

Connect

Administrator User Guide

Version	Date	Description
1.0	26/04/2018	Document created
2.0	25/06/2018	Updated document format, known behaviours
2.1	09/01/2019	Added Call Forwarding Selective to the Call Settings section
3.0	06/02/2019	Updated in line with new Horizon Portal rebranding images

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Introduction

Welcome to Gamma Connect, a truly converged fixed-mobile solution that enhances your hosted environment by extending Horizon's fixed line capabilities into your mobile estate.

This administrative guide will help get you and your users up and running quickly. In this guide we'll tell you about the features of your new mobility solution and how to use them, as well as setting out some guidelines for configuring the service.

Gamma Mobile Users

- All SIM settings will be automatically updated upon Connect provisioning - changing voicemail numbers, number presentation and access to mobility features.
- If the user has existing voicemails, be aware that the user will need to manually dial the Gamma Mobile voicemail number and input their Mobile PIN to retrieve them.
- **Something to note: On occasion these updates are not automatically applied, this can be resolved by restarting the mobile phone**

Horizon Users

Please note: once you have set up Connect for your users, it's important that you remove all Horizon features designed to ring the user's mobile number (divert on busy, no answer, unreachable, Twinning, Remote Office).

- If a user uses voicemail, it's important to ensure that voicemail has been activated on Horizon as part of the set-up process. We recommend that you check that the Horizon voicemail has been set up for any new Connect users.

Connect Users

- Mobile voice services of Connect users are managed by Horizon and configured by the Horizon Administrator.
- A Connect user can log in to their end user Horizon GUI, using the same credentials, to manage call settings and features configurations across their number and devices.
- Call settings like Call Forwarding, Call Waiting, Do Not Disturb, Block Caller ID are managed by Horizon. Even if the mobile device provides these settings natively, a Connect user should manage them via the Horizon portal to have a consistent experience across their devices (fixed and mobile).

Connect Bolt-On Subscriptions

As all other Horizon bolt-ons, Connect bolt-on subscriptions are shown in the Subscription Centre.

The screenshot shows the 'Subscription Centre' interface. At the top, there is a navigation bar with tabs for Dashboard, Users, Site Management, Call Groups, Device Management, Administration, Recorded Calls, and Statistics. Below the navigation bar, the breadcrumb path is 'Dashboard / Administration / Subscription Centre'. The main heading is 'Subscription Centre'. Underneath, there is a section titled 'Available User Subscriptions' which contains a table with the following data:

Name	Used	Available	
Premium	9	4	More Info
Virtual Power Pack	2	13	More Info
Auto Attendant	0	7	More Info
Call Centre Agent	2	5	More Info
Call Centre Agent Client	1	6	More Info
Call Centre Group	1	6	More Info
Call Centre Supervisor Client	1	6	More Info
Call Queue Group User	1	6	More Info
Connect	1	4	More Info
Integrator	1	6	More Info

At the bottom of the table, there is a page indicator '1 2' and a 'Previous Next' link.

Clicking on 'More Info' allows the Admin to access further detailed info about usage as well as to request more subscriptions.

[Dashboard / Subscription Centre / Connect Subscription Information](#)

Connect

The screenshot shows a 'Usage' summary for the 'Connect' subscription. It displays '1 used' and '4 available'. Below this information, there are two buttons: 'Show Users' and 'Request More'.

Connect subscriptions are also shown in the Subscription Summary in the main Dashboard:

The screenshot shows the 'Subscription Summary' interface. It contains a table with the following data:

Name	Used	Available
Integrator	1	6
Connect	1	4
Receptionist	0	7
iOS Soft Client	0	7
Soft Client Mac	0	7
Soft Client Android	0	10
Soft Client PC	1	6
Voice Mail	3	4

At the bottom of the table, there is a page indicator '1 2' and a 'Previous Next' link. Below the table, there is a 'Manage' button.

User Types

As a bolt on, Connect is a dynamic and flexible addition to your service with a variety of use cases and scenarios. Companies and users now have a choice over the communication packages they would like to take, with different options available on a user by user basis . When it comes to convergence, we have defined three broad 'types':

- "Standard Horizon" (STD) users: Horizon users who are not enabled to Connect and use only Horizon fixed devices
- "Fixed Mobile Converged" (FMC) users: use Horizon fixed devices as well as Connect on their mobile device
- "Mobile Only" (MOB) users: use Connect on their mobile device, but do not use any Horizon fixed device

User type info is displayed in the User Management section of the Horizon portal, enabling an in life overview of how your users like to work.

[Dashboard](#) / [User Management](#)

User Management

First Name:

Username: @uat.branding.com

Extension:

Site:

Mobile:

Last Name:

Number:

Department:

Mac Address: ?

[Search](#)

Users							
	First Name	Last Name	Phone Number	Extension	Type	Email Address	Site
<input type="checkbox"/>	Adam	Eckersley	01427807623	7623	FMC	a.d.eckersley@gmail...	ColourfulSiteUat Edit
<input type="checkbox"/>	Bernice	Test	01427807624	4534	STD	bernice.gardiner@ga...	ColourfulSiteUat Edit
<input type="checkbox"/>	Bob	Test	01612415190	5190	STD	bobtest@uat.brandin...	ColourfulSiteUat Edit
<input type="checkbox"/>	Dan	Test	01427807625	1807	STD	daniel.edwards@gamm...	ColourfulSiteUat Edit
<input type="checkbox"/>	Lindis	Test		7376	STD	lindi.stevenson@gam...	ColourfulSiteUat Edit
<input type="checkbox"/>	Louise	Test		1234	STD	louise.stringer@gam...	ColourfulSiteUat Edit
<input type="checkbox"/>	Mike	Test		1796	STD	Michael.Playfoot@ga...	ColourfulSiteUat Edit
<input type="checkbox"/>	Mircea	Test		3242	STD	jason.mcmahon@gamma...	ColourfulSiteUat Edit
<input type="checkbox"/>	Oliver	Test	01612415191	5191	STD	oliver.birtwistle@g...	ColourfulSiteUat Edit

User Profile

Once you have allocated your Connect mobile numbers, the Connect mobile will be viewable alongside other user details.

[Dashboard](#) / [User Management](#) / [Edit User](#)

Edit Adam Eckersley

Profile	Personal Details	DDI	Services	Call Setup	Permissions	Phone	Barring	Call Centre
Account Details								
First Name:	<input type="text" value="Adam"/>	Last Name:	<input type="text" value="Eckersley"/>	Department:	<input type="text" value="None"/>	<input type="button" value="Add"/>		
Username:	<input type="text" value="aeckersley@uat.branding.com"/>	Contact Mobile:	<input type="text" value=""/>	Email:	<input type="text" value="oliver.birtwistle@gamma.co.uk"/>			
Connect Mobile:	<input type="text" value="07458080429"/>							
WH?T								
Settings								
Enable Hot Desk ?	<input checked="" type="radio"/> Yes	<input type="radio"/> No						
<input type="button" value="Change Site"/>		<input type="button" value="Reset Password"/>		<input type="button" value="Reset Passcode"/>		<input type="button" value="Reset Client Password"/>		<input type="button" value="Save"/>

Please note: we recommend Horizon Administrators to copy such Connect mobile number in the 'Contact Mobile' field.

This will add the Connect mobile number to the Horizon directory, and will be visible and searchable by other Horizon users.

Non-geographic numbers

The Horizon's Number Presentation feature allows Administrators to set a non-geographic number (NGN), like 08 or 03 numbers, as user's presentation number.

However, NGN numbers cannot be assigned as user's incoming DDI. This means that users cannot make company directory searches (e.g. using the MyConnect companion app) querying NGN numbers, and it also means that the CallerID feature of the app cannot display the caller's name if the caller is presenting a NGN number.

To enable NGN numbers on both company directory searches and the CallerID feature, Horizon Administrators are advised to add these NGN's as entries in the external company directory on the Horizon GUI under Administration -> Directory -> Add.

Features

Reporting

Bring all call data under one user's profile, regardless of the device, location or number. Use Horizon or Akixi reporting to give administrators a more detailed view of caller and user activity

For more information, refer to the Horizon and Akixi User Guide

CRM Integration

Improve your customer experience and get a view of how all customer contact is handled with complete fixed and mobile integration with your CRM system, allowing screen popping and click to dial functionality

For more information, check the integration guide for your relevant CRM system.

Call Recording

Record across all users, bringing all related devices, locations and numbers under one user profile.

Mobile Presentation

Dynamically choose to present your fixed (user DDI, site number) or mobile number for all outbound mobile calls.

Intelligent Call Routing

Extend Horizon's call routing to all devices, including mobiles. Refer to the Horizon User Guide for more help.

Unified Visual Voicemail

Retrieve and view all voicemails across all devices using the MyConnect app.

Access Company Directory on the Mobile

Maintain constant access to your company directory. Dial internal extensions from any location using your mobile dialler.

Connect Caller ID

Display corporate directory information for all inbound calls

Call Forwarding Selective

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.

MultiNet

MultiNet is Gamma's business class ability to roam across networks, an optional bolt-on that allows Gamma mobiles to connect to a number of primary access networks for voice and data access.

Use Gamma MultiNet to roam anywhere, making your mobiles core to the way your customer's access their communications, data, and software.

Voicemail

Setting up Voicemail

The voicemail service across both fixed and mobile devices is the Horizon voicemail as set up within the Horizon interface.

If calling into a voicemail inbox, bear in mind that users will require their voicemail PIN. Users will have received their PIN in their welcome email for Horizon.

Step 1:

The Horizon Company needs to be set up in the Gamma Portal.

Step 2:

The Administrator needs to set up voicemail for the users in the Horizon Portal

[Dashboard](#) / [User Management](#) / [Edit User](#)

Edit Adam Eckersley

The screenshot shows the 'Edit User' interface for Adam Eckersley. The 'Services' tab is selected. Under 'Service Pack', 'Premium' is selected with '4 Left' remaining. Under 'Optional Extras', 'Connect' is checked with '2 Left', and 'Voice Mail' is checked with '21 Left'. Other options like 'Integrator', 'Integrator - Bullhorn', 'Integrator CRM', 'Integrator EMIS', 'Receptionist', and 'TAPI Driver' are unchecked and have '7 Left' each. Both sections have a 'Request More' button and a help icon.

For more detailed instructions on the Voicemail service and setup please refer to the "Horizon Features Guide" on the Gamma Academy.

Please note: Custom greetings for your user's mobiles will need to be recorded when joining Connect, greetings on previous voicemail platforms are not going to be ported on the Horizon voicemail.

Gamma recommends that administrators assign a full geographic number to their voicemail system and add it to the Horizon company directory so that roaming users will always be able to access their voicemail. A full number can always be dialled, whilst using a short code for dialling into voicemail cannot be always guaranteed when roaming overseas.

Number Presentation

The Presentation Number section of the "DDI" tab shows an additional option for Connect users: the mobile number.

By selecting this option the Administrator can set Presentation Number on the Connect mobile number, which means that the user will present such mobile number when calling from their Horizon fixed devices or soft clients.

[Dashboard](#) / [User Management](#) / [Edit User](#)

Edit Adam Eckersley

Profile	Personal Details	DDI	Services	Call Setup	Permissions	Phone	Barring	Call Centre
---------	------------------	------------	----------	------------	-------------	-------	---------	-------------

Find a Fixed Number

Current number: 01427807623 [Change](#) [Remove](#) WH?T

Find a Connect Number

Current number: 07458080429 [Change](#) [Remove](#) WH?T

Extension

Extension: [?](#)

Presentation Name

Currently presenting: Adam Eckersley

Same as user details
 Other:

First Name: Last Name: WH?T

Caller ID Number Presented

Override site call policy
 Privacy on transfer and/or forwarding WH?T

Presentation Number

Your Desk Device is currently presenting: 01427807623

Change user's presentation number to: Site DDI (01427807376) User's DDI (01427807623) **User's Mobile Number (07458080429)** Other (UK): Other (Int):

Withhold user's number: off

Mobile Presentation

Setting up Mobile Presentation

Mobile Presentation defines the number that the user presents when calling from their Connect mobile.

Please note: this is different to Number Presentation feature, which defines the number that the user presents when calling from their Horizon fixed devices or soft clients.

Using Connect, users have a choice over the number they would like to present when calling from their mobile:

- User's mobile number
- User's geographic number as defined by Horizon's Number Presentation (user DDI, Site DDI, or custom number). Often, companies will set up a Site DDI to present a professional image.

Mobile Presentation can be configured for each Connect user by the Horizon Company Administrator in the "Mobile Presentation" screen on the Horizon Portal, which can be accessed from "Call Setup".

[Dashboard](#) / [User Management](#) / [Edit User](#)

Edit Adam Eckersley

The screenshot shows the 'Edit User' interface for Adam Eckersley. The 'Call Setup' tab is selected, and the 'Mobile Presentation' sub-tab is active. The configuration area is titled 'Presentation number on outgoing mobile calls' and contains two radio button options: 'Display current fixed presentation number: 01427807623' and 'Display mobile number: 07458080429'. The second option is selected. A 'Save' button is visible at the bottom right of the configuration area. On the left sidebar, the 'Mobile Presentation' option under the 'Connect' section is highlighted with a red box.

For a user to be able to change Mobile Presentation, the Administrator needs to switch on the permission "This user can use Mobile Presentation" in the user's "Permission" screen in the Horizon Portal.

Edit Adam Eckersley

Profile	Personal Details	DDI	Services	Call Setup	Permissions	Phone	Barring	Call Centre
---------	------------------	-----	----------	------------	--------------------	-------	---------	-------------

Access and Permissions		
This User can enable Call Forwarding <input checked="" type="checkbox"/>	This User can use Advanced Call Setup <input checked="" type="checkbox"/>	This User can use CLI presentation <input checked="" type="checkbox"/>
This User can use Profiles <input checked="" type="checkbox"/>	This User can use Remote Office <input checked="" type="checkbox"/>	This User can use Call Alerting <input type="checkbox"/> off
This User can use Mobile Presentation <input checked="" type="checkbox"/>		

WH?T

Calls to Emergency Services

For calls to the Emergency Services operator, the presentation to the Called Party will always be defaulted to the mobile number and the call will be handled no differently to a traditional mobile call.

Receiving Group Calls

Both the Horizon Company Administrator and the user can control whether or not team calls (Hunt Groups or Call Centres calls) are sent through to the mobile.

[Dashboard](#) / [User Management](#) / [Edit User](#)

Edit Adam Eckersley

Profile | Personal Details | DDI | Services | **Call Setup** | Permissions | Phone | Barring | Call Centre

Incoming Calls
Call Handling
Twinning
Blacklist
Settings
Call Alerting
Advanced ▾

Outgoing Calls
Speed Dial
Settings

In Call Options
Call Transfer
Settings

Settings
Call Forwarding
Hot Desk
Voicemail Settings
Call Recording
Manage Profile
Remote Office

Connect
Mobile Presentation

Incoming Call Settings

Settings	
Reject Withheld Numbers	<input type="checkbox"/> off
Enable music for calls on hold	<input checked="" type="checkbox"/> on
Lookup Caller ID when none is Provided	<input checked="" type="checkbox"/> on
Present Incoming Caller's ID for External Calls	<input checked="" type="checkbox"/> on
Present Incoming Caller's ID for Internal Calls	<input checked="" type="checkbox"/> on
Do Not Disturb	<input type="checkbox"/> off
Distinctive Ring for External Calls	<input type="checkbox"/> off
Ring my mobile when I receive a call from a call group	<input checked="" type="checkbox"/> on

WH?T

✓ Apply

Please note that mobile-only users (i.e. a user with no Horizon fixed devices or soft client) part of a Hunt Group should have Call Waiting turned OFF.

Call Alerting

Setting up Call Alerting

Call Alerting settings are configured for each Connect user by the Company Administrator in the Horizon Portal.

[Dashboard](#) / [User Management](#) / [Edit User](#)

Edit Adam Eckersley

Profile	Personal Details	DDI	Services	Call Setup	Permissions	Phone	Barring	Call Centre
---------	------------------	-----	----------	-------------------	-------------	-------	---------	-------------

Call Alerting

When someone calls my DDI

- Ring fixed devices only
- Ring mobile only
- Ring fixed device and mobile

When someone calls my mobile number

- Ring fixed devices only
- Ring mobile only
- Ring fixed device and mobile

[Save](#)

The Administrator can allow the user to control their Call Alerting by enabling the relative permission in "Permissions"

[Dashboard](#) / [User Management](#) / [Edit User](#)

Edit Adam Eckersley

Profile	Personal Details	DDI	Services	Call Setup	Permissions	Phone	Barring	Call Centre
---------	------------------	-----	----------	------------	--------------------	-------	---------	-------------

Access and Permissions

This User can enable Call Forwarding

This User can use Profiles

This User can use Mobile Presentation

This User can use Advanced Call Setup

This User can use Remote Office

This User can use CLI presentation

This User can use Call Alerting

[Save](#)

Setting up mobile soft clients

Both the Horizon mobile client and the MyConnect app need to be enabled by the Horizon Company Administrator.

- Select "MyConnect app" to enable the MyConnect companion app. Please note: the MyConnect app is included in the Connect bolt-on subscription and can be enabled at no extra cost

The Horizon mobile soft client can be used by Connect users to make and receive calls over Wi-Fi or over mobile data.

[Dashboard](#) / [User Management](#) / [Edit User](#)

Edit Adam Eckersley

Profile	Personal Details	DDI	Services	Call Setup	Permissions	Phone	Barring	Call Centre
---------	------------------	-----	----------	------------	-------------	-------	---------	-------------

HOW

Soft Phone Client - Desktop

The Desktop Client will allow a user to use the key features of the Horizon application through a dedicated Desktop Application. It will provide great features such as instant messaging and establishing/receiving calls using their Horizon number

Desktop Client

Soft Phone Client - Mobile

The Mobile Client will allow a user to use the key features of the Horizon application through a Smart Phone Application, with the benefits of instant messaging and establishing/receiving calls using their Horizon number

Mobile Client

MyConnect app

MyConnect is the companion app that enhances the user experience and provides the user's mobile with the power of a desk phone, making Horizon features and user settings easily accessible and integrated with their mobile phone. Visual Voicemail, Company Directory, mid-call services like Call Transfer and Call Hold, Mobile Presentation settings can be made available to the user only via the MyConnect app.

MyConnect app

WH?T

[Back](#) [Save](#)

Please note: there can be a duplication of notifications for incoming calls, one from the mobile soft client and another from the mobile

- It is recommended Connect users log out of the Horizon mobile soft client and log in and use it only as a fall-back method for making or receiving calls when mobile signal is not available but Wi-Fi is available.
- Please be aware that the Horizon mobile soft client allows users to set call forwarding against their Connect mobile number. We recommend that users avoid such configuration because it could cause call looping issues preventing the user answering incoming calls. The Connect mobile number should not be used in any of the following options: Call Forwarding (Unreachable, Busy, No Answer), Twinning, Remote Office.

Call Settings and Features

Call settings like Call Forwarding, Call Waiting, Do Not Disturb, Block Caller ID are managed by Horizon. Even if all mobile devices provide such settings natively, a user should manage these from the Horizon Portal in order to have a consistent experience across their devices (fixed and mobile).

Please note: if users do not have access to the Horizon Portal it is recommended that they contact their Horizon Administrator in order to change Call Settings

Call Forwarding

Call Forwarding has been disabled in the mobile network for Connect users to avoid conflicts with the Horizon call forwarding.

Please note: It is not possible for the user to change the call forwarding configurations from the native mobile settings

Call Forwarding Selective

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 do not forward calls.

[Dashboard](#) / [User Management](#) / [Edit User](#)

Edit Adam Eckersley

Profile	Personal Details	DDI	Services	Call Setup	Permissions	Phone	Barring	Call Centre
---------	------------------	-----	----------	-------------------	-------------	-------	---------	-------------

Call Forwarding

Call Forwarding Settings

No Forwarding

Forward all incoming calls

Forward calls selectively, determined by called number

When someone calls my fixed number

No action

Forward the call to:

Send the call to voicemail

When someone calls my mobile number

No action

Forward the call to:

Send the call to voicemail

WH?T

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.

Please note: Call Forwarding Selective settings are not shown in the MyConnect companion app.

Call Waiting

Call Waiting allows the user to manage incoming calls when already engaged on a call. With Connect, the user will be able to answer a second call on another device (e.g. the mobile phone) while being on a call on another device (e.g. desk phone or laptop client).

Call Waiting needs to be turned on in Horizon otherwise it will not be available for calls answered on the mobile and it will not be possible for the user to change the configuration from the native mobile settings.

Do Not Disturb

If enabled in Horizon it will apply to all user's devices and numbers. Alternatively, if Do Not Disturb is enabled on the mobile through the native settings it will apply only to the mobile phone and the other devices will be alerted upon incoming calls.

Please note: if the user turns on Do Not Disturb on their geographic number from a Horizon fixed device or soft client then the mobile device will not ring, even if the user's mobile number was dialled.

Caller ID (User Presentation Number)

User presentation number (aka caller ID): when calling from the mobile is managed by the Horizon Administrator and can be set on user's mobile number or on a geographic number.

Block Caller ID

If enabled on the mobile it can provide an inconsistent experience due to the fact that the caller ID can be occasionally presented. If enabled in Horizon, user's caller ID will never be presented when making external calls.

Roaming

Connect features are available on most networks when roaming overseas. If the user roams in non-supported network areas, the Connect features will not be available, while mobile voice, text and data will continue to be available.

De-Provisioning a Connect User

There are three scenarios that the Horizon Administrator needs to consider

Un-assign (or changing) the Connect mobile number

If the user needs to change or remove their Connect mobile number, they will lose the settings associated with Connect. This includes the Mobile Presentation options (i.e. which number is presented when the mobile number is called), Call Alerting, and the extra option under Incoming Call Settings. If they were presenting their mobile number when making calls from their DDI, this setting will not actually be functionally changed – they will find that it will revert to the “Other” option, set to their mobile number.

Remove the Connect service

This will remove the Connect mobile number and all related settings. If the Horizon Administrator later reassigns the service, they will have to set everything up from scratch.

Port Out (through Gamma Portal)

This will remove the Connect mobile number from the user, and de-allocate it from the Horizon Company completely.

Appendix 1

Known Behaviours

Known Behaviour	Resolution
Very occasionally, upon migration Connect updates are not applied, and the service fails to access voicemail.	This can be rectified by restarting the mobile phone
For users already on Horizon before joining Connect: Company Admins should remove Connect mobile numbers from all features on Horizon set to ring the user's mobile number (divert on busy, no answer, unreachable, Twinning, Remote Office). This is not required once the user is on Connect.	If the Horizon voicemail was not set up for the user because for example the user used their mobile voicemail, then upon Connect activation the Horizon Administrator will need to set up the Horizon voicemail for the user. We recommend that Horizon Administrators check that the Horizon voicemail has been set up for any new Connect user
Roaming abroad: We cannot guarantee number presentation if you are calling an international number or a mobile that is roaming internationally.	Connect services may not be available in some overseas networks (that do not support a certain signalling protocol). Nevertheless, mobile voice, text and data are always available
<p>Voicemail:</p> <ol style="list-style-type: none"> 1. Access to voicemail inbox from mobile requires a PIN (the same PIN used when dialling voicemail from fixed Horizon endpoints (desk phone, laptop)). 2. New voicemail notification is removed on the mobile only when all messages have been saved or deleted. 	If you have any voicemails on the Gamma Mobile platform you'll need to manually dial the Gamma Mobile voicemail number and input your Gamma Mobile PIN to retrieve them. Horizon will handle all voicemails once you have been provisioned onto Connect.
Any treatments on Horizon set to ring user's mobile number (divert on busy, no answer, unreachable, twinning, Remote Office) should be disabled.	They are not required anymore once the user is on Connect.
The Horizon app causes double alerts (duplication of incoming/missed call notifications).	Gamma suggest Connect users to use the Horizon app only as a Wi-Fi fall-back option. iPhone users should not log in to the Horizon app unless strictly necessary. This is because since the latest update of the Horizon iOS app there are issues with receiving a call. The updated app supports Apple CallKit and this has impacts on the way calls are received by Connect users
Calls ringing both fixed and mobile devices: incoming calls answered on a fixed Horizon end-point (desk phone, laptop) do not clear the notification on the mobile which will show a missed call notification for a call actually answered on another device.	

Known Behaviour	Resolution
SIM updates to change the user's voicemail click-to-dial details very occasionally aren't applied. This means clicking voicemail notifications will go to Gamma Mobile.	This can be rectified by getting the user to restart their mobile device.
Rejecting a call with a message always sends (back to the caller) the text from the mobile number, even if caller dialled user's geographic number.	
The Connect App does not display Call Forwarding Selective (CFS) settings. If Forward Always is enabled on the app this disables the CFS in favour of Call Forward Always. A user will need to logon to the Horizon web portal to reactivate CFS.	
Companies using Connect should not use the ManageMyMobile portal, it is not yet integrated with the Horizon Portal.	
Do Not Disturb: if enabled in Horizon it will apply to all user's devices and numbers. So please be aware that if the user turns on Do Not Disturb on their geographic number from a Horizon fixed device or soft client then the mobile device will not ring, even if the user's mobile number was dialled.	If Do Not Disturb is enabled on the mobile device via the native settings it will apply only to the mobile phone and the other devices will be alerted upon incoming calls
iPhone users should not log in to the Horizon mobile soft client unless strictly necessary. This is because since the latest update of the iOS release of the soft client there are issues with receiving a call. The updated soft client supports Apple's CallKit API and this has impacts on the way calls are received by Connect users.	
<p>Caller ID: if the user receives a call from a call group (e.g. Hunt Group) on their mobile the name of the group (e.g. 'Sales Hunt Group') is not shown.</p> <p>Instead if called party answered on a Horizon fixed device the name of the group is displayed as Caller ID.</p>	The next release of the MyConnect companion app can show call groups' names through the Caller ID feature of the app.
<p>Caller ID: If the user is set to present their site number and they call another Connect user, if the call is answered on the mobile the presented number on the called party is the site number, not user's DDI.</p> <p>Instead if called party answered on a Horizon fixed device the presented number could be user's DDI (if the Admin had set this on the Horizon web portal)</p>	The next release of the MyConnect companion app can show caller's name on incoming calls even if the caller is set to present their site number. This will be achieved through the Caller ID feature of the MyConnect Companion app.