

Frequently Asked Questions - About the Collaborate refresh

Why is this happening?

The existing Horizon softphone dialler and Collaborate soft-clients are dated and need refreshing. The new client delivers a significantly improved customer experience, with the development driven by analytics, research and user feedback. With complete control of the interface and underlying technology platform, we will also have the autonomy to undertake a programme of continuous improvement based on your requirements.

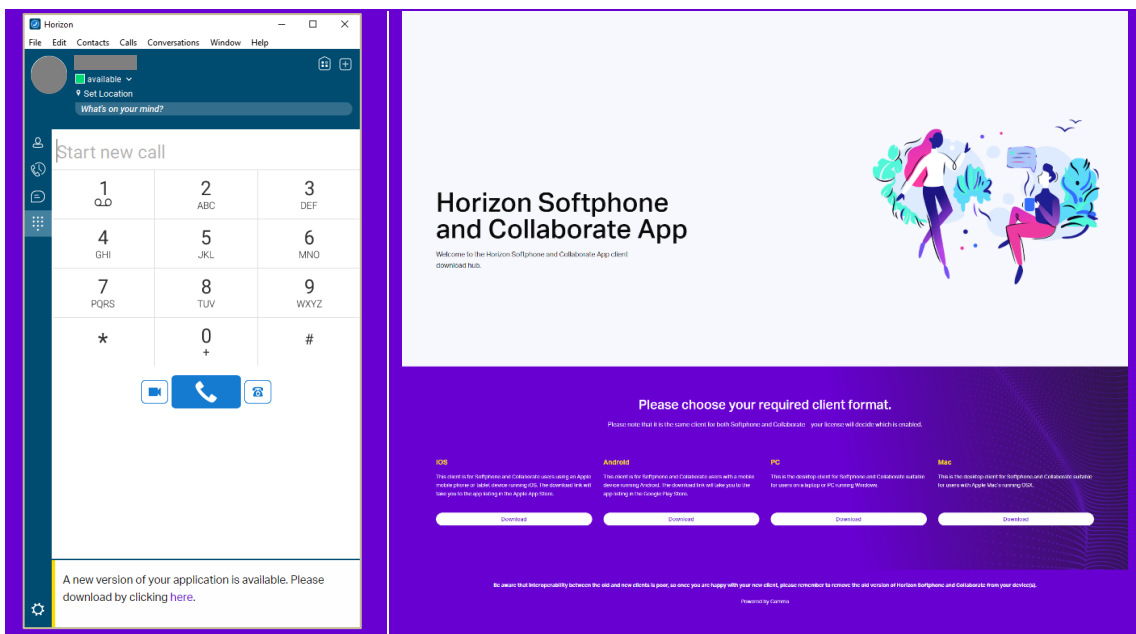
What do I have to do?

You need to download the new version of your apps - desktop and mobile.

The Desktop end-user journey

When you log into your existing Horizon desktop application, a footer (see image below) will appear indicating that there is a new version available to download and will remain at the foot of each menu screen.

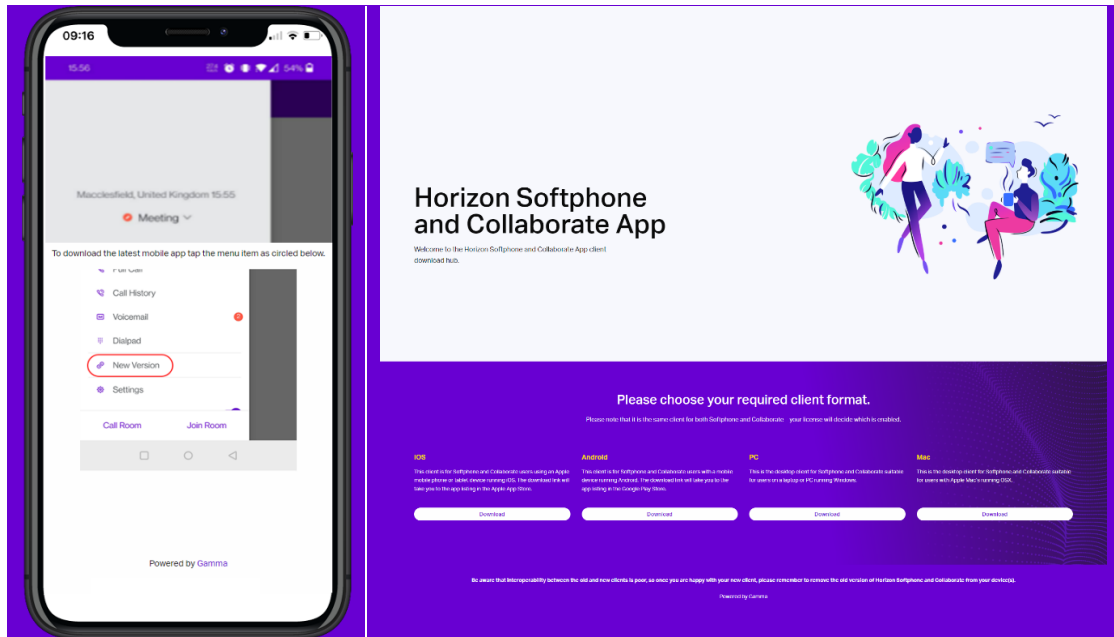
When you click on '[here](#)' you will automatically be taken to the Horizon Softphone and Collaborate App download page where you can select and download the appropriate version of the new release.



The Mobile end-user journey

When you log into your existing Horizon mobile application, the landing page below will appear indicating that there is a new version available to download.

When you click on 'New Version' you will automatically be taken to the Horizon Softphone and Collaborate App download page where you can select and download the appropriate version of the new release.



From w/c 4th April, the new release will also be available to download by searching 'Horizon' in the Google Play Store or Apple App Store.

What if I have forgotten my password?

If you have forgotten your password, in the new apps you can click the 'Forgot password' link to reset it. The new password will be sent to your existing Horizon user email address from noreply@unlimitedhorizon.co.uk

Alternatively, contact the Grapevine technical support help desk on itsupport@grapevine.uk.com or 0345 123 6677

Does the old version work with the new version? Can the Collaborate users in my business move gradually, or should we all move together?

Not all features are supported between old and new Softphone dialler and Collaborate apps.

To avoid any inconvenience, we encourage you to:

- Please make sure you upgrade both mobile and desktop apps at the same time
- Please make sure that everyone in your business upgrades their apps on the same day or as soon as possible

You will only need to update your apps manually on this occasion, the new apps contain an auto update function so that we can ensure you always have access to the latest features and updates.

Where can I find some help and support for this process?

The new apps come with an in-application Knowledgebase that holds training videos, instructions, and frequently asked questions.

What happens if I don't move to the new apps in time?

The original applications are going to end of life so there will be no ongoing support for them and consequently we cannot guarantee continuity of service.

Do I have to accept the refresh?

Yes. The current apps are going to end of life.

Is there a price difference?

There is no change to your current pricing.

What if you have bugs?

The new apps have an auto update feature that enables us to push any bug fixes and feature updates automatically to minimise any inconvenience to you.

Please report any issues through regular channels.

Are you interested in my feedback? Can I influence product development?

We have adopted an agile product development approach meaning the Product Roadmap is iterated continuously based on customer feedback and market activity. Please speak to your Grapevine Account Manager about any feedback (positive, negative or wish list items).