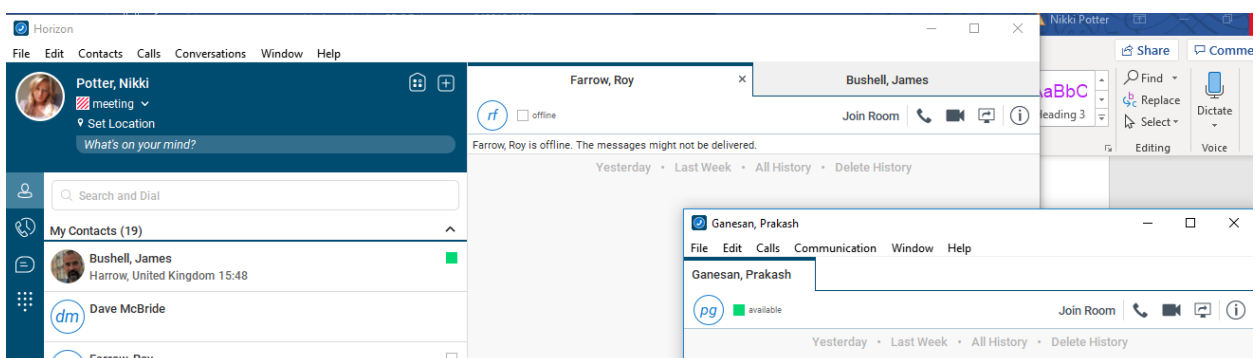

Tabbed UI for communications
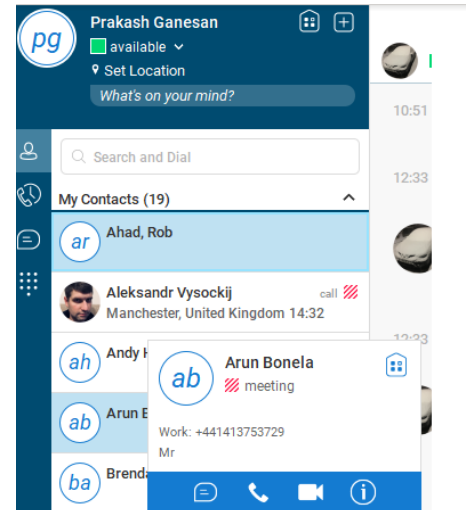
Tabs are opened across the client when communicating

Drag-n-drop to detach/re-attach tabs

Communications tab can be detached from the main screen

Contact pop-over to launch communications

Hover over the contact and you can see a pop over where communication can be launched

Offline mode

Presence can be set to offline if you don't wish to publish your status and still sign in to the client

Security enhancements:

The new client encrypts automatically on the end users PC via a local contact cache and settings file. The encryption is done using a 256-bit Advanced Encryption Standard (AES) cipher. As a PRAGMA key used as salt for AES encryption, an id similar to device lock key is used. The PRAGMA key length is 32.

Known behaviours on v22.6.0

Plantronics Headsets

When you upgrade the client, the Plantronics related files are deleted and you may lose the call control functionality, hence it is recommended for the end user to reinstall the Plantronics software after the client has finished upgrading.

Feedback

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