

PremierChoice Group

MOBILE / DESKTOP APP QUICK GUIDE

GETTING STARTED

If you have not yet done so, you will need to download the client for your device by following the links provided in the email we will send you.

Your username is also presented in this email.

Your password will be delivered in a separate email and you can select remember password to sign in automatically.

Collaborate Client

Dear Collaborate Test,

Collaborate, the Unified Communications service, has been enabled for your cloud telephony account.

Upgraded from the Soft Phone Client?

If you have been using the Soft Phone Client and have upgraded to Collaborate, all you need to do is log out and back into the client for the full Collaborate feature set to be enabled. This can be done on your desktop (Windows and Mac) or mobile (Android and iOS) devices.

New to making calls from your Desktop or Mobile via Cloud telephony?

If you have never made a call before you will need to download the client. You can do this by using the links below. Please note, you will need administrator privileges on your PC or Mac to install the client.

- [Windows](#)
- [Mac OS](#)

You can also download the Collaborate clients from either the Google Play Store for Android devices, or Apple's App Store for iOS devices.

Your username is Collaborate_Test@voicedemo.net

Your client password will have already been emailed to you separately. If you have not received your client password, please check your spam folder before contacting your Company Administrator.

If you have any queries with Collaborate, please contact your Company Administrator.

Kind Regards,
unlimitedhorizon.co.uk

Please do not reply to this email as replies to this email address are not monitored.

Your Client Password

Dear Collaborate Test,

Your cloud telephony client password is 56439713-a94dM47fb-8395-cb0674558863

You will need to use your new password for any of the following services:

- Android Softphone Client
- iOS Softphone Client
- Mac Softphone Client
- Windows Softphone Client
- Integrator
- Integrator - Bullhorn
- Integrator CRM
- Integrator - Emis
- TAPI Driver
- Receptionist
- MyConnect app
- Collaborate Client

If you have any problems, please contact your Company Administrator.

Kind Regards,
unlimitedhorizon.co.uk

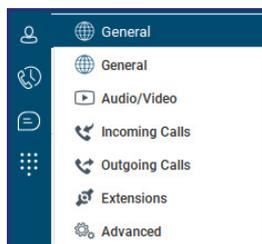
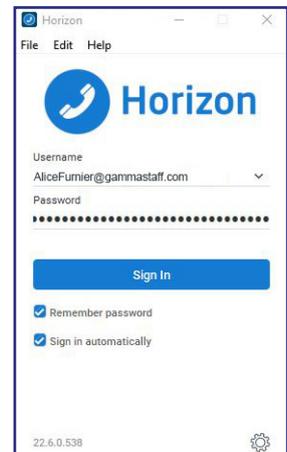
Please do not reply to this email as replies to this email address are not monitored.

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SIGNING IN

Launch the Horizon Collaborate client, and then you will be prompted to sign in using the username and password provided by Premier Choice. It should be noted this is different to the password for the portal login. Refer to our Service Desk for any password issues. You can select remember password to sign in automatically.

You can sign out of the portal by clicking on File and Sign out.



SETTINGS

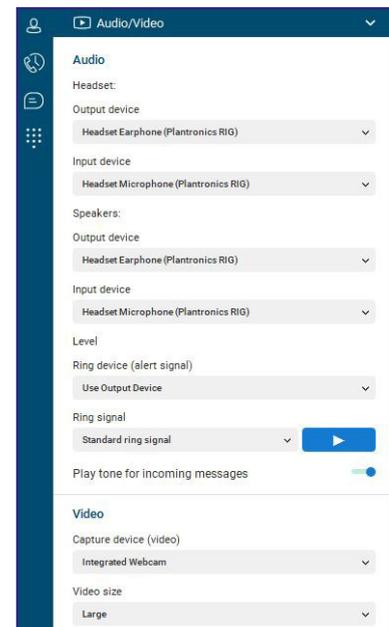
Select the settings cog icon and you can apply General Settings, Audio and Video Settings, Incoming and Outgoing Calls. There are also advanced settings.

AUDIO AND VIDEO SETTINGS

When you first start Collaborate, you need to ensure your chosen audio device is selected. You can also select the video device and individual ring tone you want to hear.

INCOMING CALL SETTINGS

A number of inbound call settings are available in the Collaborate client. These are also available in the portal.



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APP OVERVIEW

Horizon Collaborate is a fully integrated Unified Communications solution offering voice, video, Instant Messaging (IM) and multimedia conferencing, available on your PC or Mac device. The same functionality is also available on mobile devices based on either Android or IOS.

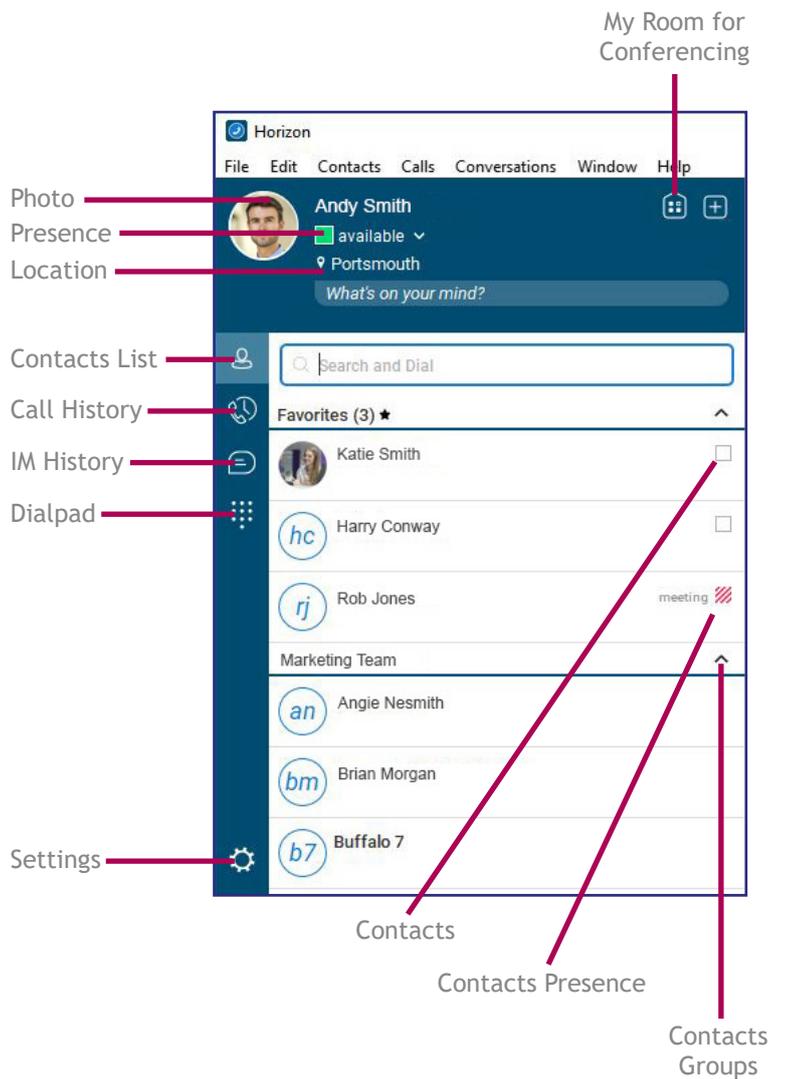
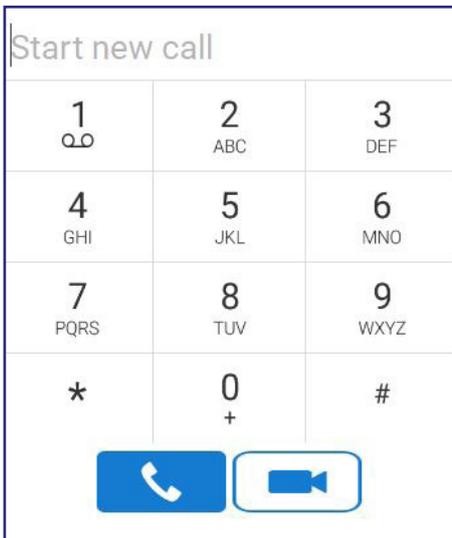
CALL HISTORY AND VOICEMAIL



IM HISTORY



DIALPAD

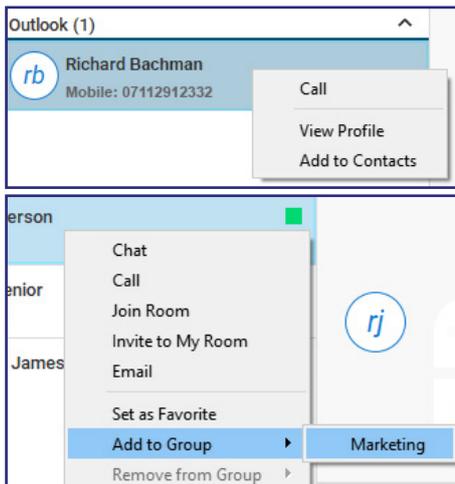


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FIND SOMEONE



The quickest way to find someone via Collaborate is to start a search by typing the person's name, phone number, or Instant Messaging address in the Search box on the Collaborate main window. The results display automatically.



ADD A CONTACT

You can add people who you regularly contact to your buddy list. This will enable you to contact them more easily and you will see their presence. To add a contact:

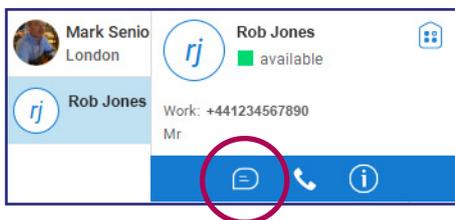
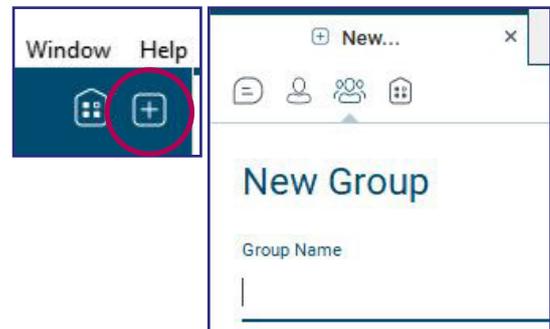
1. Find the person you want to speak to
2. Right-click the person's name
3. Click Add to Contact

You can then add the user to a group by right clicking on the saved user and save to a group or add them to your favourites.

CREATING GROUPS

You can sort your contacts into groups for ease of management.

1. Click on the New button on the main screen
2. On the opened tab, click on Groups
3. Create a group name and click Add to Contacts



INSTANT MESSAGING A CONTACT

Select a user from your contact list, or search a new user and then double click on their name or hover over their name and click the IM icon. This will open up a chat window, where you can type your message.

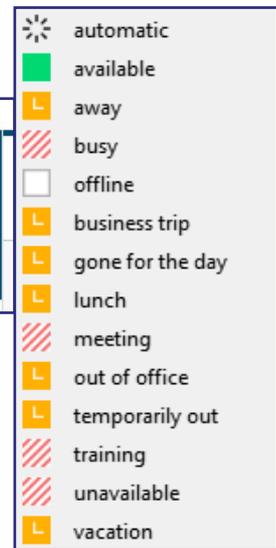
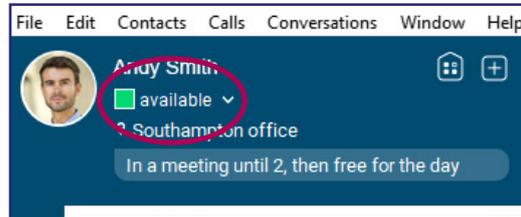
ESCALATE THE CALL TO VOICE, VIDEO AND SHARING

With the contacts tab open, select the appropriate call type you wish to make; voice  video  sharing 
You are also able to see a person's contact card by pressing the information icon 

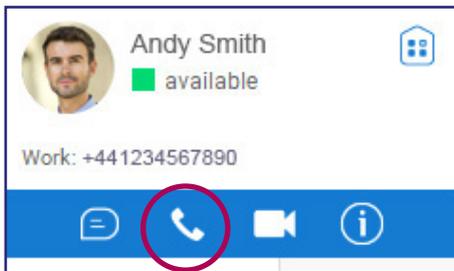
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MANAGING YOUR PRESENCE

Presence enables you to see the status of the person you want to contact, so you can decide the best way of talking to them. Presence is derived from the users calendar and along with their activity within Collaborate, such as making a voice call.



To change your presence, click on your presence status and then select an appropriate one from the list. The status will remain until you select 'automatic' or log out of the client call.



VOICE CALLING A CONTACT

Select a user from your contact list, or search a new user and then you can double click on their name, or hover over their name and click the voice icon. This will start the Voice conversation.

IN-CALL CONTROLS

Once the call is connected, you will have access to the following:

- Hang Up
- Mute
- Conference
- Escalate the call to video
- Hold
- Transfer
- Call Park



VOICE CALLING FROM A CHAT WINDOW

You can change a call type at any time from within a chat window. This is useful when you want to check someone is available to take a voice call.

1. Double click on a user to open the chat window
2. Click on the  icon to start a voice call
3. You will have access to the in-call controls to manage the call

You can escalate the call to video by clicking on the  icon. The call can be easily tuned into a conference call by using the in-call controls, or simply dragging and dropping a user into the open tab.

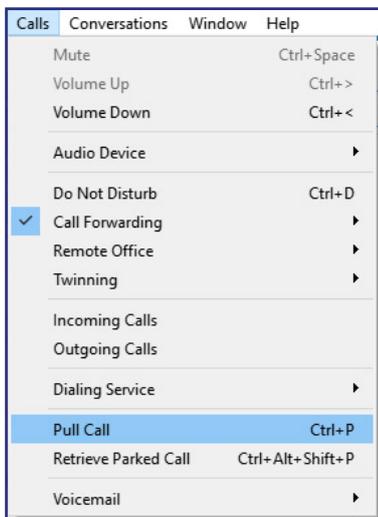
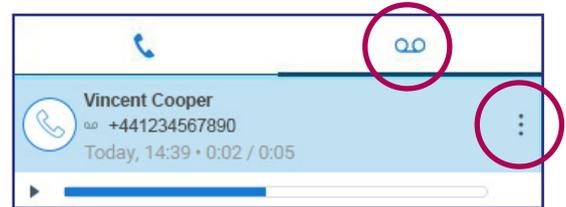


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VISUAL VOICEMAIL

Access your voicemails from Call history and click on the voicemail icon. Select the voicemail and then press play. You can manage your voicemails from the more options icon.

- Play
- Delete
- Save the file

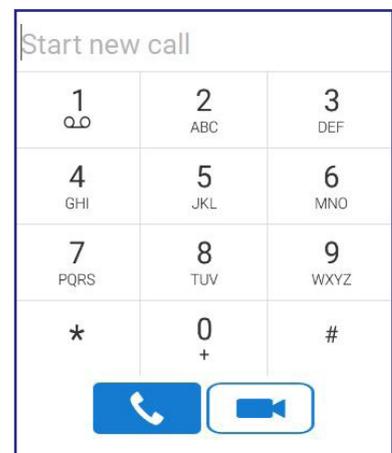


PULL CALL

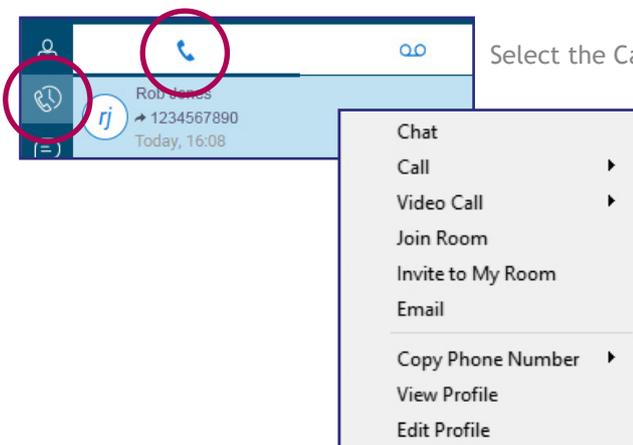
You can move a call from your mobile softclient to your desktop, or from your desktop to your mobile client, without interrupting the call. This feature is available on voice calls and voice conference calling. When a call is made or received on the mobile client, the following option will become available. Simply click on Calls and then Pull Call (or press Ctrl. P) and the call will now be on the desktop.

DIALPAD

The keypad is available to manually dial a number or for use in a call such as entering numbers in a legacy audioconference bridge. A number can be cut and pasted into the dialpad.



CALL HISTORY



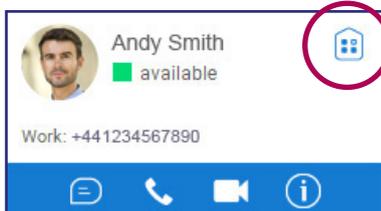
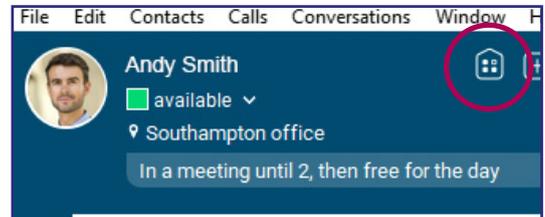
Select the Call History icon and then select the calls.

Call History shows all of your incoming and outgoing calls, the date and time of the call and if it was answered. By right clicking on a call in the history, you can contact or manage the call. Options will depend on who the call was made to or from.

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START A CONFERENCE

You have your own personal and permanent multi media conference room called My Room. Click on the icon to open up your My Room and you're ready to start your meeting. For internal staff, you no longer need to send out pins, codes or plugins, just let them know the conference will be in My Room in your calendar invite. Additional users can be dragged into the conference from your contacts at any time.



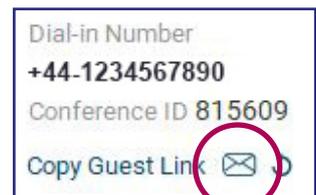
JOIN A CONFERENCE

Joining a conference could not be simpler. Hover over the contact and click on their My Room icon.

INVITING GUESTS FROM OUTSIDE YOUR COMPANY

Collaborate has the option to invite guests into a conference. Using WebRTC, the guest does not need to download any apps or plug-ins, but simply joins via a compliant web browser with a single click, or via a standard telephone using a conference ID for audio only conferencing.

1. Open up My Room
2. Click on the link icon
3. Send the link to your guest



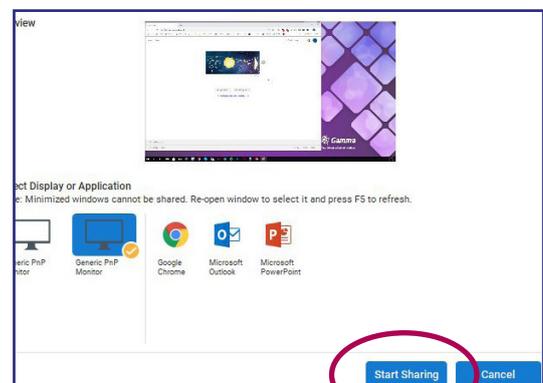
SHARE YOUR DESKTOP OR A PROGRAM

You can share your desktop or a single application (recommended)

by clicking on the start sharing button:

1. Click on the share button
2. Click on the application you wish to share or generic monitor
3. Click on start sharing

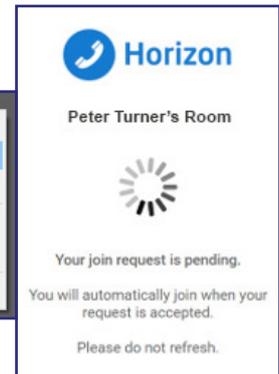
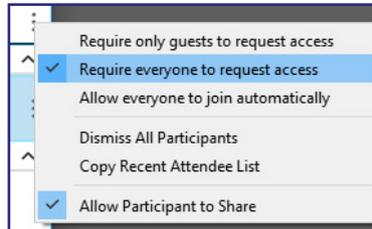
The preview popup will show you what you are sharing, and gives you the option to pause or end the sharing session, or switch the application you are sharing.



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MANAGING PARTICIPANTS ENTERING CONFERENCE

You can control how participants are able to join the conference by enabling the Request access feature. If you have enabled Require everyone to request access, the participant will not be able to join the conference until you accept them on the popup request.



MANAGING USERS IN THE CONFERENCE

All participants of the conference will be shown in the participants list. This enables you to manage the conference by:

- Muting a person
- Sending a private IM
- Dismissing a person from the conference



SENDING FILES

Rather than sending files externally you can send files via Collaborate. Either click on the share file icon  in the bottom right corner, or simply drag and drop the file into the My Room or any chat tab. You will see the file being transferred, and have the option to cancel the file transfer.



VOICE, VIDEO AND SHARING IN A CONFERENCE

Within the My Room tab, select the appropriate call type you wish to make which can be voice  video  or sharing 

You can also see a person's contact card by pressing the information icon 

VOICE CONFERENCING

When voice calling is enabled, you are able to:

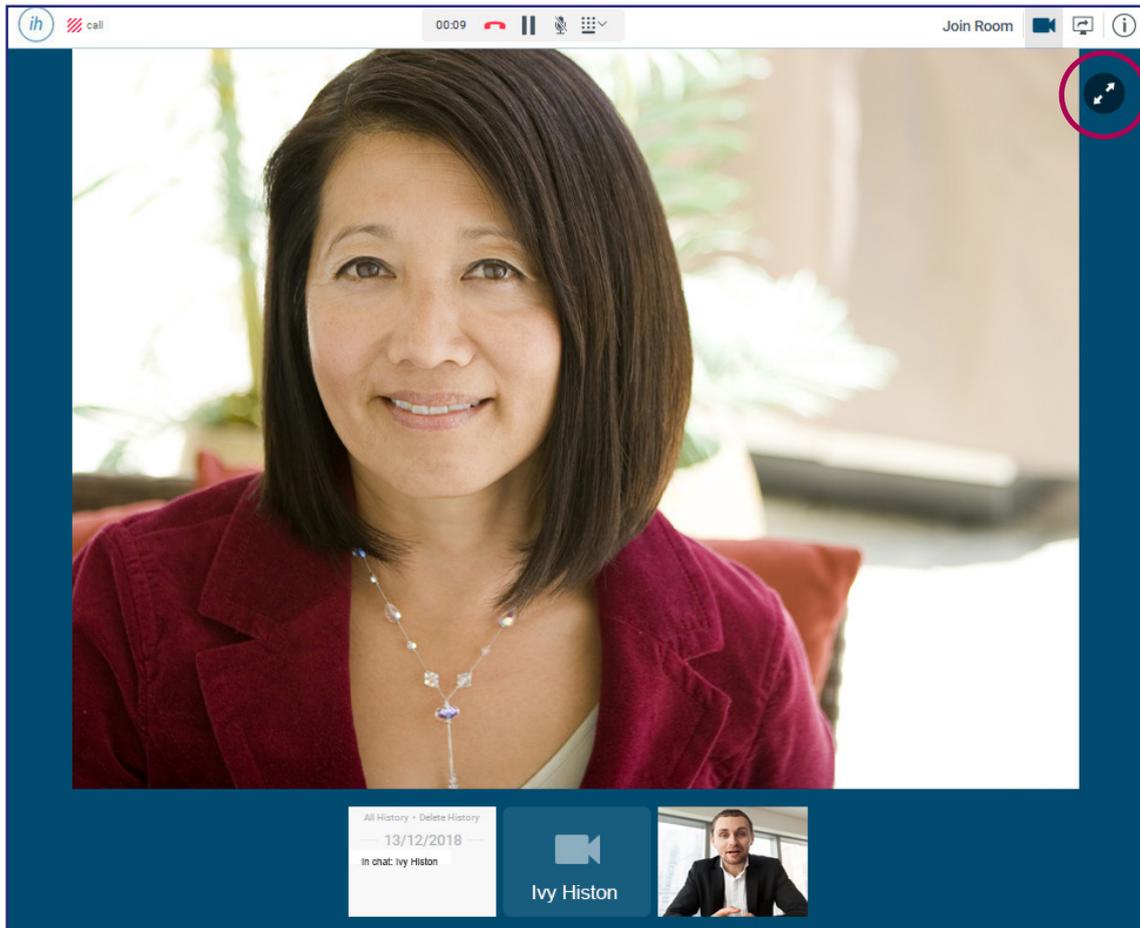
- End the call
- Pause the call
- Mute
- Transfer the call
- Add additional users
- Park the call



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VIDEO CONFERENCING

The active speaker will be in the main screen, with remaining participants shown below. You can toggle between the video, screen sharing (if enabled) and the IM chat window. The window can be expanded to full screen by clicking on the full screen button.



For more information call **020 8300 9495** or go to www.premierchoicegroup.com