

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:

tedwards@linditest.com

Telephone Number:

MAC Address:

Search

Horizon Health Check Panel

Access	Call Diverts
SIP ALG	Number Presentation
Handset Details	Fraud Management
Handset Registration	Do Not Disturb
Voice Portal and Voicemail	Restrict Service
Site DDI	Site Call Barring
	User Call Barring

Refresh

Back

Raise Fault

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

✕ Cancel ✓ Submit

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: *

No Calls

✓

Fault Description: *

Time and Date of Impact: *

Has the service ever worked? *

No

Inbound or Outbound Calls? *

Please select...

Gamma Access or Other ISP? *

Please select...

Affecting? *

Please select...

Please provide a minimum of three fault examples.

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

+ Add Example

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

✕ Cancel

✓ Submit

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.