Gamma

Horizon Collaborate Administration Guide

Setting up Collaborate
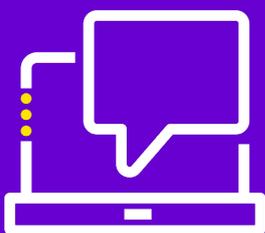
Setting up Collaborate

Before you start to allocate the Collaborate bolt-ons to your users, you must ensure that each relevant Horizon site is set up with a Collaborate conference bridge. This needs to be done for all sites that have Collaborate users.

Before you start this, you should make sure you have enough Collaborate bolt-ons.

Site Setup

Step 1

Go to Site Management and select the site you wish to add a conference bridge to by selecting 'Manage'
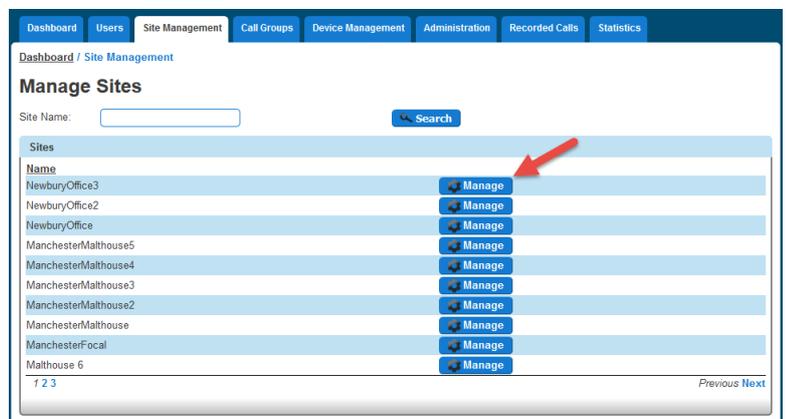

Step 2

If no site DDI has been set up, you'll need to do this before you will be presented with the Collaborate settings. If you need additional DDI numbers, please contact us.

Once a Site DDI is set up, select 'Collaborate Settings'.

If 'Collaborate Settings' does not appear, this means that you have no Collaborate bolt-ons assigned to your Company. Please contact your Customer Development Manager (CDM) for additional bolt-ons.
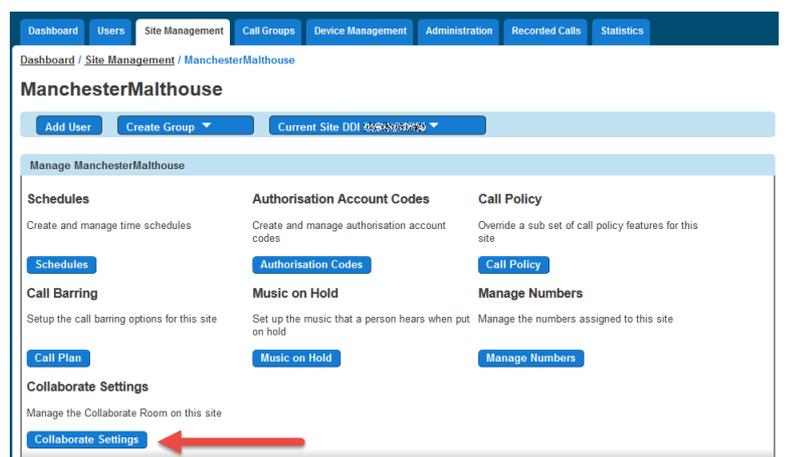
Step 3

You can now enter all the settings required to set up a site to work with Collaborate. The details are:

Setting	Meaning
Conference Name	This is a unique name for the conference bridge at this site. It is used for reporting purposes so you can identify a conference bridge
Conference DDI	This is a geographic telephone number that users can dial to gain access to My Room sessions for voice and video conferencing
Conference Extension	This is an extension number that users on the same Company can dial to get an audio only bridge if they are a non-Collaborate user
Caller ID settings	This is how outbound calls will be presented. This only displays when a Room owner contacts a user from their Room using the in-call IVR

If you change the Conference DDI, all users on that site that use Collaborate will need to log out and back in for the changes to take effect, otherwise if the user tries to dial into a My Room session, the call will fail.

You can only remove a Conference DDI once all users on that site have had Collaborate removed from their settings.

Click 'Save'.

User Setup

Once a site has been set up for Collaborate, you can enable Collaborate for a user. The process is very similar to enabling a desktop soft client for a user.

Step 1

Hover over 'Users' and select 'List User'

Step 2

Select the user which you wish to add or remove Collaborate for and click the 'Edit' button

Step 3

Select 'Phone' tab and then 'Manage Soft Clients'
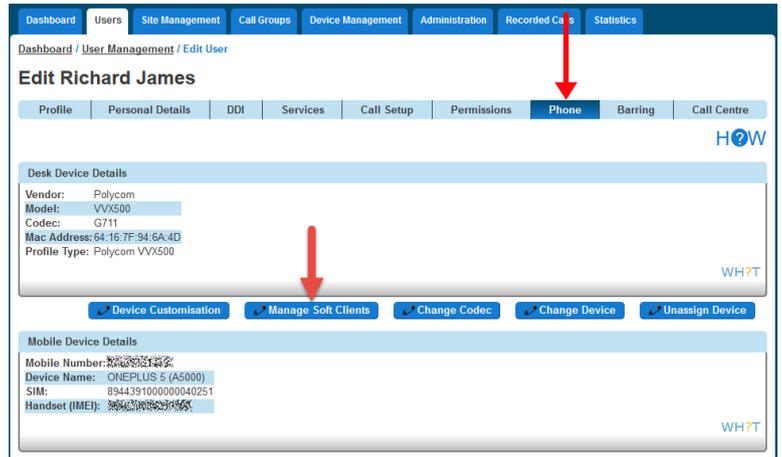
Step 4

Select 'Enable Collaborate'

If a user has either the 'Soft Phone Client - Desktop' or 'Soft Phone Client - Mobile' enabled, these will need to be removed before you can enable Collaborate. Click 'Save'.

The user will receive an email advising them how to get the Collaborate service. Existing soft client users will also receive a reset password email and their device will restart several times.

If the user already uses the Horizon desktop soft client, they do not need to download the software and can just log out and back into the Horizon desktop client to be granted full access to Collaborate features.