Connect

Basic User Guide

Version	Date	Description
1.0	27/04/2018	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	01/02/2019	Updated with new Horizon portal branding images

Contents

Welcome…

Welcome to the Gamma Connect, a fixed/ mobile solution that integrates your Gamma mobile phone with your office telephone system, bringing the power of your desk phone to your mobile.

To help you get started, we've put together this guide. Inside you'll find information about the features of your new service, as well as some guidelines to make sure you're up and running quickly.

Getting Started

- All voice services are managed by Horizon and configured by the Horizon Administrator.

- A Connect user will be able to use their Horizon credentials to manage call settings and feature configurations across their number and devices. For more information, please see the Horizon User Guide.

- Call settings like Call Forwarding, Call Waiting, Do Not Disturb, Block Caller ID are managed by Horizon. Even if your mobile provides these settings, make sure your Horizon profile is configured correctly to ensure a consistent experience (fixed and mobile).

If you already have Gamma Mobile…

- Gamma Mobile SIMs automatically update when upgraded to Connect - this will update particular SIM settings like the voicemail number.

- Please note: On occasion these updates are not applied, this can be simply resolved by restarting the mobile phone

- If you have existing voicemails when your service is upgraded, you will still be able to retrieve them by manually accessing your mobile voicemail and inputting your mobile PIN.

Voicemail

Getting set up

With Connect, Horizon will handle your voicemail across all fixed and mobile devices. If you can't use the MyConnect app to access your voicemail, use the PIN you received when setting up as a Horizon user to dial into your voice mailbox from all devices

Please note: Custom greetings will need to be recorded again when joining Connect, greetings on previous voicemail platforms are not going to be ported on the Horizon voicemail.

If you already use Horizon and already have a greeting pre-recorded, you will not need to re-record.

For more information, please see the Appendix.

Dialling your Voicemail

For security reasons, a password is required to access the Horizon voicemail. To avoid having to enter the passcode when dialling voicemail from the mobile, it's recommended to modify/create a voicemail contact in the mobile address book and save it in the following format:

voicemail_number,passcode#,1,1.

In the example below *62 is the voicemail number and 123456 is the passcode.
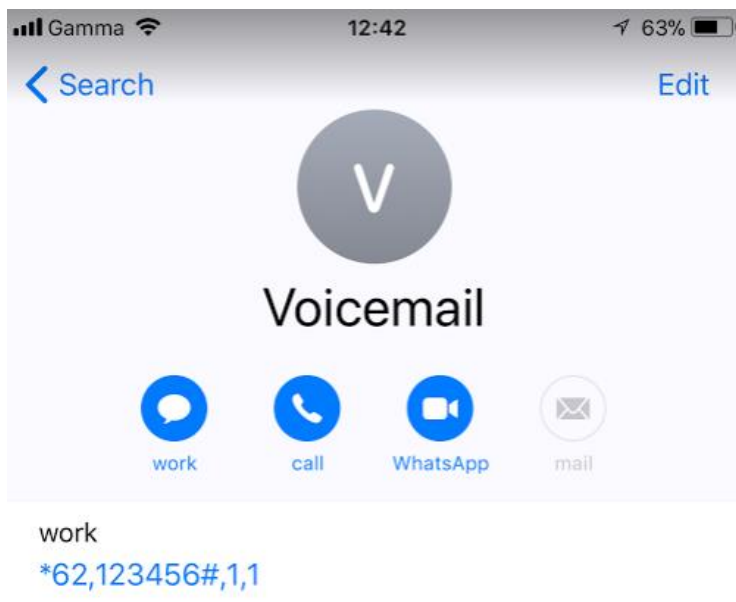
Please note: if the user needs to access other features of the voicemail (e.g. change settings, record custom greetings) then *62 needs to be dialled.

Android Users

- Can create a speed dial in the native mobile dialler in that same format (*62,passcode#,1,1).

Please note: not all Android devices support the speed dial feature though

- Can modify the voicemail settings and update speed dial button 1 however this is not recommended because this setting gets reset every time there is a SIM refresh (e.g. connecting to another network when roaming abroad or when on MultiNet). It is recommended to configure another speed dial button (different then speed dial 1).

iPhone Users

- Can add voicemail to their favourites. The speed dial feature is not supported on iPhones

CLI Presentation

If enabled by your Horizon Company Administrator, you will be able to change your presentation settings directly from your Horizon portal.
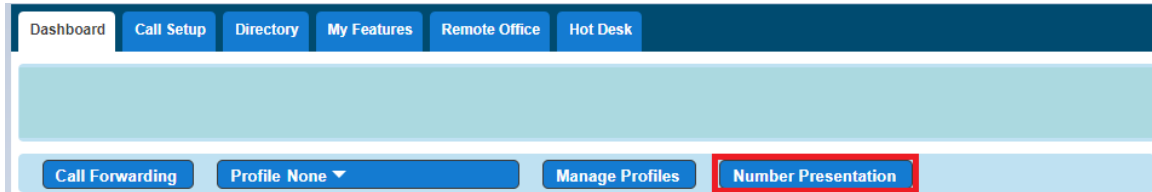
Connect users can then choose what number to present when calling from their fixed devices or soft clients: either the "Site" number, "User DDI", "Mobile number" or other/custom.

Mobile Presentation

Setting up Mobile Presentation

Mobile Presentation allows you to change the number presented when making calls from your mobile phone.

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

Mobile Presentation can be:

- Your mobile number
- Your geographic/ fixed number

Mobile Presentation is configured for each Connect user by the Horizon Company Administrator.

Horizon Company Administrator will decide whether individual users can change their Mobile Presentation within their Horizon Portal. If you have this access, simply click on *Mobile Presentation* in the *Call Setup* section of the portal.
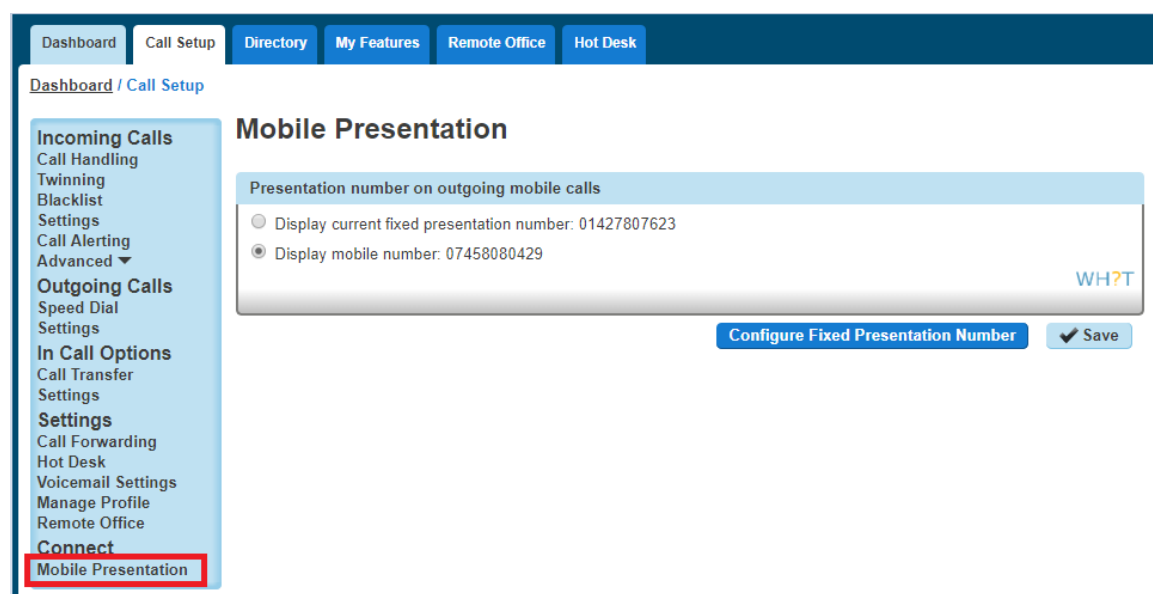
Changing Mobile Presentation

To change your number presentation on a per call basis, please use the below short codes:

- *28 followed by the number to dial for setting number presentation on mobile number
- *29 followed by the number to dial for setting number presentation on geographic number

Group Calls

If allowed by your Horizon Administrator, Connect allows you to manage the service to decide whether your mobile will ring upon incoming calls from groups, such as Hunt Groups or Call Centres. Go to *Call Setup* and click on *Settings*

Please note: If you are part of a Hunt Group and you only use a mobile phone then you should make sure that Call Waiting is turned OFF.

Call Alerting

If allowed by the Horizon Company Administrator, the user can change their Call Alerting settings from their Horizon Portal, by clicking on *Call Alerting* in the *Call Setup* section of the portal.
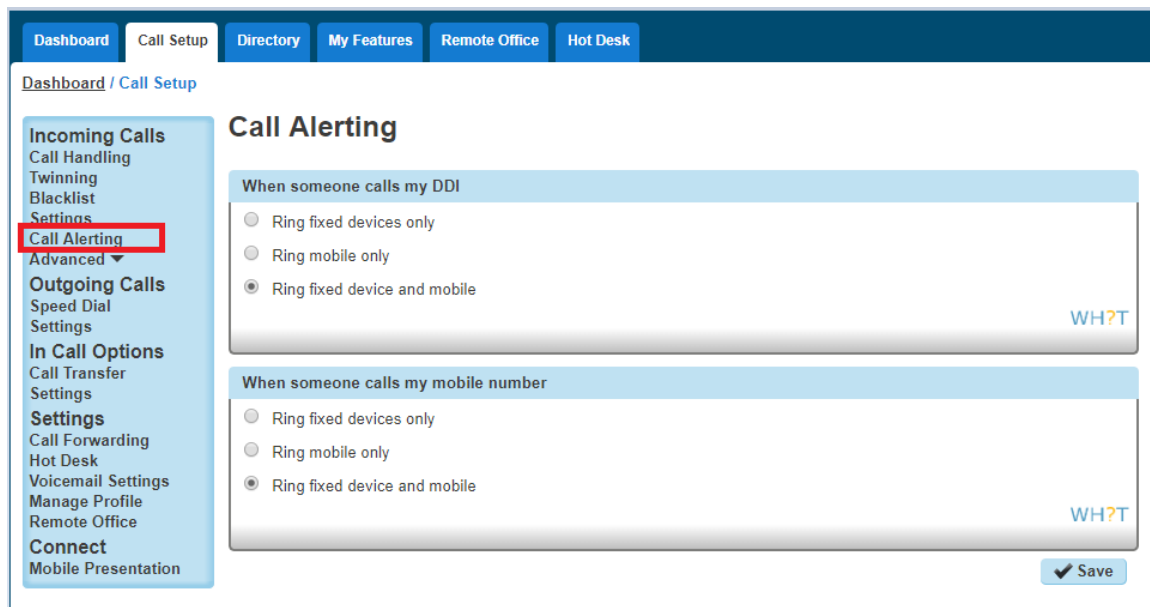
Please note: upon incoming calls ringing both fixed and mobile devices: incoming calls answered on a fixed Horizon end-point (desk phone, laptop) do not clear the notification on the mobile which will show a missed call notification for a call actually answered on another device.

Setting up Soft Clients

The Horizon mobile soft clients can be used to make and receive calls over Wi-Fi or mobile data.

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.

- iPhone users should not log in to the Horizon mobile soft client unless strictly necessary, as it can impact on your Connect service.
- Please be aware that the Horizon mobile soft client allows users to set call forwarding against their Connect mobile number, it's recommended that users avoid such configuration because it could impact on your service.

Dialling extensions

From the set up of your Connect Service, you'll be able to dial any internal company extension directly from your mobile. No configuration or set-up is needed.

Call Pull

Using Connect, you'll be able to transition your calls seamlessly between devices. Pulling a call allows you to simply move a call from one devices to another. Access to this feature is available from the set-up of Connect, and will require no extra configuration.

To pull a call, enter *11 to your handset to move the call without interrupting the conversation.

Call Recording on the Mobile Device

Connect enables the recording of calls across all of your devices.

Please note: this excludes inbound calls to the user's mobile number (07x), these calls cannot be recorded. Gamma is working on a call recording solution that can cover also this scenario.

The same short codes provided by Horizon are available from your mobile:

- Dial *1 mid call to record on demand
- Dial *3 mid call to pause call recording
- Dial *7 mid call to resume call recording

Call Settings and Features

Connect ensures call features are unified across all devices. As a Connect user, you can login to the Horizon Portal to manage all call settings and feature configurations.

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, instead of using the call settings natively provided by their mobile phone

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.

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.

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. When needed, it is recommended to enable block Caller ID (i.e. to withhold calls) in Horizon, so that user's caller ID will never be presented when making external calls from any of your devices or soft clients.

Roaming

Connect features are available on most networks when roaming overseas. If you need to roam using non-supported networks, the Connect features will be temporarily unavailable, while mobile voice, text and data will continue to be available.

Please note: international number presentation cannot be guaranteed, we cannot guarantee presentation of a UK CLI across international carriers.

Even when Connect features are not available, and hence you are not able to dial the voicemail extension (e.g. *62), you are able to access your voicemail from abroad by dialling the full voicemail number as setup by your Horizon Company Administrator.

Appendix 1

Known Behaviours

Known Behaviour	Resolution
For users who already have their mobile service provided by Gamma Mobile, the Gamma Mobile SIM is updated over the air and therefore there should be no need to restart the mobile phone. This will update SIM settings like the voicemail number. Very occasionally, these updates are not applied which means that tapping on voicemail notifications will dial Gamma Mobile's voicemail number instead of the Horizon voicemail number.	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. This means that you may find that a user's Horizon number is presented regardless of what outbound presentation settings you have configured	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
Voicemail: 1. Access to voicemail inbox from mobile requires a PIN (the same PIN used when dialling voicemail from fixed Horizon end-points (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 input your Gamma Mobile PIN to retrieve them. Horizon will handle all your mobile 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.	
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.	
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.	
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. Instead if called party answered on a Horizon fixed device the name of the group is displayed as Caller ID.	The next release of the MyConnect companion app can show call groups' names through the Caller ID feature of the app.
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. 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)	The next release of the MyConnect 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 app.