

Gamma Collaborate

Calls, Chat, Rooms and
Settings on the Desktop
App

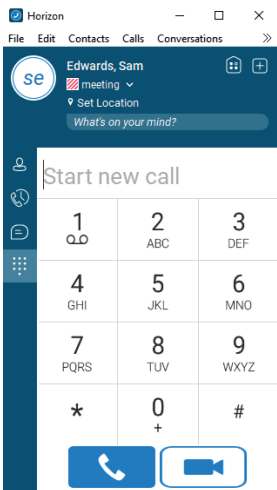
WHAT IS GAMMA HORIZON COLLABORATE?

Horizon Collaborate is the latest softphone application by Gamma.

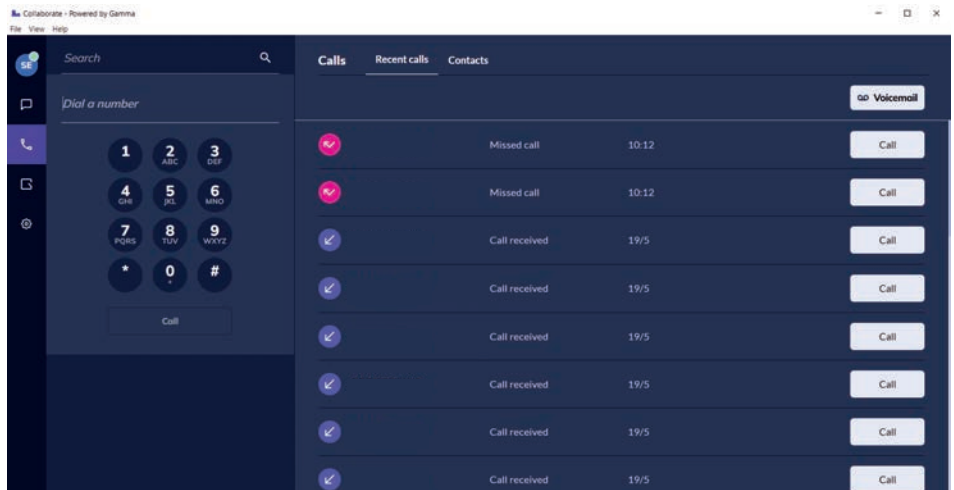
It includes the ability to make telephone calls, video calls and chat from a single application via the cloud.

Screenshots in this guide have been taken in dark mode, colours will vary if your application is in light mode.

PREVIOUS VERSION



NEW VERSION (MAY '22)

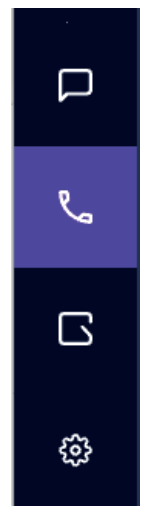


CALLS

When you open Collaborate, you will be shown the chat tab. We will explore this later in the guide.

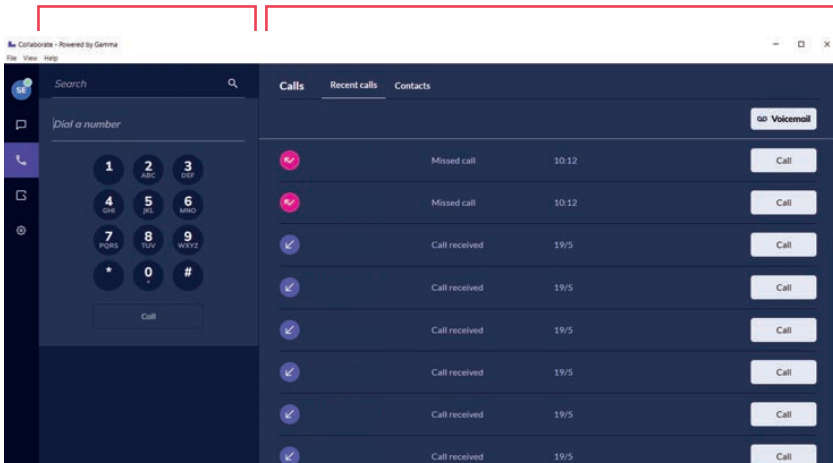
To access the calls tab, click the telephone icon in the left toolbar. 

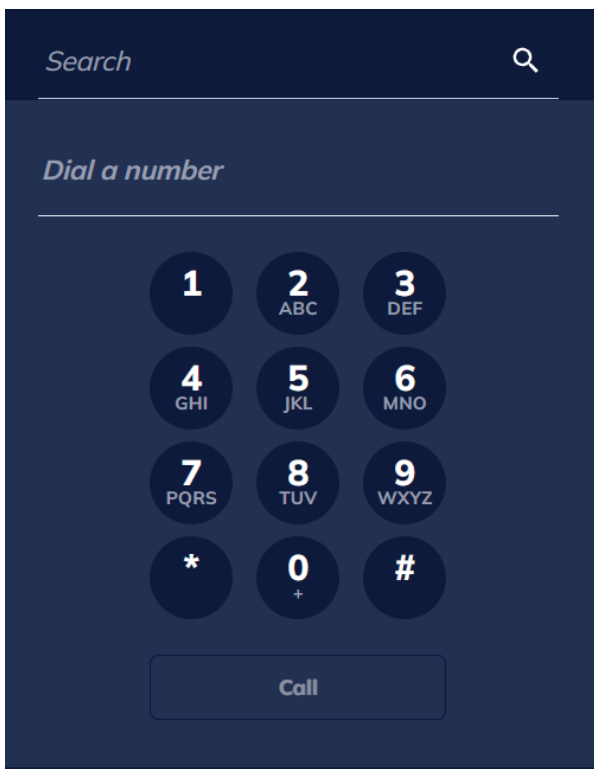
Once loaded, on the left you will see your dial pad, and on the right you will see your call history and contacts.



Dial Pad

Calls and Contacts








Search for your contacts

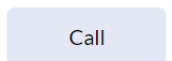
Type in a contact number using your keyboard or click the numbers on the dial pad

Call button

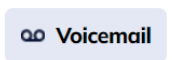
To the right of your dial pad is your recent calls and contacts. In your recent calls section you will see all incoming and outgoing calls recieved, made or missed. They are listed with the following icons:

-  Call made
-  Missed call
-  Call received

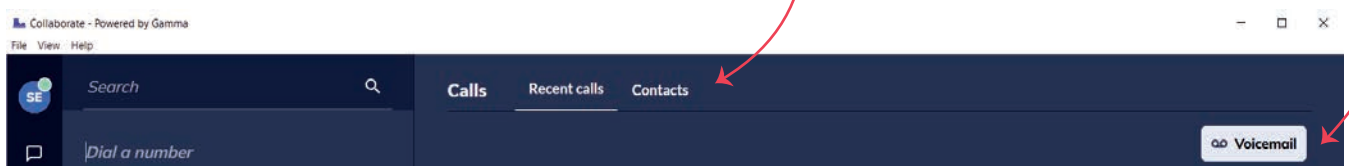
Other information will show alongside these icons, including the telephone number, time or date of the call and a call button at the far right which allows you to immediately call that number.



Above the recent calls list to the right there is a voicemail button to access your voicemail.



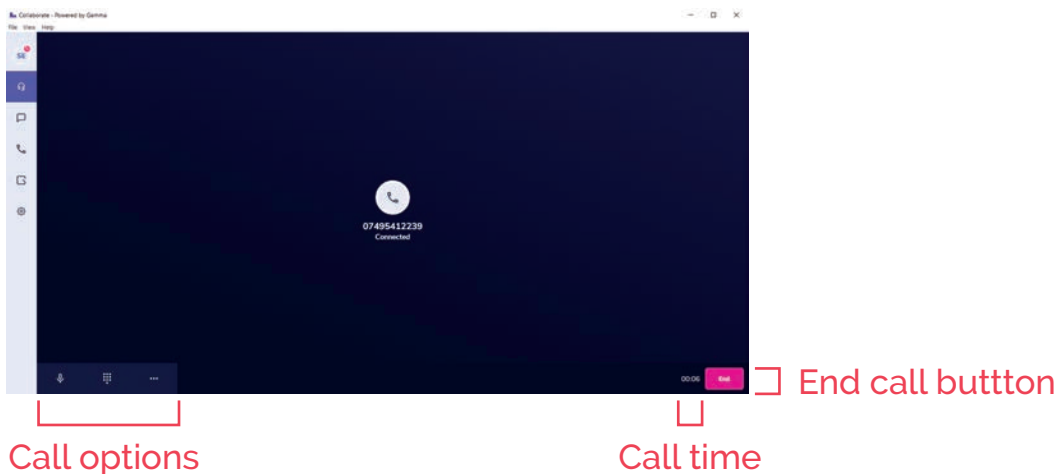
If you switch from the 'Recent calls' tab to the 'Contacts' tab, you will see a list of your favourite contacts.



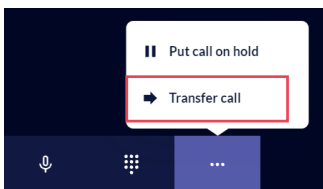
To add a contact to your favourites, use the search function to find them, right-click on their name and select 'Save to contacts'.

ON A CALL

When you're on a call, your application will look similar to the following:



The call options bar allows you to mute your microphone, bring up your dial pad, and the three dots gives you more options including the ability to put a call on hold or transfer a call.



To transfer a call:

- 1) Click on the 'Transfer call' button
- 2) A search bar will appear in a pop-out
- 3) Type in the name or number you want to transfer to and click 'Call'

When you transfer a call, there will be two options appear: 'Transfer' and 'End'. The 'Transfer' button will be faded until the person you are trying to transfer to picks up. If they don't pick up you can press 'End' to bring the call back to you, and then take the caller off hold.

If the person you are trying to transfer to does pick up, you can either press 'Transfer' to send the caller to them, or press 'End' to you, and then take the caller off hold.



SETTINGS

Under your settings you will see three sub-sections: 'General', 'Audio & video' and 'Incoming calls'.

Under 'General' you have the option to change your language on the app to English, Spanish or French.

Then below this you have your choice of themes, either light or dark.

Under 'Audio & video' you'll find settings relating to your video feed for video calls, and your microphone. If for example, you have a webcam on your laptop and a separate one plugged in, you can set a default one to be used when needed.



You also have a 'Preferred ringing device' option which allows you to decide whether your telephone rings through your headphones or through the device.

Lastly under 'Incoming calls' you can set your device to 'Do Not Disturb', meaning any calls coming to your device will be sent straight to voicemail.

Below this there is a drop down arrow for 'Call Forwarding' options. These options allow you to forward your calls under certain circumstances.

Always = any calls at any time

When Busy = only when your status or presence is set to busy

When No Answer = when you do not pick up a call. Below this you also have the choice of how many times you want the call to ring before forwarding.

When Not Reachable = when you, for example, have no service and your phone cannot connect.

LICENSES

The features covered this far in the guide are all included in the standard license known as the Soft Client license.

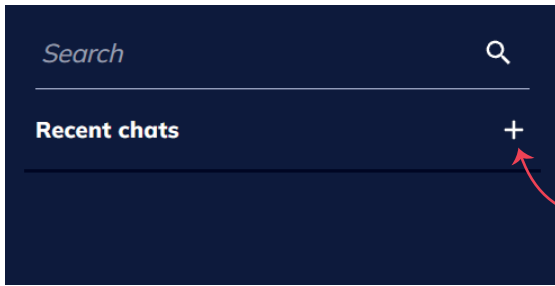
There is an upgrade to this known as the Collaborate license. This includes the ability to use the chat and rooms features in the application, and the ability to see your colleagues status on the app.

Additionally, when you purchase the soft client licence, if you wanted the application on your desktop and your mobile, you'd need two licences with added cost for each extra device. Whereas the collaborate licence allows you to purchase one licence and download the app on any device you wish.

Features showcased from here are included in the Collaborate license.

CHAT

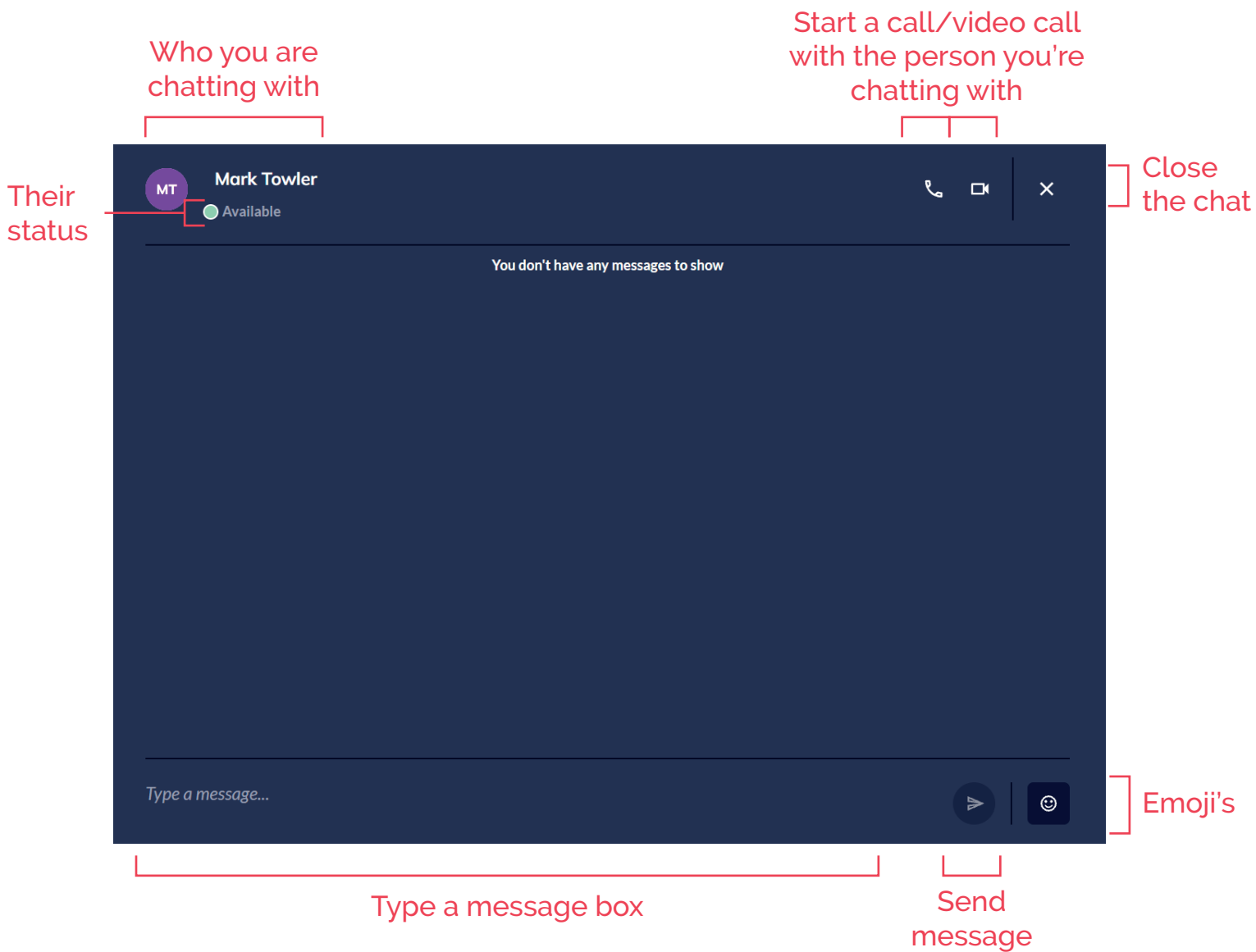
Chat allows you to have individual and group chats within the softphone application.



To the left you will see the search bar to search through your chats. And below this, your recent chats.

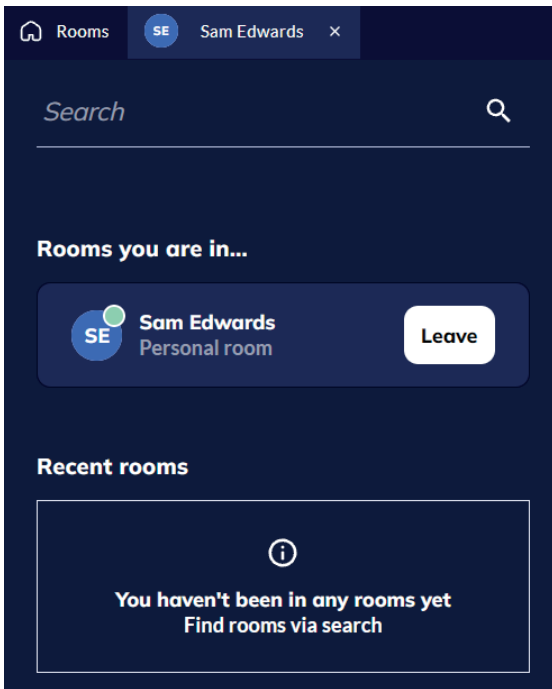
To start a new chat, use the plus button and then select an individual new chat or a group chat.

When you're in a chat it will feel familiar to other instant messaging platforms.



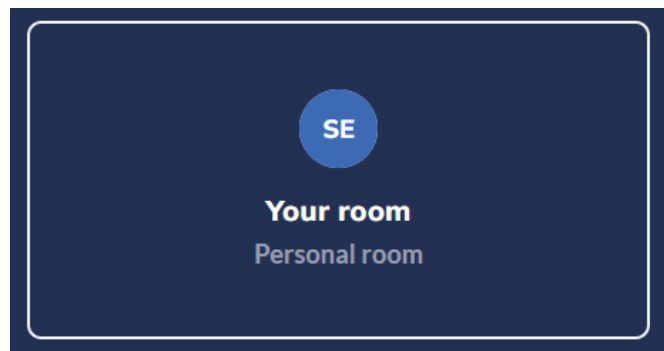
ROOMS

Rooms is a way for you to gather with colleagues and talk via text, voice and video. And you can also share files and screens.

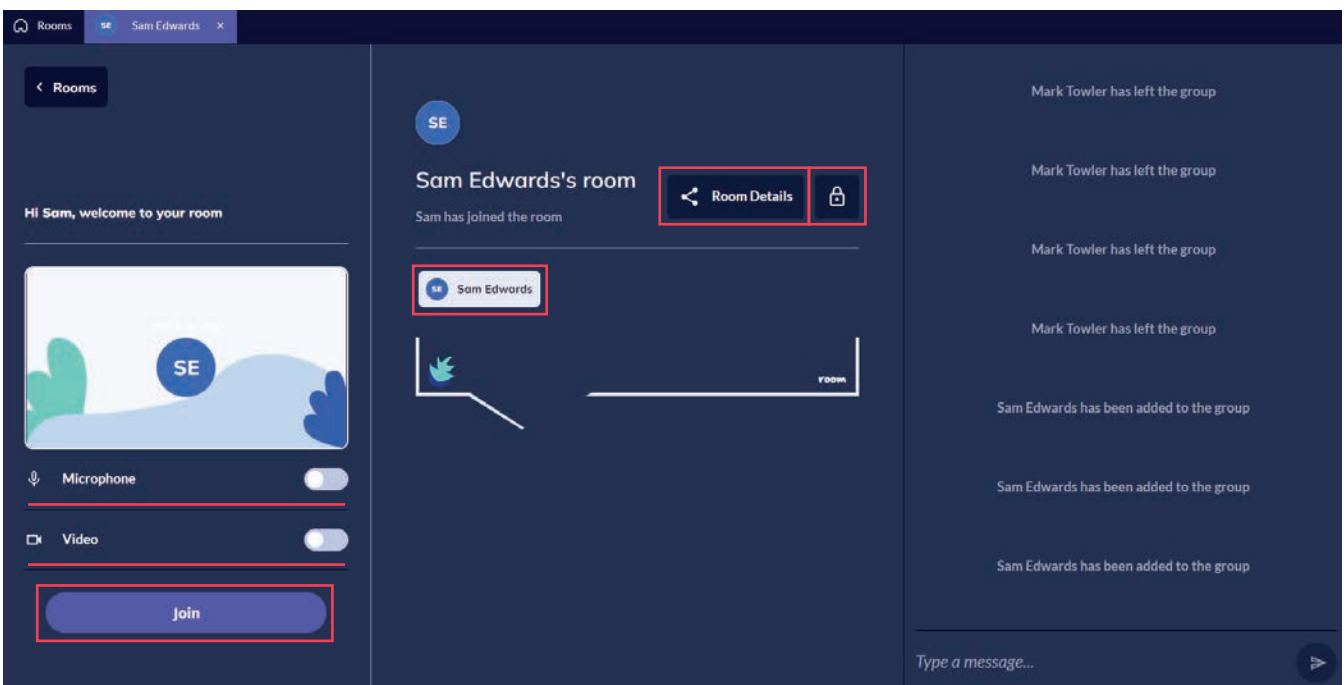


To the left you will see the search bar to search through your rooms. And below this, you will see rooms you are in and your recent rooms.

To start a new room, click the 'Your room' button in the middle of the screen.



When you start a room, you will be put into what is known as the waiting room. Here, you can adjust all the settings for the room before joining.

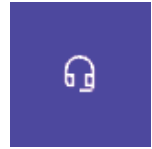


The first section allows you to toggle your mic and camera, and join the room

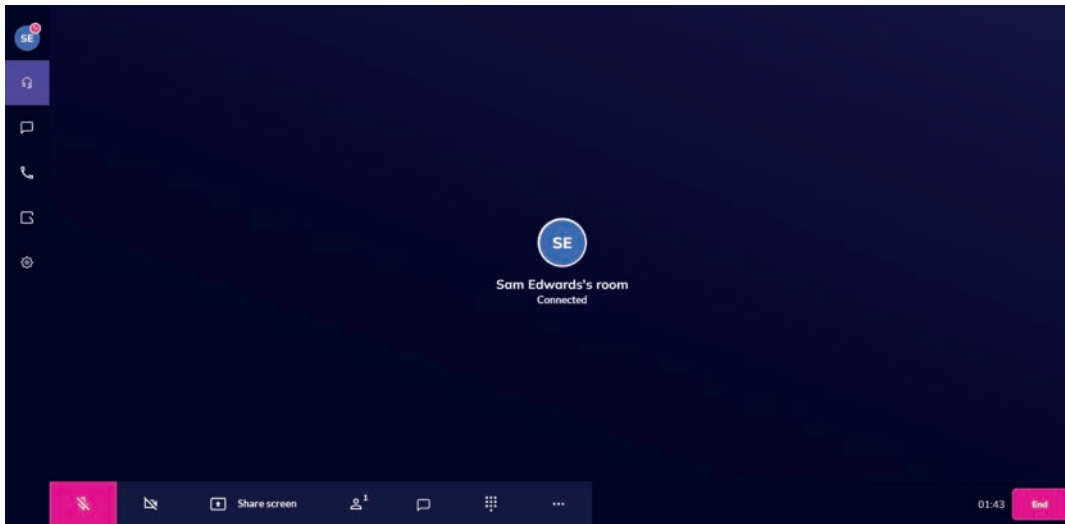
Here you can access the details to join the room by clicking the 'Room Details button', lock or unlock your room and see who has joined

The final section is a chat with others in the room.

When you join a room, a new icon will appear in your left toolbar. This means that you can access your room, as well as your other tabs, whilst you're in the room.

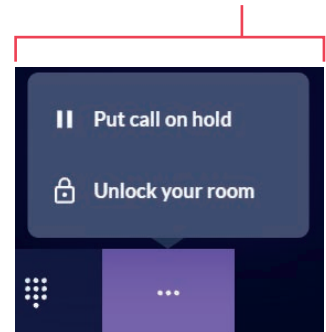
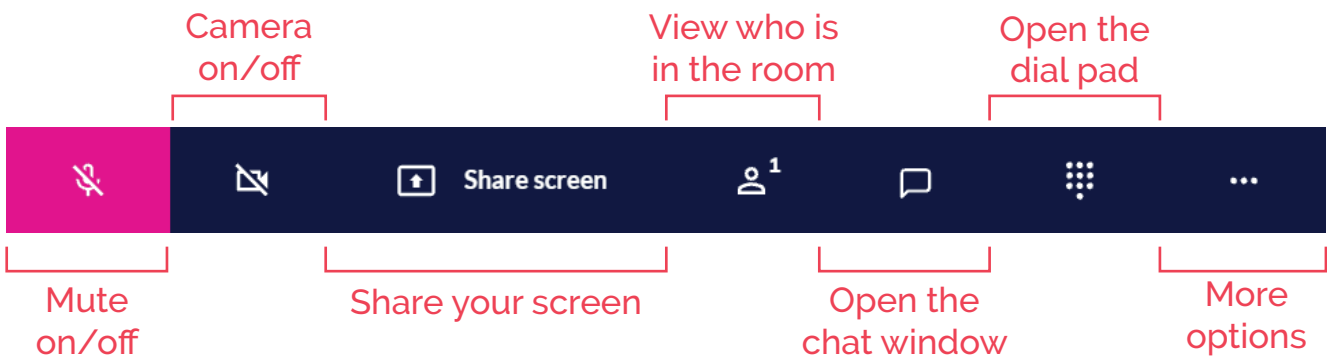


Below is what a room looks like when you join. If you, or someone else in the room has their camera on, or is sharing their screen, this will fill the main space.



Room toolbar

End the room



For any further support with Gamme Collaborate, or anything else you need, get in touch:

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