

Connect

User Guide - Android

Version	Date	Description
1.0	27/04/2018	Document created
2.0	25/06/2018	Updated document format, known behaviours
2.1	31/08/2018	Updated Permissions section
2.2	09/01/2019	Added Call Forwarding Selective to the Appendix section
3.0	28/01/2019	Updated with new Horizon Portal branding

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Welcome...

Welcome to the Gamma Connect, a fixed/ mobile solution that integrates your Gamma mobile phone with your office telephone system, bringing the power of your desk phone to your mobile.

This guide is an introduction to your new Connect service and MyConnect, the companion Android app.

In this guide, we'll tell you how to get set up, the features you have access too, and any extra detail to help you make the most of your new service

Getting Started

- All of your voice services are managed by Horizon and configured by the Horizon Administrator.
- Call settings like Call Forwarding, Call Waiting, Do Not Disturb, Block Caller ID are managed by Horizon. Even if your mobile provides these settings, contact your Administrator to make sure your Horizon profile is configured correctly to ensure a consistent experience for all your calls.

If you already have Gamma mobile...

- Gamma mobile SIMs automatically update when upgraded to Connect - this will update particular SIM settings like the voicemail number.
- **Please note: On occasion these updates are not applied, this can be simply resolved by restarting the mobile phone**
- If you have existing voicemails when your service is upgraded, you will still be able to retrieve them by manually accessing your mobile voicemail and inputting your mobile PIN.

Voicemail

Connect unifies your voicemail, ensuring you can handle all of your messages across every device.

Please note: Custom greetings will need to be recorded again when joining Connect, greetings on previous voicemail platforms are not going to be ported on the Horizon voicemail.

If you already use Horizon and already have a greeting pre-recorded, you will not need to re-record.

For more information, please refer to the Appendix

Extension Dialling

From the set up of your Connect Service, you'll be able to dial any internal company extension directly from your mobile, with no configuration or set up required.

Call Recording

Using Connect, you'll be able to record a call just as you would from your desk phone.

- Dial *1 mid call to record on demand
- Dial *3 mid call to pause call recording
- Dial *7 mid call to resume call recording

Please note: this excludes inbound calls to the user's mobile number (07x), these calls cannot be recorded. Gamma is working on a call recording solution that can cover also this scenario.

Roaming

Connect features are available on most networks when roaming overseas. If you need to roam using non-supported networks, the Connect features will be temporarily unavailable, while mobile voice, text and data will continue to be available.

Please note: international number presentation cannot be guaranteed, we cannot guarantee presentation of a UK CLI across international carriers.

Even when Connect features are not available, and hence you are not able to dial the voicemail extension (e.g. *62), you are able to access your voicemail from abroad by dialling the full voicemail number as setup by your Horizon Company Administrator.

MyConnect app

How does MyConnect work?

The Connect service uses your Horizon user account to synchronise settings, passwords and call flows between all of your fixed and mobile devices. MyConnect is a companion app, designed to be used in conjunction with the Connect service to provide the user with an enriched experience on their Android phone.

You can use MyConnect on one smartphone at a time and that device must use the Gamma Mobile SIM/number associated to your Connect subscription.

It is worth noting that Connect delivers phone calls over cellular networks and this is also true when using the MyConnect companion app. In other words, calls made from MyConnect are not made using Wi-Fi, but rather the standard mobile network.

Whilst voice calls are carried over the cellular network, the MyConnect app features (e.g. Call Transfer, changing Call Forwarding settings, Visual Voicemail) require an internet connection. The table below shows what is available to the user depending on the network coverage. To work properly the MyConnect app requires voice and data coverage:

Available coverage	Make/receive phone calls	Companion app features/settings
Voice & data (3G, LTE, Wi-Fi)	Yes	Yes
Voice only (no data/internet)	Yes	No
Data only (e.g. Wi-Fi only, no mobile signal)	No	Yes*

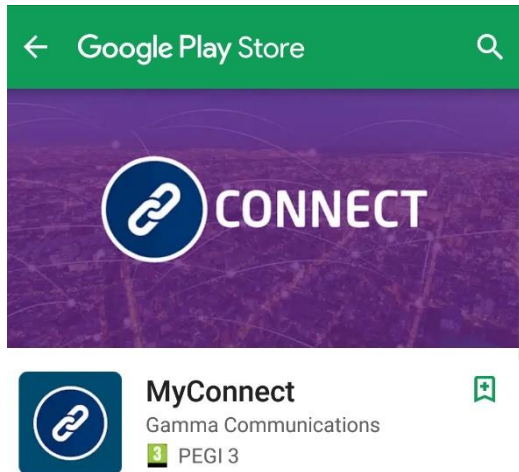
*Mid-call features not available because phone calls cannot be made/received on a data-only connection.

First-time Use

Installation

To get the best of Connect, you can download our companion app, MyConnect,

Upon being set up for your service you'll receive a link via text to download the app, or alternatively, search for 'MyConnect' within the Google Play store.



Once you've found the app, tap *Install* and the app will download and install.

Once installation is completed, the first time you open the MyConnect app you will be shown the End User Licence Agreement (EULA) that needs to be accepted before you can proceed to sign in. Please note that to be able to tap on *Accept* you need to scroll down to the bottom of the EULA.

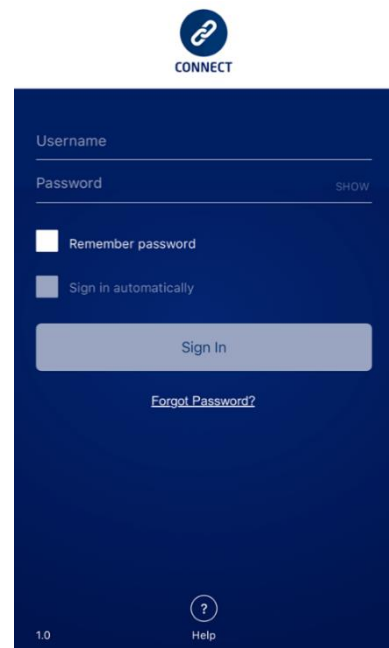
Signing In

After accepting, enter your username and password. These will have been emailed to you upon set up of your Horizon account.

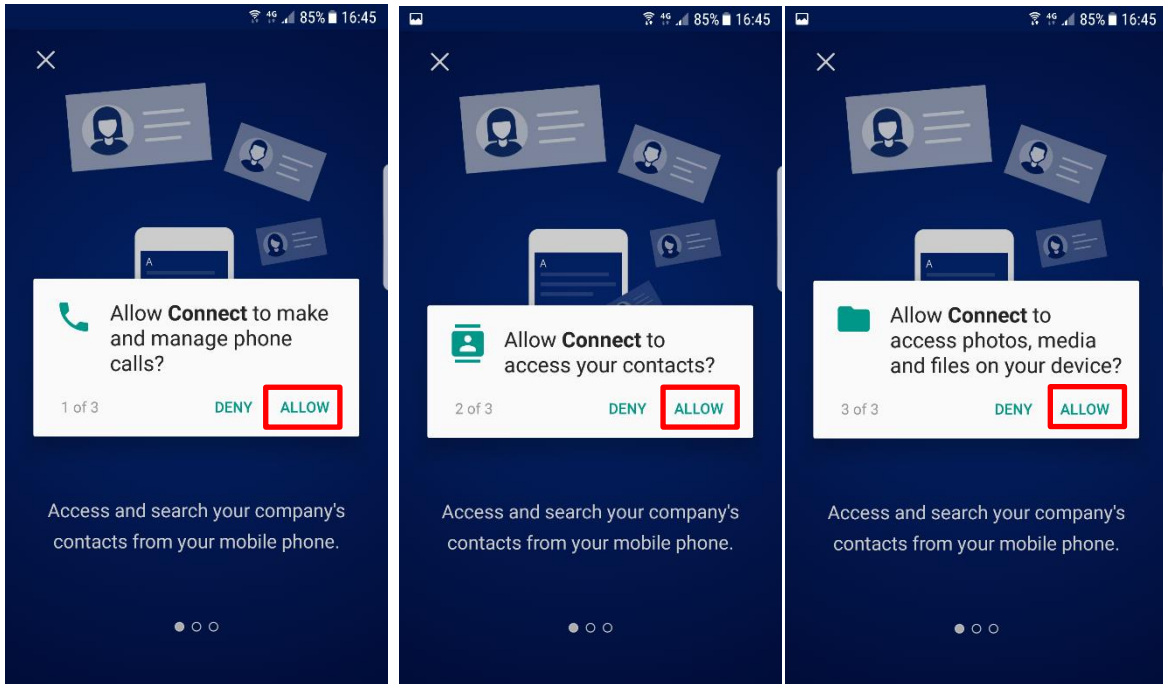
Please note: These are different than the Horizon Portal login details. Please speak to your Administrator if you don't have your log in details.

The password is 35 characters long. It is recommended to copy this from your email.

If required you can show the password while you are typing it. It is recommended that you set up your app to remember the password and sign in automatically when your device starts.



Permissions



To offer the best service, the MyConnect app needs user permissions to have access to the device's phone, contacts and media. The permission requests are prompted straight after login and we strongly recommend you grant each permission by tapping on *ALLOW*.

Please note that no contacts data will be uploaded to Connect servers.

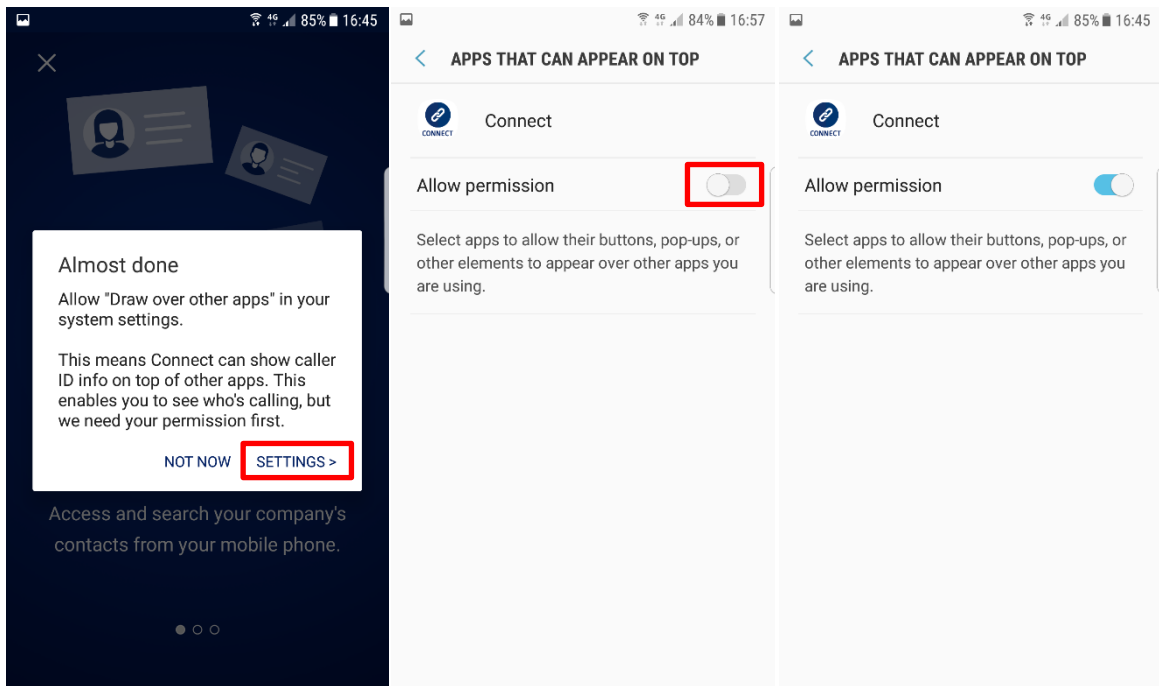
Users on Android OS version 9

Users with devices running version 9 (also known as Android P or Android Pie) of the Android operating system need to allow MyConnect to access their phone call logs. This is controlled by the new Call Log permission introduced in Android P, which needs to be allowed by users in order for the Caller ID feature to work and so that MyConnect can display recent calls.

- New installations: users on Android 9 devices downloading and installing MyConnect for the first time will be prompted the permission request to access call logs upon first-time log in, as for the other permissions displayed above
- App upgrades: MyConnect users on Android 9 devices upgrading the MyConnect app from the Play Store may need to manually allow the call logs permission from the settings. You can check whether this is required from MyConnect app settings: Settings>Incoming Caller ID>Call Logs

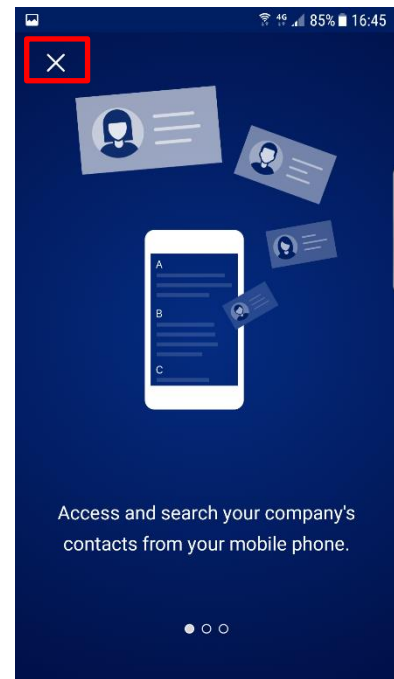
Display on top of other apps

The last permission request prompted to the user allows the MyConnect app to display on top of other applications that the user is using. This permission is needed in order to enable the Caller ID feature of Connect, explained in details later in this document. The prompted request will appear as below, the user needs to tap on "SETTINGS" and then allow the permission.



Tutorial

After the permission requests, the user is presented with a tutorial about the app and its main features. The tutorial is shown only the first time the app is used and can be skipped by tapping on the close button at the top-left corner of the screen. It is possible to revisit the Tutorial at a later date via the Settings menu.



Basics

The main view contains the following tabs, allowing the user to:



Contacts

Access and search the Company Directory and their own mobile contacts



Calls

View calls (made, received and missed)



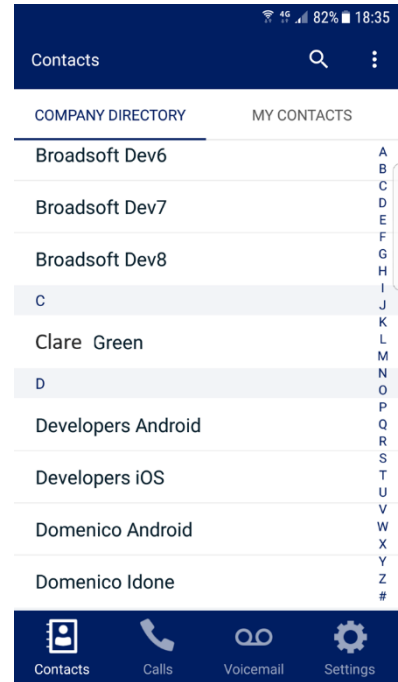
Voicemail

Access, playback and manage voicemails



Settings

Access Outgoing Number and other calling settings, as well as Help details



Contacts

There are two tabs giving the user access to:

- "Company Directory": contacts from the Horizon directory, which gets updated after every sign-in or can be refreshed by pulling down the Contacts screen
- "My Contacts": user's mobile contacts

The search function is accessible from the top bar and allows the user to search by name or number. The contact search is performed against both Company Directory and mobile contacts.

The user can add and delete contacts to/from their mobile contacts. However, contacts cannot be added to the Company Directory, or deleted, because this directory is managed by the Horizon company administrator. The user can add a contact from the Company Directory to their mobile contacts.

Tapping on a contact opens up "Contact Info", showing the selected contact details and allowing the user to call, send a text or an email.

Even if the call is started from the MyConnect app, it is performed by the native mobile dialler which is automatically displayed to the user as soon as the call is placed.

Behaviour in case of no data connection

- Company Directory contacts can be downloaded or updated if the mobile has a data connection (mobile data or Wi-Fi). In case of lack of data coverage, company directory contacts can be shown if they had been previously retrieved.
- User's mobile contacts are always shown, even without data connection

Calls

There are two tabs giving the user access to:

- "All calls": view all calls (made, received and missed)
- "Missed": view missed calls only

In addition to calls received/made from the mobile, calls received/made from user's Horizon fixed devices and soft clients are also shown. Horizon mobile clients can be used to make an receive calls over Wi-Fi. It is recommended that you only use Horizon mobile clients in an emergency, e.g. when you are in a poor coverage area but you have Wi-Fi. For more information, refer to the Appendix.

The user can call back from any of the call entries, or can tap to access "Call details", which shows information such as type of call, date and time of the call.

The user can also delete the whole call history in one go, tapping the bin icon on the top bar.

Behaviour in case of no data connection

Calls cannot be updated without a data connect (mobile data or Wi-Fi).

Voicemail

All voicemails received by the user are visually displayed here, with new voicemails highlighted with a red dot. The user can select any of the voicemails and once a voicemail is selected the user can:

- Playback the message (loud speaker and bluetooth are supported)
- Call back the caller who left the voice message
- Send a text
- Delete the voice message

The user can also delete all voice messages in one go, tapping on 'Delete All Voicemails' from the contextual menu.

Behaviour in case of no data connection

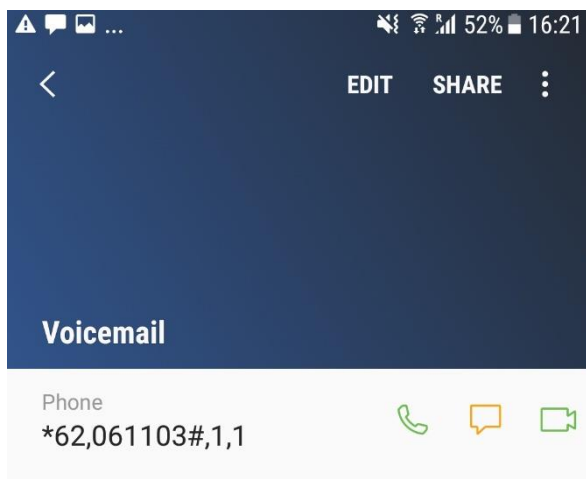
It is important to note that voicemails can be displayed if there is a data connection. In case of lack of data coverage (mobile data or Wi-Fi), the user can still access their voicemail by dialling the voice portal. The voice portal can be also dialled from the contextual menu.

Dialling your Voicemail

For security reasons, a password is required to access the Horizon voicemail. To avoid having to enter the passcode when dialling voicemail from the mobile, it's recommended to modify/create a voicemail contact in the mobile address book and save it in the following format:

voicemail_number,passcode#,1,1.

In the example below *62 is the voicemail number and 123456 is the passcode.



Please note: if you need to access and change voicemail features (amending settings, and recording custom greetings) then *62 needs to be dialled.

Settings

My Outgoing Number

My Outgoing Number shows the user their Mobile Presentation, i.e. the number that they present when calling from their mobile. Depending on whether the Administrator gave permission to use Mobile Presentation, the user is able to change this setting).

Another option available to the user is "Show My Caller ID", it allows the user to withhold their number when calling. This setting option will be applied to all of the user's devices, including Horizon fixed devices.

If the user has the permission to change their Mobile Presentation, three options are available:

My Outgoing Number:		<ul style="list-style-type: none">• 'Ask Me Every Time': allows the user to choose their presentation number before any calls made from the MyConnect app.
Show My Caller ID	<input checked="" type="checkbox"/>	<ul style="list-style-type: none">• NB: when calls are made from the native dialler the number presented in the last outgoing call is used
Ask Me Every Time	<input type="checkbox"/>	
Fixed	<input type="checkbox"/>	<ul style="list-style-type: none">• 'Fixed': sets Mobile Presentation on user's fixed number, i.e. any call made by the user from their mobile will present the fixed number
Mobile (07458010304)	<input checked="" type="radio"/>	<ul style="list-style-type: none">• 'Mobile': sets Mobile Presentation on user's mobile number

Other settings (includes Help)

The user has access to:

- Do Not Disturb
- Alert mobile for group calls: control on whether the mobile should be alerted upon calls from groups (e.g. Hunt Groups, Call Centre Groups). For more information, please refer to the Appendix.
- Call Settings
 - Call Forwarding settings (forward when busy, when unanswered, when unreachable, always)
 - Call Waiting
 - Press '0' to transfer: allows the user to enter a phone number where an incoming call can be transferred to after the call has reached user's voicemail. If such feature is activated, we strongly recommend the user to modify their voicemail greeting to make it clear to the caller. Example of greeting "I'm currently busy and cannot take your call, please leave a voice message or press zero to be transferred to Customer Support". Use case example below:
 - ◆ User enters the Customer Support number in "Press 0 to transfer" option
 - ◆ User receives a call but cannot answer

- ◆ Caller reaches voicemail
 - ◆ Greetings are played: the caller is informed that can press 0 to be transferred to Customer Support
 - ◆ Caller presses 0 and gets transferred to Customer Support
-
- Incoming Caller ID: provides information to the user regarding whether the feature is enabled/disabled and what to do to change it
 - Help section, with access to FAQs, User Guides, Tutorial and Info about the app.

From "Settings" the user can also sign out of the app.

Behaviour in case of no data connection

Settings can be updated only if there is a data connection (mobile data or Wi-Fi). In case of lack of data coverage, latest settings are displayed but the user will not be able to change any setting.

Widget

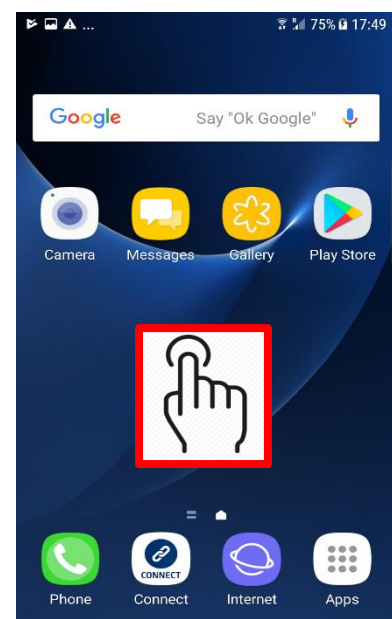
The MyConnect app also provides a widget, that enables the user to access relevant features such as Presentation Number and mid-call features in an easy-to-use way. Two widget sizes are available: 4x1 and 4x2.

The widget is state-aware; depending on the user being on a call or not, the widget presents a different interface and different functions.

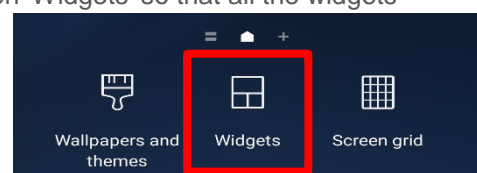
How to set the Connect widget on a Android device

As with any other Android widgets, the user needs to manually add the Connect widget to the phone screen. Below are the simple steps to follow:

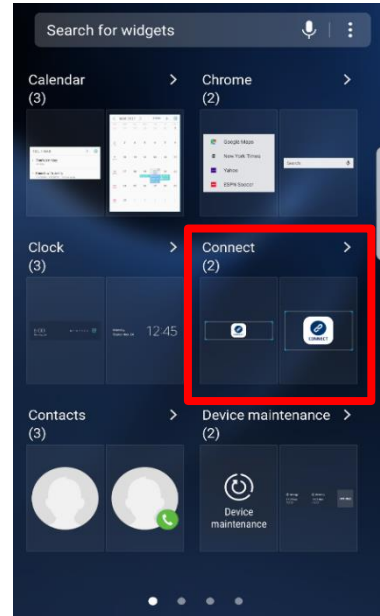
- Long press on the screen you want to add the Connect widget on



- Few actions will be shown to you on the screen, tap on 'Widgets' so that all the widgets available to you will be shown



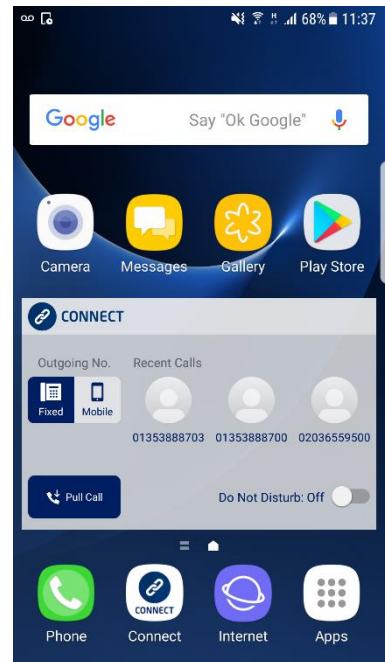
- Navigate through your available widgets until you find Connect, then tap on the Connect area



- You can now choose the Connect widget between the two options: 4x1 (small size) and 4x2 (medium size).



- Tap and hold on the option you prefer (e.g. on the 4x2 option) to drag the widget on your screen.



Connect widget when not on a call

When the user is not on a call, the 4x2 widget will show:

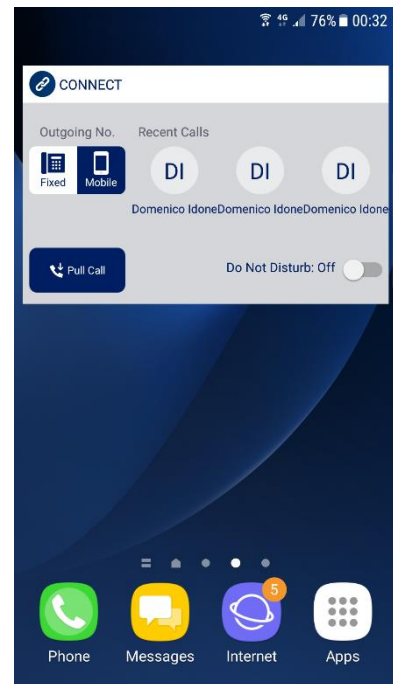
- Outgoing Number
- Recent calls
- Pull Call
- Do Not Disturb

Outgoing Number displays to the user their current Mobile Presentation setting (i.e. the number the user presents when calling from the mobile). If the user has been given permission by the Administrator, they can change Mobile Presentation using the toggle available on the widget.

Recent calls show the latest calls, which the user can simply tap to call back.

Pull Call allows the user to move an ongoing call from a Horizon fixed device to their mobile.

Finally, the widget allows quick access to Do Not Disturb, which can be enabled/disabled by tapping on the DND switch button.



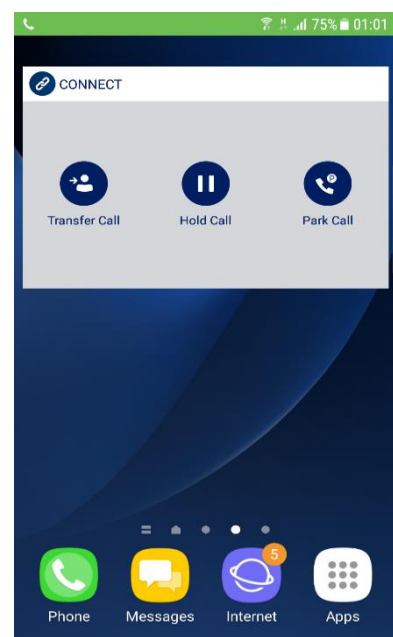
The 4x1 widget is a smaller version of the widget, displaying Outgoing Number and Recent Calls.



On-call widget

When the user is on a call, the widget provides quick access to the following mid-call features:

- Transfer Call
- Hold Call
- Park Call



Transfer Call

Consultative transfer (sometimes referred to as attended transfer) is supported by the Myconnect app. This means that the user has to first establish a call with the contact he will transfer the call to before transferring the ongoing call.

Steps

- User is on a call with user B
- Before transferring the call to user C, user calls user C putting user B on hold
 - NB: this is done using the 'Add call' feature of the native dialler
- User accesses to the Connect widget while on the call by entering the phone screen where the Connect widget has been placed on
- User taps on the 'Transfer Call' button on the Connect widget

Hold Call

Allows the user to put the ongoing call on hold playing the announcement set in Horizon via the 'Music on Hold' feature.

Steps

- User accesses to the Connect widget while on the call by entering the phone screen where the Connect widget has been placed on
- User taps on the 'Hold Call' button on the Connect widget

Park Call

Allows the user to hold the call for an extended period of time, allowing them access to other features and calls. The MyConnect app allows the user to park calls against their own extension number, it is not possible to park calls against other numbers.

Steps

- User accesses to the Connect widget while on the call by entering the phone screen where the Connect widget has been placed on
- User taps on the 'Park Call' button on the Connect widget

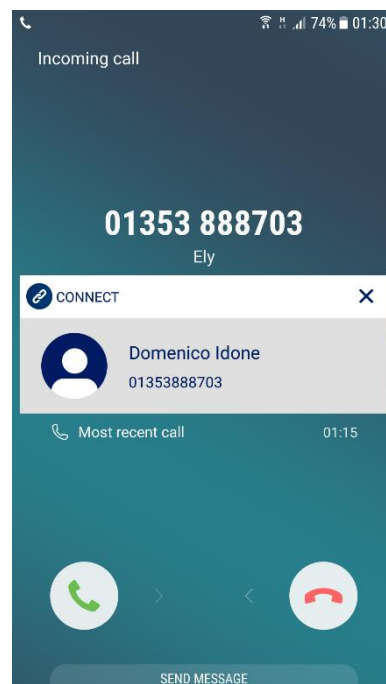
Behaviour in case of no data connection

All widget features work only if there is a data connection (mobile data or Wi-Fi). In case of lack of data coverage, the user will not be able to use the Connect widget.

Connect Caller ID

This feature provides caller ID information (the name of the caller) when receiving internal incoming calls, in the scenario when caller's number is not saved in user's mobile contacts but is stored in the Company Directory. For any caller already stored in the user's mobile contacts, the caller ID will also be displayed.

When the native incoming call screen shows just the caller's number, the MyConnect app queries this number against the company directory. If a match is found, the name of the caller is displayed as an overlay to the incoming call screen.



Enabling non-geographic numbers on CallerID

To enable non-geographic numbers (NGN), like 08 or 03 numbers, on the CallerID feature, Horizon Administrators are advised to add these NGN's as entries in the external company directory on the Horizon GUI under Administration -> Directory -> Add.

Otherwise if user's presentation number is set on a NGN number CallerID will not be able to show the user's name on an internal call.

Appendix

Known Behaviours on Android devices

- In some cases the 'Company Directory' contacts (i.e. the contacts from the Horizon directory) may not be downloaded successfully. If this happens the user is notified by the MyConnect app and can refresh the 'Company Directory' by pulling down the Contacts screen.
- Contact search works properly if 'Company Directory' contacts have been entirely downloaded. If search is not showing contacts expected to be in the directory it is recommended to refresh the 'Company Directory' by pulling down the screen
- The directory needs to be downloaded every time the user logs in, the user refreshes or the operating system clears it out from its memory. On Android this is a relatively frequently occurrence since Android is quite on top of memory management. This means that when the user opens the app again the directory will need to be downloaded.
As this is a behaviour caused by the operating system there is little we can do about this at present. In future releases we are planning to store the directory in the handsets disk storage rather than its memory which will resolve this issue
- Disabling 'Call Waiting' in the native mobile settings will disable this feature even if Call Waiting is enabled in the MyConnect app. It recommended to enable 'Call Waiting' in the native settings and then manage this feature from the MyConnect app
- In some LG devices (e.g. LG V20) after uninstalling the MyConnect app from the home screen, it has been observed that MyConnect is still available in the applications list (Settings>Apps) but with 'Disabled' state.
In this case, if the user previously (i.e. prior unistallation) enabled the MyConnect app to remember password and login automatically, if the MyConnect app is installed again it will login automatically as the application data was not cleared.
- On LG devices it is recommended to uninstall MyConnect from the applications list (Settings>Apps), and not from the home screen
- Phone number search is not looking at e.164 numbers when use searches for number with leading 0: if a user searches for 07900785181 but the contact is stored with number in format +447900785181 then the app will not find any results as it is looking for the number with a leading 0 rather than all possible formats (ie e.164)
- If an end user is listening a lengthy visual voicemail and their handset locks itself after no activity then the voicemail will stop playing. Users will need to unlock and tap play to continue, or alternatively they'll need to tap the phones screen intermittently to keep the device active.
We are looking at fixing this behaviour in future releases
- MyConnect app doesn't drop Bluetooth connection after listening to visual voicemail: if an end user listens to visual voicemail via Bluetooth, after the voicemail has finished playing the app 'hangs' onto the Bluetooth call audio channel. This means that when they resume playing music or any other audio source on their phone it will be sent over the call audio channel (very low fidelity) rather than the standard Bluetooth audio channel. To trigger the app to release the Bluetooth channel you need to sign out of the app and back in again. We are looking at fixing this behaviour in future releases.
- Voice portal appearing multiple times in the directory: depending on how many sites an Horizon company has the voice portal can appear multiple times in the directory. This is because every site has its own voice portal (albeit they will all have the same extension) meaning that every sites voice portal has an entry in the directory

- Calling 'work' number of voice portal results in call not being sent to dialler: when viewing the voice portal as a contact card, if you tap the 'work' number rather than the extension number then it will result in an error advising 'To place a call, enter a valid number' and then the call failing. We are looking at fixing this behaviour in future releases.

Other Known Behaviours

Known Behaviour	Resolution
<p>For users who already have their mobile service provided by Gamma Mobile, the Gamma Mobile SIM is updated over the air and therefore there should be no need to restart the mobile phone. This will update SIM settings like the voicemail number. Very occasionally, these updates are not applied which means that tapping on voicemail notifications will dial Gamma Mobile's voicemail number instead of the Horizon voicemail number.</p>	<p>This can be rectified by restarting the mobile phone</p>
<p>For users already on Horizon before joining Connect: Company Admins should remove Connect mobile numbers from all features on Horizon set to ring the user's mobile number (divert on busy, no answer, unreachable, Twinning, Remote Office). This is not required once the user is on Connect.</p>	<p>If the Horizon voicemail was not set up for the user because for example the user used their mobile voicemail, then upon Connect activation the Horizon Administrator will need to set up the Horizon voicemail for the user. We recommend that Horizon Administrators check that the Horizon voicemail has been set up for any new Connect user</p>
<p>Roaming abroad: We cannot guarantee number presentation if you are calling an international number or a mobile that is roaming internationally. This means that you may find that a user's Horizon number is presented regardless of what outbound presentation settings you have configured</p>	<p>Connect services may not be available in some overseas networks (that do not support a certain signalling protocol). Nevertheless, mobile voice, text and data are always available</p>
<p>VoiceMail:</p> <ol style="list-style-type: none"> 1. Access to voicemail inbox from mobile requires a PIN (the same PIN used when dialling voicemail from fixed Horizon endpoints (desk phone, laptop)). 2. New voicemail notification is removed on the mobile only when all messages have been saved or deleted. 	<p>If you have any voicemails on the Gamma Mobile platform you'll need to manually dial the Gamma Mobile voicemail number input your Gamma Mobile PIN to retrieve them. Horizon will handle all your mobile voicemails once you have been provisioned onto Connect.</p>

<p>Any treatments on Horizon set to ring user's mobile number (divert on busy, no answer, unreachable, twinning, Remote Office) should be disabled.</p>	<p>They are not required anymore once the user is on Connect.</p>
<p>The Horizon app causes double alerts (duplication of incoming/missed call notifications).</p>	<p>Gamma suggest Connect users to use the Horizon app only as a Wi-Fi fall-back option.</p> <p>iPhone users should not log in to the Horizon app unless strictly necessary. This is because since the latest update of the Horizon iOS app there are issues with receiving a call. The updated app supports Apple CallKit and this has impacts on the way calls are received by Connect users</p>
<p>Calls ringing both fixed and mobile devices: incoming calls answered on a fixed Horizon end-point (desk phone, laptop) do not clear the notification on the mobile which will show a missed call notification for a call actually answered on another device.</p>	
<p>SIM updates to change the user's voicemail click-to-dial details very occasionally aren't applied. This means clicking voicemail notifications will go to Gamma Mobile.</p>	<p>This can be rectified by getting the user to restart their mobile device.</p>
<p>Rejecting a call with a message always sends (back to the caller) the text from the mobile number, even if caller dialled user's geographic number.</p>	
<p>The Connect App does not display Call Forwarding Selective (CFS) settings. If Forward Always is enabled on the app this disables the CFS in favour of Call Forward Always. A user will need to logon to the Horizon web portal to reactivate CFS.</p>	
<p>Do Not Disturb: if enabled in Horizon it will apply to all user's devices and numbers. So please be aware that if the user turns on Do Not Disturb on their geographic number from a Horizon fixed device or soft client then the mobile device will not ring, even if the user's mobile number was dialled.</p>	<p>If Do Not Disturb is enabled on the mobile device via the native settings it will apply only to the mobile phone and the other devices will be alerted upon incoming calls</p>

<p>Caller ID: if the user receives a call from a call group (e.g. Hunt Group) on their mobile the name of the group (e.g. 'Sales Hunt Group') is not shown.</p> <p>Instead if called party answered on a Horizon fixed device the name of the group is displayed as Caller ID.</p>	<p>The next release of the MyConnect companion app can show call groups' names through the Caller ID feature of the app.</p>
<p>Caller ID: If the user is set to present their site number and they call another Connect user, if the call is answered on the mobile the presented number on the called party is the site number, not user's DDI.</p> <p>Instead if called party answered on a Horizon fixed device the presented number could be user's DDI (if the Admin had set this on the Horizon web portal)</p>	<p>The next release of the MyConnect app can show caller's name on incoming calls even if the caller is set to present their site number. This will be achieved through the Caller ID feature of the MyConnect app.</p>

Minimum requirements

To avoid performance issues, it's important to ensure that your device meets the right application requirements. The minimum spec is as follows:

Devices that are running Android OS 5.0 or later that conform to the following requirements:

Dual-core CPU (or higher)

1 GB RAM (or higher)

ARMv7 instruction set

Minimum screen resolution 320 x 480

Group Calls

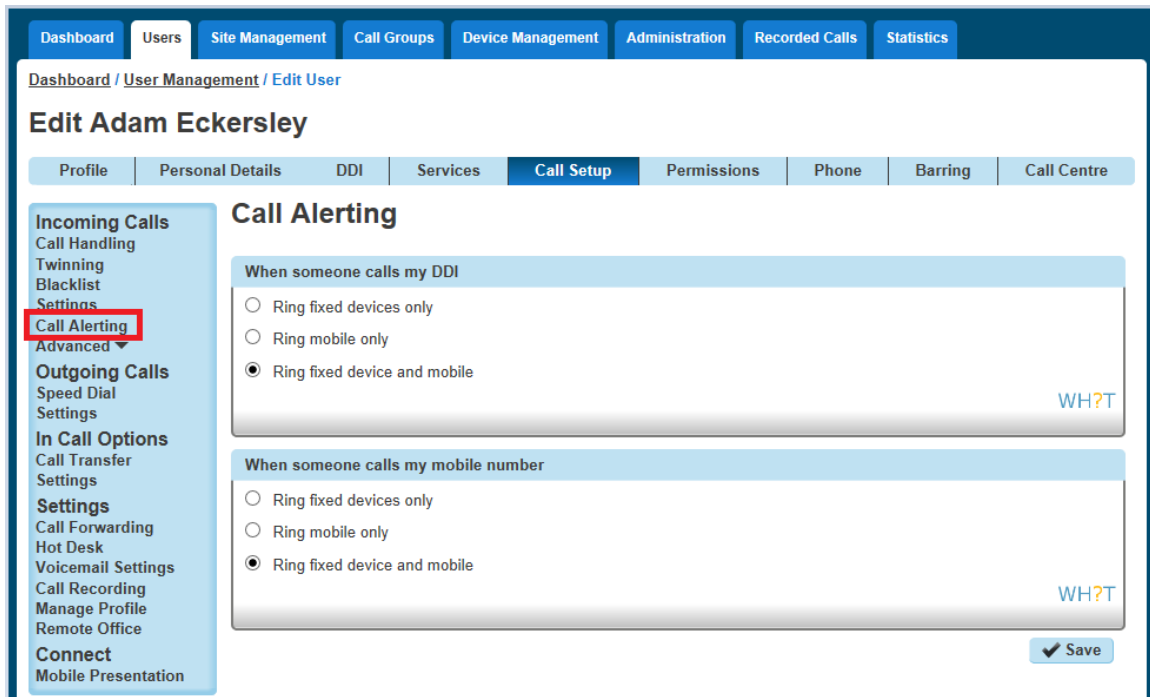
If allowed by your Horizon Administrator, Connect allows you to manage the service to decide whether your mobile will ring upon incoming calls from groups, such as Hunt Groups or Call Centres. Go to *Call Setup* and click on *Settings*

The screenshot shows the 'Edit Adam Eckersley' user management interface. The top navigation bar includes 'Dashboard', 'Users', 'Site Management', 'Call Groups', 'Device Management', 'Administration', 'Recorded Calls', and 'Statistics'. The breadcrumb trail is 'Dashboard / User Management / Edit User'. The main navigation tabs are 'Profile', 'Personal Details', 'DDI', 'Services', 'Call Setup', 'Permissions', 'Phone', 'Barring', and 'Call Centre'. The 'Call Setup' tab is active, and the 'Incoming Call Settings' section is expanded. The settings list includes: 'Reject Withheld Numbers' (off), 'Enable music for calls on hold' (on), 'Lookup Caller ID when none is Provided' (on), 'Present Incoming Caller's ID for External Calls' (on), 'Present Incoming Caller's ID for Internal Calls' (on), 'Do Not Disturb' (off), and 'Distinctive Ring for External Calls' (off). The 'Ring my mobile when I receive a call from a call group' setting is highlighted with a red box and is currently turned 'on'. An 'Apply' button is visible at the bottom right.

Please note: If you are part of a Hunt Group and you only use a mobile phone then you should make sure that Call Waiting is turned OFF.

Call Alerting

If allowed by the Horizon Company Administrator, the user can change their Call Alerting settings from their Horizon Portal, by clicking on *Call Alerting* in the *Call Setup* section of the portal.



Please note: upon incoming calls ringing both fixed and mobile devices: incoming calls answered on a fixed Horizon end-point (desk phone, laptop) do not clear the notification on the mobile which will show a missed call notification for a call actually answered on another device.

Call Forwarding Selective

Connect users will be able to forward calls selectively depending on the number that was called, this means different call forwarding criteria for their fixed and mobile numbers.

E.g. if someone calls 'my fixed number' then calls can be forwarded to 01234 567890 and if someone calls 'my mobile number' then do not forward calls.

Connect users will have a third option in their Call Forwarding settings: 'Forward calls selectively, determined by called number'.

'Send the call to voicemail' is available only to users who use the Voicemail add-on.

Please note: Call Forwarding Selective settings are not shown in the MyConnect companion app.

Setting up Soft Clients

The Horizon mobile soft clients can be used to make and receive calls over Wi-Fi or mobile data.

Please note: there can be a duplication of notifications for incoming calls, one from the mobile soft client and another from the mobile

- It is recommended Connect users log out of the Horizon mobile soft client and log in and use it only as a fall-back method.
- Please be aware that the Horizon mobile soft client allows users to set call forwarding against their Connect mobile number, it's recommended that users avoid such configuration because it could have an impact on your service.