MiCollab Client Quick Reference Guide

About MiCollab Client

MiCollab Client is a software communications product integrated with advanced call management features.

The following clients are available:

- MiCollab for PC Client (Windows 10 only)
- MiCollab MAC Desktop Client
- MiCollab Web Client
- MiCollab for Mobile for Android®, iPhone™, and Windows Mobile Client
- MiVoice for Skype® for Business

Welcome E-mail

After your MiCollab Client account is created, you will receive a welcome e-mail message that provides your MiCollab Client login credentials, the URL for the Web Client, and other important MiCollab Client information. Retain this e-mail message in a secure location for future reference.

Deployment E-mail

You will receive a deployment e-mail message that contains a link to start the deployment process, an authentication code, and an option to scan a QR code to deploy MiCollab Client.

Note: Scan the QR code using your MiCollab for Mobile application to deploy MiCollab for Mobile on your mobile device.

MiCollab for PC Client

MiCollab for PC Client is installed on your computer and provides full access to the MiCollab Client features that you are licensed to use.
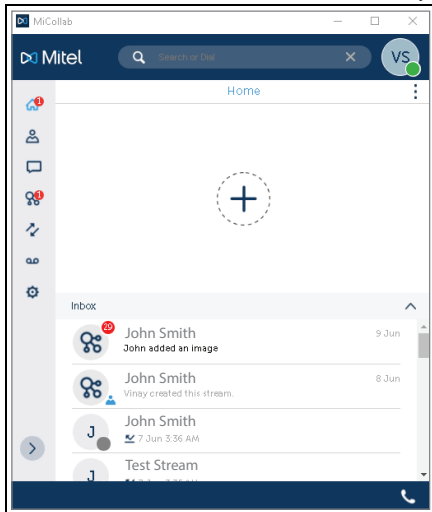
Requirements

To install and use MiCollab for PC Client, your computer must meet the requirements listed in the following table.

Component	Requirement
CPU	Quad core, 2.0 GHz
Disk Space	200 MB free hard disk space
RAM	8 GB or more recommended
Operating System	Windows 10 (32/64 bit) - Anniversary Update edition only

Install MiCollab for PC Client

If you do not have permission to install MiCollab for PC Client on your computer, your system administrator will install the Client for you.

To install MiCollab for PC Client

1. Download MiCollab for PC Client software from the download link in the welcome e-mail message.
2. To start the installation, launch the `MiCollab_PC.msi` file.
3. Follow the on-screen instructions to install.
4. Click **Finish** to complete the installation.

Logging on to MiCollab for PC Client

There are two ways to log on to MiCollab for PC Client:

- Click the link provided in the deployment e-mail message to log on.
- Open the MiCollab for PC Client and type or paste (copied from deployment e-mail message) the authentication code provided in the deployment e-mail to log on.

MiCollab for PC Client start-up on Windows start

You can specify the settings to automatically start the MiCollab Client to start automatically when Windows starts. To manage the settings:

1. Click **Settings** and select **General**.
2. Turn **On** the **Start the MiCollab Client on PC Start** setting**.**

Logging off of MiCollab for PC Client

1. Click the Close icon or press Alt+F4 to minimize MiCollab for PC Client to system tray.
2. Right-click and select **Quit MiCollab** from the system tray to log off from MiCollab for PC Client.
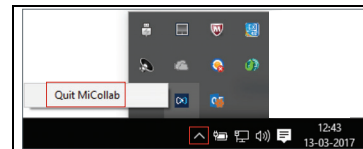
Supported headsets

MiCollab for PC Client supports accept, end, and mute capabilities for incoming calls when approved Sennheiser headsets are used.

See to Sennheiser documentation in www.sennheiser.com for more information.

Dynamic Status

The Dynamic Status view indicates your current Dynamic Status and Presence settings. From the Dynamic Status view, you can change your avatar, Manage Status, and configure Dynamic Status elements.

Manage Status

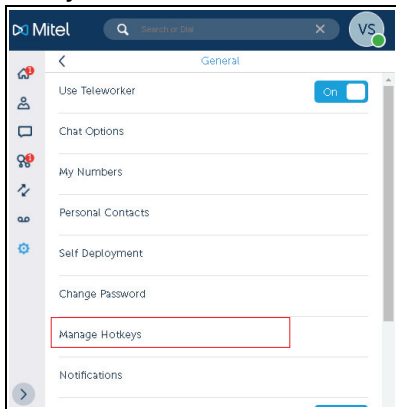1. Open MiCollab for PC Client, click your name and then click **Manage Status**.
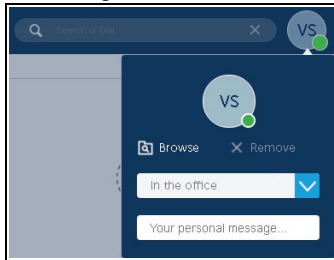
2. Select a status from the **Status** list or click **New** to create a new status.
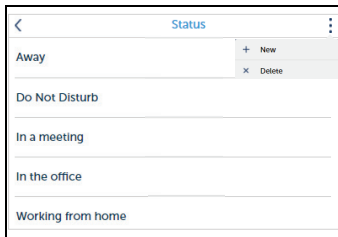

Configure hotkeys

MiCollab for PC Client enables you to use a combination of keystrokes for direct access to a particular function. To see the available hotkey functions, click **Settings** > **General** > **Manage Hotkeys**.

Create a group

You can set up a group for each team you work with, so that you can see at a glance who is available at any given time, or communicate with the entire team at once. To create a new group:

1. In the MiCollab for PC Client main window, click the **Contacts** view.

2. Select **Groups**.

3. Click ⋮ and select **New Group**.
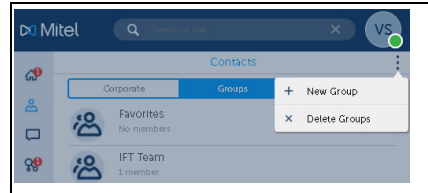
4. Enter the Group Name and click **Ok** to create the group.

Add a contact

Your contacts list simplifies your communications and lets you see the presence and contact information for the people you communicate with frequently. To add a contact:

1. Click the **Contacts** view.

2. Select **Groups**.

3. Click **New Group** to create a new group or select an existing group.

4. Click ⋮ and select **Add Contacts**.

5. Click **Search** and type the name of the person you want to add.

6. Select the name form the search results.

7. Click **Done**.

View a contact card

The contact card contains details from a contact's company directory, such as the e-mail addresses, phone numbers, IM addresses, organization, office location, and Outlook calendar presence information. To view a contact card, find the person on your Contact list or using search and select the contact to view the contacts information.

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Contact Integration

MiCollab for PC Client provides the functionality to integrate personal contacts from other applications. To add contacts to your **Personal Contacts** list:

1. Click **Settings** > **General** > **Personal Contacts**.
2. Select the applications from which to add contacts.
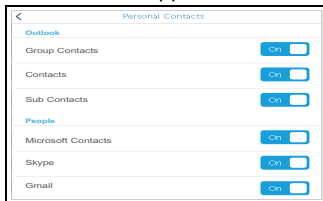
The applications supported are:

• Outlook (2013 and 2016)
• Built-in Windows People (Windows 10 only)

Note: By default, Outlook contacts are imported. If Outlook is not installed, the Client accesses available contacts from the Windows People application.
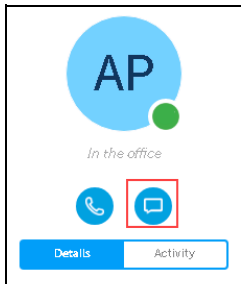
Start a chat

To start a chat with a contact:

1. In the contacts list, click the contact.
2. Hover over the contact's avatar and click the **Chat** icon.

3. Type a message in the typing area, and then press **Enter** or click **Send**.
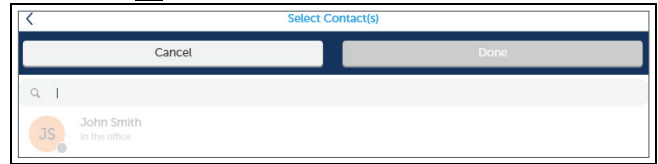
If the contact is not in the contacts list, type the person's name in the **Search** box, select the name, and then click the **Chat** icon.

Start multi-chat

To initiate multi-chat from an individual chat.

1. Open the individual chat.
2. Click the ⋮ icon and add the contacts for the multi-chat session.

3. Click **Done** to start the multi-chat session.

Activate the softphone

1. Open MiCollab for PC Client.
2. Click 📞 in the lower right.
3. Click the toggle button to turn **On** the softphone.

To place a call, enter a number in the **Search** field and click **Enter**.

Start a call

In the contacts list, hover over the contact's avatar you want to call, and then select the Call icon.

If the contact is not in the Contact list:

1. Type the person's name or number in the search box.
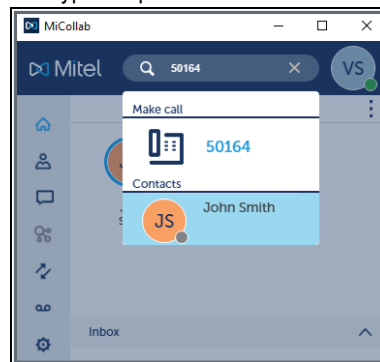
2. Select the number from the **Make call** list or select the contact name from the **Contacts** list, and then select the 📞 icon.

Answer an incoming call

When you receive a phone call from another MiCollab Client contact, a call alert appears in the bottom-right corner of your computer screen.

• If MiCollab Client is running in the background.
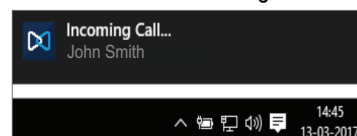
 a. Click the alert to open MiCollab Client.
 b. You can accept the call, decline the call, or reply to the caller with an instant message.

- If MiCollab Client is running in the foreground.

You can accept the call, decline the call, or reply to the caller with an instant message by selecting the options from **Incoming Calling** window.

Call control capabilities

Call Control features are displayed in the Call window. Click any of the following features to access it:

- Dialpad
- Conference
- Transfer (Supervised)
- Handoff
- Hold/Retrieve
- Hang-up
- Mute/unmute
- Speaker

When you minimize an active call or open other options in Client, the **In-Call** floating window opens. Double-click the floating window to return to the call.

Views

The MiCollab Client main window provides access to following menu:

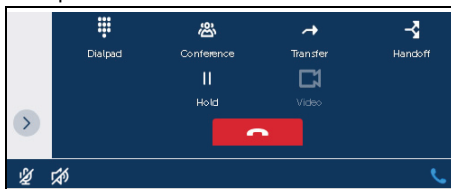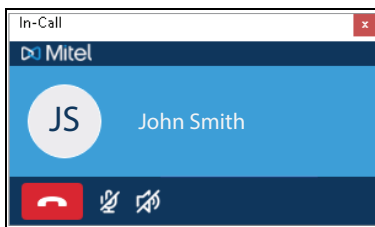| Icon	View and features
	Home: Allows you to add a new URL, Speed Dial, or a Contact and provides a summary of your call and chat details in the inbox.
	Contacts: Provides your list of corporate contacts, favorites, and contact groups. Select a contact to access additional options. MiCollab for PC Client- Hover over the contact to view the communication options.
	Chat: Provides recent chat activity. Allows you to chat with the contacts.
	MiTeam*: Provides persistent workspace for team-based meetings, conversations, content collaboration, and project management.
	Call History: Provides call histories for your dialed, received, and missed calls. Right-click a number to access additional options.
	Voicemail: Allows you to play, forward, or delete voicemail messages.
	Dialpad**: Allows you to dial the number to make calls from MiCollab for Mobile Client
	Settings***: Allows you to manage settings such as voicemail settings, call settings, dynamic status, calendar integration, and schedules.

***MiTeam** is a licensed feature.

**Enter the number in the search box and click Call to make a call from MiCollab for PC, MAC Client, or Web Client.

***Settings menu in MiColllab MAC Desktop Client is available under: **MiCollab > Preferences**.

Features

The MiCollab Client includes the following communication management features and settings.

General	Allows you to define the Teleworker mode, change password, set the time format, send and delete diagnostic logs, and use Factory Reset.
Voicemail Settings	Allows you to change the mailbox PIN.
Call Settings	Allows you to set the calling mode.
Manage Status	Allows you to change, add, edit, and delete Dynamic Status.
Locations	Allows you to add your location and change your dynamic status according to the location.
Calendar Integration	Provides automatic updates to your Dynamic Status based on your Google Calendar, Exchange, Outlook, or Lotus Notes calendar entries.
Schedules	Allows you to manage your schedules.
About	Provides information about the End User License Agreement, and the MiCollab Client-MiCollab Server versions.

MiCollab MAC Desktop Client

MiCollab MAC Desktop Client is installed on Macintosh computers and provides full access to the MiCollab Client features that you are licensed to use.

Install MiCollab MAC Desktop Client

Perform the following steps to install MiCollab MAC Desktop Client:

1. Download the MAC Client from the App Store.
2. Open the MiCollab for MAC deployment e-mail message you received.

To start the deployment process, click the link provided in the e-mail message or manually enter the authentication code.

Logging On and Logging Off

- Use the MiCollab Client credentials provided in the Welcome e-mail message to log on to the MiCollab MAC Desktop Client.
- Click **Exit** from the main menu to log off of the MiCollab MAC Desktop Client.

Operating modes

For the MiCollab MAC Desktop Client, you can set the default Calling mode:

- **Audio**: Outgoing calls are audio-only, with no video.
- **Video**: Outgoing calls are audio and video.

We recommend that you set the default to Audio and then switch to Video when required. The Audio or Video Calling mode applies only to your Client and not to the called party. For example, in MiCollab Audio, Web and Video conference, you will not see the other party unless they have video enabled as well.

MiCollab Web Client

MiCollab Web Client provides browser access to several MiCollab Client features without installing MiCollab Client.
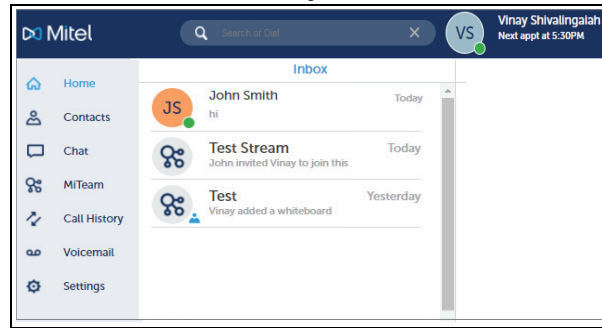
Logging in to MiCollab Web Client

Use the MiCollab Client credentials provided in the welcome e-mail message to log in to MiCollab Web Client.

1. Open a Web browser from your computer.
2. Navigate to the URL provided in the welcome e-mail message you received. The Login page appears.
3. Type your **Login ID** and **Password** on the Login page.

Note: To save your password for future logins, select the **Remember me** option.

4. Click **Log in**.

Note: If you are prompted to allow the use of additional data storage, you must accept. Otherwise, your Web Client will not function. In addition, your browser session must not be in private browsing mode.

Logging out of MiCollab Web Client

Close ( ) the browser window to log out of MiCollab Web Client.

Activate the softphone and start a call

1. Open MiCollab Web Client.
2. Click in the lower right.
3. Click the toggle button to turn **On** the softphone.

Note: When you place a call, it is made using your PC microphone and speakers (or headset/microphone).

4. To place a call, enter a number in the Search field.
5. Click the number from **Make call** search field press **Enter** on your keyboard.

If you close the browser while a call is in progress, your call is ended.

MiCollab for Mobile Client

MiCollab for Mobile Client provides Dynamic Status as well as access to other MiCollab Client features.
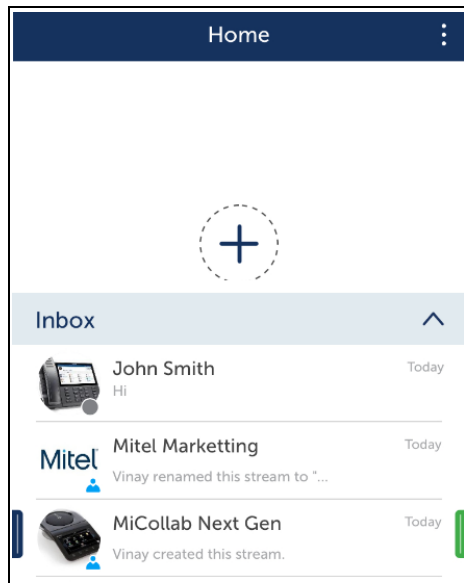

Install MiCollab for Mobile Client

1. Open the MiCollab for Mobile deployment e-mail message on your device.

2. Navigate to the appropriate link to download the MiCollab for Mobile Client to your device.

   Note: If configured by your system administrator, you must enter a PIN to complete the configuration. Your system administrator sends this PIN separately in the deployment e-mail message.

3. Download and install MiCollab for MobileClient on your device.

4. Launch MiCollab for Mobile Client:

   a. Scan the QR code that is provided by your system administrator in the deployment e-mail message.

   b. Click the link that is provided by your system administrator in the deployment e-mail message.

   c. Enter the authentication code that is provided by your system administrator in the deployment e-mail message.

Notifications in Battery Saver Mode— Windows phone

To receive notifications for chats, calls, and so on while your Windows phone is in battery saver mode, add MiCollab for Mobile Client to the list of applications you want to run while battery saver mode is active.

For example, to activate notifications on a Windows phone 8.1:

1. Open **Settings** from the Windows Applications list.

2. Select **Battery Saver** from the **Settings** list.

3. Slide left to switch to the **Usage** tab.

4. From the list of applications, select **MiCollab for Mobile**.

5. Tap the slider on **Allow app to run in the background** and check **Allow this app to run in the background even when Battery Saver is on.**

Accept or reject calls on lock screen— Android device

This feature enables you to accept or reject incoming calls when the Android device is locked.

It also provides you with the option to reject an incoming call and initiate a chat with the caller. You need to unlock the screen before initiating the chat.

Note: For using this feature, you must be registered on the MiCollab Client.

Recommendation while travelling

While you are travelling or are in a hotel or in an airport, if softphone audio over WiFi is poor, turn off WiFi and switch to alternate network connection.

If your MiCollab for Mobile Client is connected using a LTE network, data charges from your LTE carrier may apply.

Web Sharing in MiTeam Meet

Using the MiTeam Meet in your MiCollab Web Client, MiCollab Mac Client, or MiCollab for PC Client (windows 10 only), you can share applications or screens and collaborate with other MiCollab or guest users in the meeting.

See MiTeam Quick Reference Guide for more information on MiTeam Meet.

Note: You cannot use web sharing on MiCollab for Mobile Client. You can only view the shared screen.

Self Deployment

You can deploy and configure the MiCollab for Mobile Client. You can deploy the account on another mobile device or desktop device without administrator assistance. The Mobile Client can be deployed either from a MiCollab for PC Client, Web Client, MAC Client, or Mobile Client. The MAC Client can be deployed from a Web Client.

To self-deploy MiCollab for Mobile

1. Select **Settings** > **General** > **Self Deployment** on MiCollab Client of choice.

2. A temporary QR code is generated on the Client and displayed on the screen.

   Note: The code expires after 10 minutes. Click **Refresh** to regenerate the code.

3. The list of softphone extensions is available from the drop-down list on the Self Deployment screen if you have multiple extensions configured. Select the appropriate extension to be deployed.

4. Open the MiCollab for Mobile Client from the other (mobile) device where you want to self-deploy the Client.

   Note: MiCollab for Mobile Client must be already installed on your computer.

5. Click **Accept** on the License Agreement screen.

6. Click **Scan QR code** and scan the QR code generated in Step 2 on the Client of choice.

The Client is automatically deployed and configured on the device.

To self-deploy MiCollab for PC Client or MAC Client

1. Select **Settings** > **General** > **Self Deployment** on MiCollab Web Client.
2. A temporary QR code is generated on the Client and displayed on screen.

   Note: The code expires after 10 minutes. Click **Refresh** to regenerate the code.

3. The list of softphone extensions is available from the drop-down list on the Self Deployment screen if you have multiple extensions configured. Select the appropriate extension to be deployed.
4. Click the QR code. This initiates the configuration process on the MiCollab PC or MAC Client.

   Note: MiCollab for PC Client or MAC Client must be already installed on your computer.

5. Click **Accept** on the License Agreement screen.

The MiCollab for PC Client or MAC Client is automatically deployed and configured.

Device Selection

If multiple devices (desk phones, DECT phones and other phones) are configured and connected for your phone number, you can select the device to make and answer calls. To select a default device:

1. Open MiCollab Client.
2. Go to **Settings** > **Call Settings**.
3. From **Call Using** drop-down list, select the preferred device you want to make calls from.

To choose a device before making a call, select **Prompt** from the **Call Using** drop-down list.

MiVoice for Skype for Business

MiVoice for Skype for Business is an application that provides seamless integration of Mitel's feature rich MiCollab Client infrastructure with Skype for Business, Lync 2010, and 2013 Clients.

Install and setup MiVoice for Skype for Business

If you do not have permission to install the software on your computer, your system administrator will first install Skype for Business, Lync 2010 or 2013, then install MiVoice for Skype for Business for you.

1. Browse to the MiVoice for Skype for Business software location, as specified in the welcome e-mail message.
2. Download the software to your computer.
3. Browse to the downloaded file in your downloads folder and launch `MitelMiVoiceForLync.msi` file.
4. Follow the instructions in the installation wizard to install the Client.
5. Click **Finish** to complete the installation.

Note: Refer to the welcome e-mail message when the Installation wizard prompts you to provide the MiCollab Client Service FQDN.

Logging on to and logging off from MiVoice for Skype for Business

The MiVoice for Skype for Business is integrated with Skype for Business and is launched automatically when you log on to Skype for Business. Use the credentials provided in the welcome e-mail message to log on when prompted.

Features

MiVoice for Skype for Business provides call functionality and integration with Skype for Business by offering:

- An integrated softphone
- Desk phone control
- Voice integration and support of Click to Call with Microsoft applications, Outlook, and various web browsers.
- Mid-call features (such as transfer, conference, and handoff)

Other features such as call forwarding, do-not-disturb, and auto-answer.

GSM Line Status on Android Devices

By default, this option is disabled. Enable this option on the MiCollab Client: **Settings** > **Call Settings** to make your GSM line status visible to other MiCollab users.

In the MiCollab Client, the presence indicator on your avatar indicates the line state status. If this option is enabled, your MiCollab line state displays **busy** as soon as a GSM call is presented to the phone.

Call Controlling on Desk Phones

1. Open the MiCollab for PC Client, MiCollab Web Client, or MAC Client.
2. Go to **Settings** > **Call Settings**.
3. Select **DeskPhone**, from the **Call Using** drop-down list.
4. Enter the destination number or search the contact in the **Search or Dial** field.
5. To make a call:
   - Click the destination number in the **Make call** field.
   - Hover over the contact and then click the Call icon or press the **Enter** key.
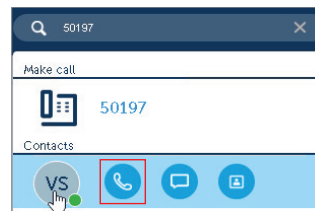
The call will be placed from the desk phone.

6. Lift the phone handset.

The MiCollab for PC Client, MiCollab Web Client, or MAC Client displays **Call in progress**.