



# Horizon January 2019 Release Note

Version	Date	Description
1.0	24 September 2018	Document created

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# Introduction

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

## Evening of the 9th January

### Introduction of the Polycom VVX150 and End of Sale of the VVX201

On the 9th January April 2019 we will end of sale of the Polycom VVX201 and it's replacement will be the VVX150, part of the next generation range of devices from Polycom.

The Gamma portal device lists have been updated to remove the VVX201 and will be replaced with the VVX150.

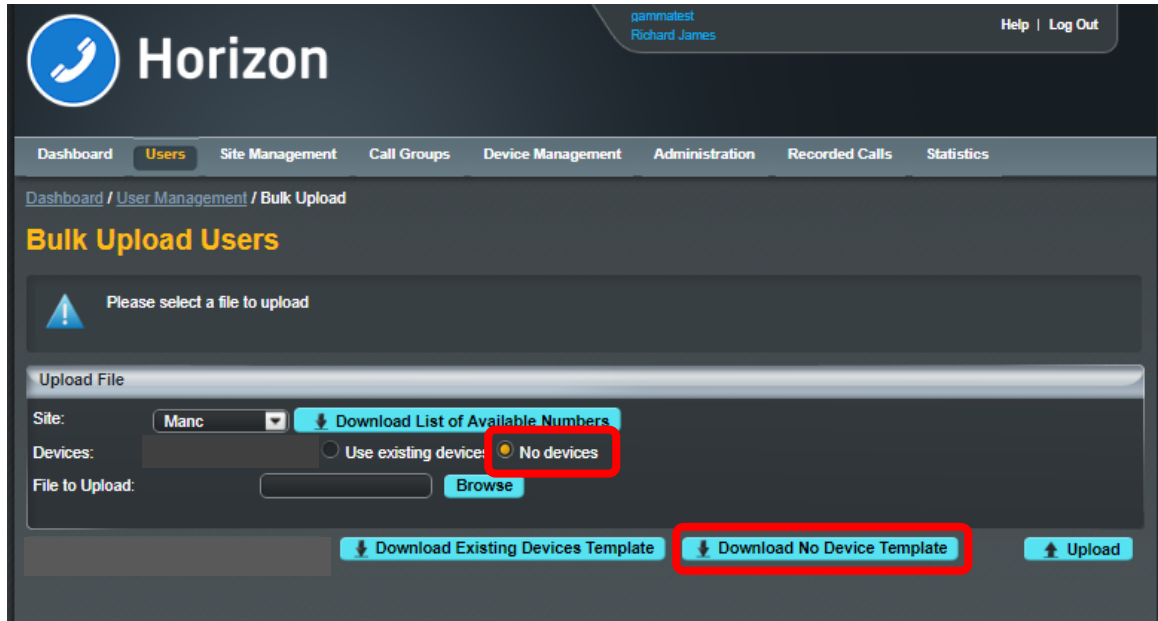
The VVX150 will also become the Schools and Charity incentive device from its release date, please see the updated Horizon Hardware Incentive on the Academy.

Some things to note:

- The VVX201 is still supported and will be replaced with a VVX201 in the event of a fault
- As with the VVX201, there will be no device customisation option with the VVX150
- A VVX150 device user guide has been made available in the Academy on the 9th
- The VVX150 power supply unit is specific to new range of Polycoms and cannot be used with any of the older handsets in the VVX range, please see the Horizon price list for its cost.

## Ability to bulk provision users with no device added

We have created the ability to bulk add a group of users to a company without a device. This is achieved by downloading the No Device Template, populating with the user details and uploading.



Currently it is necessary to run separate templates, so if you have mix of users with and without a device they will need to be bulk added via the appropriate template.

## Call Forward Selective (CFS) for Connect users

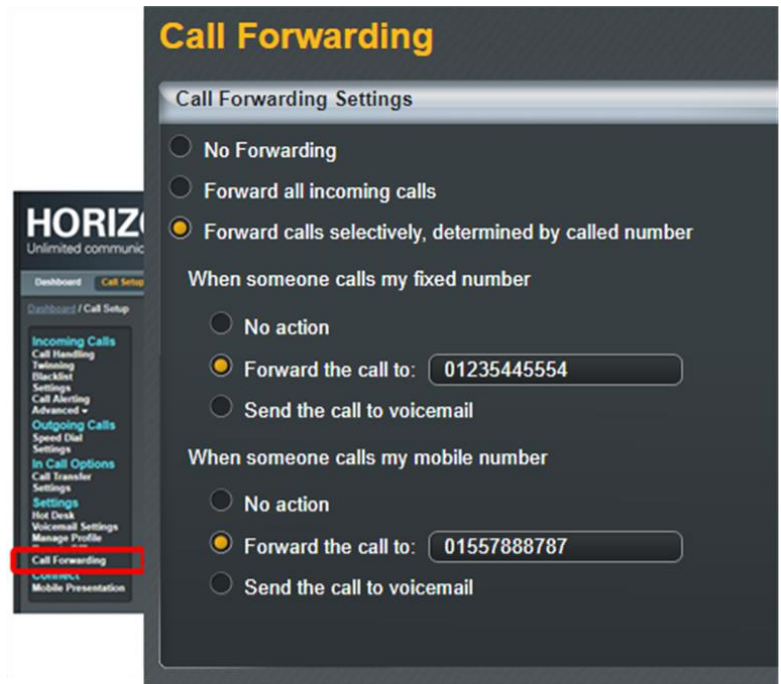
Connect users will be able to forward calls selectively depending on the number that was called, this means different call forwarding criteria for their fixed and mobile numbers.

E.g. if someone calls 'my fixed number' then calls can be forwarded to 01234 567890 and if someone calls 'my mobile number' then don't forward calls.

### How does CFS work?

Connect users will have a third option in their Call Forwarding settings: 'Forward calls selectively, determined by called number'.

'Send the call to voicemail' is available only to users who use the Voicemail add-on.



## Known Behaviour

The Connect App does not display the CFS, its settings or the No Forwarding option and if Forward Always is selected on the app this disables the CFS in favour of Call Forward always. A user will need to logon to the GUI to reactivate the CFS.

## End users directory will include leading zero

The end user's directory includes contacts that have been added by the company administrator and by the end user. It also returns users that have been created against the company. When displaying other users, Horizon was presenting their numbers without a leading 0.

We have updated the contact directory so these numbers are presented with a leading 0.

## Evening of the 22nd January

## Introduction of the Polycom Trio 8500 and 8800 conference Units

We'd like to welcome the Trio devices to the Horizon hardware portfolio, the devices offer enhanced HD voice with 360 ° microphone coverage and you can easily pair your mobile device or laptop to the Trio Conference unit using its USB or Bluetooth connectivity.

Furthermore, will also be introducing the Trio microphone expansion and power kit as optional extra's that can be purchased from the Gamma portal.

User guides for both units are available on the Academy with pricing available via the Horizon pricelist.

# Evenings of the 28th and 29th January

## SoundStation 5000 & 7000 firmware update

We will be updating the SoundStation devices to firmware version 4.0.14 so that support can be maintained with the vendors.

### Polycom SoundStation Firmware Rollout

The work is set to commence on the 28th January 2019 and complete by the 29th January 2019. Upgrades will take place between the hours of 9 pm in the evening and 2am the following morning.

We will perform the updates on a per App cluster basis with both device types being upgraded on the 29th January. This may mean companies will be upgraded across different dates.

The App cluster to change control windows are fixed and cannot be changed under any circumstance.

The rollout schedule is:

Commencing at 9pm on the evening(s) of	App cluster scheduled for upgrade
28th January 2019 - SoundStation 5000 units	App cluster 01, 03, 05, 07, 09, 11
29th January 2019 - SoundStation 5000 units	App cluster 02, 04, 06, 08 and 10
29th January 2019 - SoundStation 7000 units	App cluster 01 to 11

#### Important to note

In preparation we will be uploading the new SoundStation firmware in advance of the rollout and as a result there will be the potential for a device to update outside of the planned overnight triggers.

For example, and for whatever reason if a device loses power or is caused to reboot then this will trigger the firmware upgrade, the only difference to a normal reboot is that the phone may take up to 15 minutes to reconfigure and reregister. This is due to the file size the device will need to pull down and then perform the update on itself.

Directory contacts entered and stored locally on the device will unfortunately be wiped as part of the reboot process as this device functionality is unsupported on Horizon.

If a reboot happens we recommend you do not attempt to interrupt the process as the phone is expected to take longer than usual to reboot. Whilst we have tested the interrupted upgrade scenario to our satisfaction it's better to be safe than sorry!

# Evening of the 30th January

## Visible Call Park (VCP) notification for monitored users within a Busy Lamp Field (BLF)

The intended release of this feature had to be delayed from November 2018 and is now planned that all existing companies to be updated on the evening of the 30th January 2019. **ONLY** customers that have Polycom VVX devices will benefit from the feature, the tested and supported devices are:

VVX310


VVX410

VVX411

VVX500


VVX600

Our tests have determined that the feature is not compatible with the Polycom SoundPoint or the Cisco SPA range of Horizon handsets.

The VCP feature enables a  notification to assist users with identifying and retrieving calls parked against monitored users.

If a call parked against a specific users extension, as per today, there will be no visibility on that users device, the indicator will only appear against a monitored extension in a BLF configuration. We therefore recommend creating virtual call park extensions, **this option will consume a Premium subscription**, or using existing communal extensions. For example, a meeting room, as a dedicated call park extension. This can then be designated as a companywide monitored extension for parking and retrieving calls against. This user guide assumes the reader is aware of how to configure a device with a BLF.

## How does visible call park work?

When a call is parked against a monitored user the  icon will appear in front of the user and the message “Call is Parked” will appear on the right top corner of the screen



To view the information of the parked call and retrieve it press and hold the corresponding line key for 2 seconds, the user will be highlighted and then go off.



Then press the “More” soft key until you see the “Park Info” soft key. This soft key will be placed automatically on the first available position (usually on the 3rd page)

**NB it's not possible to move the "Park Info" key position, for example to the front screen.**



The “Park Info” soft key will be visible for ~5 seconds.  
If you can’t see the soft key then repeat the above step.

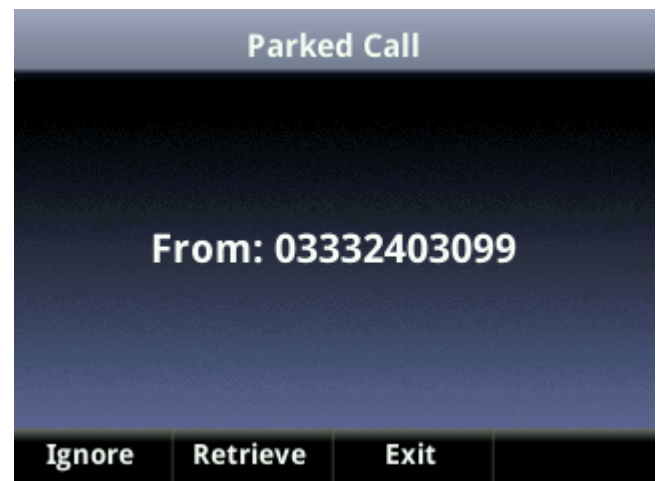


Once you press the “Park Info” soft key information about the caller will appear on the screen (i.e DDI number or Username/Extension for internal users) with the following options:

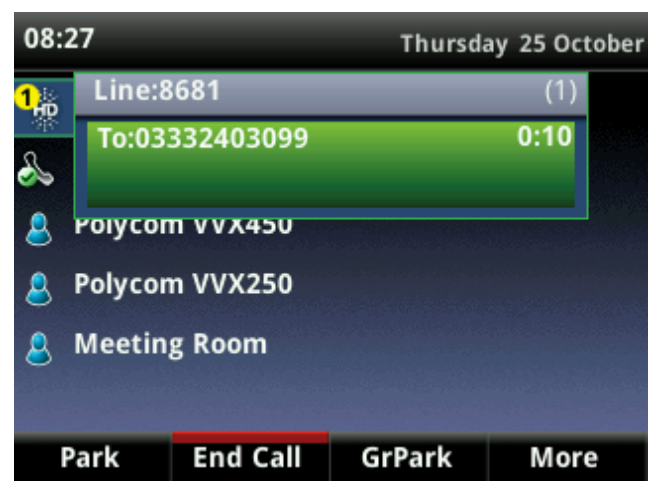
**Ignore** - If the user presses the ignore option the call will return to the person who parked the call and the indicator will disappear.

**Retrieve** - If the user presses the Retrieve option then the parked caller and user will be connected.

**Exit** - If the user presses Exit they will return to the main page but the call will remain parked and visible in the BLF



Once a parked call is retrieved the screen will update to provide in call options for the user as per the image on the right.



# Feedback

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