Horizon October 2018 Release Note

Version	Date	Description
1.0	24 September 2018	Document created

Contents

Introduction

The Horizon October 2018 release will be made available during a number of evenings throughout October and will contain the following new features and improvements.

SoundPoint firmware update

In a product notice sent in July 2019 we reminded you that the SoundPoint devices were approaching the end of life date of the 31st October and our plans to upgrade SoundPoint devices to firmware version 4.0.14, so that sustaining support can be provided.

Once all phones have been upgraded, we will then introduce a new test schedule for the SoundPoint devices that guarantees the handsets will provide basic operations through platform upgrades. Those basic operations being:

- Provide dial tone and make a call

- Provide ringtone and receive a call

- Provide * code feature activation via keypad

- Maintain secure connectivity to the platform

The above said, we would still urge you to take proactive action to remove them from service at the earliest opportunity and please do take advantage of the renewal incentive to assist with this, full details of the original notice can be found by searching the Academy knowledgebase for "soundpoint withdrawal".

Please note the withdrawal notice only applies to SoundPoint devices, SoundStation conference units are not end of life.

Secure LDAP update for Polycom devices

By default LDAP traffic is transmitted unsecured but can be made secure and confidential by using Transport Layer Security (TLS) which was a recommendation following a recent security penetration test we had performed on Horizon.

On 17th/18th & 23rd October 2018 Gamma will be enabling this recommendation by making a configuration change to the entire Polycom device estate, ie all SoundPoint, SoundStation and VVX models, to enable secure LDAP, the change is expected to have no immediate impact on the VVX devices nor will it cause them to reboot or download any new software, it simply changes the device image from a standard LDAP setting to the desired secure LDAP on the platform and will be applied the next time the device reboots. The SoundPoint and SoundStation devices will have the setting applied as part of the update across the two nights.

As advised back in March, when we included this change on the Yealink firmware update, secure LDAP uses port 636 and the port will need to be open on the Horizon customers firewall. Gamma assured and converged DSL routers allow all traffic outbound so would be fine as will the CES horizon only circuits. There maybe a possible issue with Gamma CPN customers as their firewalls are configured on a per solution basis by the customer design engineers and will need to be

checked ahead of your customers planned firmware update. The same is true if you have a relaxed firewall set up from us. If Horizon has been delivered on non Gamma connectivity then you will need to ensure that port 636 is open on the firewall, otherwise the LDAP search will no longer return results. If you need help with this please contact Horizon Support via the usual channel.

Polycom VVX, SoundPoint (SP), SoundStation (SS) and Secure LDAP (SL) Rollout

The work is set to commence on the 8th October 2018 and complete by the 18th October 2018. Upgrades will take place between the hours of 9 pm in the evening and 2am the following morning.

We will perform the updates on a per App cluster basis meaning multiple device types will be upgraded each night. This may mean companies will be upgraded across different dates.

The App cluster to change control windows are fixed and cannot be changed under any circumstance.

The rollout schedule is:

Commencing at 9pm on the evening(s) of	App cluster scheduled for upgrade
8th October 2018 - All devices, all updates	App cluster 01 (Gamma internal account)
17th October 2018 - SP firmware and SP & SS SL update	App cluster 03, 05, 07, 09 and 11
18th October 2018 - SP firmware and SP & SS SL update	App cluster 02, 04, 06, 08 and 10
23rd October 2018 - VVX SL update to device image	

SP = Polycom SoundPoint devices

SS = Polycom SoundStation devices

VVX = Polycom VVX devices

SL = Secure LDAP

Important to note

In preparation we will be uploading the new SoundPoint firmware in advance of the rollout and as a result there will be the potential for a device to update outside of the planned overnight triggers.

For example, and for whatever reason if a device loses power or is caused to reboot then this will trigger the firmware upgrade, the only difference to a normal reboot is that the phone may take up to 15 minutes to reconfigure and reregister. This is due to the file size the device will need to pull down and then perform the update on itself.

Directory contacts entered and stored locally on the device will unfortunately be wiped as part of the reboot process as this device functionality is unsupported on Horizon.

If a reboot happens we recommend you do not attempt to interrupt the process as the phone is expected to take longer than usual to reboot. Whilst we have tested the interrupted upgrade scenario to our satisfaction it's better to be safe than sorry!

Horizon Integrator Site

On the 8th October we will be releasing an additional section to the Horizon Product pages under the Gamma website that provides information relating to all of the CRM's that we currently integrate with.
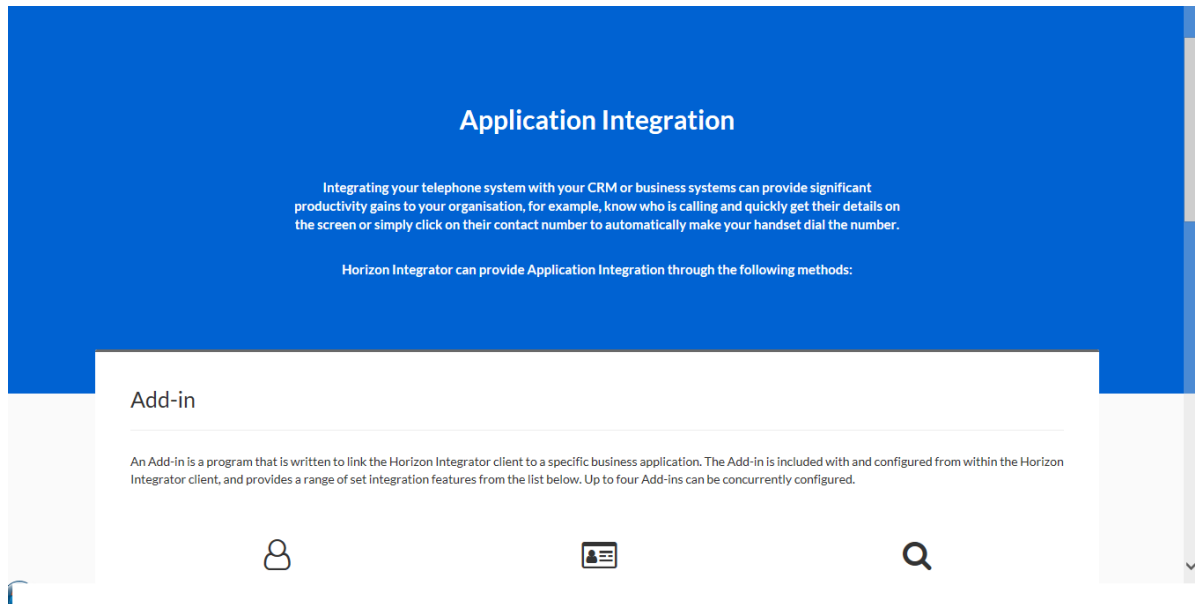
The site will be a click through as part of the FAQ's titled "What CRM's can Horizon integrate with?" at www.gamma.co.uk/products/voice/hosted-phone-system-horizon

What CRM's can Horizon integrate with?

Horizon has a considerable number of integrations and a very useful TAPI driver as well, in fact we have so many that they need their own webpage, browse our integration content.

Clicking on the "browse or Integration content" will take you to our new Application Integration page:

Application Integration

Integrating your telephone system with your CRM or business systems can provide significant productivity gains to your organisation, for example, know who is calling and quickly get their details on the screen or simply click on their contact number to automatically make your handset dial the number.

Horizon Integrator can provide Application Integration through the following methods:

Add-in

An Add-in is a program that is written to link the Horizon Integrator client to a specific business application. The Add-in is included with and configured from within the Horizon Integrator client, and provides a range of set integration features from the list below. Up to four Add-ins can be concurrently configured.
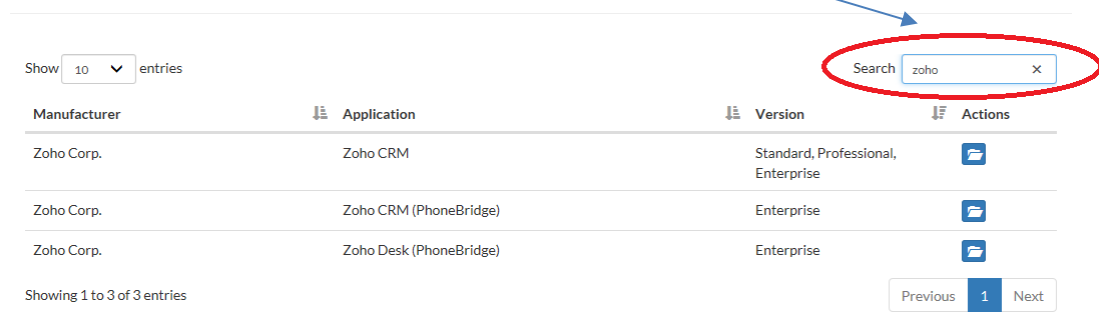
From the home page you will be able to view all of our current integrations either under the "Standard" tab or by searching via vertical "Markets"
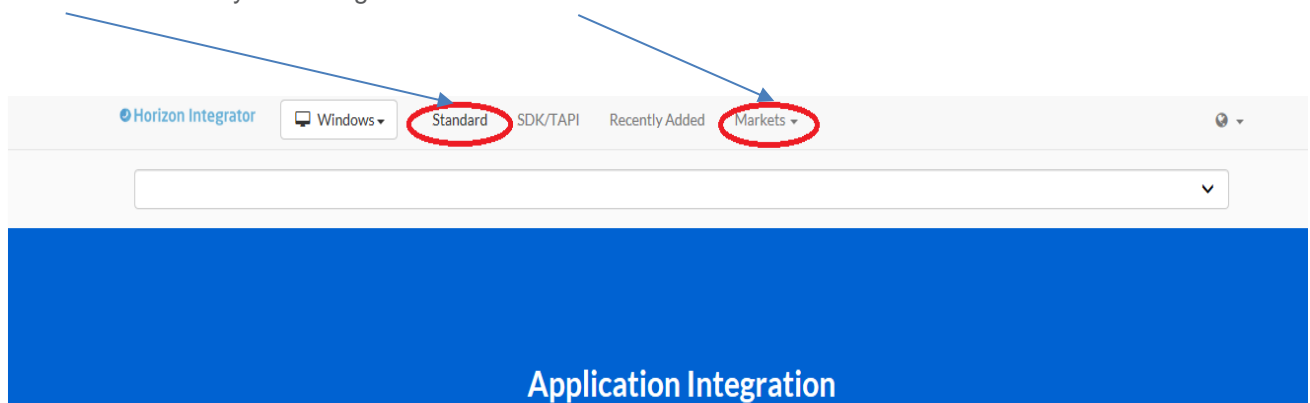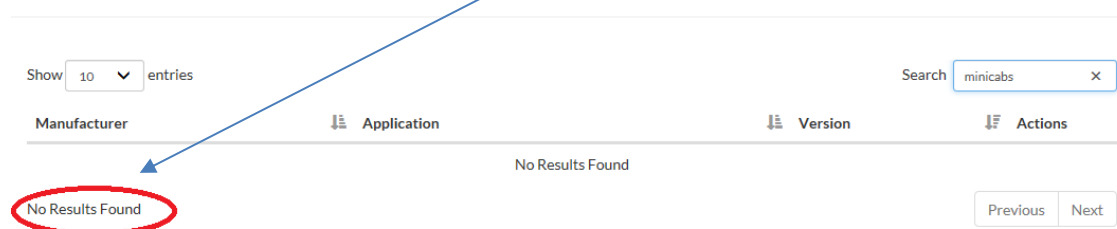

Once you have clicked on "standard", a list of available integrations will appear. You can then either select from the list or use the "search" field to find either the CRM or market you are looking for:

Integrator CRM

Show 10 entries   Search zoho ✕

Manufacturer	Application	Version	Actions
Zoho Corp.	Zoho CRM	Standard, Professional, Enterprise	📂
Zoho Corp.	Zoho CRM (PhoneBridge)	Enterprise	📂
Zoho Corp.	Zoho Desk (PhoneBridge)	Enterprise	📂

Showing 1 to 3 of 3 entries   Previous 1 Next

If we don't integrate with a particular CRM or market, then no search results will be found:

Integrator CRM

Show 10 entries   Search minicabs ✕

Manufacturer	Application	Version	Actions
	No Results Found		

No Results Found   Previous Next

Clicking on the actions tab, will reveal the detail for that particular CRM, including any Supported Features and version of Horizon Integrator:

You will also notice on the homepage, an available drop-down menu for SDK/TAPI.

Clicking on this service, will provide you with a list of our current TAPI integrations, including Client and Server. Please note that we only support TAPI in first party mode.

API Integrations

Client TAPI

Show [10 ▾] entries

Search [_____]

Manufacturer	Application	Version	Actions
Agent Pro	Agent Pro		📁
Blue Coat Software	FinPlan	9.4.1	📁
Bright Logic	Acquaint CRM		📁
CAS Mittelstand	genesisWorld		📁
GMG Property Services	Encore Live		📁
GREYHOUND Software	GREYHOUND CRM		📁
InfoCabs Global Ltd	InfoCabs		📁

Once you have selected the integration you wish to view, clicking on the "Actions" field at the side of the integration, will reveal information relating to that particular CRM and any Supported Features:

Integration Type

Client TAPI

Product / License Type

Horizon TAPI

Application Information

Manufacturer:	Application:	Market:
GREYHOUND Software	GREYHOUND CRM	General CRM

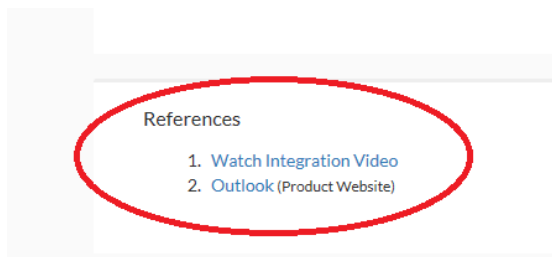#### Supported Features (related to Horizon Integrator version 3.0)

Features provided by the application vendor   ✓

The references section at the bottom of this page also provide a useful video:

The icons on each page will provide further levels of detail specific to each section

The URL for our new Horizon Integrator reference page can be embedded into your own website, however please be aware that we are unable to offer a white-labelled service. The URL is :

http://integrator.unlimitedhorizon.co.uk/crm-integrations/windows

Feedback

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