

# Raise a Fault

To raise a fault you will need to log into the Horizon Health check and follow the below steps.

## Step 1

Find the user in the Health Check and then select the “Raise Fault” button in the bottom right.

### Health Check

User Name:

Telephone Number:

MAC Address:

#### Horizon Health Check Panel

<input type="button" value="Refresh"/> Access <input type="button" value="Refresh"/>	<input type="button" value="Info"/> Call Diverts <input type="button" value="Next"/>
<input type="button" value="Refresh"/> SIP ALG <input type="button" value="Refresh"/>	<input type="button" value="Info"/> Number Presentation <input type="button" value="Next"/>
<input type="button" value="Refresh"/> Handset Details <input type="button" value="Refresh"/>	<input checked="" type="checkbox"/> Fraud Management <input type="button" value="Next"/>
<input type="button" value="Refresh"/> Handset Registration <input type="button" value="Refresh"/>	<input checked="" type="checkbox"/> Do Not Disturb <input type="button" value="Next"/>
<input checked="" type="checkbox"/> Site DDI <input type="button" value="Next"/>	<input checked="" type="checkbox"/> Restrict Service <input type="button" value="Next"/>
<input checked="" type="checkbox"/> Voice Portal and Voicemail <input type="button" value="Next"/>	<input type="button" value="Info"/> Site Call Barring <input type="button" value="Next"/>
	<input checked="" type="checkbox"/> User Call Barring <input type="button" value="Next"/>

## Step 2

This will then present you with the below screen where you can add in a reference and then select the fault type from the dropdown.

### Fault Details

#### Partner Details

Contact Name: Tom Edwards  
Contact Email: tom.edwards@gamma.co.uk  
Partner Telephone Number: 02030000000  
Customer Reference:  ✓

#### Submit Fault

Fault Type: \*  
  
Please select...  
Call Quality  
Feature Fault  
Handset/Device/Soft Client  
No Calls  
No Service  
Systems Issue/Access

### Step 3

After selecting the fault type you will then be required to complete the rest of the fault form before submitting. Please note that where examples are required you will need to provide a minimum of 3.

### Submit Fault

Fault Type: \*  ✓

Fault Description: \*

Time and Date of Impact: \*

Has the service ever worked? \*

Inbound or Outbound Calls? \*


Gamma Access or Other ISP? \*

Affecting? \*

*Please provide a minimum of three fault examples.*

Date & Time	Calling From	Calling To	Duration	Description
There are no results for this request				

Please can you describe the first line diagnostics you have done, or anything that may help our support desk to resolve the fault.



## Step 4

After submitting the fault you will be given the support call reference, that you can then use to view the status and request updates to the fault.