Admin Portal – Collaborate Bridge

carrier.webex.com/collaborate_bridge_rep/

October 19, 2017

What you need to know:

This article provides details on the Collaborate Bridge feature, which is a site service that allows users to initiate calls from the My Room feature of their UC-One applications. This article provides instructions for assigning the Collaboration Bridge two-way number and viewing the Room ID numbers associated with the users who have been assigned the Collaboration bundle.

Understanding the Collab BridgeView/Modify Collab bridge numberback to top

Understanding the Collaboration Bridge

The Collaboration Bridge is a unique two-way phone number and must be configured in the My Account portal. Each site has a unique Collaboration Bridge two-way phone number assigned to it and all Users within the site have the same Collaboration Bridge number.

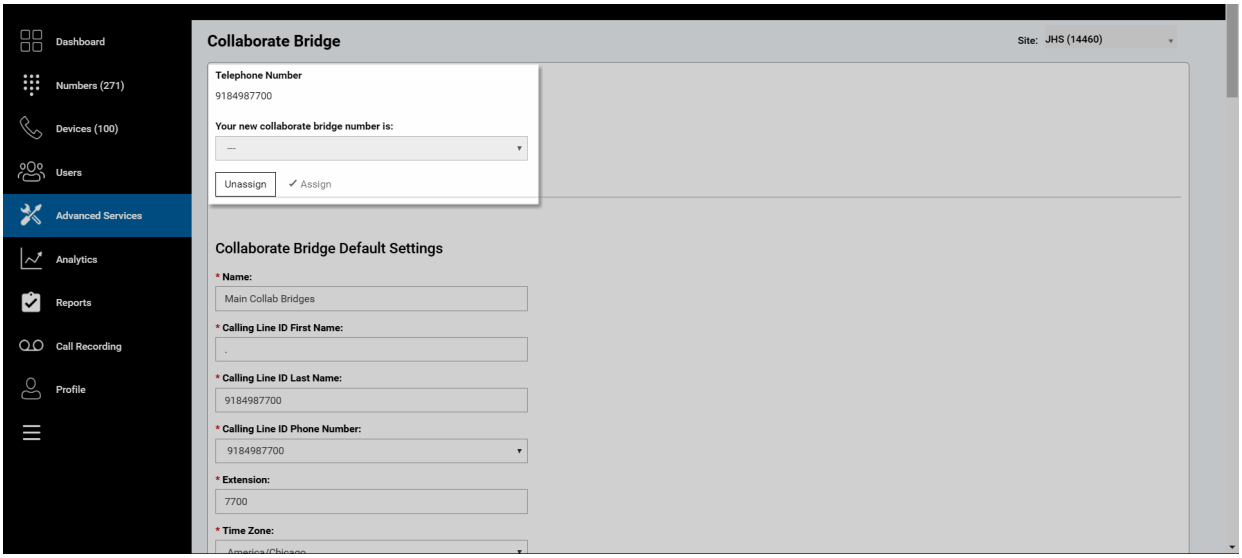
Each User that is assigned to the Collaboration Bridge has a unique Room ID which is used to initiate My Room sessions.

- Calls within the My Room feature will not process if there is not a phone number assigned to the Collaboration Bridge.
- Users that have been assigned the Premium package, or the Collaboration Bundle as an add-on, will have the ability to use this feature.
- A moderator pin is not required for this feature, only the Room ID is required.
- There can be multiple private My Room sessions running concurrently, each with a combined total of 15 audio and video participants.

View and/or modify the Collaboration Bridge Number

1. Log in to the admin portal.
2. Select **Advanced Service** from the left menu.
3. Select **Collaborate Bridge** under **Productivity Services**.
4. The two-way phone number assigned to the Collaborate Bridge is displayed. This the two-way phone number the system uses to dial out when placing My Room calls.

5. To change the two-way phone number assigned to the Collaborate Bridge (this will change for all users in the site), click **Unassign**. Select a different two-way phone number and select **Assign**.



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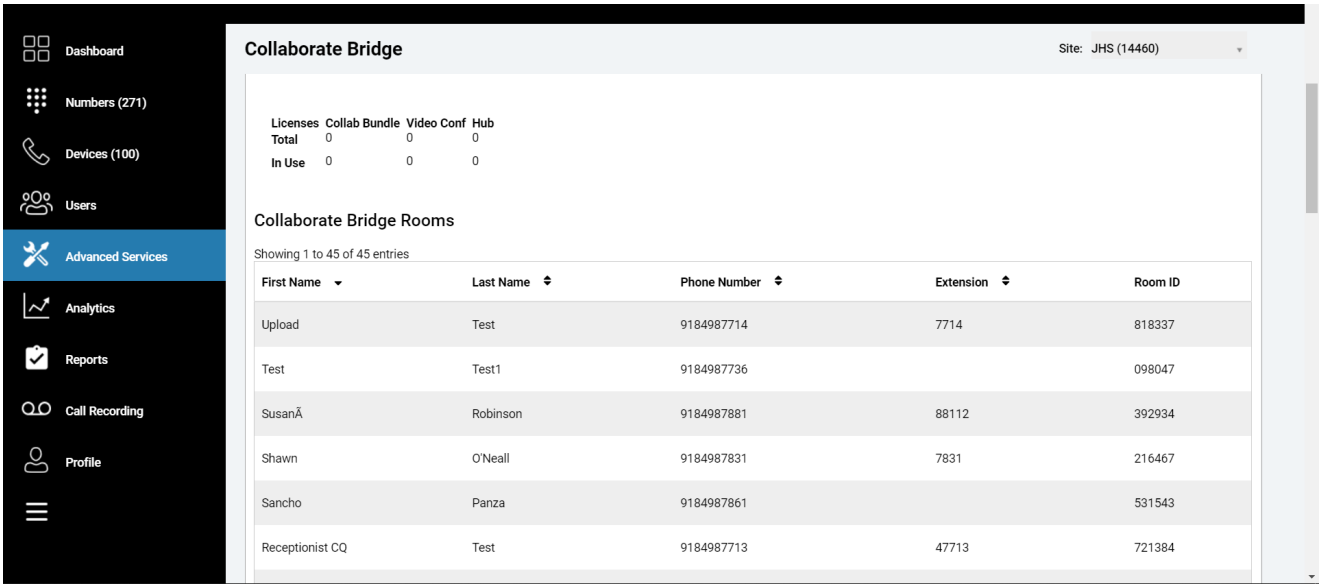
6. View user's Room ID numbers. These are the numbers required for the user to place calls from the My Room feature in the UC-One applications.



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