

Withdrawal of Gamma mobile applications for Inbound, Business Continuity and SIP Trunk Call Manager

Please note the below message was communicated via the Gamma Portal on 23/02/24

Starting March 28, 2024, Gamma will no longer be able to support our Inbound, Business Continuity, and SIP Trunk Call Manager mobile apps on Apple and Android devices. While existing compatible devices can still use the apps, no further updates will be released. Additionally, these apps will be removed from app stores, and new downloads will be unavailable after March 28, 2024.

In Q2 2024, Gamma will introduce Multi-Factor Authentication (MFA) for Inbound and SIP Trunk Call Manager service portals to enhance security. Please note that MFA is not compatible with our mobile apps and enabling it will disable access through these applications. For further information, please refer to the below FAQ.

Frequently Asked Questions

- **Why is Gamma removing support?**
 - The mobile applications have very low usage of less than 1% of users for Inbound, Business Continuity and SIP Trunk Call Manager and there would be significant development costs to upgrade the apps for the latest mobile devices and security requirements.

- **What mobile devices are the apps compatible with?**
 - The apps are not compatible with versions of Android after v12 'Snow Cone'.

- **I already have the app on my mobile device. What does it mean when the app is removed from the app store?**
 - The app will still be available on the mobile device however users will no longer be able to download the app to a new phone or re-download the app if it is deleted from an existing mobile device.

- **I already have the app on my mobile device. Will the app stop working after it has been removed from the app store?**
 - The app will continue to work if it is compatible with the mobile device. However, if Multi Factor Authentication is enabled; the app will not be able to access the service.

- **What is Multi-Factor Authentication?**
 - Multi-Factor Authentication introduces an additional level of security for access to service portals to meet current industry requirements. Gamma will be providing more information about this feature during Q2 2024.

- **I am a Gamma partner. How do I know if my customers are using the mobile apps?**
 - Please contact your account manager and they will be able to provide a report of current app users.

- **Will Gamma continue to handle support questions about the apps?**
 - Gamma will investigate issues raised through usual processes and will continue to address faults resulting from issues other than mobile device compatibility, for example, a networking issue on the Gamma network.

- **Will Gamma completely stop the apps from working?**
 - We are not planning to completely prevent existing users of the apps accessing the service for at least 6 months and will provide future communications if this is planned

