

# **Horizon Known Behaviours**

## **Introduction and Purpose**

Horizon is a complete communications service for business that provides an extensive range of fixed and mobile telephony capabilities via an easy-to-use web portal.

The service has a number of business improvement features and an emphasis on control and administration through the web, which can be accessed by either the Partner or the end user.

It aims to help clarify known behaviours of the service offering, and how this may differ from other solutions in the market/traditional CPE or the intended use case. It also aims to collate information to features and how they are deployed outside of the product update to ensure our stance on these areas is provided.

## **Identification of Known Behaviours**

Due to the high number of features on Horizon, and how this is deployed by our Channel Partners into different offerings in their customer bases, what might seem to be a fault or implementation design issue, might in fact work exactly how another use case would expect.

On this basis the following tables have been identified through feedback from our Channel Partners, and through master tickets raised on faults reported. In all cases our aim is to ensure all uses of the service are available and achievable.

## **Raising additional behaviours**

To ensure new behaviours are raised from a consolidated and validated source, investigated and added to the list for resolution, there are two feeds available.

**Fault reference:** Where a trend or difference in behaviour is raised and accepted by our support team a fault ticket and further Master support ticket will be raised by our 3rd line support teams for progression. These will then be shared through this document.

**Topic for discussion:** Where a fault has not been accepted, but the Channel Partner believes the design or system is not working as intended, the channel partner can email the Product Manager (richard.james@gamma.co.uk) to request the item be raised.

Please note a fault should always be raised with the support teams first to ensure a speedy response and resolution implemented where available.

## Frequency of Update

Outside of the “Horizon Product Update” and “Service Review” calls, an amended document will be provided on the Gamma Academy every month even if there is no change.

Any adjustment made that month will be highlighted using tracked changes to make it easy to see where resolution has been provided, before being accepted for the following month.

## Resolution to known behaviours.

Like many technology companies, Gamma works on a development cycle consisting of main releases and planned/emergency maintenance to the platform.

Within the resolution section of the following tables, we aim to provide detail on why the behaviour is occurring and the steps being taken against each until resolved. Once resolution is confirmed in a document the item will be removed from the tables for the next document produced.

Similarly, behaviours raised may also be associated to core suppliers such as Cisco and Poly who have their own development cycles.

We will hold up to 6 months on the Horizon knowledgebase for reference.

Our focus is always on gaining the resolutions needed as soon as possible, however platform stability and risk management remains our priority throughout.

## Handsets

### Cisco

<b>Known Behaviour</b>	<b>Resolution Plan</b>
Cisco SPA IP phones will not show the Hunt Group name next to the Hunt Group CLI	This is working as designed by Cisco; however, we have submitted a feature request to them to add this view.
Cisco SPA 122 and ATA 192, whilst equipped with 2 phone ports, currently only one works.	Predominantly we have seen the use of the ATA for legacy fax machines or DECT solutions. We have not seen demand for more than one analogue port on the ATAs and this feature is not on the roadmap.
Cisco ATA 192 re-registration on failover to a new Horizon server can take up to 9 minutes.	This has been raised to Cisco for investigation.
Users are unable to see legitimate missed calls on their phones as Hunt Group calls, if not answered by that user, are also shown in the call logs.	Cisco have implemented a fix for this, however we are still reliant on a core fix from Broadsoft to fully resolve. Further updates on the progress of this is expected in the next update from Broadsoft.
1- & 2-digit speed dials do not show caller information once dialled.	Following feedback to the current design of this feature, a request for further information to show caller name and number is being considered.

<p>Call Recording control issues on second registered line with the Cisco MPP devices.</p>	<p>If a user has Business or Compliant Call Recording enabled, we support the use of call recording controls via the connected soft key menu, which allows users to Pause / Resume &amp; Start / Stop a recording based on their recording mode. As it stands, if a call is made or received on the first line key, the recording indicator and controls are visible as expected. However, if a call is made or received via the second registered line there will not be any recording indicator and the soft keys that allow controlling the recording will not be visible.</p> <p>If a user has "Always" recording enabled, a call on the second line will be recorded as expected.</p> <p>Feature Access Codes (FAC) can be used to control the recording. These will need to be dialled as new calls, which means placing the current call on hold.</p> <p>*48 - Call Recording Pause  *49 - Call Recording Resume  *44 - Call Recording Start  *45 - Call Recording Stop</p>
<p>Cisco MPPs failover following a SIP503 to INVITE request.</p>	<p>There is a minor behavioural issue with the MPPs when failing over to the secondary SBC in receipt of a SIP503 response from the access SBC - when receiving a SIP503 to an INVITE request, the device sends it is ACK directly towards the secondary access SBC. Leaving an existing dialog between the device and the primary access SBC.</p>
<p>Cisco MPP 8861 intermittently returns "Network Busy" when initiating a conference call.</p>	<p>When a Cisco 8861 user has an active call then presses the "Conf" key to initiate conference, the active call is placed on hold and a second line is opened on the 8861, allowing a user to dial the second number.</p> <p>The second user answers the call. At this point, the first call is still on hold and the second is now active.</p> <p>When the second call is active, the Cisco 8861 user presses "Conf" again to initiate the conference between parties.</p> <p>When "Conf is pressed" the second call is also placed on hold and under normal circumstances a third call is generated containing the applicable conference request URI.</p> <p>Intermittently, the third call is NOT generated, and the "Network Busy" message is displayed. The result of this is that both calls remain on hold and no conference is initiated.</p>
<p>Cisco MPP Key Expansion Module limitations over PoE</p>	<p>The Cisco MPP devices are quite power hungry so there are some limitations to using KEMs over PoE.</p> <p>Cisco 8851 with 1 KEM - This works when using PoE (802.3af compliant) and when using a power supply.</p> <p>Cisco 8851 with 2 KEM - This works when using PoE+ (802.3at compliant ONLY) and when using a power supply.</p> <p>Cisco 8861 with 1, 2 or 3 KEM - This works when using PoE+ (802.3at compliant ONLY) and when using a power supply.</p>
<p>Do Not Disturb and Call Queue Groups when using a desk phone.</p>	<p>When a user switches off DND via the soft key it can take up to 30 seconds for a call queue group call to route to that user. If the feature access code is used then the call will route straight away.</p>

## Poly

Known Behaviour	Resolution Plan
1- & 2-digit speed dials do not show caller information once dialled.	Following feedback to the current design of this feature, a request for further information to show caller name and number is being considered.
Users are unable to see legitimate missed calls on their phones as Hunt Group calls, if not answered by that user, are also shown in the call logs.	Poly have implemented a fix for this, however we are still reliant on a core fix from Broadsoft to fully resolve. Further updates on the progress of this is expected in the next update from Broadsoft.
"Gust-in" on Poly VVX Devices for Call Centre users (not Horizon Contact).	<p>If a user has both Call Centre Licenses' (ACD) and Hot Desking (Hoteling) enabled on their end devices, both functions are available on the same Soft Key.</p> <p>To enable the ACD (VVX310 &amp; VVX410): Press "ASignIn"  <input type="checkbox"/> More <input type="checkbox"/> UseHost</p> <p>To enable the ACD (VVX500 &amp; VVX600): Press "ASignIn"  <input type="checkbox"/> UseHost</p> <p>To enable the hoteling (VVX310 &amp; VVX410): Press "ASignIn" <input type="checkbox"/> define the User ID (extension number) and password (voicemail passcode) <input type="checkbox"/> More <input type="checkbox"/> OK</p> <p>To enable the hoteling (VVX500 &amp; VVX600): Press "ASignIn" <input type="checkbox"/> define the User ID (extension number) and password (voicemail passcode) <input type="checkbox"/> OK</p> <p>Note, you may also use the Call Centre functions via the "Settings ACD" options on the phone.</p>

## Yealink

Known Behaviour	Resolution Plan
W52P LDAP Directory searches are not very intuitive.	<p>The soft search key only appears once you start to key in the name you are searching for. The device will only display the first name first and the last name of the Horizon contact. The display screen is limited to 18 characters. If you exit and enter the LDAP directory the device can return different results (random entries).</p> <p>The above behaviour is working as designed by Yealink.</p>
W73P cannot be assigned to a user that has Contact assigned.	This is currently under review by Gamma and will be addressed in a future portal release.

A user cannot change site when the W73P is assigned.	This is currently under review by Gamma and will be addressed in a future portal release. If a user needs to be moved between sites, then the device will need to be removed first and then re-added.
Unable to use the bulk upload spreadsheet with the W73P	This is currently under review by Gamma and will be addressed in a future portal release.
Removal of "Handset Registration Position" ("HRP") 1 stops incoming calls on HRP 2.	This is a known issue that is with Yealink for a future firmware fix. This only happens when a user is removed from HRP 1 and not replaced. If the user is replaced in HRP 1 then this behaviour is not experienced.
Removal of "Handset Registration Position" ("HRP") 1 stops incoming calls on line 2.	
For the LDAP Directory to work, a user needs to be assigned in HRP 1.	This is a Yealink design. Gamma have included a pop up on the Horizon Portal to inform the Company Administrator that removing a user from HRP 1 will impact all other users having access to the directory.

## Clients

### Desktop Clients

Known Behaviour	Resolution Plan
Telephony presence only is not shown on the client.	Due to the features on the Horizon desktop client, we would expect this to be rolled out as an IT policy and so everyone logged in when connected to a suitable data connection, linking telephony presence for all contacts. Further developments to add purely telephony presence will be made available through future releases of the client capability

### Mobile Clients

Known Behaviour	Resolution Plan
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<p>Telephony presence only is not shown on the client.</p>	<p>Due to the features on the Horizon desktop client, we would expect this to be rolled out as an IT policy and so everyone logged in when connected to a suitable data connection, linking telephony presence for all contacts. Further developments to add purely telephony presence will be made available through future releases of the client capability</p>
<p>No “Remember Password” option when signing into either the Android or iOS client.</p>	<p>We have raised a request to our vendor to include this as an option. Once a user has logged in for the first time a user will remain signed in.</p>
<p>No message sync between Desktop and Mobile clients. Messages sent on your mobile client will not appear on the Desktop chat and vice versa.</p>	<p>This is under investigation, and we are working closely with the vendor to resolve.</p>
<p>When a user hosts a My Room session and accepts several join requests on the Desktop client if you are logged into the mobile client the requests will still be showing as a notification on your Android or iOS device</p>	<p>This is expected behaviour. A user who allows everyone to join their room will not get these notifications, so as a work around a user can set their Room setting to “Allow everyone to join automatically”.</p>
<p>The following settings are not available for Android or iOS clients: Call forwarding Simultaneous ring Sequential ring Remote Office Hide number Voice Messaging Call Queue Groups Call Waiting Anonymous Call Rejection Automatic Call back</p>	<p>This requires a full upgrade of the Horizon platform and is currently under review.</p>
<p>A user is unable to answer a video call on iOS without first answering as an audio call and then press “Add Video”.</p>	<p>This is an expected behaviour of the Apple iOS CallKit.</p>
<p>When using the Android client with Bluetooth and viewing the visual voicemail page, all audio from the mobile device, for example Spotify, will stream over the lower quality SCO rather than stereo.</p>	<p>Our vendor has acknowledged this issue and cannot be resolved without impacting visual voicemail.</p>
<p>Presence information does not update when device has lost power and will only change to “Away” when inactive for 10 minutes.</p>	<p>Our vendor has investigated this issue and have been unable to resolve this. This is due to application not being able to send any relevant updates to the servers when a device is not switched on. “Away” is automatically set by the server after 10 minutes of inactivity by that user.</p>

When searching the directory using iOS, wildcard searches are included which can return erratic results.	This has been investigated by our vendor and there is currently no fix available for this. This is due to how the iOS operating system searches.
iOS push notifications are not sent when a user requests to join a room and the request is rejected.	<p>If a mobile client user requests to join a room and is rejected, Android users receive a push notification, but iOS users do not.</p> <p>We are working with our vendor for a full resolution.</p>

## Horizon Portal

Known Behaviour	Resolution Plan
I cannot set individual permissions of a user.	<p>A user's view can currently only be customized to not see a key area such as "Remote Office", where additional commercial risk exists.</p> <p>A User +/- role is being investigated for future Horizon releases to enable more user configuration.</p>
I am unable to extract legacy Call Recordings easily from the Horizon Portal as I cannot select multiple users.	<p>Call recordings for users, Hunt Groups, or Auto Attendants can be exported from the systems Business and Compliant Call Recording services are now available which allow users more control on searching and retrieving call recordings. For more information, please see the "Horizon Call Recording Service Description" on the Gamma Academy.</p>
Recording of messages for Auto Attendants and voicemail messaging is possible through the phone and user interface, but this is not the same for Call Queue messaging.	<p>Call queue messaging can only be uploaded through the Horizon web interface.</p> <p>At present access to the call queue menus is not available from the company voice portal.</p>

## Horizon Features

Known Behaviour	Resolution Plan
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<p>Intra-site call recording when using legacy call recording.</p>	<p>Legacy call recording relies on the call either starting or ending through the Gamma network. This is fine in most cases as calls will route to users or hunt groups from external callers, and if then transferred internally the recording will still be available due to the external connection.</p> <p>However, where the intention is to record internal calls between users on Horizon that do not go to an external number outside of the Horizon site, legacy call recording is not possible.</p> <p>Business and Compliant Call Recording is not affected by this.</p>
<p>I would expect to be able to access my group voicemail on my phone.</p>	<p>By design Horizon aims to ensure accessing voicemails is as simple as possible for an end user. They can currently have all VMs delivered to the voice portal or an email address.</p> <p>At present only the user's voicemail box can be accessed from the fixed buttons on the IP Phones.</p>
<p>If a user is in a Hunt Group and has twinning setup, the 1st call to them will wait to be answered, but a 2nd would go to their twinned location.</p>	<p>This feature is working as designed, and we would therefore advise ensuring users connected to Hunt Groups do not have twinning enabled.</p>
<p>Call Waiting on Call Centre Agents</p>	<p>The activation of call waiting on agents is not encouraged for the call centres.</p> <p>For example in a scenario where the "Allow Call Waiting on Agents" is enabled for a specific call centre but the agent that is serving the call centre does not have the "Call Waiting" feature enabled on his device, it means that when a second call will be offered to the agent, the agent will not be able to handle the call and the call will return to the queue as a bounced call.</p>
<p>Agent staying in "wrap up"</p>	<p>If the administrator did not enable the maximum Wrap-Up timer, the agent will be able to set his Wrap-Up timer for the specific Call Centre. This can be done via the agent client, on the settings and under the Application options. In this scenario after a call the agent will become Available after the specified time (i.e., 45 seconds). However, if the agent changes his state manually to Wrap-Up, it will stay on that state until he manually changes his state to something else.</p> <p>If the agent serves 2 or more Call Centres where some of them are having the maximum ACD timer enabled (maybe with different timers) and some other not, then the agent will follow the rules/policies from the Call Centre that he received the last call.</p>
<p>Agent Availability</p>	<p>Agent availability can be viewed within the Supervisor client, though they are unable to perform actions on behalf of the agent, such as Sign In, Sign Out, Join etc.</p>

# Collaborate

Known Behaviour	Resolution Plan
A user's presence does not change to "away" if their PC or Mac is locked.	This is as per design. The status will be changed to "Away" after 10 minutes of inactivity.
Automatic Location does not update when a user only uses Desktop.	This is a design decision where only mobile client user can use automatic location. This is due to how desktop clients use their automatic location; this is not always accurate. This has been raised with our vendor.
Spell Check is US-English.	You can enable spell checking within the Collaborate client. This is done in your client settings under the General tab. Please be aware that the dictionary used is "English - American" and this cannot be changed. This has been raised with our vendor to include "English - UK".
On occasion, drag and drop file transfer does not work.	File transfers can still be completed by clicking on the File Transfer icon within a chat. This has been raised with our vendor for investigation.
DTMF is heard when dialling into a user's My Room within 10 seconds of the client opening.	This is expected behaviour as the client needs to complete its boot up for the room owner conference ID to be entered silently and not via DTMF.
Do Not Disturb does not update presence, and still allows instant messages.	Do Not Disturb is a telephony status to stop a user from receiving calls, and this is not a presence status within Collaborate. This is as per design from our vendor.

# Horizon for Microsoft Teams


Known Behaviour	Resolution Plan
Microsoft call logs displays "266696687" when you over hover an "anonymous" user in the call history.	This is a Microsoft client behaviour, and we are unable to alter this behaviour. "266696687" spells out "anonymous" on a traditional Dialpad.

<p>The “Voicemail” tab within my Calls section of Microsoft Teams does not contain any of my voicemails.</p>	<p>As part of the provisioning process, the Microsoft voicemail service is disabled to avoid undesirable feature clashes with Horizon services though the Voicemail tab remains. This is as per Microsoft’s design. A user can access their Horizon voicemails by dialling their own extension number, the extension number of the Company Voice Portal or the full telephony number of the Company Voice Portal.</p>
<p>My users call logs in the Teams application differs to call logs on their Horizon Phone or Client.</p>	<p>This is as per Microsoft’s design, where Teams-to-Teams calls will remain in the Microsoft tenant and not break out to Horizon, so Horizon is unaware of these calls and cannot update the users’ other devices.</p>
<p>Presence information is not always in sync between Horizon services, including Collaborate, Receptionist and BLFs, and Microsoft Team applications.</p>	<p>This is as per Microsoft’s design, where Teams-to-Teams calls will remain in the Microsoft tenant and not break out to Horizon, meaning that Horizon is unaware of the calls being made between Teams users. Whilst this is a Microsoft design, Gamma are investigating ways on if this can be improved upon.</p>
<p>The Horizon Company directory is not available within Microsoft Teams.</p>	<p>This is a design decision by Microsoft, as the Microsoft ecosystem takes precedence. When a link is created between a Microsoft user and the Horizon User, the Horizon User’s telephony number is also linked, so you can use the Microsoft directory for users. Call groups will not be displayed. This is a roadmap item to investigate ways on improving this behaviour.</p>
<p>Feature Access Codes display a “We couldn’t complete the call” message, which affects Call Barge, Speed Dials, Call Recording Pause &amp; Resume, Call Recording On Demand, Call Park &amp; Pickup and Account / Authorisation Codes.</p>	<p>This is on the Gamma roadmap to address this behaviour.</p>
<p>When adding Horizon for Microsoft Teams to a user, if the same user wants to have the Soft Client or Collaborate added at the same time, the Company Administrator needs to add Microsoft Teams first, click save, go back to the Edit User page and then go to add Collaborate or the Soft Phone Client. If a user is having Collaborate or the Soft Phone Client removed and is having Horizon for Microsoft Teams added in its place, the Company Administrator will need to remove the current services and click save first, exit the page and come back to add Horizon for Microsoft Teams.</p>	<p>Gamma are aware of the root cause of the issue and this will be fixed in the September 2021 Portal release.</p>

The Microsoft Admin has created the link between the Horizon User and the Microsoft account, but the user's dial pad is not yet displayed.

This is expected behaviour. The user will need to log out of Microsoft Teams for the dial pad to be visible and for the link to be fully created.

## Contacts

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