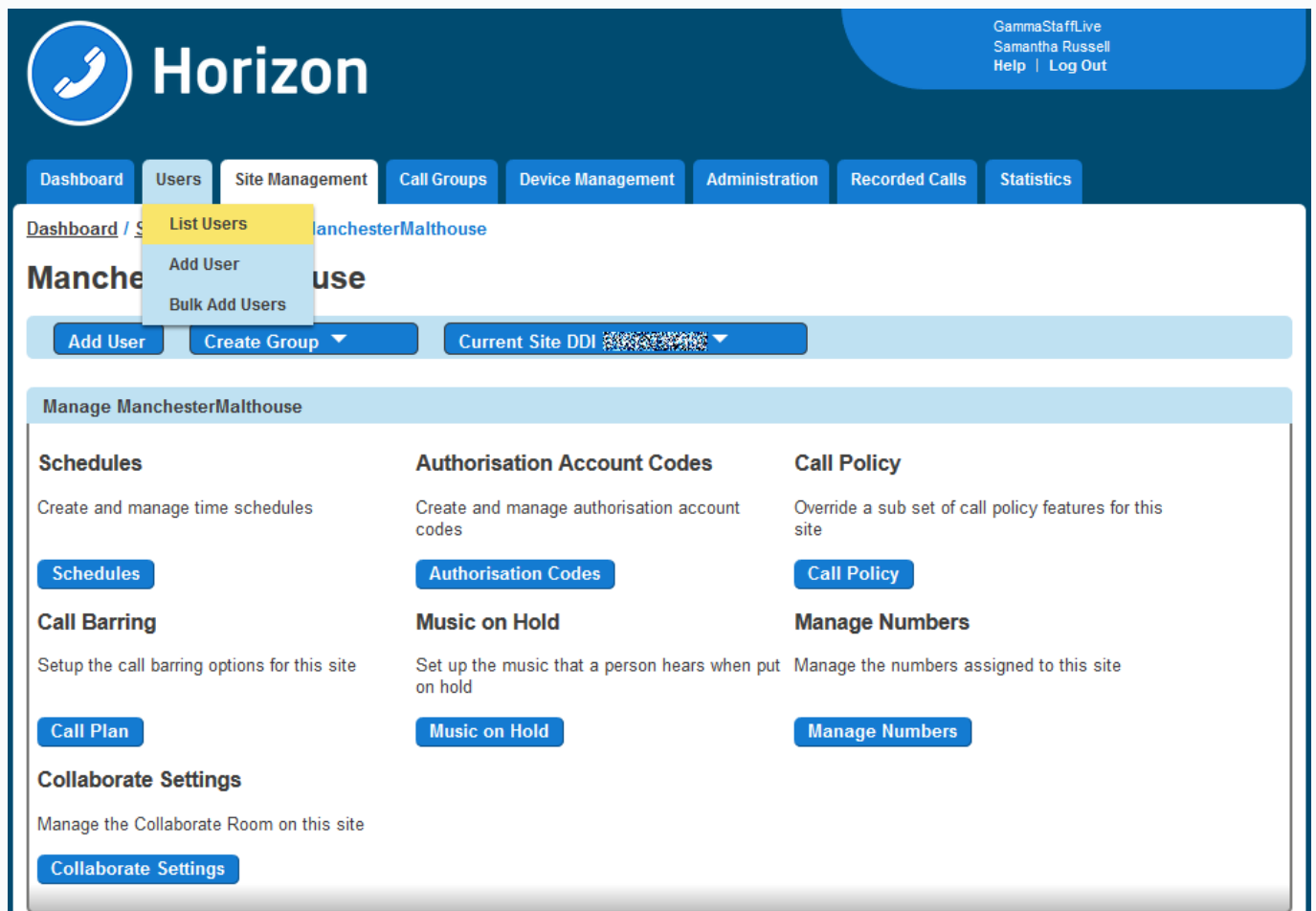


Horizon Setup Soft Phone Client for a user Guide

Before you start this you should make sure you have enough Soft Phone Client bolt ons for a user by see our "[Manage Boltons](#)" section.

Step 1

Hover over "Users" and select "List User"



Step 2

Select the user which you wish to add or remove the Soft Phone Client for and click the "Edit" button.



User Management

First Name: Last Name:
Username: @ gammastaff.com Number:
Extension: 3354 Department: All
Site: All Mac Address: ?
Mobile:

Search

Users

<input type="checkbox"/>	First Name	Last Name	Phone Number	Extension	Type	HRP	Email Address	Site	Edit
<input type="checkbox"/>	Richard	James		3354	FMC		richard.james@gamma...	ManchesterMalthouse	

Delete Selected

Add

Download



Step 3

Select "Phone" tab and then "Manage Soft Clients".

Horizon GammaStaffLive
Samantha Russell
Help | Log Out

Dashboard | **Users** | Site Management | Call Groups | Device Management | Administration | Recorded Calls | Statistics

Dashboard / User Management / Edit User

Edit Richard James

Profile | Personal Details | DDI | Services | Call Setup | Permissions | **Phone** | Barring | Call Centre

Desk Device Details

Vendor: Polycom
Model: VVX500
Codec: G711
Mac Address: 64:16:7F:94:6A:4D
Profile Type: Polycom VVX500

Mobile Device Details

Mobile Number: [REDACTED]
Device Name: ONEPLUS 5 (A5000)
SIM: 894439100000040251
Handset (IMEI): [REDACTED]

[Device Customisation](#) [Manage Soft Clients](#) [Change Codec](#) [Change Device](#) [Unassign Device](#)

Step 4

Select "Enable Desktop Client" or "Enable Mobile Client".

If a user already has "Collaborate" enabled, this will need to be removed before you are able to enable either the Soft Phone Client - Desktop or Soft Phone Client - Mobile.



- Dashboard
- Users
- Site Management
- Call Groups
- Device Management
- Administration
- Recorded Calls
- Statistics

Dashboard / [User Management](#) / [Edit User](#)

Edit Richard James

- Profile
- Personal Details
- DDI
- Services
- Call Setup
- Permissions
- Phone
- Barring
- Call Centre



Collaborate

Collaborate is the Unified Communications tool that is available as an additional service with your Cloud Telephony Platform. If you would like Collaborate enabled for this user, please select the tick box below and update the user's settings. Once Collaborate is enabled, the users preferences of the services are editable in the Call Setup tab

Enable Collaborate

Current Codec: G711

[Change Codec](#)

G711 - This codec is for higher bandwidth connections, providing normal telephone quality with good reliability

Current Video Codec: H264



Soft Phone Client - Desktop

The Desktop Client will allow a user to use the key features of the Horizon application through a dedicated Desktop Application. It will provide great features such as instant messaging and establishing/receiving calls using their Horizon number

Desktop Client

Soft Phone Client - Mobile

The Mobile Client will allow a user to use the key features of the Horizon application through a Smart Phone Application, with the benefits of instant messaging and establishing/receiving calls using their Horizon number

Mobile Client

MyConnect app

MyConnect is the companion app that enhances the user experience and provides the user's mobile with the power of a desk phone, making Horizon features and user settings easily accessible and integrated with their mobile phone. Visual Voicemail, Company Directory, mid-call services like Call Transfer and Call Hold, Mobile Presentation settings can be made available to the user only via the MyConnect app.

MyConnect app



[Back](#)

[Reset Client Password](#)

[Save](#)

Mobile Device Details

Mobile Number:

Device Name: ONEPLUS 5 (A5000)

SIM: 894439100000040251

Handset (IMEI):



The user will get an email with their password advising the user to log into the Horizon Portal to find the link for the client on their dashboard for the PC client.

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

A user can download the mobile client from either the Google Play Store or Apple App Store by searching for "Gamma Horizon"