A MITEL
PRODUCT
GUIDE

MiCollab for Mac Client

Release 9.4 SP1
December 2021

⋈ Mitel®
Powering connections

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Contents

1 Getting Started

The MiCollab Client application provides a suite of advanced communication features and integrates with your enterprise's call manager to provide you full control of your communication experience. Whether you are in the office or away, MiCollab Client allows you consistent full-feature access to the MiCollab unified communications and collaboration environment on a variety of devices.

The MiCollab Client is available on the following devices:

- MiCollab for PC Client
- MiCollab Mac Desktop Client
- MiCollab Web Client
- MiCollab for Mobile Client (Android and iOS)

1.1 Scope of the document

This document will help you install, register, log in/log out, utilize call/chat/voicemail functionality, and utilize the meeting capabilities of the the MiCollab Client application.

1.2 Intended audience

This document is intended for end-users to set up the MiCollab Client application and use its features and capabilities.

1.3 What's new in MiCollab Release

Release 9.4 SP1

Emergency Location Notification

From Release 9.4 SP1 onwards, the Emergency location will be notified by a pop-up window, whenever the user is logged in, or if there is a change in the network, or during an emergency call irrespective of the client running in the foreground or background. This ensures users to set and maintain the appropriate location details.

For more information on the Emergency Location Notification features, see the *MiCollab Client End-User Online Help > Emergency Location* section.

Release 9.4

Emergency Location

From MiCollab 9.4 onwards, the Emergency Location feature is enabled for the end-users, which is based on the RAY BAUM Act of USA.

The Emergency Location service provides the dispatchable location of the end-users for the 911 calls for MiCollab Softphone users. This location is conveyed along with the 911 calls that are made.

The prerequisites for the Emergency Location feature to function are:

• The Network Helper component should be installed
• MiCollab client should have the softphone support.

For more information on the Emergency Location feature, see the *MiCollab Client End-User Online Help > Emergency Location* section.

Select Audio Device

From MiCollab 9.4 onwards, the selected audio devices (speaker or microphone) for a softphone call will remain persistent. That is, when a user selects an audio device, that selection remains as the preferred device until the user changes the selection of devices again.

This setting can be achieved through the Hardware settings available from the bottom left of the client.

For more information on the Select Audio feature, see the *MiCollab Client End-User Online Help > Hardware settings* section*.*

Support non-email values in the UPN field from AZURE AD

From release 9.4 onwards, MiCollab will support non-email values in the User Principle Name (UPN) field from Azure AD. This will provide the CloudLink Authentication support for the sites which uses UPN different from the email ID.

For more information in non-email values in the UPN field, see the following documents:

• *MiCollab Client End-User Online Help > Log in to MiCollab Client*
• *MiCollab Administrator Online Help > Applications > Users and Services > Provision Users and Services > Enter User Information*
• *MiCollab Administrator Online Help > Applications > Accounts Tab >About Login IDs.*

1.4 About MiCollab Client

The **About** section provides the below details:

- **What's New** in the Client information.
- **Documentation**: Displays the MiCollab Client online help.
- **View EULA certificate**: Displays the End-User License Agreement (EULA) certificate and copyright information.
- **Privacy Policy**: Displays the MiCollab Client application privacy policy details.

1.5 Supported headsets and audio devices

MiCollab Client supports headsets and external audio devices for audio routing. The supported features include:

- Accept/end call
- Mute/unmute call
- Volume control
- Hold/retrieve call (Not supported on MiCollab Web Client)

ℹ️ **Note**:

To use call control features on headsets and external audio devices, install appropriate supplementary softwares of the compatible headsets.

ℹ️ **Note**:

On MiCollab Web Client, call control features on Sennheiser headsets or audio devices are not currently supported on other browsers like Microsoft Edge, Internet Explorer, or Apple Safari.

ℹ️ **Note**:

Headset button control is not supported in a Citrix environment.

> ℹ️ **Note**:
> Refer to the Mitel Knowledge Management System for information regarding any known-issues and suggested configuration advice for 3rd party headsets.

> ℹ️ **Note**:
> If you are using the Jabra Headset, make sure the **Jabra Direct** software is installed on your PC.

1.6 Requirements

MiCollab Client	Requirements
MiCollab for PC Client	• CPU - Dual core, 2.0 GHz or higher • Disk space - 600 MB free hard disk space • RAM - 8 GB RAM or more recommended • Operating system - MS Windows 10, 11(32/64 bit), MS Windows 10 Education N*.
MiCollab MAC Client	• CPU - Dual-core, 1.6 GHz or higher • Disk space -100 MB free hard disk space • RAM - 4 GB RAM or more recommended • Operating system - 10, 11, and 12
MiCollab Web Client	• Operating system - Windows 10 and 11, MAC OS X Yosemite 10.14 or later, and Chromebook (Chrome OS 90 or later) • Web browser - Microsoft Edge 90 or later, Internet Explorer (IE) 11, Mozilla

| MiCollab Client	Requirements
	Firefox 88 or later, Google Chrome 90 or later, Apple Safari 13.1 or later

MiCollab for PC Client is supported on Windows 10 and 11 versions that are still supported by Microsoft.

 MiCollab for PC Client is NOT supported on Windows 10 Home editions.

MiCollab Web client on Chromebook is only supported for Chrome OS versions that are still maintained by Google.

To get support on Windows 10 Education N*, you need to install the media feature pack and media player.
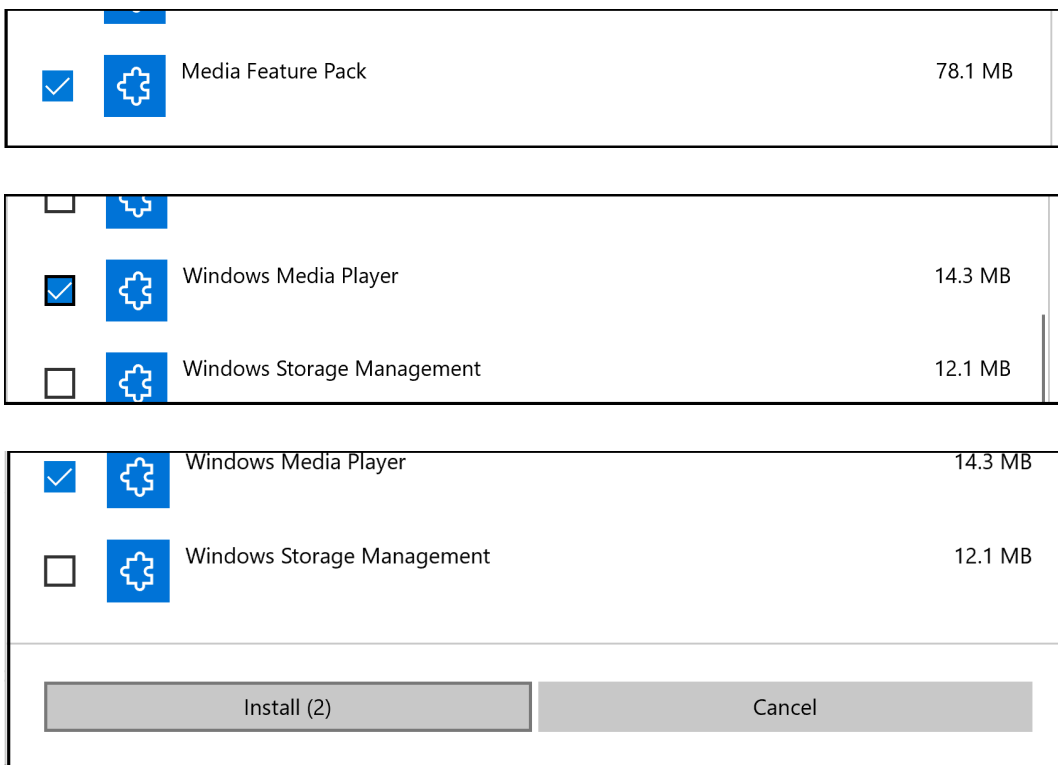
1. From the **Start** menu, click **Windows Settings** and go to **Apps > Optional features.**
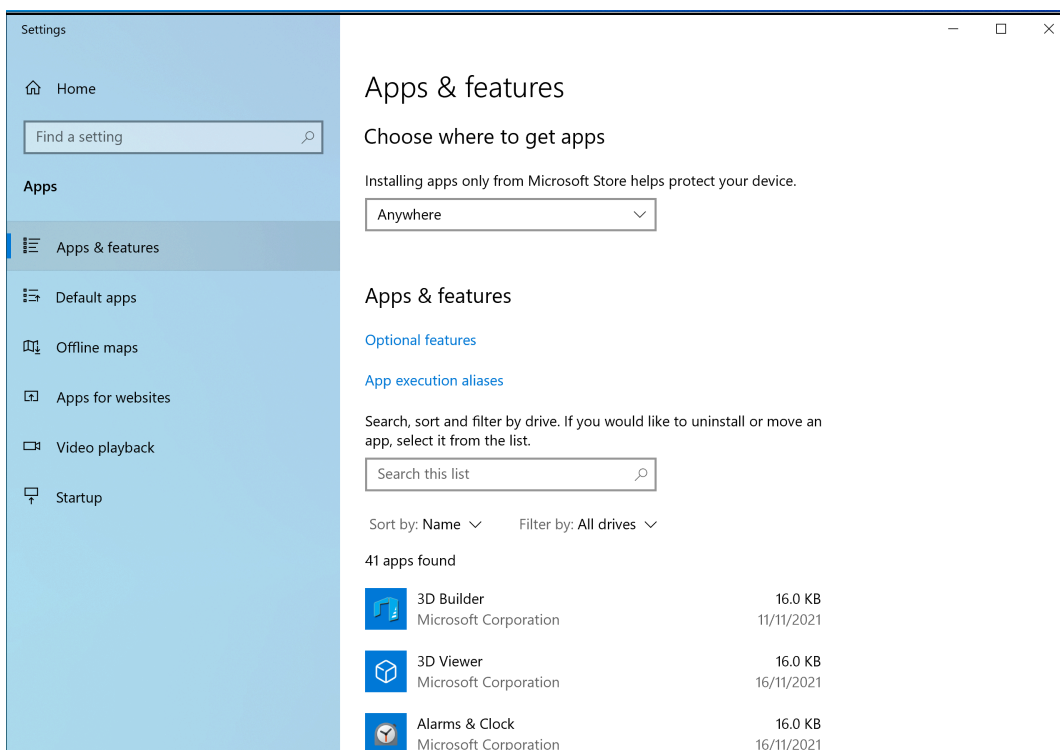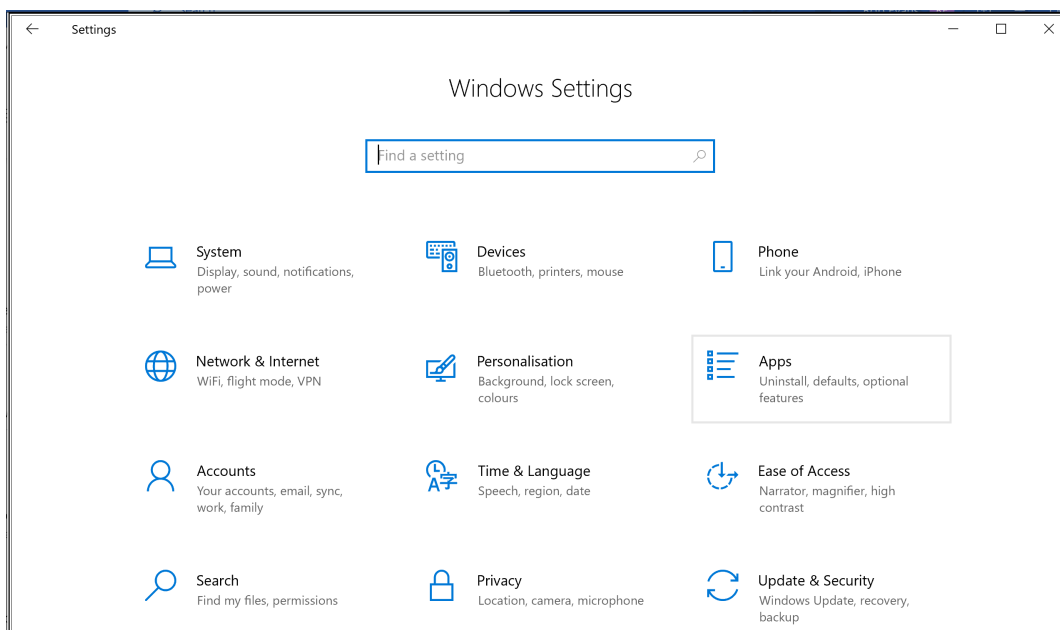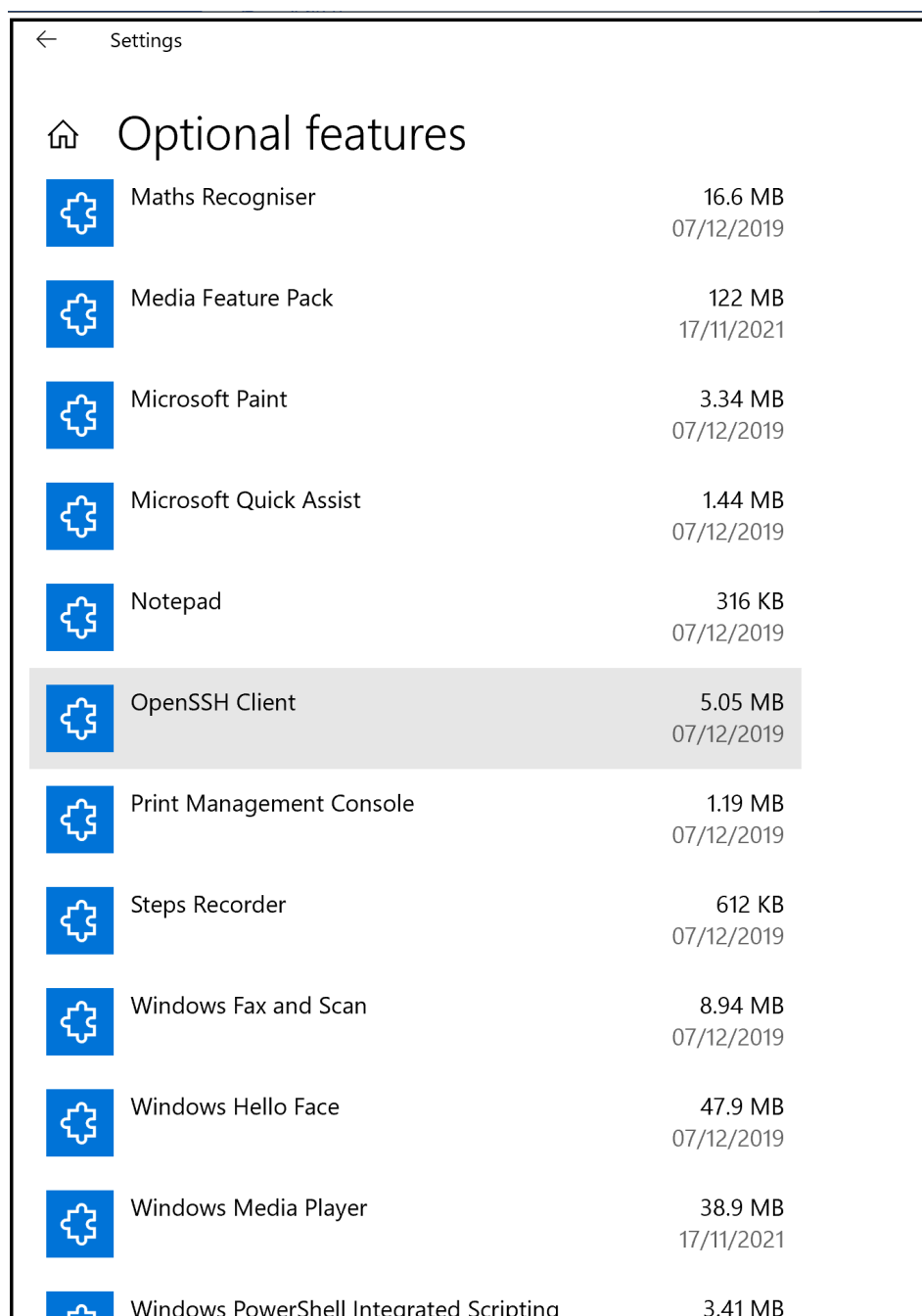
2. Click **Add a feature** to add an optional feature.
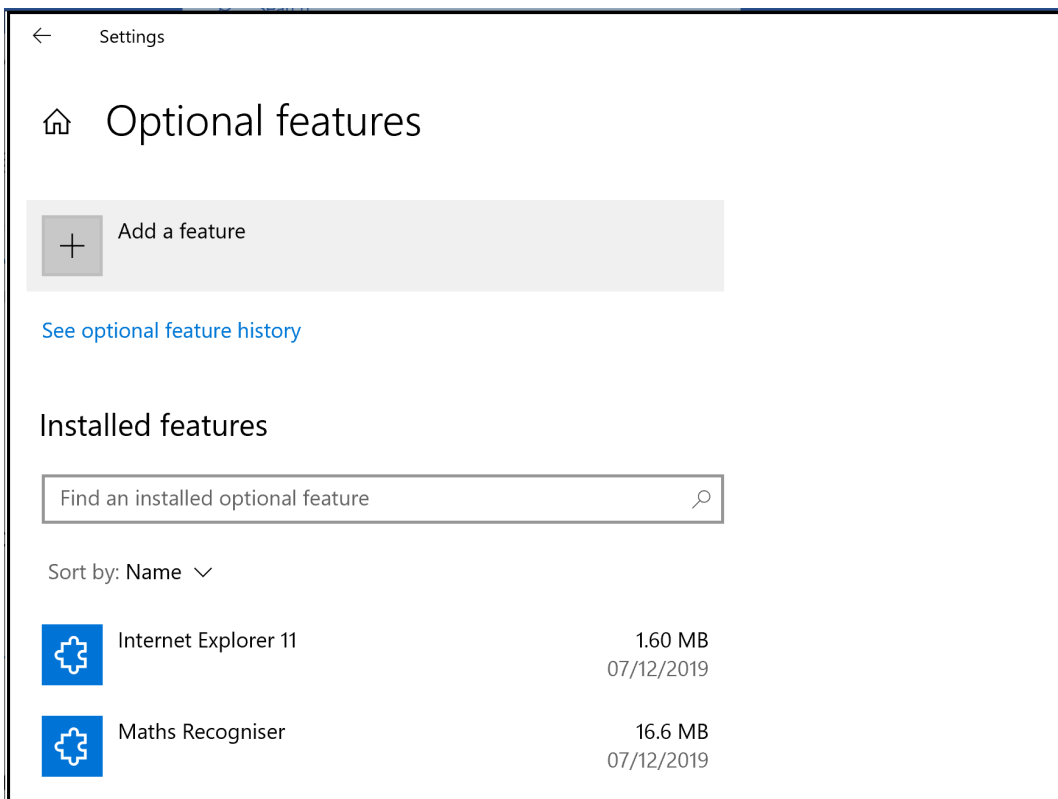
3. Select the **Media Feature Pack** and **Windows Media** features and then click **Install**.

4. The selected Optional features will be listed in the **Installed features** list once the installation is complete.

←   Settings

⌂   Optional features

Maths Recogniser	16.6 MB	07/12/2019
Media Feature Pack	122 MB	17/11/2021
Microsoft Paint	3.34 MB	07/12/2019
Microsoft Quick Assist	1.44 MB	07/12/2019
Notepad	316 KB	07/12/2019
OpenSSH Client	5.05 MB	07/12/2019
Print Management Console	1.19 MB	07/12/2019
Steps Recorder	612 KB	07/12/2019
Windows Fax and Scan	8.94 MB	07/12/2019
Windows Hello Face	47.9 MB	07/12/2019
Windows Media Player	38.9 MB	17/11/2021
Windows PowerShell Integrated Scripting	3.41 MB	

5. And finally, restart the PC.

1.7 Download MiCollab Client

Download the MiCollab Client install software as instructed in the deployment e-mail message.

1.7.1 Deployment e-mail

You will receive a deployment e-mail that contains instructions on authenticating your Client with the system. The deployment e-mail contains a link to start the deployment process, an authentication code, and an option to scan a QR code to deploy MiCollab Client. Once authenticated, MiCollab Client allows you to log on to the system without entering your credentials.

1.8 Authenticate MiCollab Client

To authenticate MiCollab Client (PC Client, Mobile Client, or Mac Client), use one of the following methods:

- Click the link provided in the deployment e-mail message.
- Copy the authentication code provided in the deployment e-mail, open MiCollab Client, and type or paste the authentication code.
- Scan the QR code provided in the deployment e-mail using your MiCollab for Mobile Client.

With MiCollab Client running in the background, log on to MiCollab Web Client using your credentials (provided in the welcome e-mail message). Click **Settings** > **General** > **Self Deployment**. Click the QR code to authenticate MiCollab Client. For more information on self-deploying MiCollab Client, see Self-Deployment section.

1.9 Self-Deployment

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

2 MiCollab Client Basics

MiCollab Client enables you to:

- Control your phone from your desktop—make calls, answer calls, and invoke mid-call features.
- Control your Dynamic Status to direct calls to wherever you are, at any time of the day.
- Chat with individuals and groups of contacts.

- Review your voicemails.

2.1 MiCollab Client overview

There are four main sections in MiCollab Client main window.
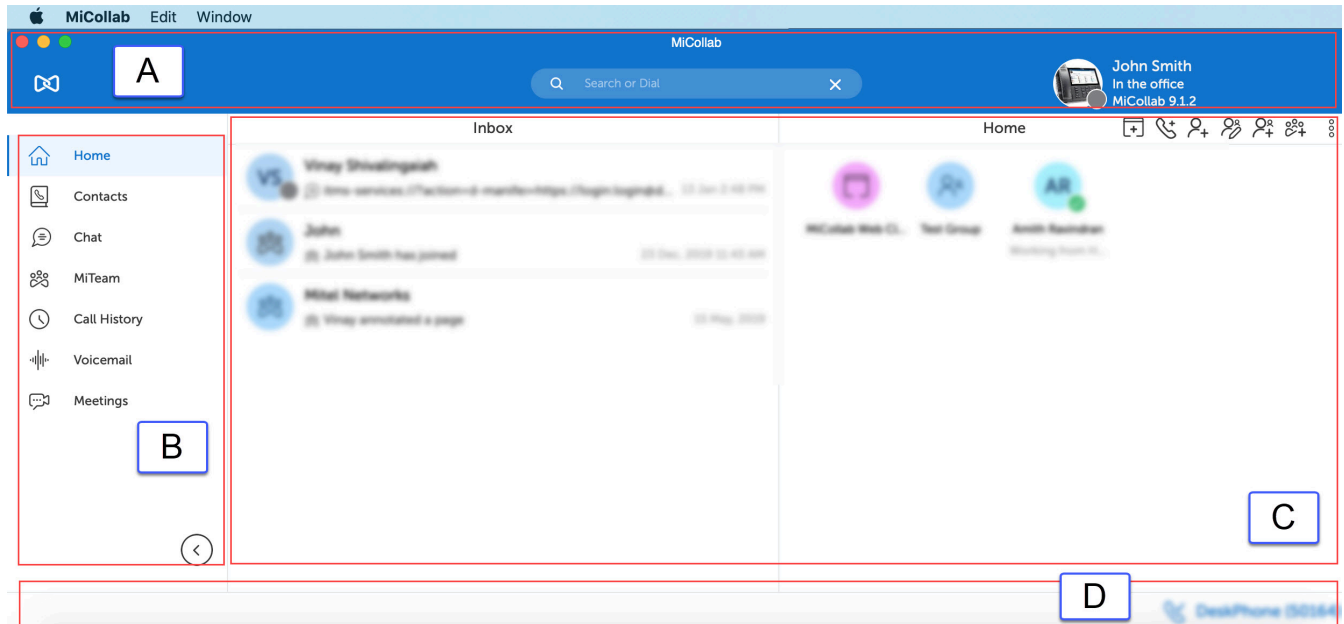
A	**Header menu**—Displays your personal information, presence status, and a search bar.
B	**Navigation menu**—Displays the basic Client navigation menu for MiCollab. Only the features you are licensed to use are displayed.
C	**Display menu**—Displays information related to the menu function selected in the Navigation menu.
D	**Footer menu**—Displays your phone status.

2.1.1 Header menu

The Header section comprises two important functions:

- **Dynamic Status**—Using Dynamic Status, see your avatar, presence status, and add a custom personal message.
- **Search or Dial**—Allows you to search for contacts, chats, calls, MiTeam Streams in any part of the Client or enter phone numbers to directly start dialing.

2.1.2 Navigation menu

⌂ Home

The home page is a convenient location for storing frequently used contacts, contact groups, website addresses, personal speed dials, and MiTeam Streams. Click the action icons at the top of the home page or right-click anywhere in the empty space on the home page for options to store these details.

- **Add URL** : Use to add a URL for launching a web browser.

- **Add Speed Dial** : Use to add a number for speed dial.

- **Add Contact** : Use to add a corporate contact.

> ℹ **Note**:
>   You cannot add personal contacts to the home page.

- **New Group** : Use to create a new group and adding it to the home screen for easy access.

- **Add Group** : Use to add an existing group to the home screen for easy access.

- **Add Stream** : Use to add an existing MiTeam Stream to the home screen for easy access.

The more menu allows users to go into edit mode. Click **Edit** to reorder or delete items from the home page. A user can also enter edit mode by dragging an item on the home page.

📖 Contacts

The Contacts page enables you to search the contact list to quickly find who you want to communicate with. It provides access to all groups, personal contacts, and corporate contacts. Right-click on the contact or hover over the contact to view the communication options.

Chat

The Chat feature allows you to connect in real time to any other MiCollab contact or group of contacts. The chat view displays all existing chats on the left-half of the screen and the selected chat thread on the right-half of the screen. All chats received by the current Client are displayed here until they are deleted.

MiTeam

MiTeam provides a persistent workspace for team-based conversations, content collaboration, project management, and meetings. Using the **MiTeam** capability in your MiCollab Client (PC, Mac, and Web Client), you can collaborate with other MiCollab users in the meeting.

Call History

This function provides a listing of all your dialed, received, and missed calls. To call any entry in the call history view, hover over or right-click the contact to select the phone icon.

Meetings

This function allows you to launch a MiTeam Meeting session with any of your contacts (with e-mail id). Meetings is a Cloud-based collaboration tool (based on CloudLink infrastructure) that enables MiCollab users to access features, such as:

- **Collaborate**: Perform audio, video, and web sharing
- **Chat**: Hold chat sessions and receive chat notifications within the meeting
- **File Sharing**: Store and share files

Voicemail

Allows you to play and to delete voicemail messages. You can also forward the voicemails in an email. While playing the message, you can advance or rewind the message by dragging the tracker accordingly.

Settings

You can manage the following settings:

General	Allows you to change password, send or delete diagnostic logs, sort the order of the names of MiCollab Contacts, and use Factory Reset.
Voicemail Settings	Allows you to change the mailbox PIN.
Call Settings	Allows you to set the calling mode.
Presence Privacy	Allows you to control your presence information (dynamic status, chat status, telephony status, video availability, and calendar advisory) to be displayed to other users or not.
Manage Status	Allows you to change, add, edit, and delete Dynamic Status.
Calendar Integration	Provides automatic updates to your Dynamic Status based on your Google Calendar, Microsoft Exchange, Outlook, or Lotus Notes calendar entries.
Schedules	Allows you to manage your schedules and your Dynamic Status is updated accordingly.
About	Provides information about What's New, Documentation link, End User License Agreement, and the MiCollab Client-MiCollab Server versions.

2.1.3 Display menu

The Display area is the main information display for the MiCollab Client. In full screen mode, the left side of the screen provides the full list of the selected topic such as Chat, Call History, and so on. The right side of the screen displays the detail for the item selected on the left side, such as a chat thread or a contact card.

2.1.4 Footer menu

The Footer area provides phone status. Your administrator may have provisioned several (up to 8) devices for you. A typical setup includes a deskphone, a mobile, and a softphone. Your deskphone typically indicates your primary number. The other phones are twinned to your deskphone. Incoming calls are routed to all phones as determined by your Dynamic Status settings.

3 MiCollab Mac Client

3.1 Install MiCollab Mac Client

1. Download MiCollab Mac Client install software as instructed in the deployment e-mail message.

2. To start the installation, launch the MiCollab Mac Client install software (MiCollab.pkg).

3. Follow the on-screen instructions to install MiCollab Client.

> **ⓘ Note**:
> Make sure MiCollab Client installation folder and database storage is mapped to your local drive and NOT to a network drive.

4. Click **Close** to complete the installation.

3.2 Uninstall MiCollab Mac Client

1. Exit the MiCollab Client application.

2. Open the **Applications** folder, which you'll find by opening a new window in the **Finder**, or clicking on the hard disk icon.

3. Drag the MiCollab icon of the program you want to uninstall to the **Trash**.

3.3 Log in to MiCollab Client

MiCollab for PC and MAC Clients

There are 4 ways to log in to your PC or MAC Client:

• Using the link in the deployment e-mail:

1. Click the link provided in the deployment e-mail message. This opens the MiCollab Client application.

2. Click **Accept** on the license agreement screen.

3. Enter the password provided in the welcome e-mail message and click **Apply**.

• Using the authentication code in the deployment e-mail:

1. Open the MiCollab Client application.

2. Copy and paste the authentication code provided from the deployment e-mail and click **Apply**.

3. If this is not your first login, click **Import** to import the user data. Click **Accept** on the license agreement screen. Enter the password provided in the welcome e-mail message and click **Apply**.

- Using the MiCollab Web Client:

    1. With MiCollab Client (PC or MAC) running in the background, log on to MiCollab Web Client and click the QR code (**Settings** > **General** > **Self Deployment**).
    2. Click **Open MiCollab**. This opens your PC or MAC Client.
    3. Click **Accept** on the license agreement screen.
    4. Enter the password provided in the welcome e-mail message and click **Apply**.

- Using the UPN

    You can also log in to the MiCollab Client using the UPN (User Principle Name) field from Azure AD.

> 🛈 **Note**:
>
> If the UPN field is updated on Azure Active Directory (AAD), then the client will restart without asking for the credentials, similar to the Login ID fields update.

CloudLink-based Authentication

1. Open the MiCollab Client.
2. Click **Accept** on the license agreement screen.
3. Enter the Email ID or login ID (received in MiCollab Welcome email) and click **Next**.

> ℹ️ **Note**:
> The login page displays only the username field.

4. If CloudLink-based Authentication is enabled, the MiCollab server will proceed for subsequent login through the CloudLink Unified login page.

- **If Azure AD is not integrated**: In the CloudLink Authorization page, use your CloudLink password. This password must be setup with the help of CloudLink welcome email. Check emails from no-reply@mitel.io to setup your password if not done already.
- **If Azure AD is integrated**: In the CloudLink Authorization page, use your enterprise credentials to login.
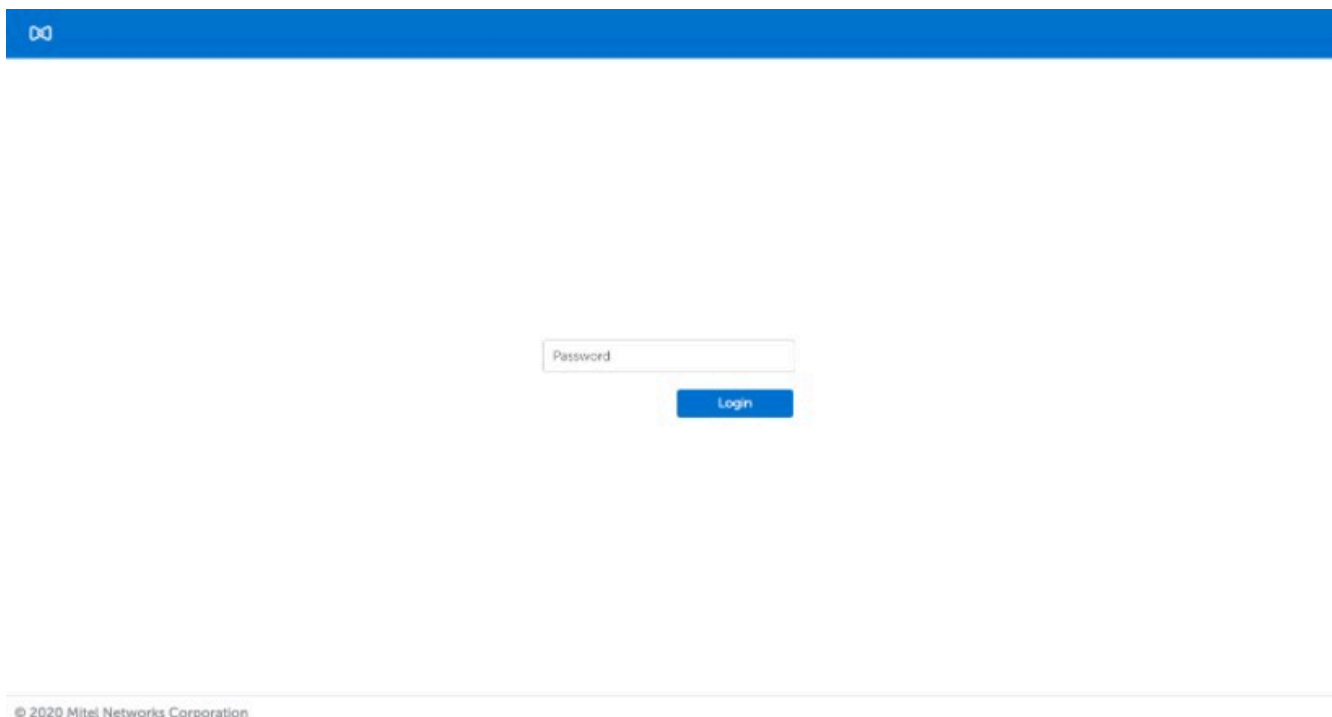
> 🛈 **Note**:
> The E-mail is auto-populated on the CloudLink Sign-in page.
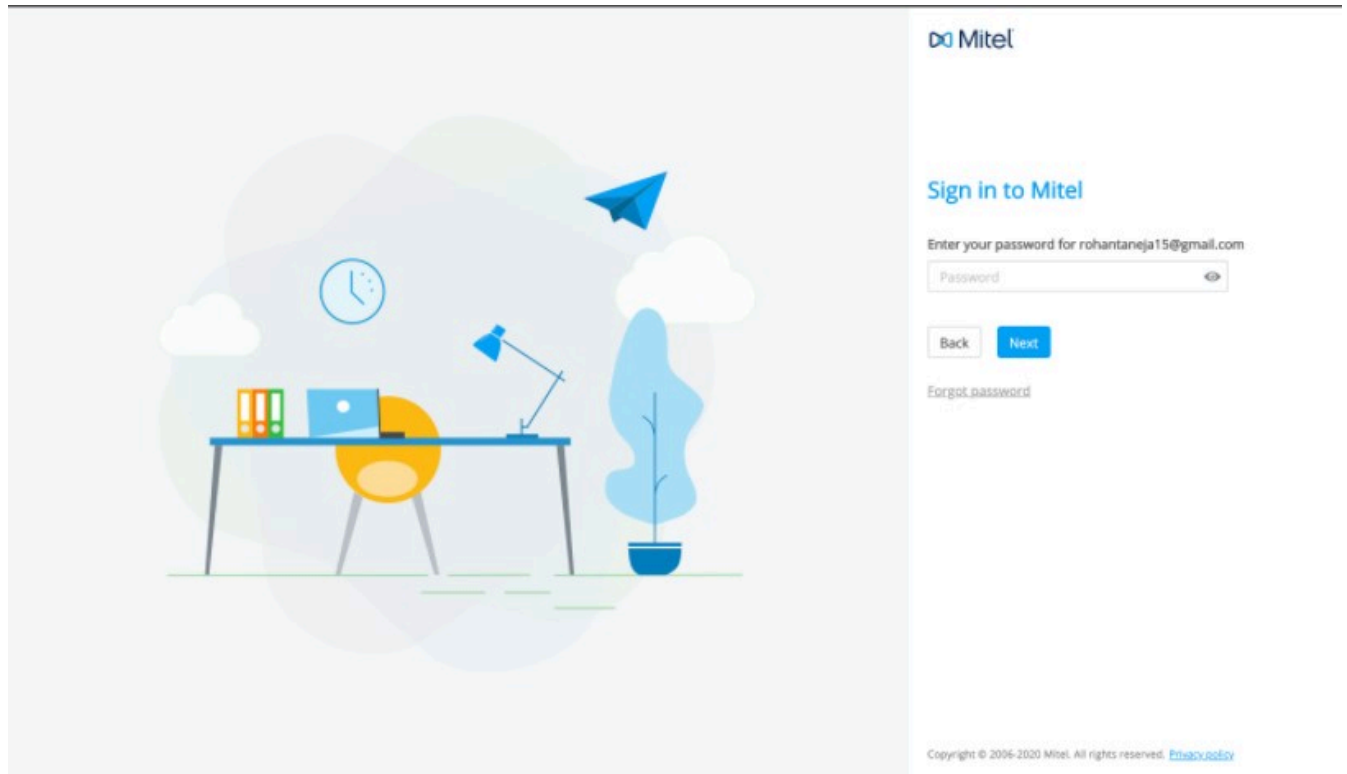
> **ℹ Note**:
>
> If CloudLink-based Authentication is not enabled, then the following authentication page is displayed. Enter the password to log in to your MiCollab Client.

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5. On successful password authentication, you might be prompted to enter a second-factor authentication code, for example, OTP (based on Multifactor Authentication configuration done on Azure AD behind CL platform).

6. After the successful multifactor authentication, the Client is presented with the progressing screen followed by MiCollab Home Screen. With this the CloudLink-based authentication is complete and you can use the MiCollab Client features.
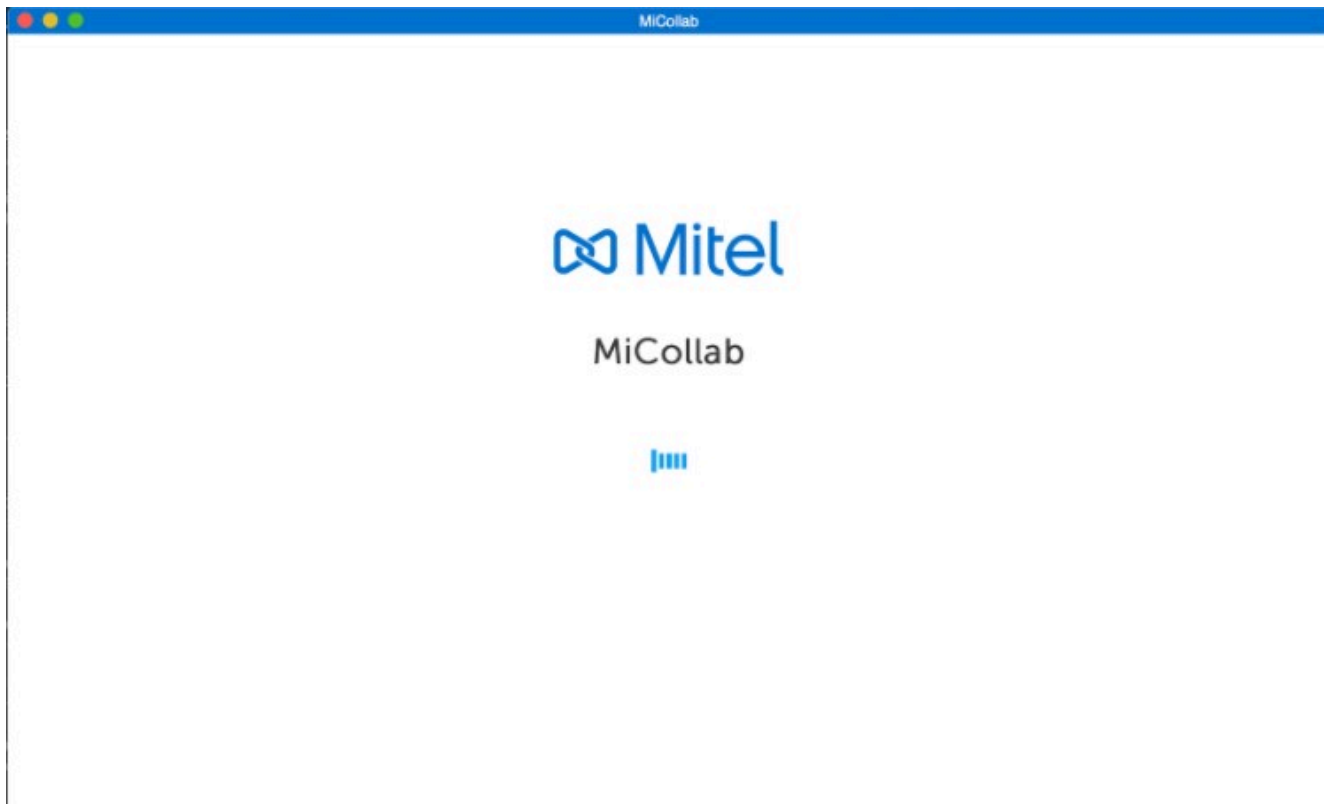
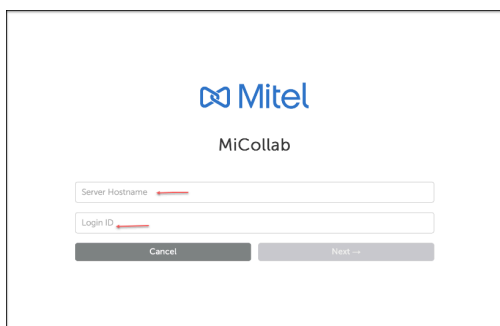### Manual login for native clients

CloudLink Authentication also supports manual login in native clients (iOS, Android, PC, and MAC OS).

Perform the following steps for manual login for the native clients:

1. Tap on the **Mitel** logo three times to open the Manual Login screen.

2. In the Manual login screen, enter the **Server Hostname** and **Login ID/Email ID.**

3. Click **Next**

4. If Cloudlink-based Authentication is enabled for the user, the MiCollab client will proceed for subsequent login through the CloudLink Unified login page

- Azure AD is integrated: In the CloudLink Authorization page, use your enterprise credentials to login.
- Azure AD is not integrated: In the CloudLink Authorization page, use your CloudLink password. This password must be setup with the help of CloudLink welcome Email. Check Emails from no-reply@mitel.io to setup your password if not done already.

> **ⓘ Note**:
>
> In case the MiCollab Client version 9.2 is upgraded to 9.3 after the MiCollab server upgrade to 9.3, then MiCollab Mobile Client does not direct to the Single Sign-On page in this step.
>
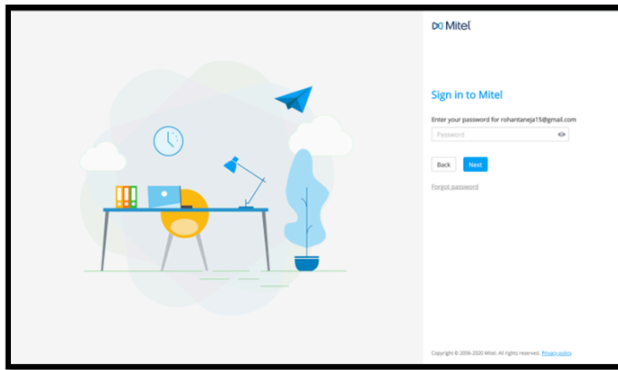> Perform below few steps for the MiCollab Mobile client to enable to SSO page:
>
> a. Click on the **Back** button on the Password page.
> b. Enter the username.
> c. Click **Next**.
>
> The Mobile Client then directs the user to the Single Sign-On page followed by the password page.

> **ℹ Note**:
>
> The Email ID is auto-populated on the CloudLink Sign-in page.

- Azure AD is integrated along with the field **Enable Mitel Credentials (optional)** over CloudLink Portal: In the CloudLink authorization page, you can use the credentials which were used to verify the account over CloudLink Portal (check Emails from no-reply@mitel.io to setup your password).
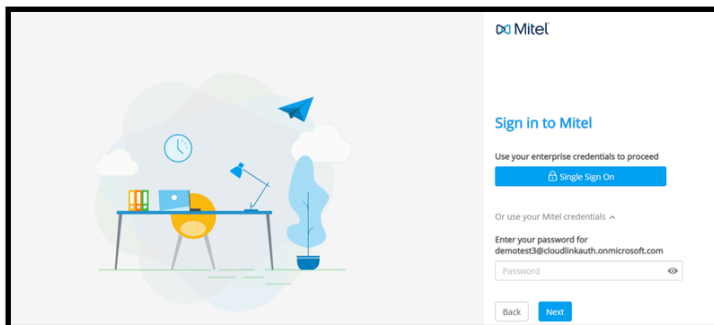
5. If CloudLink-based Authentication is not enabled, then the user proceeds for MiCollab Authentication, and on providing the Email/Login ID on the same page, next the password page opens.

# 3.4 Log out from MiCollab Client

To log off from MiCollab Client:

- Right-click the MiCollab Client icon in the menu bar and select **Quit MiCollab**.
- Click the Close icon ( ) to minimize the Client to the system tray. Right-click and select **Quit MiCollab** from the menu bar.

3.5 Changing MiCollab Client password

To change your MiCollab Client password:

1. From the MiCollab **Preferences** menu, Select **General**.
2. Click **Change Password**.
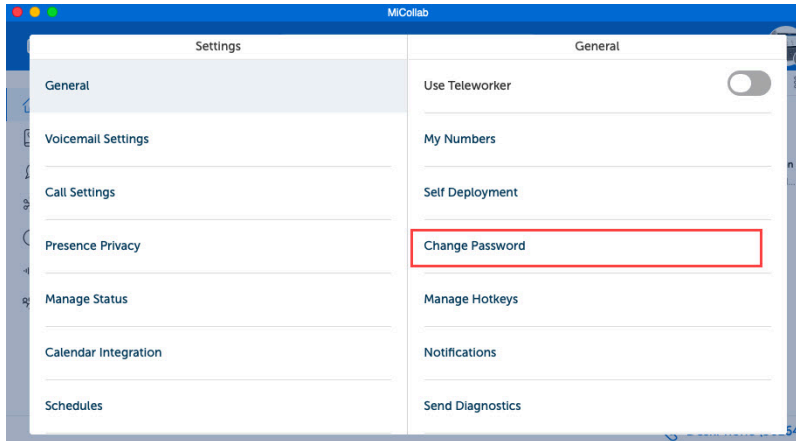
3. Enter the current password and the new password.
4. Click **Save**.

3.6 Managing contacts

MiCollab Client provides the functionality to integrate personal contacts from other applications.

> **🛈 Note**:
> When you click e-mail icon, the default e-mail application in your system opens.

To search for a contact, type a name or number in the search bar in the header area.

Adding contacts as shortcuts on the home screen

To add a contact to display as a shortcut on the home screen:

1. Open a contact card.
2. Click the more (⋮) icon, select **Add to home**.

OR

1. From the home screen, click **Add Contact**.
2. Search and select the contact.
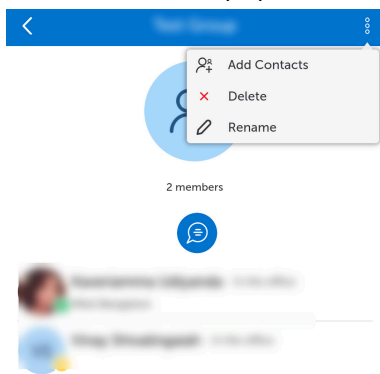**3.** Click **Done**.

Removing contacts from the home screen

To remove a contact from the home screen:

1. From the home screen, click **Edit**.
2. Select the **X** icon on top of the desired contact.
3. Click **Done**.

Adding contacts into a group

To add a contact into a group:

1. From Contacts menu, select a group.
2. Click the more (⋮) icon, select **Add Contacts**

3. Search and select the contact.
4. Click **Done**.

Removing contacts from a group

To remove a contact from a group:

1. From Contacts menu, select group.
2. Click the more (⋮) icon, select **Delete**.
3. Click the **X** icon on the desired contact.
4. Click **Done**.

5. Click **OK** from the Delete Confirmation dialog box.

3.7 Chat features

> **ⓘ Note**:
>
> The MiCollab Client application must be logged in to receive chats and chat notifications. The application can be running in the background (open and not visible), but if the app is closed, you will not receive any notifications.

Chat typing indications

When a participant begins typing during an individual or group chat, MiCollab Client provides a visual indication to other chat participants that this person is typing.

Chat message history

The **Messages** screen displays a list of the individual and group contacts with whom you have chatted. Each item in the list also indicates the date and time of the last chat message that was sent to or received from that contact. Selecting an item in the list opens the chat screen for that individual or group contact displaying messages from previous conversations including the time of day and top banner with the date for each chat message.
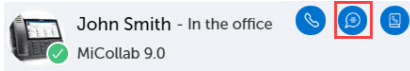
3.7.1 Chats

MiCollab chat is a full featured chat function that synchronizes chat conversations, file transfer, and group chat across devices. MiCollab Client is integrated with CloudLink platform to provide an enhanced experience for all the MiCollab users. MiCollab chat will function even when the MiCollab server is not reachable.

3.7.1.1 Initiate a 1:1 chat

To initiate a 1:1 chat with a contact:

1. From the navigation menu, select **Chat** to see the recent chat conversations and then select a chat.

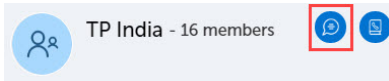   Hover over the contact, right-click the contact and then select the **Chat**.

2. In the text area, type a message. You can also copy and paste a message from existing chats.

3. Press Enter or click **Send**.

3.7.1.2 Initiate a group chat

From Contacts menu

From the Contacts menu, the group's avatar and select **Chat**.

From a 1:1 chat

1. Open the individual chat.

2. From the more (⋮) menu, select **Add**.

3. Add the contacts for the group chat session and select **Done** to initiate the group chat session.

   This will create a new group chat with the participants. The original 1:1 chat conversation will remain as it was.

   > **ⓘ Note**:
   >
   > After a group chat is started from a 1:1 chat, new participants will not be able to see the previous conversation history.

> **ℹ Note**:
>
> If you delete a group chat, you will still receive the chat notifications from other participants. The chat history will be retained for future conversations with the same participants.

3.7.1.3 Chat options

Send a voice message

```
Type a message...          🎤  📍  📎  ☺
```

1. Within the chat conversation, click the **send voice message** icon.
2. Click the **Record** button. This enables the microphone and starts recording the audio.
3. Once finished, Click the **Stop** button to end the recording.
4. Click **Send** to share the audio clip within the chat conversation.

> **ℹ Note**:
>
> Click **Delete** to delete the recorded audio clip.

Share your location

```
Type a message...          🎤  📍  📎  ☺
```

> **ℹ Note**:
>
> Make sure **Location Service** is enabled in Windows settings.

Within the chat conversation, click the **send your location** icon.

Share a file or an image

```
Type a message...          🎤  📍  📎  ☺
```

1. Within the chat conversation, click the **send file** icon.
2. Select the image and click **Open**.

> **ⓘ Note**:
>   The maximum file size for an in-session sharing is ~10 MB.

Send an emoji

1. Within the chat conversation, click the emoji icon.
2. Select the emoji you want to send from the emoji gallery.
3. Once you have inserted the emoji in the chat box, press Enter.

React to an instant message

Within the chat conversation, you can react (emojis) or reply to individual messages. To react to an instant message, from a conversation window, hover over the message and select emojis or reply option.

To react to a specific message:

1. Hover over the message you received and select the smiley button. A selection of available reactions will display.
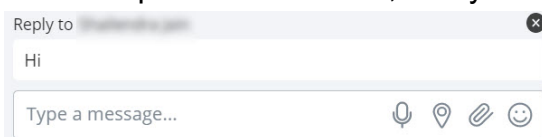2. Click on the required emoji.

> **ⓘ Note**:
>
> You can view all the reactions to the particular message by selecting the reacted emoji next to the message.

To reply to a specific message:
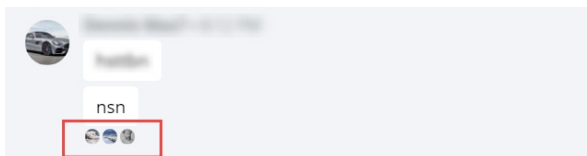
1. Hover over the message you received and select the reply button.
2. This will quote the chat line, and you will type the message.

3. Press Enter.

Read receipts

MiCollab Client read receipts indicate who has read your message in real-time. A miniature version of your contacts' avatar right below the conversation is displayed indicating that they have read the message. Hover over any of the mini avatars to see the contacts' name.

Hide chats

To hide a chat conversation:

1. From the navigation menu, click **Chat**.

   • Right-click the contact or chat conversation and select **Hide**.

   OR

   •

   Within the chat session select **Hide** from the more (⋮) menu.

   OR

   • Swipe left on the chat conversation until you get the **Hide** option.

> ℹ️ **Note**:
>   On legacy chats, swiping left deletes the chat conversation.

2. Click **OK** in the confirmation pop-up window to hide the chat conversation.

> ℹ️ **Note**:
>   Select the **Do not show again** checkbox to not display the message again.

3.7.1.4 Chat functionality when internet connection is not available

Users can log in to MiCollab Client even without an active internet connection. The Client functionalities (such as calls, creating new chats, starting MiTeam meets, Meetings, and so on) that require an active internet connection will not be available.

> ℹ️ **Note**:
>   The users can log in to the Client only if they have previously logged in.

A dialog box is displayed with an alert that the Client cannot connect to the server and list of features available during this downtime.

When an active internet connection is re-established, users will see a prompt to restart the Client to recover the full functionality. Until the client is restarted, it will be in "no server connection" mode.

Available chat features when the Client is offline

When there is not active internet connection, users can use the below chat functionalities:

- **View cached data**: When the Client is offline, users can view the cached data such as Contacts, Call History, and Voicemail.
- **View Chats and MiTeam Stream conversations**: When the Client is offline, users can view the chat messages and MiTeam Stream conversations. Only the last 100 chat conversations and 40 messages per conversation will be cached and displayed to the user.

> 🛈 **Note**:
>
> When number of conversations exceeds 100, the oldest conversation is removed (including all of its messages) to accommodate the newest conversation.

> 🛈 **Note**:
>
> If there are too many chat messages in a conversation, there will be a slight delay (~ 2 mins) to load the messages.

> 🛈 **Note**:
>
> Attachments within the chat conversation will not be displayed and are replaced by placeholders.

> 🛈 **Note**:
>
> Users will not be able to send attachments, the icons will be in a disabled state.

3.7.2 Legacy chats

MiCollab users who are migrated from MiCollab Client version less than 9.0 will see a new tab **Chat** > **Legacy chats**. Legacy MiCollab chats will be archived and will be available to user as read-only under the **Chat** tab.

When the users are migrated to Client version 9.0 and later, the client displays an alert at the first log in informing users that their chat provider has changed. The legacy MiCollab chat will be disabled for the user.
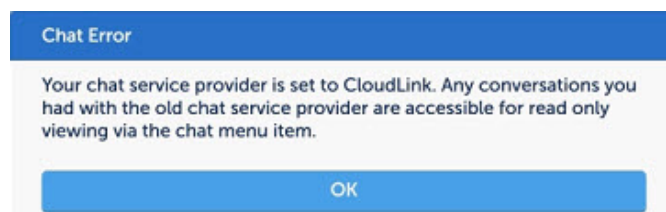
For migrated users, all the default quick action menus (such as hover-over chat, right-click chat, and so on) will be directed to the new MiCollab Client **Chat** feature.

3.8 Call features

Using MiCollab Client you can make MiCollab calls from:

- Chat window
- Dialpad (Mobile Clients only)
- Contacts
- Search result
- Call history records

> **ℹ Note**:
>
> To display the contact's phone number, hover over the call icon on the contact card. Also you can right-click the contact card to view the contact's phone number.

> **ℹ Note**:
>
> You can make calls to numbers containing special characters (*** # / , . () - + space**).

> **ℹ Note**:
>
> Extension numbers that are matching with international emergency numbers cannot be dialed using the MiCollab Client. These numbers must not be used as internal extension numbers.

> **ℹ Note**:
>
> On Android, it is not possible to dial the Emergency numbers via SIP, as an Android connection service interrupts all attempts that are dialled from the client via SIP. The only way to get the number dialed is via a native dialer.

3.8.1 Making calls

3.8.1.1 Making a MiCollab call from the chat window

To make a voice call from an existing instant messaging session, perform one of the following steps:

- From the **Chats** menu:

  - hover over the contact and select the **Call** button to dial the primary telephone number for this contact.

    John Smith - In the office
    MiCollab 9.0

  - right-click the appropriate instant messaging card and select the **Call** button to dial the primary telephone number for this contact.

    John Smith - In the office
    MiCollab release

    Call
    Chat
    Email
    Contact
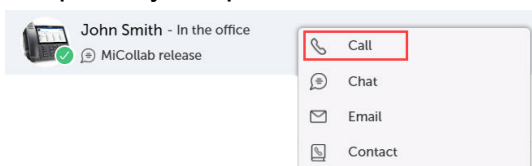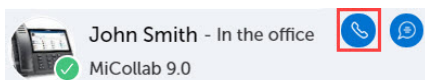
- Open the instant messaging window, hover over the contact and click the **Call** button to dial the primary telephone number for this contact.

3.8.1.2 Making a MiCollab call from the Contacts menu

> **Note**:
> If the contact information does not include a telephone number, the Call button on the contact's card is disabled.

To make a voice call using from the Contacts menu:

1. From the navigation menu, click **Contacts**.
2. Click **Groups**, **Personal**, **Corporate**, or **External** contacts tab.

> **Note**:
> **External** contacts tab visibility depends on the server configuration.

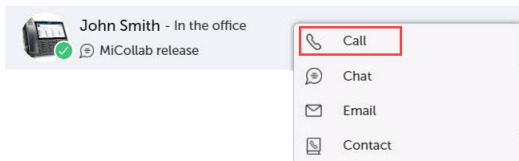**3.** Perform one of the following steps:

- Hover over the contact card, click the **Call** button to dial the primary telephone number for this contact.
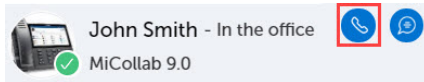
- Open the contact, click the **Call** button or click the **Call** button next to the desired phone number (from **Phone Numbers**).
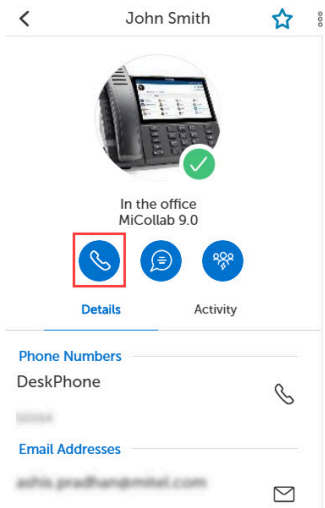
- Right-click the contact card and click the **Call** button to dial the primary telephone number for this contact.

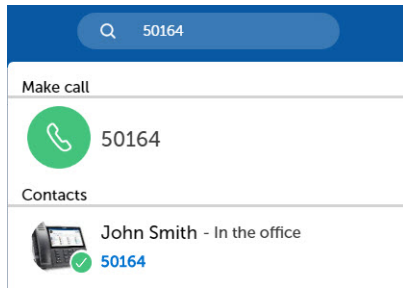An in-call window is displayed with the caller's name, telephone number, and picture (if available).

3.8.1.3 Making a MiCollab call using the Search or Dial field

To make a voice call using the **Search or Dial** field:

1. Enter the telephone number or name of the contact in the **Search or Dial** field.

2. From the search results, perform one of the following steps:

- Select the number from the **Make call**

- Hover over the contact card, click the **Call** button to dial the primary telephone number for this contact.

An in-call window is displayed with the caller's name, telephone number, and picture (if available).

When finished, click the Close button or press the ESC key on your keyboard.
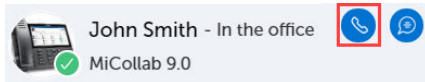
## 3.8.1.4 Making a MiCollab call from the Call History menu

To make a voice call using from the Call History menu:

1. From the navigation menu, click **Call History**.

2. Perform one of the following steps:

- Hover over the history card, click the **Call** button to dial the primary telephone number for this contact.

- Open the contact, click the **Call** button below the contact or click the **Call** button next to the desired phone number (from **Phone Numbers**) to call the contact.
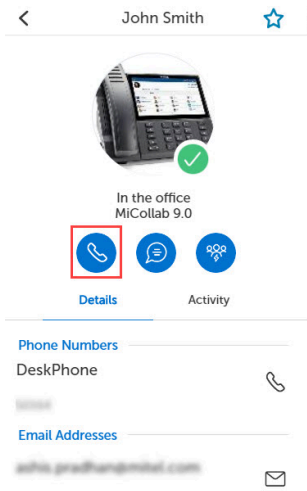
- Right-click the contact card and click the **Call** button to dial the primary telephone number for this contact.
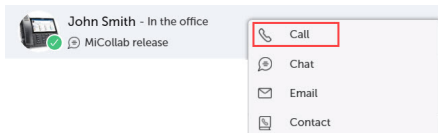
An in-call window is displayed with the caller's name, telephone number, and picture (if available).

3.8.2 In-call features

MiCollab call screen provides access to the following call control features during an active call:

- Ad-hoc Meeting
- Dialpad
- Conference
- Transfer (Supervised)
- Handoff
- Hold/Retrieve
- Hang-up
- Mute/unmute (Softphone only)

- Speaker (Softphone only)
- Video (Softphone only)
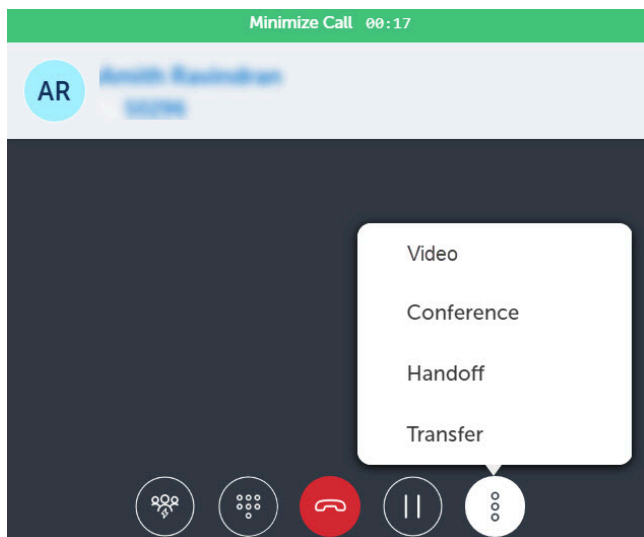
> **Note**:
>
> You can enable DND (Do Not Disturb) at any time to block calls to your MiCollab Client application. For instructions, see Manage Status.

> **Note**:
>
> 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. To disable the in-call floater window, click **Settings** > **Call Settings** and set the **Show In Call Floater Window toggle** to **Off**.
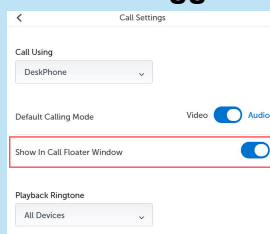

3.8.3 Handling calls

3.8.3.1 Answering a MiCollab Call

To answer a phone call from another MiCollab Client contact:

- If MiCollab Client is running in the background: A notification appears in the lower-right corner of your computer screen. Click the notification to bring the MiCollab Client to foreground.
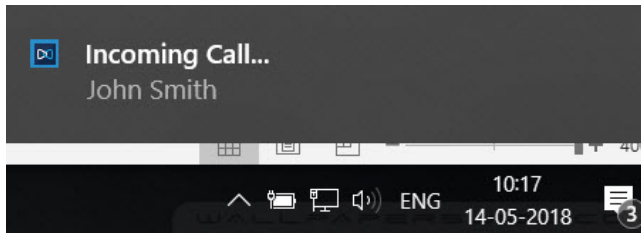
- If MiCollab Client is running in the foreground, click the **Accept** button.
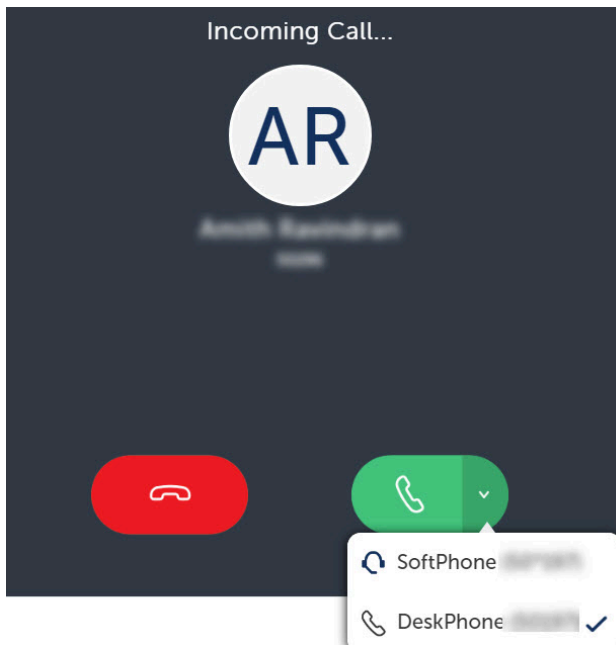
> ℹ️ **Note**:
>
> The answer button will display the selected preferred device. For example, if the preferred device is selected as DeskPhone, an incoming call can only be answered on the desk phone.
>
> If the preferred device is set as Softphone and the Softphone is disabled/not registered, the **Accept** button and a tooltip (device unavailable) is displayed to the user. Clicking the **Accept** button will display a pop-up with a list of available devices for selection.

> **ℹ Note**:
> While active on a MiCollab call, if there is a second MiCollab incoming call, the call screen displays the incoming caller ID and you hear a call waiting tone. You can accept or decline the call. The in-call features include hold, retrieve, end call, transfer, conference, and toggle options.

For incoming group calls (both Hunt Group and Ring Group), the incoming call displays the calling number along with the group name (if a name is added) else the group number. The displayed number will be in the format:

- MiVoice Business (via) Ring Group/ Hunt Group
- MiVoice 5000 and MXOne (via)

  - Ring Group/Hunt Group
  - Call forwarding
 - Call transfer to the group
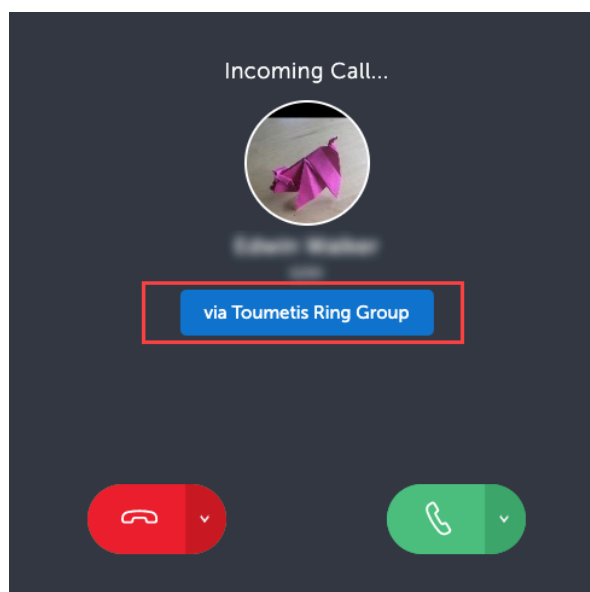
Incoming calls behavior for unpublished and private numbers:

- **Unpublished numbers**: An incoming call from an unpublished number will display only the contact's name and not the number. The called party will not be able to copy the obfuscated number. Outgoing calls can be made to an unpublished number only by entering the number. The Client will not display the unpublished number in the Search results, Call History, Contacts, and Voicemail menu. To unpublish a number, click **Settings** > **General** > **My Numbers**. Select the number and uncheck the **Publish** setting.
- **Private numbers**: This feature is only applicable to users on MiVoice Business communication platform. An incoming call from a Private number (that is unpublished

as well) will display only the contact's name and not the number. The caller ID will be displayed as "*****" instead of the actual number. The called party will not be able to copy the obfuscated number. Outgoing calls can be made to a private DN only by entering the number. The Client will not display a Private number in the incoming calls, Search results, Call History, Contacts menu, contact card, voicemail menu, and notifications. In the incoming call window, the **Decline with message** option will not be shown for the user with a private DN. Contact your administrator to enable the Privacy DN feature.

3.8.3.2 Decline a MiCollab call

To decline an incoming MiCollab call, click **Decline**.
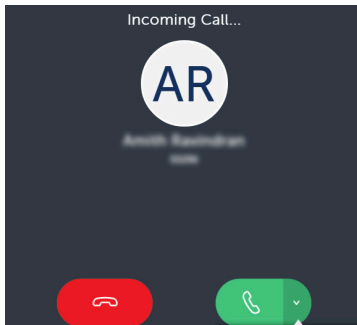
3.8.3.3 Placing a call on hold

To hold an active MiCollab call, from the call window, select the **Hold** (⏸) icon.

3.8.3.4 Resuming a call on hold

To resume a MiCollab call on hold, from the call window, select the **Retrieve** (⏸) icon.

3.8.3.5 Transferring a call

Use the **Transfer** feature to transfer a MiCollab audio call from one user to another user. MiCollab Client supports two modes of call transfer; Supervised transfer (Consultation) and Unsupervised transfer (Blind) from the call window.

To transfer an active MiCollab audio call:

1. While on an active MiCollab audio call, select **Transfer** from the **more** (⦂) menu.
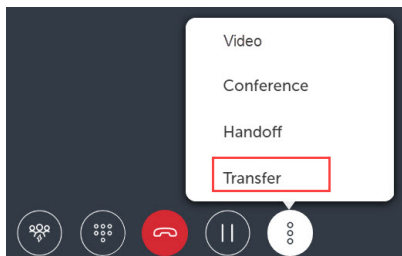
2. Choose a contact or enter a name or telephone number in the search box.
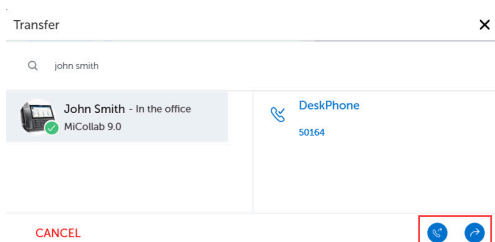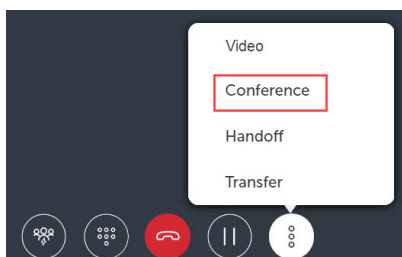

3. Select the required contact and click **Consultation Call** (📞) for a Supervised transfer or **Blind Transfer** (➡) for an Unsupervised transfer.

Call Transfer complete message is displayed and the call is successfully transferred.
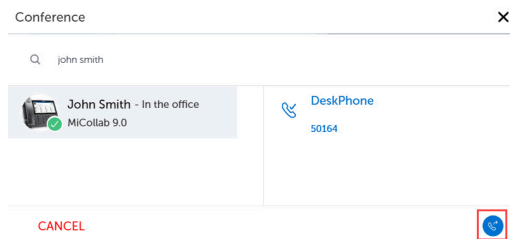
3.8.3.6 Initiating a conference call

To initiate a MiCollab conference call:

1. Initiate a MiCollab call.

2. Select **Conference** from the **more** (⦂) menu.

3. Choose a contact or enter a name or telephone number in the search box and select **Conference** ( ).

The active call is put on hold and a new call is initiated.

4. Once the third party answers the call, select the **Conference** icon to initiate the conference call.

3.8.3.7 Call handoff

Handoff provides the ability to push a connected softphone call to another available device. To handoff (push) an active MiCollab call to another device:

1. Initiate a MiCollab call.

2. Select **Handoff** from the **more** ( ) menu.
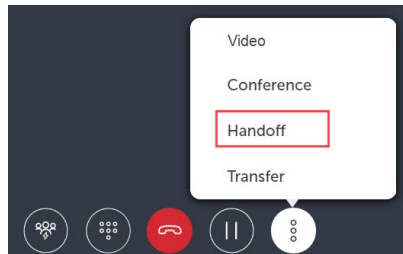
3. Select the preferred device from the **Handoff to** dialog box.

The **Handoff complete** message appears on the screen indicating the handoff is successful.

> **ℹ Note**:
> The call remains displayed in the MiCollab Client until the call is ended.

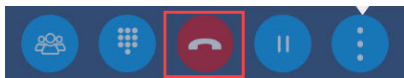## 3.8.3.8 Hanging up a call

To hang up a call, select the **End** button in the in-call window.

3.8.3.9 Escalating a MiCollab audio call to a video call

You can escalate a MiCollab audio call (softphone only) to a video call:

1. On an active audio call window, select the **more** (⋮) menu.
2. Select **Video**.
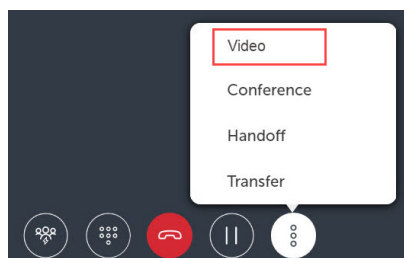
> **ⓘ Note**:
>
> While active on a MiCollab video call (on softphone), click the fullscreen icon in MiCollab Client to open the video in full-screen mode.

3.8.3.10 Deleting Call History

To delete your call history from MiCollab Client:

1. From the MiCollab Client navigation menu, click **Call History** to display your recent call history

2. Right-click the call item and select **Delete** to delete the selected call entry. Also, you can select **Delete** or **Delete All** from the more menu and then delete the call items.

> ℹ️ **Note**:
>
> Right-click the missed call entries in **Home** > **Inbox** and select **Delete** to delete the call entry.
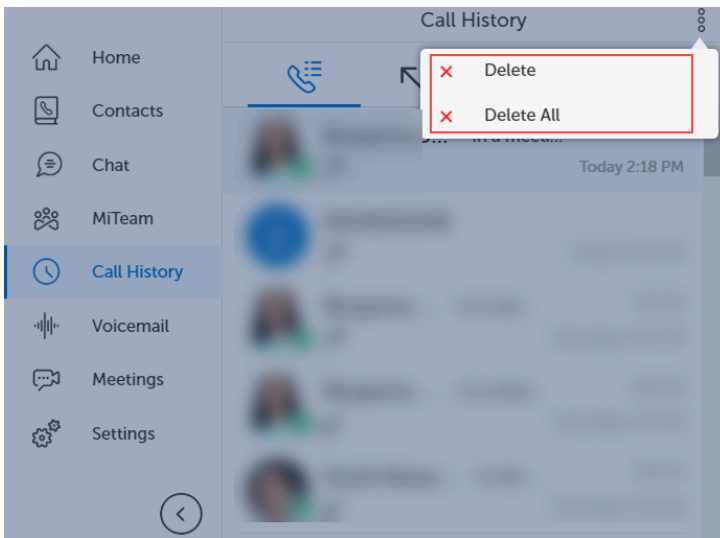
3. Click **OK** in the confirmation pop-up window.
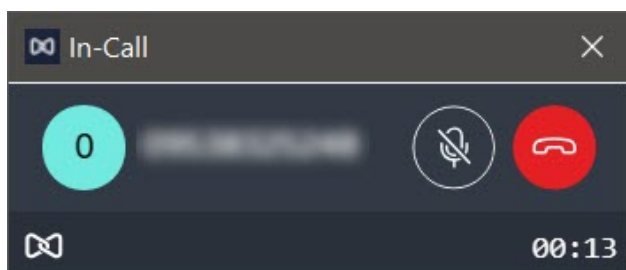
3.8.3.11 Click to Call

The Click-to-call functionality is a hyperlinked VOIP call system based on SIP (Session Initiation Protocol) and URI (Uniform Resource Identifier). When a user clicks on a link, it will directly call using either the call back mechanism or using a user defined client with the ability to process VOIP telephony.

The Click-to-call has two modes which is functional on MiCollab for PC and MAC Clients.

1. **Normal Mode**: In the Normal mode the MiCollab Client is always populated with the telephone number embedded in the URI. The number which the user wishes to dial gets populated in the MiCollab dialer. However, MiCollab will not dial the number automatically, because the user should press the dialer to confirm the number and then progress with the call.

2. **Direct Mode**: In the Direct mode, the MiCollab client is populated with the telephone number which is embedded in the URI. However, unlike the normal mode, in this mode the client will not pause and directly dials the selected number. The MiCollab

Client will remain in the background and current desktop order will not change and the MiCollab Client will automatically dial the number without the need of user interaction.

- In the Direct mode, if the option **Show in Call Floater Window** is enabled, then the user will see the below pop-up window after the call has been dialed. This shows the call progress and the duration of the call and the user can control the call by disconnecting it when needed.

- In case the **Show in Call Floater Window option** is disabled, the call takes place completely in the background with no visible means of controlling the call.

> **ℹ Note**:
> The Click-to-call feature gets disabled on the MiCollab for PC and MAC Clients when the screen is locked, as a means of security.

3.9 Voicemail features

To play voicemail messages:

1. From the navigation menu, click **Voicemail**.
2. Enter your voicemail PIN and click **Verify**.

> **ⓘ Note**:
>
> Voicemail PIN is not prompted in the case of Embedded Messaging voicemail service (EMEM). Contact your system administrator for more details on the type of voicemail service.

3. Select a voicemail message to play the voicemail message.

> **ⓘ Note**:
>
> MiCollab client does not support the function of playing a confidential voice message.

To delete voicemail messages:

1. From the navigation menu, click **Voicemail**.

2. Enter your voicemail PIN and click **Verify**.

3. Select a voicemail message and click **Delete** from the **more** (⋮) menu.

> **ⓘ Note**:
>
> Voicemail PIN is not prompted in the case of Embedded Messaging voicemail service (EMEM). Contact your system administrator for more details on type of voicemail service.

4. Select **Yes** to confirm the deletion.

To change the mailbox PIN (only for NuPoint Unified Messaging voicemail service):

1. From the MiCollab navigation menu, click **Settings** > **Voicemail Settings**.

2. Click **Change Mailbox PIN**.

3. Enter the current PIN and the new PIN.

4. Click **Save**.

3.10 Meeting features

Using MiCollab Client, teams can collaborate in real time, no matter where they are. MiCollab supports the following meeting capabilities:

- MiTeam Meet
- Meetings

3.10.1 MiTeam

MiTeam is a work stream communications and collaboration tool that provides a highly collaborative and persistent workspace for team-meetings, conversations, content collaboration, and project management. MiTeam brings remote workers into a conversation, combining group sharing, and document annotation capabilities with text and audio-based chats.

Classic Stream

Classic Stream is a collaboration space designed to enable collaboration for teams, projects, and topics. In a Classic Stream, you can chat, store files, add to-do lists, and set up online meetings. You can share your entire screen or application window from a PC or a Macintosh through MiCollab for PC Client, MiCollab Web Client, or MiCollab for Mac Client. MiTeam Classic is a licensed feature within MiCollab. Contact your system administrator to know more about configuring MiTeam Classic.

MiTeam Streams

MiTeam Streams enables you to host real-time collaboration sessions in which the participants can join using their mobile phones and browsers.
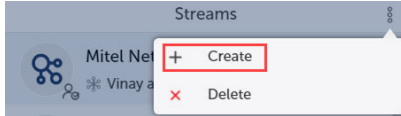
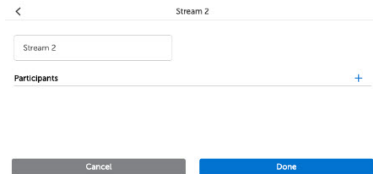## 3.10.1.1 Creating a Classic Stream

To create a Classic Stream:

1. From the MiCollab navigation menu, select **MiTeam**.

2. Select the **Classic Streams** tab and create a Classic Stream using the following procedure:

    a. Click the **more** (⋮) menu or right-click the empty Streams screen and select **Create**.

    b. In the **Stream Name** field, type a name for the Stream.

    c. To invite participants to the Stream, click the **Plus** icon and type the participant's name in the **Search** field.

    d. Select the participants and click **Done**.

    e. Click **Create** to create the Stream.

3. Right-click on the Stream and select **Meet** or select the Stream and click the Meet

(⚙) icon.
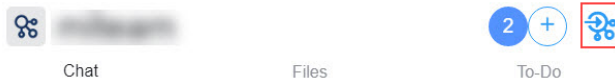
You can optionally provide a unique name for the meeting. By default, the meeting name is the Classic Stream name.

4. Add the participants (if required) and click **Done** .

5. Select the participants and click **Meet** to initiate the MiTeam Classic Meet.
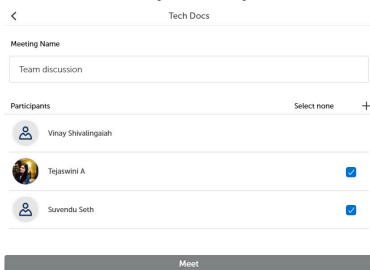
The originator is presented with a **Place Call With** prompt to select the preferred audio device (softphone, deskphone, mobile, or get a callback for the meeting). Participants will receive an inbox notification on the client and an e-mail invitation that contains a link they can use to join the Meet using MiCollab Client.

3.10.1.2 Creating a Topic-based MiTeam Stream

> **ℹ Note**:
> External guest users cannot be added into a MiTeam Stream.

1. From the MiCollab Client navigation menu, select **MiTeam**.

2. Create a Stream using the following procedure:

    a. Click the **more** (⋮) menu or right-click the empty Streams screen and select **Create**.

MiTeam	⋮
Streams	Classic Streams

    b. In the **Stream Name** field, type a name for the Stream.

‹   New Stream

MiCollab 9.1.2

Participants   +

Cancel	Create

    c. To invite participants to the Stream, click the **Plus** icon and type the participant's name in the **Search** field.

    d. Select the participants and click **Done**.

> **ℹ Note**:
>
> New participants can be added to an existing MiTeam Stream. New participants can view the previous conversation history inside the Stream. A system message is displayed in the conversation window if a participant joins or exits the Stream.

> **ℹ Note**:

MiCollab Client system notification will be displayed to the participants only during the following events:

- Stream creation
- if a participant is directly mentioned (@user)

The participants can edit or leave a Stream. When a participant leaves, the stream is automatically removed from the list of Streams until the participant is re-invited.

To view the creator of the Stream

1. From the MiCollab Client navigation menu, select **MiTeam**.
2. Select the Stream.
3. Within the Stream, click the **more** (⋮) menu and select **Info**.

   The **Created by** field displays the name of the creator.
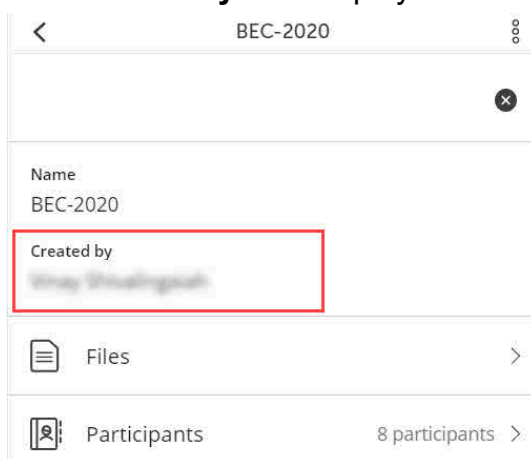
> ℹ **Note**:
>   This feature is not applicable to Classic Streams.

To leave a MiTeam Stream

1. From the MiCollab Client navigation menu, select **MiTeam**.
2. Open the Stream and select **Leave** from the **more** (⋮) menu and then select **Done**.
3. Select the MiTeam Stream and tap **OK** in the confirmation pop-up window.

OR

1. From the MiCollab Client navigation menu, select **MiTeam**.
2. Select **Leave** from the **more** (⋮). Also, you can swipe left on the stream until you get the **Leave** option.
3. Select the MiTeam Stream and tap **Done** .

Chat options inside a Stream

Send a voice message

1. Within the chat conversation, click the **send voice message** icon.
2. Click the **Record** button. This enables the microphone and starts recording the audio.
3. Once finished, Click the **Stop** button to end the recording.
4. Click **Send** to share the audio clip within the chat conversation.

> ℹ **Note**:
>   Click **Delete** to delete the recorded audio clip.

Share your location

> **ℹ Note**:
> Make sure **Location Service** is enabled in Windows settings.

Within the chat conversation, click the **send your location** icon.

Share a file or an image

1. Within the chat conversation, click the **send file** icon.
2. Select the image and click **Open**.

> **ℹ Note**:
> The maximum file size for an in-session sharing is ~10 MB.

To view attachments inside a MiTeam Stream:

1. Within the chat conversation, click the **more** (⋮) menu or right-click the empty Streams screen and select **Info**.
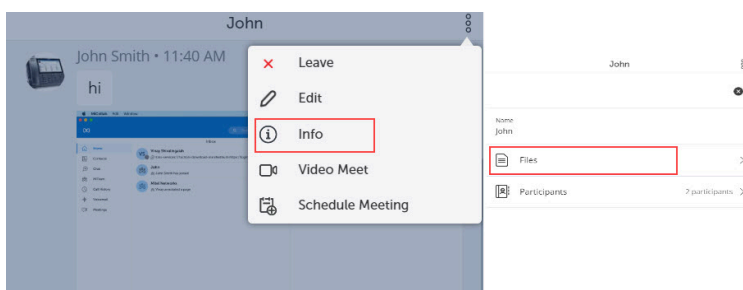
2. Click **Files**.

Complete list of attachments for the Stream is displayed.

> **ℹ Note**:
> To display the list of participants within the Stream, click **Participants**.

Send an emoji

1. Within the chat conversation, click the emoji icon.
2. Select the emoji you want to send from the emoji gallery.
3. Once you have inserted the emoji in the chat box, press Enter.

React to an instant message

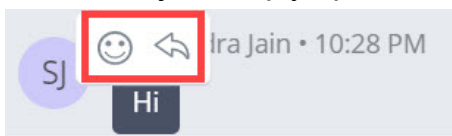Within the chat conversation, you can react (emojis) or reply to individual messages. To react to an instant message, from a conversation window, hover over the message and select emojis or reply option.

To react to a specific message:

1. Hover over the message you received and select the smiley button. A selection of available reactions will display.
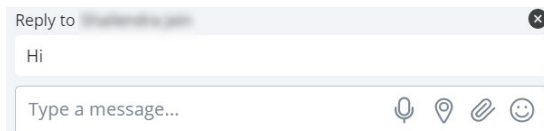2. Click on the required emoji.

> ⓘ **Note**:
>
> You can view all the reactions to the particular message by selecting the reacted emoji next to the message.
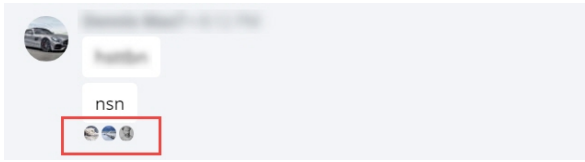
To reply to a specific message:

1. Hover over the message you received and select the reply button.
2. This will quote the chat line, and you will type the message.

3. Press Enter.

Read receipts

MiCollab Client read receipts indicate who has read your message in real-time. A miniature version of your contacts' avatar right below the conversation is displayed indicating that they have read the message. Hover over any of the mini avatars to see the contacts' name.

3.10.2 Meetings

Meetings is a Cloud-based collaboration tool (based on CloudLink infrastructure) that enables MiCollab users to access features, such as:

• **Collaborate**: Perform audio, video, and web sharing
• **Chat**: Hold chat sessions and receive chat notifications within the meeting
• **File Sharing**: Store and share files

You can cross-launch the Meetings application from the MiCollab Client. However, cross launching only works when your administrator has enabled Meetings in the MiCollab server. Meetings is a licensed feature. Contact your system administrator to know more about configuring Meetings.

> **Note**:
> If the **Meetings** setting is enabled for the user, then the **Ad-hoc meeting** feature is replaced with the **Meetings** feature.
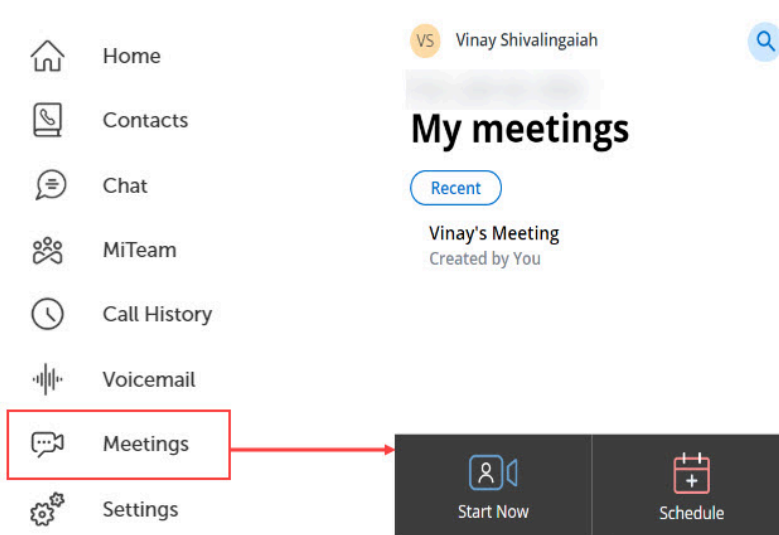
> **ⓘ Note**:
>
> MiCollab Client presence state is not controlled using Meetings. For example, you MiCollab Client status will not update to Busy or In-Call when you are participating in a Meeting.

Launching Meetings application

To launch the Meetings application, click **Meetings** on the MiCollab Client navigation menu.

- If you are using MiCollab PC or Mac Client, then the Meetings desktop application is launched (if installed) otherwise web version is launched.

To log in and log out of the MiTeam Meetings application, see the MiTeam Meetings online help.

Using the Single Sign-On feature you can log in to your MiCollab Client and then use the Meetings application without signing on again. If you are logged in to MiCollab Client (PC, MAC, or Web Client) through the CloudLink Unified login page, clicking the **Meetings** option will automatically log you into Meetings and opens the Meetings application. For more details on how to log in to the MiCollab Client application, see Log in to MiCollab Client on page 18.

> **ⓘ Note**:
>
> Following notifications are supported for Meetings:
>
> - Push Notification on MiCollab for Mobile Client (iOS and Android)
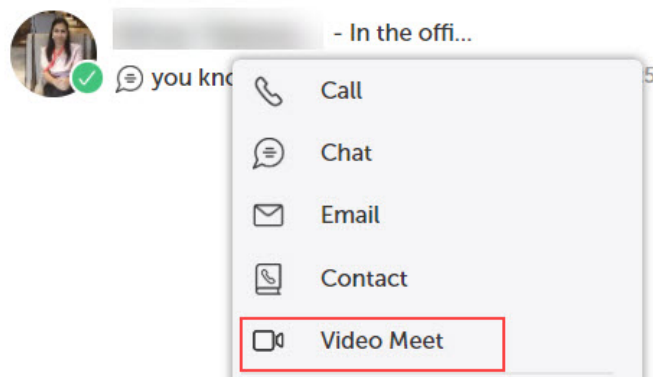> - Background Notifications on MiCollab Client (PC, Mac, and Web).

Selecting the notification will open your MiCollab Client Inbox screen.

Creating a Meeting

To create a Meeting from MiCollab Client:

- right-click the contact and select **Video Meet**.

Figure 1:

- hover over or right-click the contact from inbox, home shortcuts, Contacts menu, contact card, call history, or voicemail and then select the **Video Meet** option.

Figure 2:
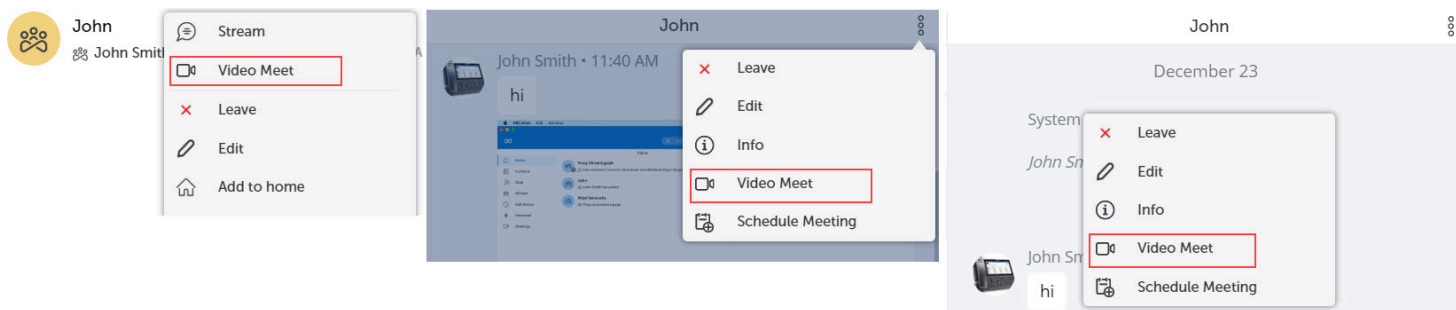
Figure 3:
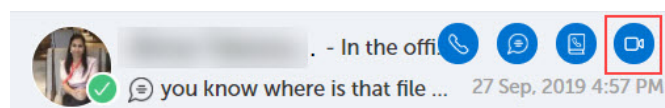
- right-click the MiTeam Stream and select **Video Meet**. Also you can click the more (⋮) menu or right-click the empty Streams screen and select **Video Meet**.

The Meetings application is launched (desktop version-if installed otherwise web version). If you are using MiCollab Web Client, then Meetings web application will be launched.

To create a Meeting from the MiCollab Mobile Client, click the **Meetings** option from the left menu, which will open up the Meeting application (mobile application-if installed otherwise web version) through which the user can create a meeting.

Scheduling a Meeting (only on PC, Mac, and Web)

To schedule a Meeting from MiCollab Client:

- click within the chat session and select **Schedule Meeting** from the more (⣿) menu
or right-click within the chat session and select **Schedule Meeting**.

Figure 4:

- click within the MiTeam Stream and select **Schedule Meeting** from the more (⣿)
menu or right-click the MiTeam Stream within the chat window and select **Schedule
Meeting**.

Figure 5:

> ℹ **Note**:
> You can schedule a Meeting within a MiCollab chat conversation only.

The Meetings application is launched (desktop version-if installed otherwise web version). If you are using MiCollab Web Client, then Meetings web application will be launched.

Escalating an ongoing MiCollab audio call or a chat to Meeting

> **ℹ Note**:
>
> You cannot escalate an ongoing MiCollab audio call from the MiCollab Mobile Client.

To escalate an ongoing MiCollab audio call or a chat conversation to Meeting:

- From an ongoing MiCollab call (individual or conference call), click **Screen Share**. The Meetings application is launched with only screen sharing capability and the audio call will be continued through the MiCollab Client.

> **ℹ Note**:
>
> Screen share is not available on MiCollab for Mobile Client.

- For CloudLink chat enabled users, a chat session will be created with all the users in MiCollab audio call and **Join Now** message is displayed in the chat conversation to join the meeting.
- For non-CloudLink users in the MiCollab call, they will receive a meeting invite in their e-mail inbox.
- For external/guest users, the initiator can invite them through the Meetings application by entering their e-mail address in the invite prompt.
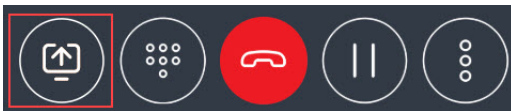
OR

- From a chat conversation (individual or group chat), hover over the contact or right-click from chat window and select **Video Meet**.
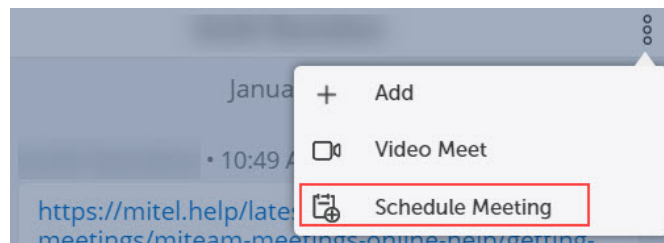

OR
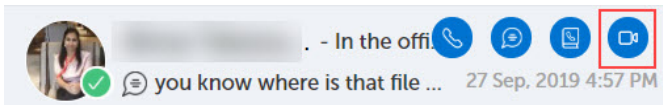
-
  Within the chat session select **Video Meet** from the more (⋮) menu or right-click within the chat session and select **Video Meet**.

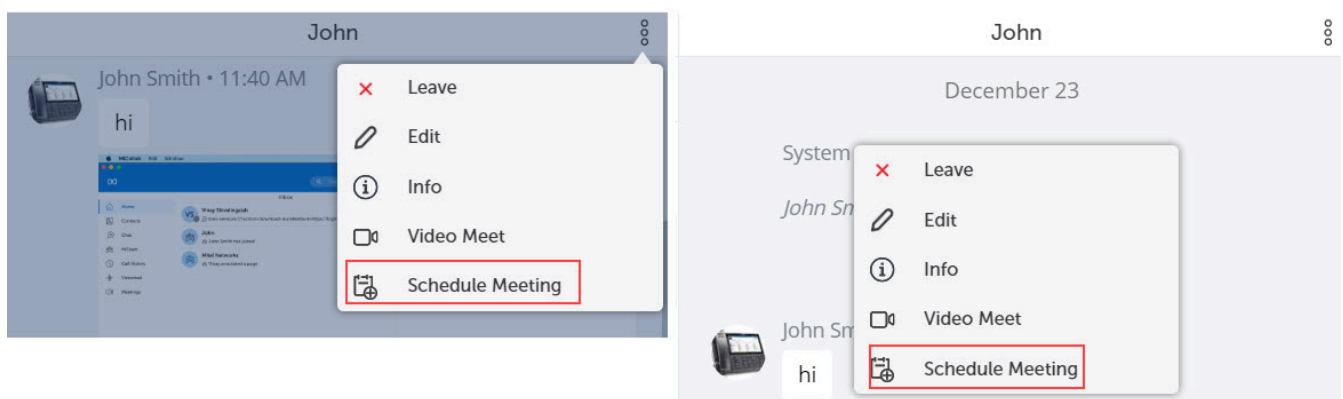The Meetings application is launched (desktop version-if installed otherwise web version). If you are using MiCollab Web Client, then Meetings web application will be launched.

> **ℹ Note**:
> The **Video Meet** option will only be available for CloudLink users or for users having a primary e-mail address.

Joining a Meeting

- CloudLink chat enabled users can click the **Join Now** button in the MiCollab chat conversation to join the meeting.
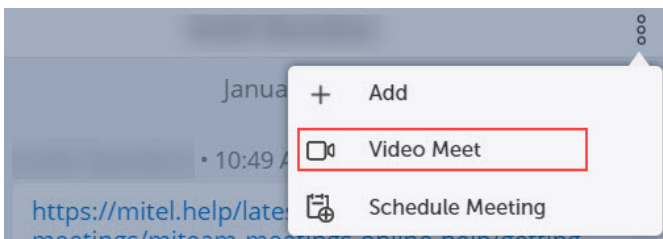
> **ℹ Note**:
> CloudLink users must set up their account when the Meetings application is cross-launched at first time. Follow the instructions given in the welcome e-mail to log in to the Meetings application.

- Non-CloudLink and Guest (personal and external contacts) users will receive a meeting invite in their e-mail inbox. Click the join meeting link to join the meeting.

3.11 Settings

3.11.1 Call settings

You can specify your preferred device selection for outgoing MiCollab calls, calling mode (audio or video), and the preferred device for the playback ringtone. To change the call settings:

1. From the MiCollab navigation menu, select **Settings**.
2. Click **Call Settings**.

> 🛈 **Note**:
>
> To enable the in-call floater window, set the **Show In Call Floater Window toggle** to **On**.

3.11.1.1 Device selection for outgoing calls (Call Using)

You can select any of your configured phone numbers to make outgoing calls from MiCollab Client.

The **Call Using** field specifies the device used for outgoing calls. You can modify the setting to specify the default device for outgoing calls. Go to **Settings** > **Call Settings**.

The following **Call Using** options are available:

- **Managed by Status**—This option changes the outgoing device to be the preferred device selected in the Dynamic Status. Your default device for outgoing calls changes if you change the Dynamic Status.
- **Prompt**—If you want to manually choose a device before making a call.
- **Mobile**—The mobile device will always be used to make the call.
- **SoftPhone**—The softphone will always be used to make outgoing calls.
- **DeskPhone**—The deskphone will always be used to make outgoing calls.

Call Using setting in Manage Status

Default device to be used for outgoing or incoming calls can also be changed based on the selected Dynamic Status. To select a default device:

1. From the MiCollab Client navigation menu, select **Settings**.
2. Under **Manage Status** and select the preferred status.
3. From the **Call Using** drop-down list, select the device you prefer to make calls from.

> **ℹ Note**:
>
> From the **Call Using** drop-down list, select **Prompt** to choose a device before making a call.

4. Click **Done**.

Call Using setting in the Client's footer

You can select the default device to manually override the preferred device from the MiCollab Client's footer.
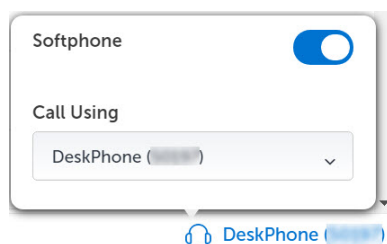
> **ℹ Note**:
>
> This setting will remain until you change the device by applying a new Dynamic Status.

> **ℹ Note**:
>
> **Softphone** toggle only registers the softphone and does not register the Client with the credentials of the controlled device visible in the lower right corner.

Displaying calling number for outgoing calls (external calls only)

Users can select their calling number (that will be displayed) for all outgoing calls.

> ℹ️ **Note**:
>
> This is applicable only on outgoing CTI and Call Through (FMC) calls for MiCollab users on MiVoice Business and MiVoice MX-One communication platforms.

> ℹ️ **Note**:
>
> This feature is not applicable for internal calls.

To select an outgoing number:

1. From the MiCollab Client navigation menu, select **Settings**.
2. Under **Manage Status** and select the preferred status.
3. From the **Show my public outgoing number** drop-down list, select the preferred number (Common public, extension option, or Hunt/Ring group) to display for outgoing calls.
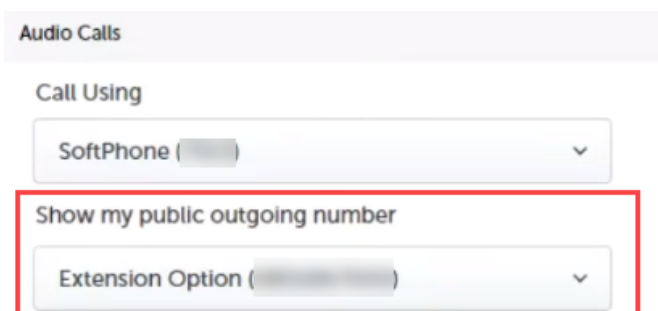
Audio Calls

Call Using

SoftPhone (   )   ⌄

Show my public outgoing number

Extension Option (   )   ⌄

> ℹ️ **Note**:
>
> • Select **Default** to display the default calling number that is selected in the Call Using drop-down.
> • Select **Restricted** to hide your caller ID for all outgoing external numbers. The called party will see the incoming call as "Unknown caller".

4. Click **Done**.

After the dynamic status is set (with the preferred outgoing number), the active outgoing number will be displayed in the Client's footer menu (right-drawer for Mobile Clients).

Overriding the outgoing number (internal and external calls)

Users can override their public outgoing number by enabling the overriding feature. It can be enabled by dialing the given overriding code (example, ***89**) from the softphone or deskphone.

For example, Dial ***89*5000#** from the Client to change the outgoing number to **5000** irrespective of the selected dynamic status.

Where, *89 is the overriding code and 5000 is the groupnumber.

> **ⓘ Note**:
> The outgoing number selected using the overriding feature will have precedence over the Flexible CLI number selected from the dynamic status menu.

> **ⓘ Note**:
> The selected outgoing number will be displayed in the Client's footer menu (right-drawer for Mobile Clients).
>
>

Users can remove the overrides using the given override removal codes. After the removal, the flexible CLI number in the current dynamic status will be activated automatically.

In the above example, to remove the override, dial **#89##** from the softphone or deskphone.

> **ⓘ Note**:
> ***89** is also applicable for internal calls.

3.11.1.2 Device selection for answering incoming calls

You can select any of your configured phone numbers or add new numbers to answer incoming calls from MiCollab Client.

Send my calls to (available to take calls)

The **Send my calls to** field specifies the device used for answering incoming calls when you are not busy. The default device to be used for incoming calls can be changed based on the selected Dynamic Status. To select a default device:

1. From the MiCollab navigation menu, select **Settings**.
2. Under **Manage Status** and select the preferred status.
3. From the **Send my calls to** drop-down list, select the device or click **Add New Number** to add a new device. Also you can select **My Ring Group** and then select the device from the listed devices.
4. Click **Done**.

> **Note**:
> If the user selects **All Devices** from the **Send my calls to** dropdown menu, then all the terminals will ring (that is, all devices will be in active state).

Send my calls to (busy on another call)

The **When I am on the phone** field specifies the device used for diverting the incoming calls when you are busy on another call. To select a device:

1. From the MiCollab navigation menu, select **Settings**.
2. Under **Manage Status** and select the preferred status.
3. From the **When I am on the phone** drop-down list, select the device, PBX/MiCollab Client defaults, or click **Add New Number** to add a new device.
4. Click **Done**.

Send my calls to (no answer)

The **If I do not answer** field specifies the device used for diverting the incoming calls when you do not answer the incoming call. To select a device:

1. From the MiCollab navigation menu, select **Settings**.
2. Under **Manage Status** and select the preferred status.

3. From the **If I do not answer** drop-down list, select the device, PBX/MiCollab Client defaults, or click **Add New Number** to add a new device.

4. Click **Done**.

Alerting device information on call screen

To alert the users about the device that is selected for incoming calls, a message with the device name will be displayed on the ringing and established CTI call screens.

The user will be notified with a message about which device is ringing and where it is answered.
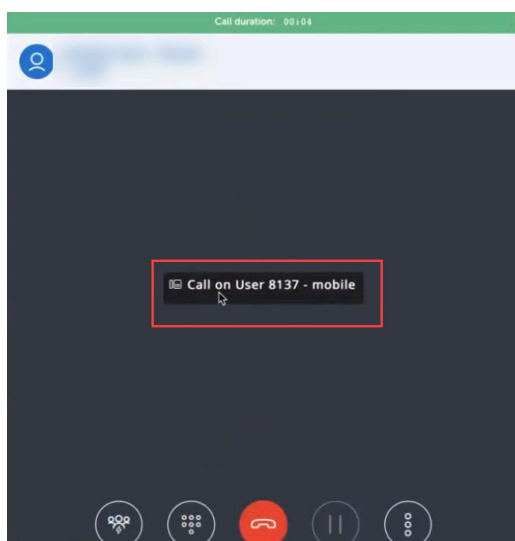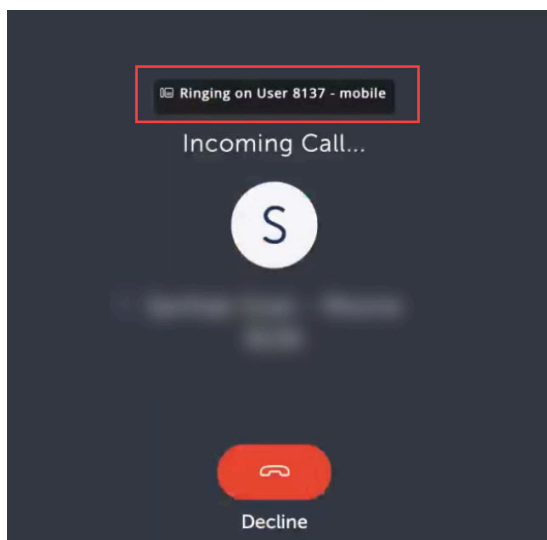
> **ⓘ Note**:
>
> If the call routing is set to **Multiple devices** or **All Devices** under **Send my calls to** dropdown, there will not be any alert message on the incoming call screen.
>
> - For **Multiple devices**, an alert message will be displayed in the established call screen with the specific device name.
> - For **All Devices**, an alert message will be displayed in the established call screen stating that the call is on other device.

3.11.2 Emergency Location

The Emergency Location service provides the dispatchable location of the end-users for the 911 calls for MiCollab Softphone users. This location is conveyed along with the 911 calls that are made.

> **ⓘ Note**:
>
> The Emergency Location feature is applicable only to the USA and Canada clients.

Prerequisites: The network helper component should be installed for the emergency location feature to work.

> **ⓘ Note**:
>
> For the Mac clients, when the location service feature is enabled, the network helper component will ask the user if it can get access to the user's location. The user will see a pop-up asking the same.

> **ⓘ Note**:
>
> The Emergency Location feature will work only with the softphone support on the MiCollab client.

To install Mitel Network Helper for RedSky and Intrado users:

> **ⓘ Note**:
>
> In the Mac browser client system, if the Mitel Network Helper application is not installed, a dialog box appears, "*There is no application set to open the URL mitel.nwh*". There is no checkbox in this dialog, so click on the **Cancel** option to remove the dialog. This dialog will always appear until the Network Helper application is installed.
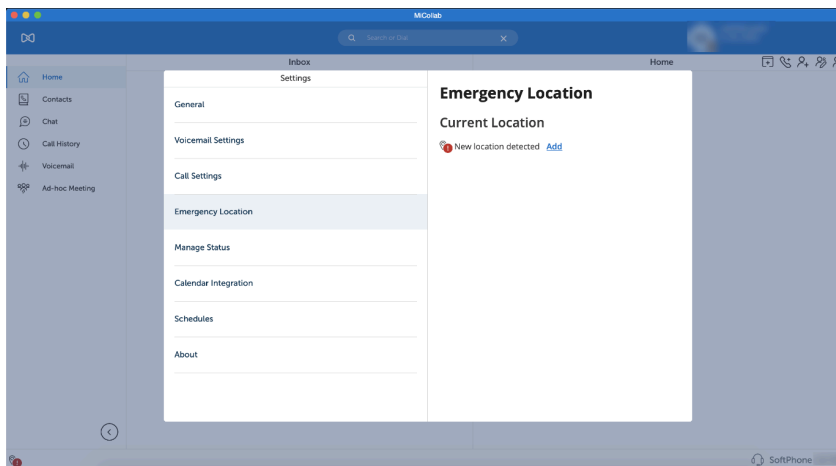
1. To install the Mitel Network Helper, go to **Settings > Emergency Location** and click on the **Download** option.

   To know more about the 911 emergency calls and RAY BAUM's Act, click on **Learn More**.
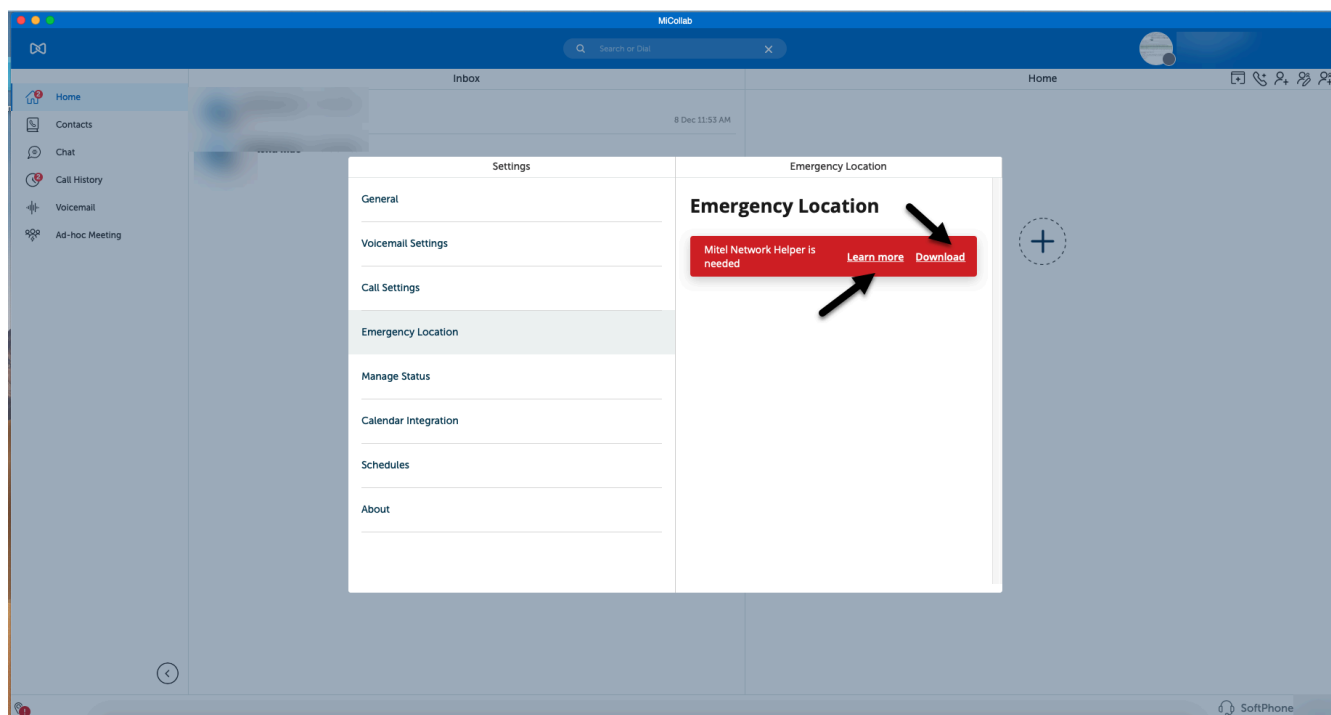
2. Once the file is downloaded, run the file and install the Network Helper component.

When the Network Helper is installed, the option to add a location will appear in the MiCollab client.

When the Mitel Network Helper gets upgraded to the next version, under the Emergency Location window, you can see the option to update the Network Helper version. Click on **Download** to upgrade the Mitel Network Helper version installed in your system.
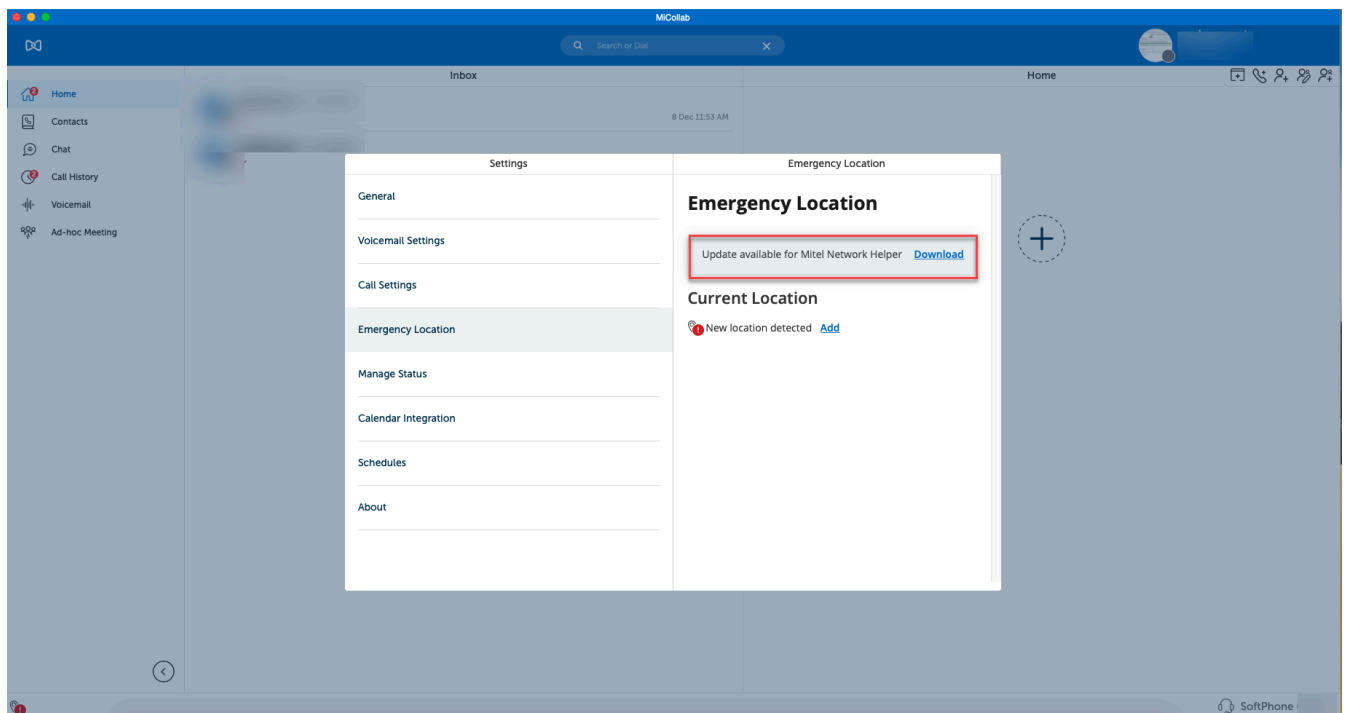
If an update is available for Mitel Network Helper, and the user is logged out and they log in (re-login) back, the user will receive a pop-up notification to upgrade to the latest version. Here the user either can click **Yes** to upgrade to the latest Mitel Network Helper or click **No** to continue with the existing version.
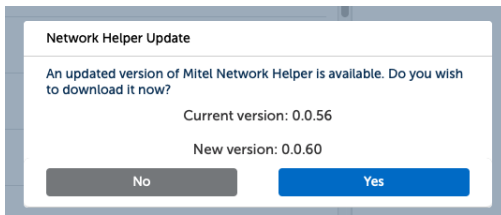
The MiCollab client UI will display the emergency location availability indicator at the bottom left of the client if the emergency location is not set. When you hover the mouse over the indicator, a tooltip is displayed, stating, **Please set your location**. If you click on this indicator, it will directly take you to the page where you can set your location. This indicator will disappear once the user adds the location.
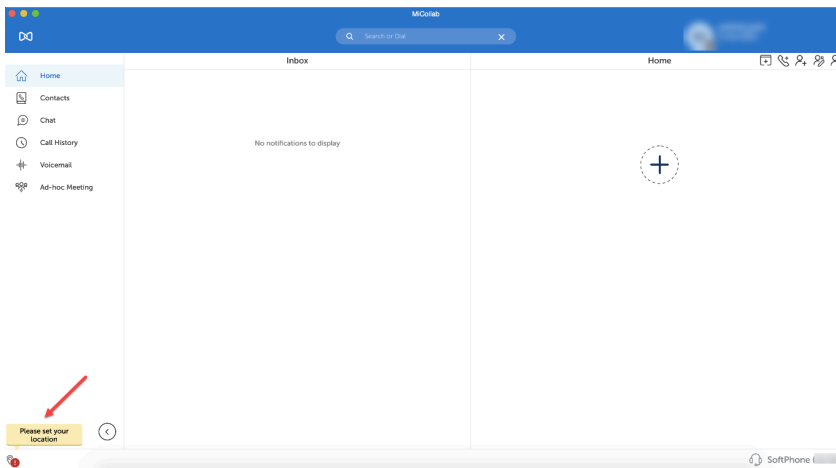
> **ℹ Note**:
>
> This indicator and emergency location setting will be displayed in the client only when the administrator configures the Location Service Configuration on the MiCollab server.

However, the user will not be able to see the tooltip if the preferences/settings page is opened on the MAC client because the page opens in a new window.
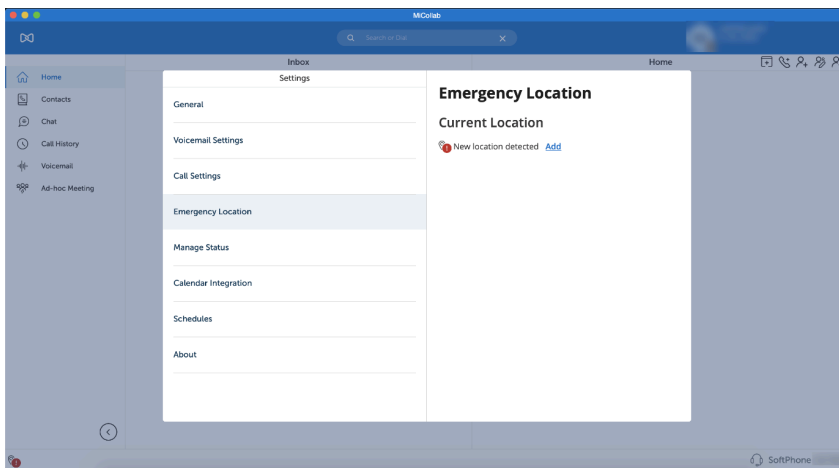
> ℹ️ **Note**:
>
> When a user connects to an unsecured network/Wi-Fi connection without any password, the emergency location of the client cannot be fetched due to an OS limitation and a message is displayed, saying, **Getting your saved location** with a loading icon.

Virtual Environment for Emergency Location

When a MiCollab client is in a virtual environment (this virtual environment is set by the administrators in the server), a message is displayed under the emergency Location settings, *You are in virtual environment. Please keep your location up to date*.
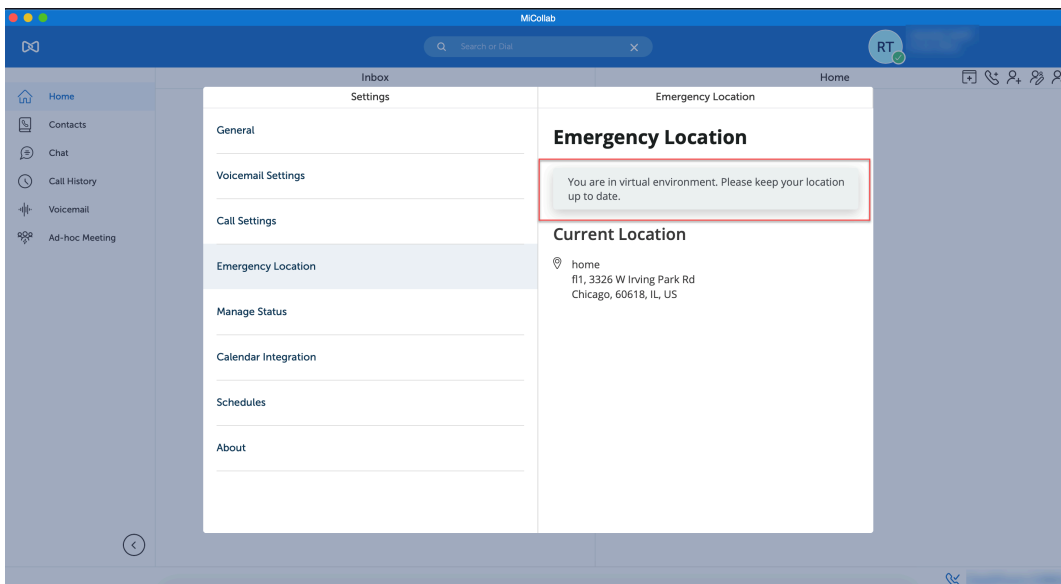
You can add your location under the **Emergency Location** settings. The saved location will persist until the user updates it. It is the responsibility of the user to keep their location up to date.

> **ⓘ Note**:
>
> In the virtual environment, the Mitel Network Helper is not required.
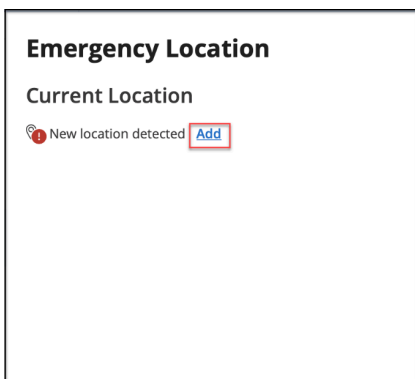
To update the emergency location manually:

1. Click on the emergency location availability indicator at the bottom left of the client.

   OR

   From the MiCollab Client navigation menu, select **Settings > Emergency Location.**
2. Click on the **Add** option.

> **ℹ Note**:
>
> A MiCollab user needs to enter the emergency location details multiple times for the below scenarios:
>
> - When the user is in a mesh network where they have multiple base stations (BSSID), the emergency location details should be entered against each BSSID.
> - When the user is connected to the same network with different frequencies. E.g. 2.4 GHz vs 5 GHz.
>
>   For some of the networks, this may be hidden from the user; but each frequency can have its own BSSID and the user's location needs to be entered for each if the BSSID.

3. To complete the address or location details, enter the required information in each of the fields and click on **Save.**.

> **ℹ Note**:
>
> The Location Info field should have a maximum of 20 characters.

> **ⓘ Note**:
>
> For users who have selected the Intrado service, in the street address field the address should be correctly and appropriately entered. However, depending on the location entered, Intrado may not insist on the street address being fully validated. If the address is accepted, then it is sufficient for proper emergency call routing.
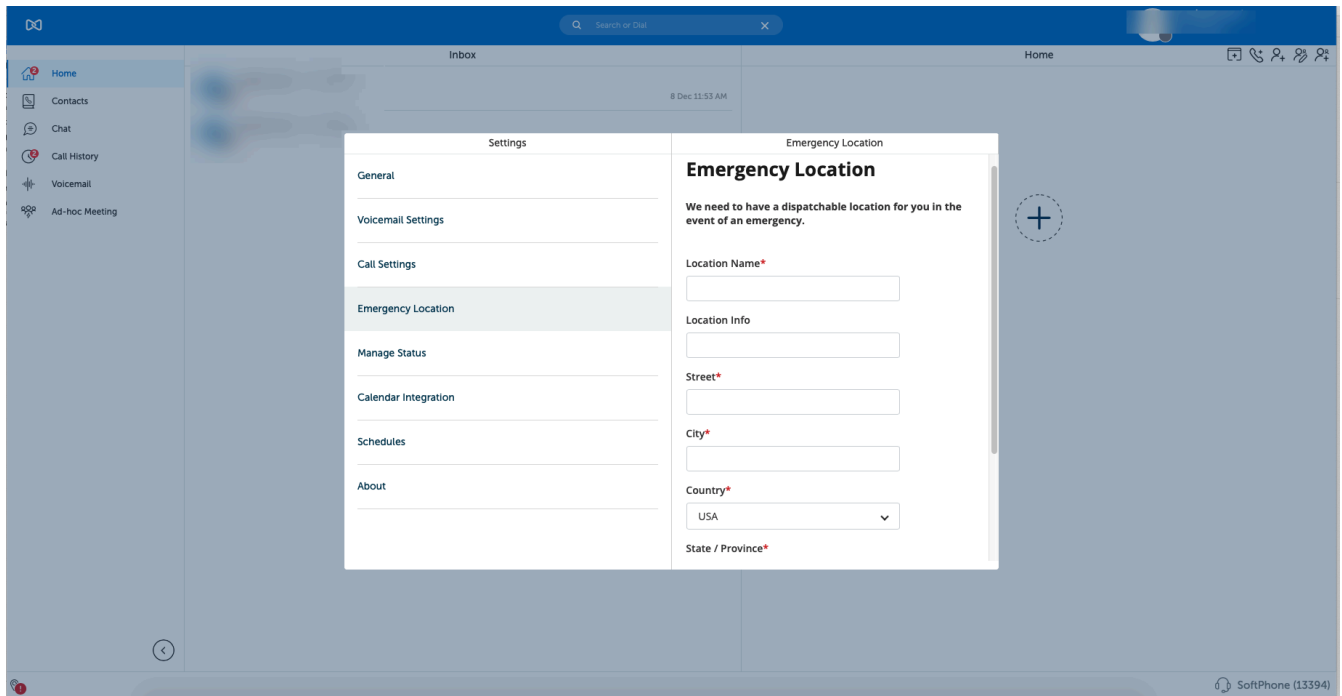
4. Once the emergency location details are saved, the information is displayed under the Emergency Location settings.
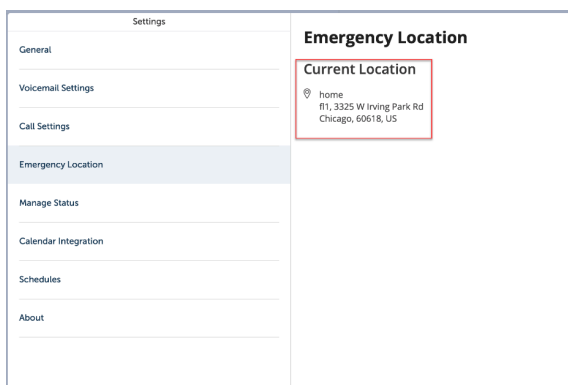

The emergency location can be edited or modified once it is set. The **Edit** option is available next to the set/current location address. Click on the **Edit** option and modify the required fields.

Location Details:

When the application starts and the location is already set to the appropriate address, it will display a notification at the top right corner, which says, ***Your current location is <location name>.**
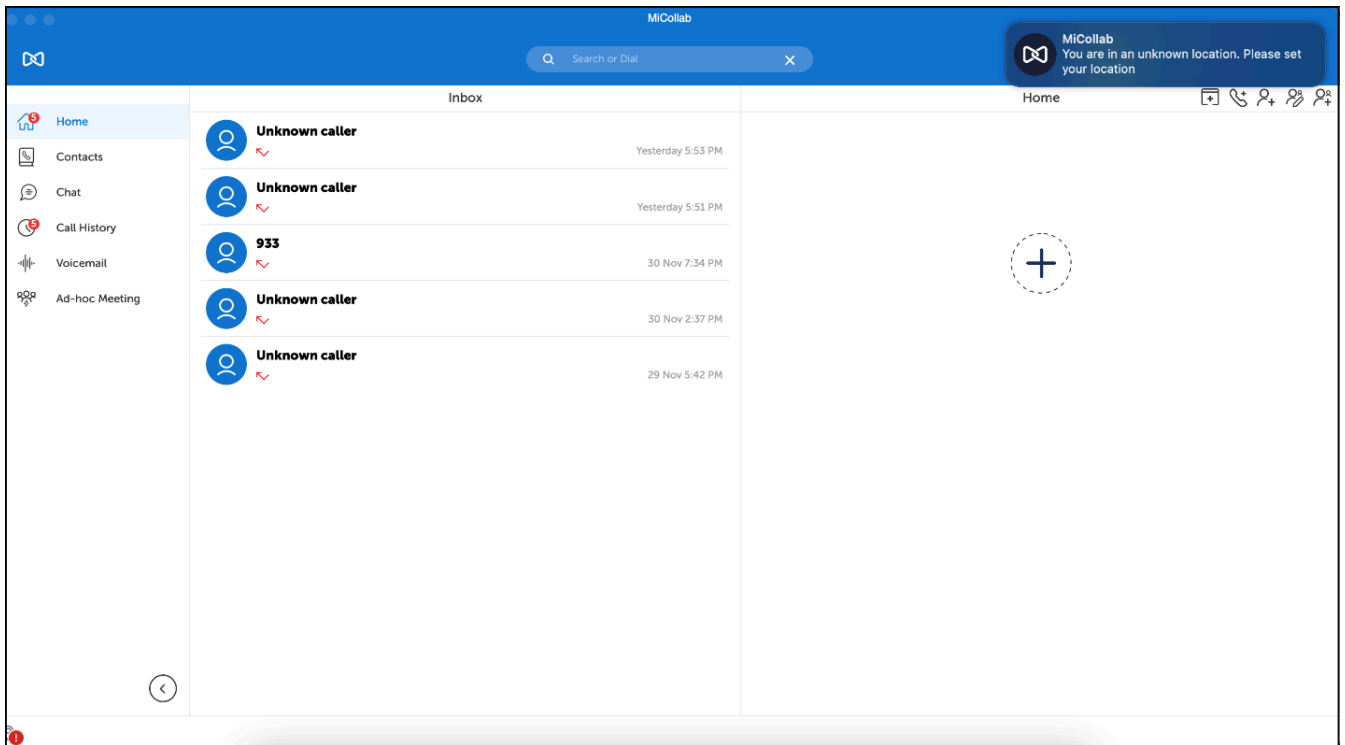
You can choose to **Close** or **Show** this notification.
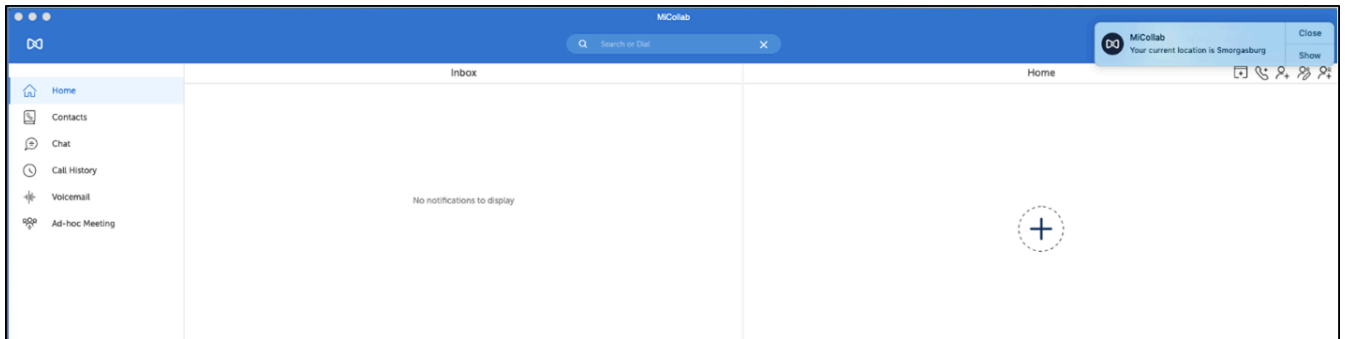
In case, if the network is changed and the current location is detected, it will display the following notification *Your location has changed to <location name>*.
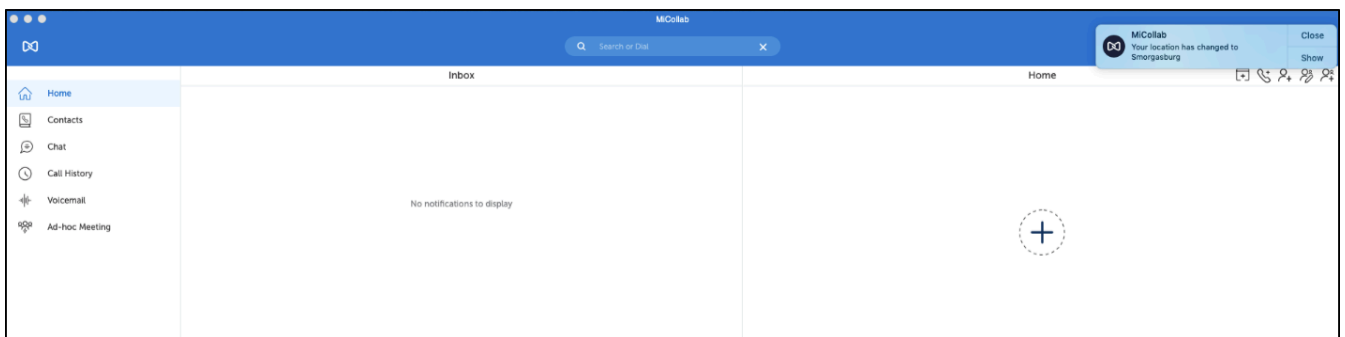
When it is not a saved network and a new location is detected, it will display the following notification *You are in an unknown location. Please set your location.*

When making a 911 call if the location is already set, then it will display the following notification *Emergency call in progress, your location is set to <location details>*.
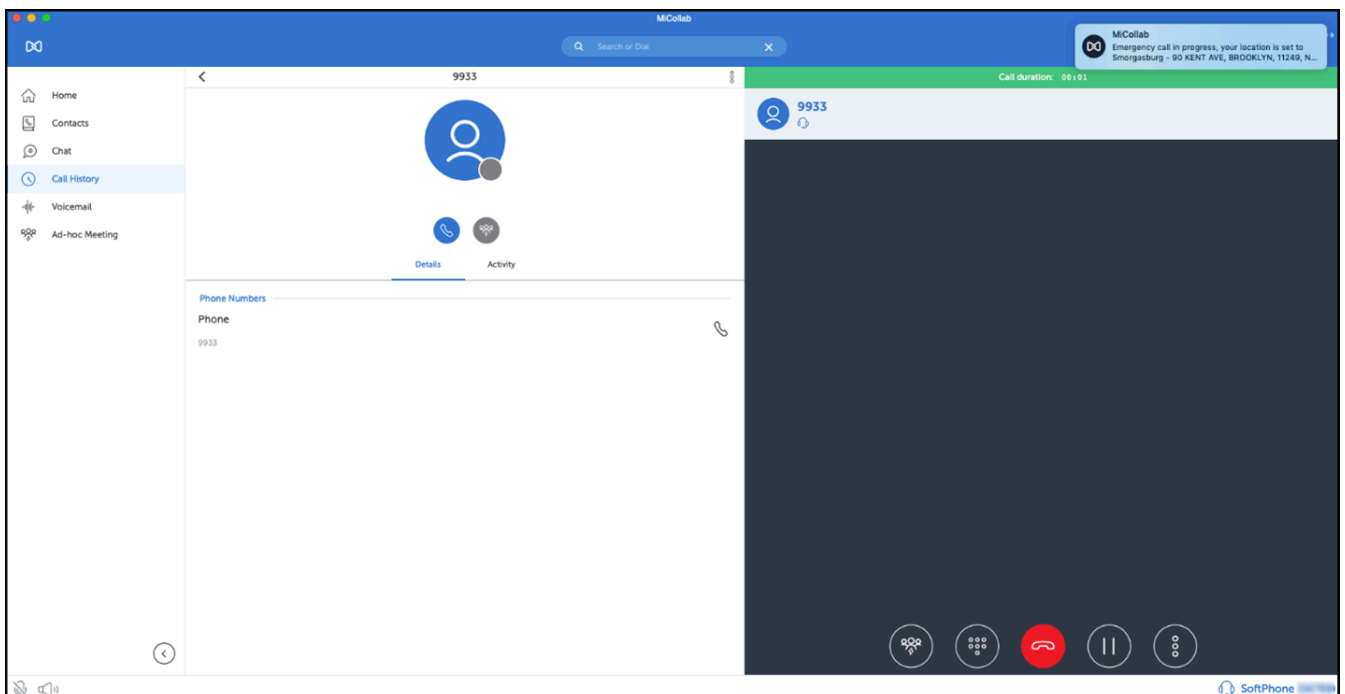
When making a 911 call if the location is not set, then it will display the following notification *Emergency call in progress, your location is not set.*
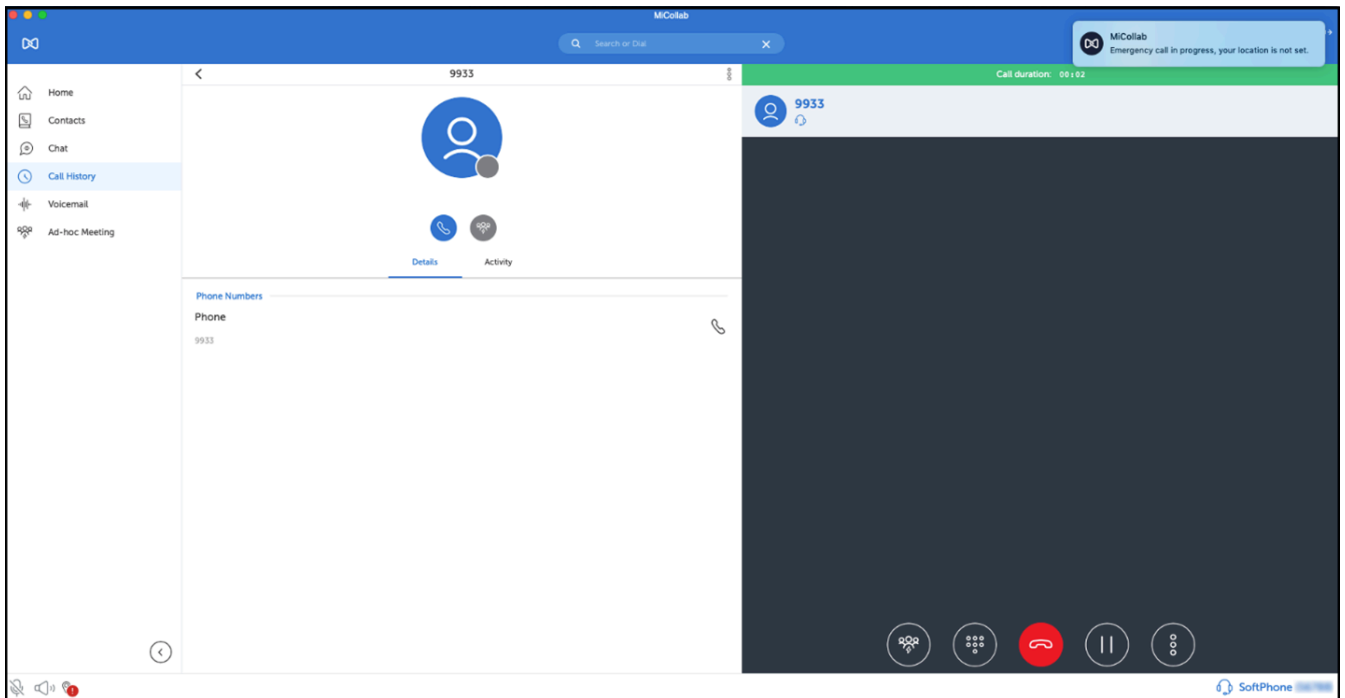
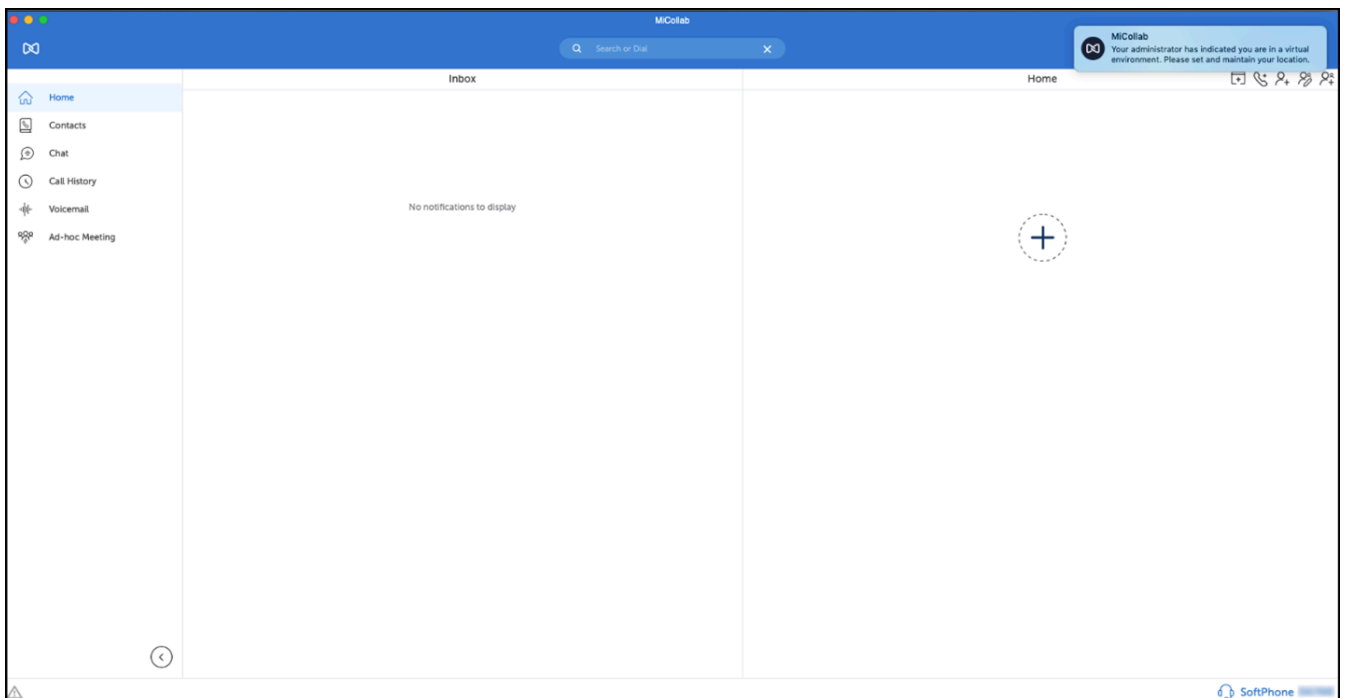In case, if the client starts on the virtual environment and no location is set, then it will display the following notification *Your administrator has indicated you are in a virtual environment. Please set and maintain your location.*

> ℹ **Note**:
>
> **IMPORTANT:**
>
> MiCollab client users need to periodically check and ensure that the correct address is displayed under the emergency location of the client because the client does not notify the change in address. This check should be done when you start/restart the client or change the location, to see if the new location change is reflected in the client.

> ℹ **Note**:
>
> If you have enabled RedSky as your service and if you change the location name, the service does not update the address, but creates a new entry in their database unless you edit the existing address details.
>
> If you have enabled Intrado as your service, you can have only one address for one network information. If you modify it, the service will keep updating the existing record without creating a new one.

To edit the emergency location details:
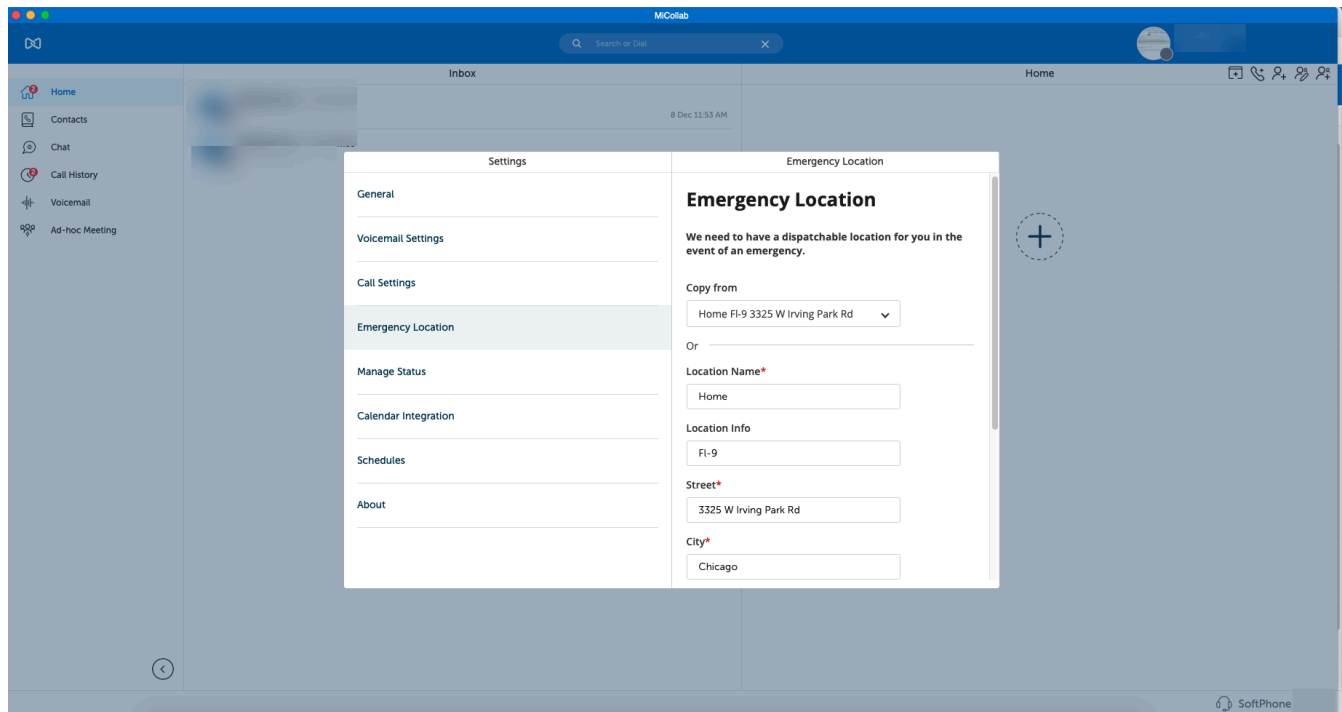
To edit or modify the location settings,

1. Click on the **Edit** option, which is available next to the current location details.

Emergency Location

Current Location

📍 home Edit
fl1, Werwe Wer
Schenectady, 12345, USA

2. Modify the fields or copy the current information from the **Copy from** drop-down option and click on **Save**.


ℹ️ **Note**:

If two or more devices get connected to the same network, then the location saved on one device will be displayed as the current location on all the other devices.

3.11.3 Managing your dynamic status

The Dynamic Status view indicates your current Presence and Dynamic Status. Using the dynamic status you can:

- Change your presence status

- Change your custom personal message.
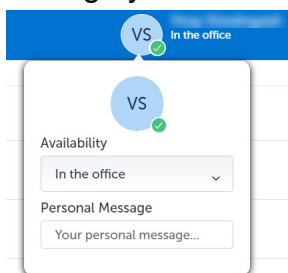
> **ℹ Note**:
> Your presence status is updated based on the latest *presence-change* setting made in the Client. Any setting that was updated most recently (Dynamic Status, Schedules, Calendar Integration, or Locations) takes precedence over the former setting. For example, if you set a new presence status in **Schedules** and then you update that status in your **Calendar Integration** setting, the status from the calendar integration will be set as your new presence status.

> **ℹ Note**:
> Make sure the administrator has enabled the option to allow the users to Add/Edit the user defined dynamic status.

> **ℹ Note**:
> You will not be able to delete or edit the administrator defined dynamic status.

To change the Dynamic Status:

1. From the Client's top-right corner, click your avatar.
2. Select the preferred status from the **Manage Status** drop-down list.

To add a new dynamic status:

1. Select **Manage Status** from the following options:

   - Click MiCollab navigation menu, select **Settings** > **Manage Status**.
   - Client's top-right corner, click your avatar and select **Manage Status** from the drop-down list.

2. Click the **more** ([⋮]) menu and select **New**.

3. Enter the status name and select required settings.

4. Click **Done**. Right-click the avatar to change your picture.

To add/change your personal message:

1. From the Client's top-right corner, click your avatar.

2. Enter a personal message in the **Your personal message** text box.

> **ⓘ Note**:
> You can also add emojis in the personal message text box. Different platforms display the same emoji specification in different ways or do not display at all.

3.11.3.1 Dynamic status schedule

MiCollab Client allows you to manage your schedules and your Dynamic Status is updated accordingly.

To add a schedule:

1. From the MiCollab navigation menu, select **Settings**.

2. Select **Schedules**.

To add a schedule:

a. From the **more** (⋮) menu select **New**.

b. Select the preferred status from the **Status** drop-down list.

c. Edit the time for the schedule and select the days for the schedule.

d. Select **Done**.

To edit a schedule:

a. Select a schedule.

b. Edit preferred status, time, and days for the schedule.

c. Select **Done**.

To delete a schedule:

a. From the **more** (⋮) menu select **Delete**.

b. Select the **X** icon on the schedules to delete.

c. Select **Done** and on the **Delete Confirmation** dialog select **OK**.

3.11.3.2 MiCollab Client presence status indicator

The Presence indicator provides contacts' status and their presence and availability for voice and chat functions. Circles indicate that a contact is available for chat and the phone icons indicate that only contact's voice presence is known.

The following table describes each presence status and what each status means.

✓	**Available** for chat and calls.
L	**Away** or currently locked your system or mobile. Available for chat and calls, but may not answer.
●	* **In a Meeting**. Available for chat and calls, but answers may be delayed.
☎	* On the phone. Available for chat, but answers may be delayed.

	* * **Do Not Disturb**: The contact is not available. Calls are forwarded to voicemail. Chats may be sent and received.
	Not available for chat (Client is offline). Available for calls.
	Not available for chats (Client is offline). Phone is busy for calls or the user is in a meeting.
	Offline: Not available for chat or calls. **Status Unknown**: Presence information is hidden or the user is offline.

* Calendar Integration must be enabled.

* * The Do Not Disturb behavior for your MiCollab Client depends on the call manager configured. For more information, see the respective call manager documentation.

3.11.4 Presence privacy settings

You can control your presence information (dynamic status, chat status, telephony status, video availability, and calendar advisory) to be displayed to other users or not.
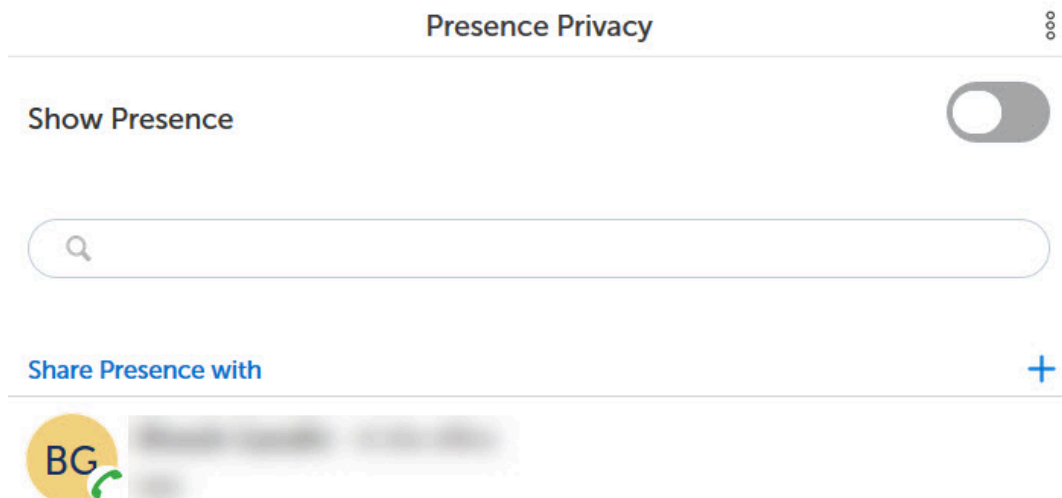
> **ⓘ Note**:
> **Presence Privacy** setting is available only if your administrator has enabled the **Presence Privacy Service** in MiCollab Server Manager.

To control your presence privacy settings:

1. From the MiCollab Client navigation menu, select **Settings**.

2. Click **Presence Privacy**.

3. To change your presence settings:

- Enable the **Show Presence** setting to reset your presence allowed list. This will reset the presence privacy information and your presence will be displayed to all the users under the enterprise.

- Disable the **Show Presence** setting to add users to your presence allowed list. You will be provided with the options to add users to your presence allowed list.

  - To add contacts to your presence allowed list, click the **more** (⋮) menu and select **Add Contacts**. Search the contact, select, and click **Done**. This will allow only the users in the presence allowed list to see your presence information.

  - To delete contacts from your presence allowed list, click the **more** (⋮) menu and select **Delete**. Select the contacts to delete and then click **Done**.

> **ℹ Note**:
>
> MiCollab Client presence status indicator of a user with **Show Presence** setting **Off** will display **Status Unknown** with a grey circle (presence indicator) for other contacts except the presence allowed list. Contacts who are not part of presence allowed list can still initiate a call or chat with that user.
>
>
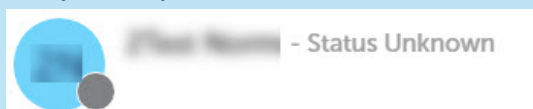
> ℹ️ **Note**:
> Make sure there is a 10-second interval before enabling or disabling the **Show Presence** setting.

3.11.4.1 Requesting for presence

If a user has turned **Off** the **Show Presence** setting, other users can request the user to view the presence information.

To request for presence:

Right-click on a contact (from contacts, voicemail, call history, chat, home, inbox, or search field) for whom the presence information is to be viewed and select **Request for Presence**.

Also you can open the contact card and select **Request for Presence** from the more (⋮) menu.
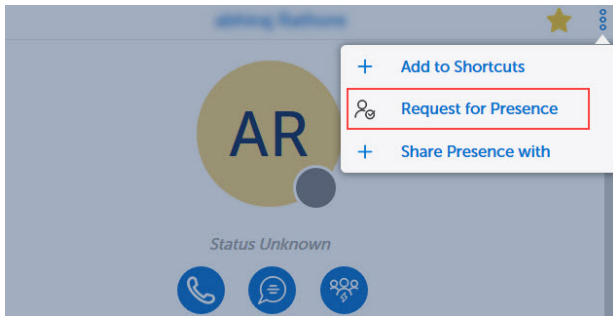
> ℹ️ **Note**:
> Users cannot request for presence information from MiTeam, groups, or group chat.

To add users to presence allowed list:

- From the MiCollab Client navigation menu:

  1. Select **Settings** > **Presence Privacy**.
  2. Click the **more** (⋮) menu and select **Add Contacts**.
  3. Select the contacts to add and click **Done**.

- Right-click on a contact (from contacts, voicemail, call history, chat, home, inbox, or search field) and select **Share Presence with**. Also you can open the contact card and select **Share Presence with** from the more (⋮) menu. The contact is automatically added to your presence allowed list.
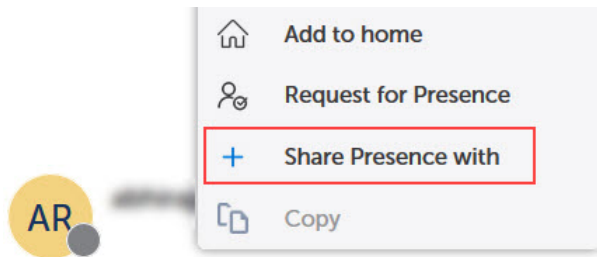
After a contact sends **Request for Presence**, the user will get following notifications to either **Accept** or **Reject**.

- in the Client's home screen

Click **Accept** to add the contact to your presence allowed list.

Click **Reject** to reject the view presence request.

- background notification
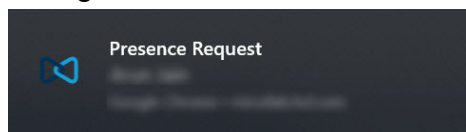
To remove users from presence allowed list:

- From the MiCollab Client navigation menu:

  1. Select **Settings** > **Presence Privacy**.
  2. Click the **more** (⋮) menu and select **Delete**.
  3. Select the contacts to delete and click **Done**.

- Right-click on a contact (from contacts, voicemail, call history, chat, home, inbox, or search field) and select **Remove Presence**. Also you can open the contact card and
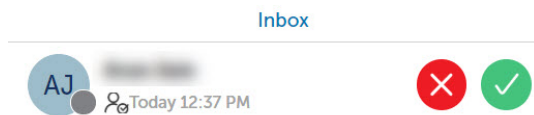
select **Remove Presence** from the more (⣿) menu. The contact is automatically removed from your presence allowed list.
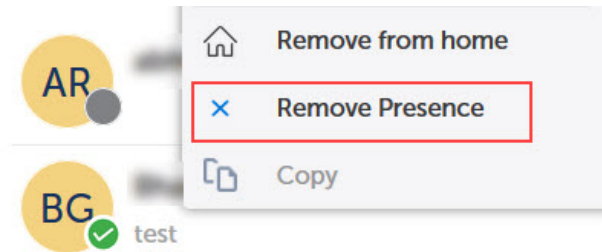
3.11.5 Softphone settings

If your system administrator provisioned a softphone for you, you can activate your softphone. To activate your softphone:

1. Open MiCollab Client.
2. Click 📞 or 🎧 icon in the lower right corner of the Client.
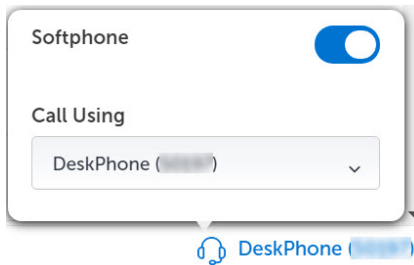
3. Under **Softphone**, click the toggle button to **On** to enable the softphone.

> **ℹ Note**:
>   The toggle registers the configured softphone with the Call Manager.

3.11.6 Using teleworker

The Mitel Teleworker service enables you to work remotely with full access to voicemail, conferencing, and other features of the office phone system. The service is a secure solution which turns any Mitel IP phone or softphone into a teleworker set. To activate the teleworker setting:

1. From the MiCollab navigation menu, select **Settings**.
2. Select **General**.

3. Enable the **Use Teleworker** setting.
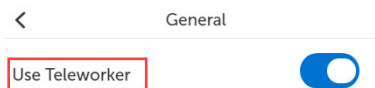
> ℹ️ **Note**:
> Disable the Use Teleworker setting while connected to a VPN.

3.11.7 Managing hotkeys

MiCollab Client enables you to use a combination of keystrokes for direct access to a particular function. To see the available hotkey functions: To record a hotkey:

1. From the MiCollab navigation menu, click **Settings** > **General**.

2. Click **Manage Hotkeys**.
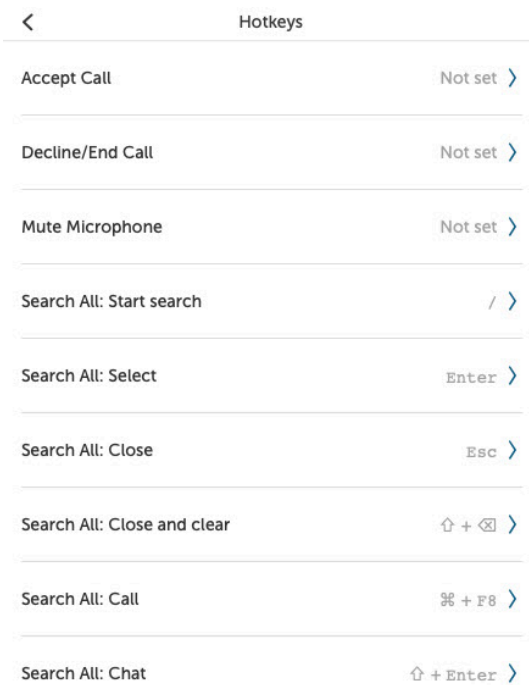
3. Select the task which you want to record a hotkey.

4. In Record Hotkey dialog window, click **Record Hotkey**.

5. Input the key combination and Click **Save**.

> ℹ️ **Note**:
> To reset to the default key combination, click **Reset to default** and click **Save**.

> ℹ️ **Note**:
> **Make a call** hotkey function is not available in MiCollab Mac Client and MiCollab Web Client.

Hotkey description

Hotkey	Description
Accept Call	Answers the incoming call
Decline/End Call	Declines the incoming call Ends an active call
Mute Microphone	Mutes the microphone
Make a call	Places a call
Search All: Start search	Puts the cursor into the search field
Search All: Select	Opens the contact details of a selected search result
Search All: Close	Closes the search results
Search All: Close and clear	Closes the search results and deletes the input in the search field
Search All: Call	Starts a call to a selected entry from search result list
Search All: Chat	Starts a chat to a selected entry from search result list

3.11.8 Managing notifications

MiCollab Client shows taskbar notifications and alerts in the following instances:

- notify new chat message
- notify on incoming call
- notify on missed call
- notify new voicemail
- notify new fax
- notify on presence request

To enable the notifications on MiCollab Client:

1. From the MiCollab navigation menu, select **Settings** > **General**.
2. Under turn **On** the required notification settings.

3.11.9 Calendar integration

MiCollab Client provides integration with your Microsoft Exchange calendar if supported by your organization.

To enable the calendar integration:

1. From the Client navigation menu, select **Settings** > **Calendar Integration**.
2. Set the **Calendar Integration** toggle to **On**.
3. Click **Credentials** and enter your primary e-mail address and exchange username.

> **ⓘ Note**:
> If the calendar is integrated with Microsoft Exchange or Office 365 through an impersonation account, the user is not prompted to enter credentials. The impersonation account will be used to read the calendar information.

4. Click **OK**.

On successful calendar integration, a **Success** message is displayed.

Calendar Integration

Calendar Integration	⬤
Credentials	Success
Set Advisory	◯

On Busy

[In a meeting ⌄]

Following Busy

[Previous Status ⌄]

On Out of Office

[No change ⌄]

Following Out of Office

[No change ⌄]

After successful calendar integration, enable **Set Advisory** to display the advisory message based on your events in the calendar. The following advisory messages are displayed:

- **No appointments today**: If there are no calendar events.
- **Next appt at <time>**: Your next appointment time in your calendar is displayed.
- **In appt until <time>**: Your current appointment ending time is displayed.

Based on your calendar appointments (**On Busy**, **Following Busy**, **On Out of Office**, or **Following Out of Office**), you can automatically set your preferred dynamic status. For example, from the **On Busy** drop-down menu, select **In a Meeting** status. This automatically updates your dynamic status to **In a Meeting** when you are in an appointment.

3.11.10 Group Call Pickup

Using the Group Call Pickup function, a user can answer incoming calls coming to one of the group members via a pickup call notification presented in the MiCollab Client.

The **Pickup Call** setting in the MiCollab Client helps the user to enable or disable the Group Call Pickup feature at the Client-level. When a call is presented to a member in a particular pickup group, all other members of the group shall be notified to pickup the call. This notification is sent as per the **Notification Delay Time** set in their respective MiCollab Client.

> **ⓘ Note**:
> The **Pickup Call** settings will be visible to every user irrespective of whether the user is a part of pickup group or not.

An example on how the pickup groups feature works:

1. There are three extensions 6000, 6001, and 6002 are in a pickup group.
2. Extension 7000 makes a call to extension 6002.
3. The extensions 6000 and 6001 gets the pickup call notification (as per the delay timer configuration) and therefore any one of the three extensions can retrieve the call from the notification.

The **Notification Delay Time** will be a configured value of timer which decides the delay (in seconds) after which the user logged into MiCollab Client will receive the pickup call notification, once the incoming call is received by any of the group member. The default value for this field will be set to 10 seconds.

> **ⓘ Note**:
> There will be no upper limit to set notification delay time.

> **ⓘ Note**:
> Deskphones should be up to receive the Group Call Pickup notifications.

The following exceptions will not receive pickup call notifications:

• Softphones have no defined PGM key. Therefore, users with only softphone will not receive any pickup call notification.
• Remote extensions also do not have defined PGM key. So, users with only remote extension will not receive pickup call notifications.

To enable pickup call settings

1. From the MiCollab Client navigation menu, select **Settings > General > Pickup Call.**

2. Under Pickup Call, click the toggle button to ON/OFF to enable or disable this setting.
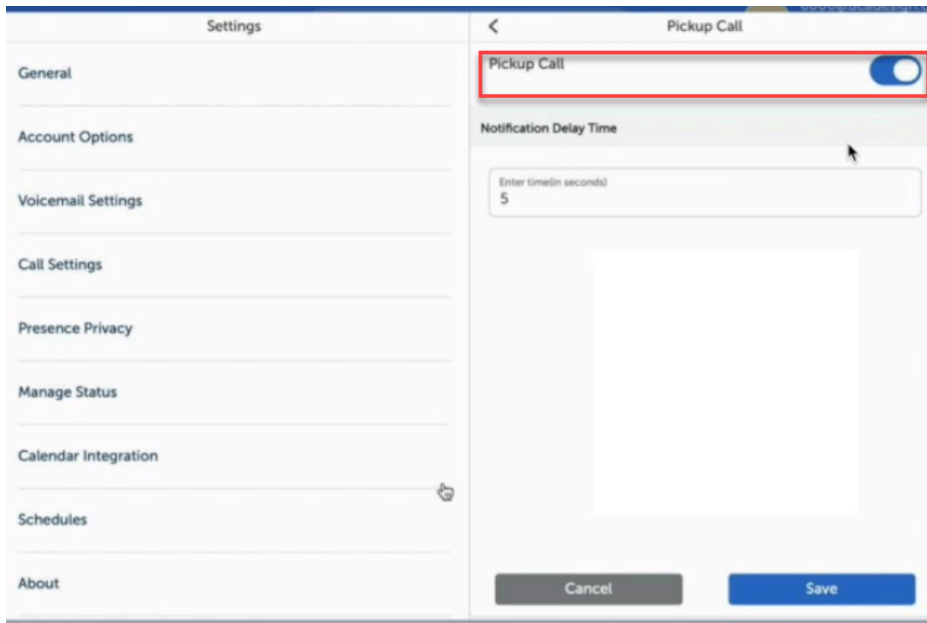
> **ℹ Note**:
>
> The default value on the Pickup Call settings will be set to Enabled.

> **ℹ Note**:
>
> If the user sets the pickup call setting to OFF, then the user will not be able to receive any group call notifications, whether app is in the foreground or background.

3. Whether the user sets the Pickup Call setting to enabled or disabled, in both the scenarios it would be synced across all the devices which the user might use or be logged in.

4. Click **Save** to enable the changes made.

Pickup call notification

When the MiCollab Client application is running in the background and the pickup call notifications are enabled, the following will be observed:

- MiCollab icon in the taskbar will start blinking for Windows 10.
- The bouncing dock bar icon starts bouncing for MAS OS.

- The user will receive a background notification for pickup call with caller or/ and called party information depending on the rules/information which the MiCollab client will receive from MX-ONE.

When the MiCollab Client application is running in the foreground:

- When the group members receive Pick up call notification, a UI notification banner with the information will be shown after the configured delay time.
- Retrieve Button - The user can answer the group pickup call.
- Ignore Button - The user can click this button to dismiss the notification banner. It will have no impact on the calls in the pickup group.
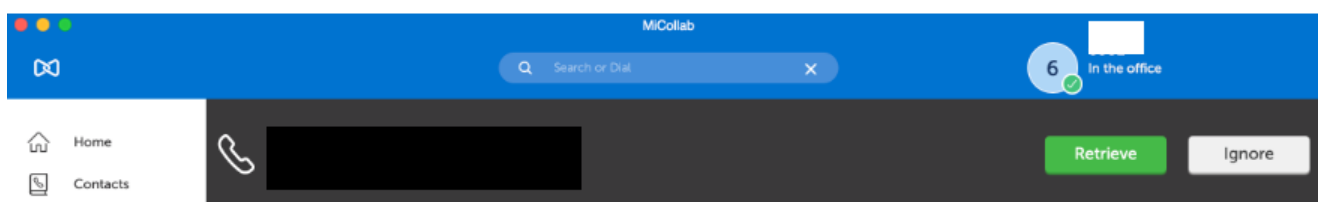
Limitations

- The Group Call Pickup feature is not supported in Mobile clients, that is in Android and iOS devices.
- If the MiCollab client is launched after the pickup call notification event is triggered, then the client will not receive any pickup call notification.

Background notification settings

The background notification settings enable a user to set the notification alert when a call is presented under Group Call Pickup feature.

To enable the background notification settings:

1. From the MiCollab Client navigation menu, select **Settings** > **General** > **Notifications**.

2. Under notifications, the user can configure the following settings for a pickup call:

- Notify on Pickup Call
- Bounce Dock Icon (Mac OS) / Flash Taskbar (Windows OS)
- Audible ringing
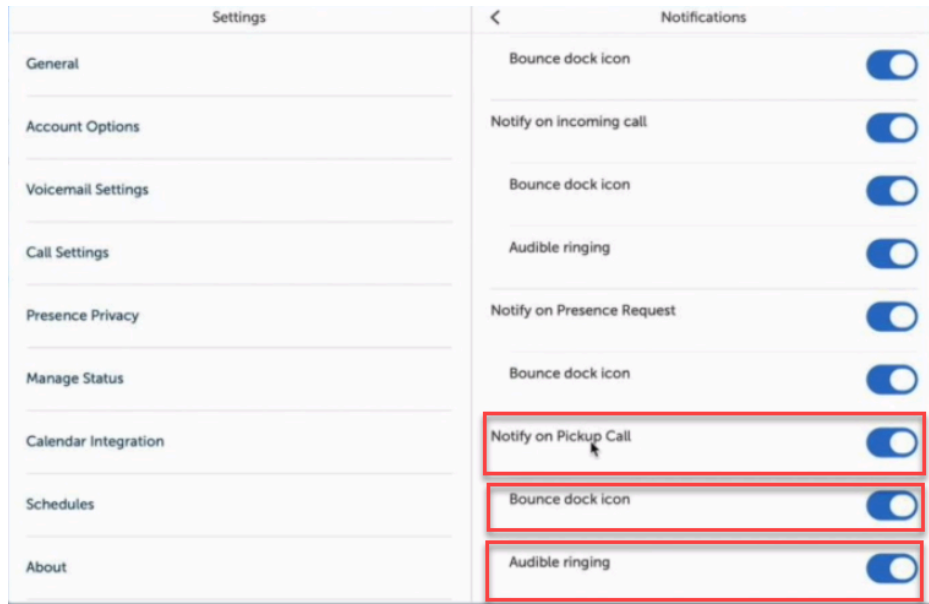
> ℹ️ **Note**:
> The settings under background notification are local to the client and are not synced across all devices for the user.

3.11.11 Name Sorting

You can sort the order of names of the MiCollab clients by using the Name Sorting option.

To sort the order of the names:

1. From the MiCollab Client navigation menu, select **Settings** > **General**.
2. Click**Name Sorting.**

The **Sort By** switch

3. Select one of the drop-down options from **Sort By**.

You can sort the names with the usual first,last name or you can select last,first name.

Sort By

first,last ⌄

first,last
last,first

ℹ **Note**:

After a factory reset on the client or when a different user logs in, the name sorting gets back to the default setting, that is first,last name.

Whereas a local restart on the client doesn't change the local setting value.
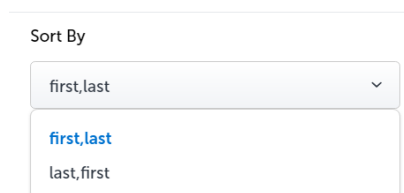

Selecting 'last,first' name sort option will have the following changes in the MiCollab Client:

1. Contacts Page:

- All the contacts under Groups, Corporate, Personal and External will display reversed formatting.
- Sorting of names will be done alphabetically based on last name.

2. Search option:

- All search results will be sorted alphabetically based on the last name for all the contact and their related entries (Contacts, Calls, Chats, etc.)

3. CloudLink Chat:

- While tagging a user in CloudLink Chat component, the names displayed will be in the last, first name format.

3.11.12 Remote Extension

ℹ **Note**:

This feature is only applicable to users on MiVoice MX-One communication platform.

A Remote Extension allows you to connect an external telephone number, such as your cell phone number or home phone number to your office and have it operate as if it was a local extension in your office. Using the Remote Extension feature, the user can now configure a remote extension number through a MiCollab Client.

> **ℹ Note**:
>
> This option was previously configured only by the administrator or in the communication platform, but now this can also be performed by users.

> **ℹ Note**:
>
> A user can only delete the Remote Extension numbers from the client which are created by them.

To add remote extension numbers:

1. From the MiCollab Client navigation menu, select **Settings > General > My Numbers.**

2. Click the more (⋮) menu and select **New.**

The Add Number pop-up window opens.

Figure 6:
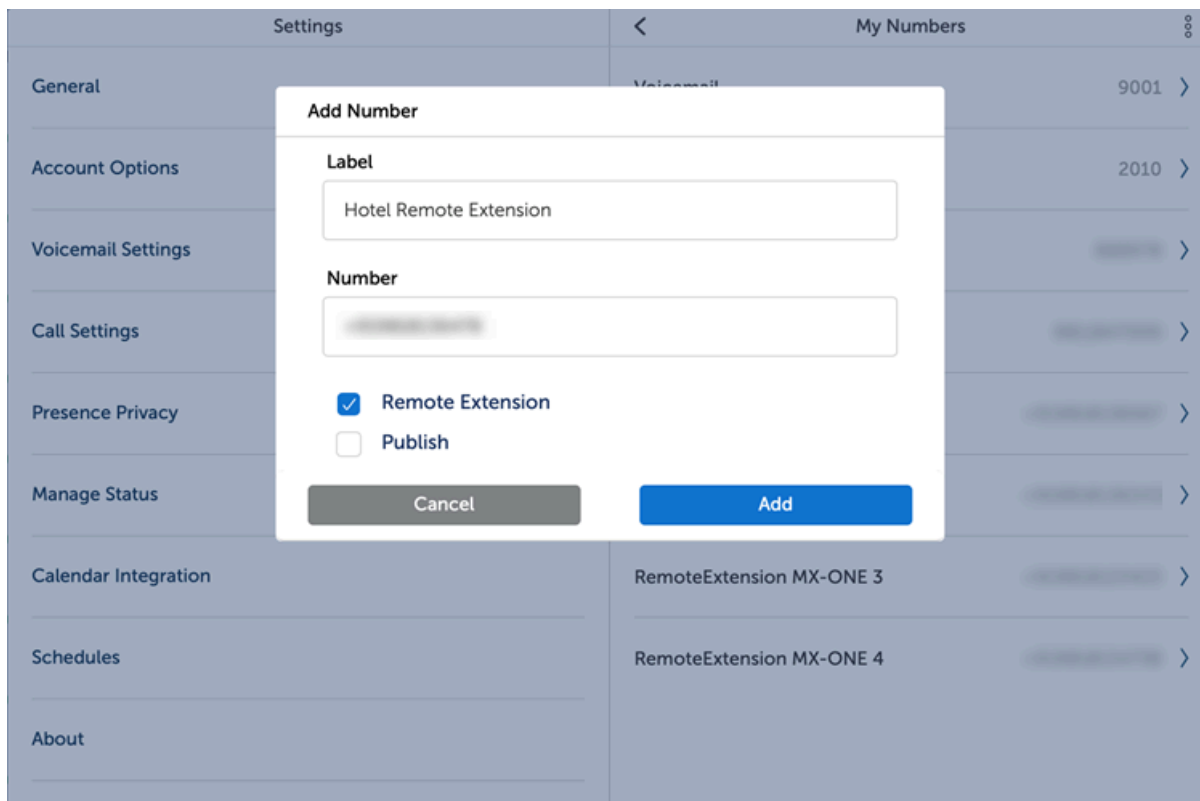
3. In **Add Number** pop-up window, add a **Label** and the **Number,** and select the checkbox for Remote Extension.

Selecting the checkbox makes the added number a remote extension number.

4. Click **Add**.

The added number gets displayed under My Numbers.

> ℹ️ **Note**:
>
> The Remote Extension checkbox and Number Field will be disabled if any of the conditions mentioned below is met. An **"i"** icon would be displayed next to the Remote Extension checkbox, which will display the following information.
>
> *Checkbox will be disabled if the number is:*
>
> • *Configured in any dynamic status*
> • *Configured by the administrator or in the communication platform*
> • *Active remote extension*

> ℹ️ **Note**:
>
> Remote Extension numbers configured by your administrator or in the communication platform will also be displayed under **My Numbers**.

> ℹ️ **Note**:
>
> The remote numbers created by your administrator or in the communication platform will be prefixed with a default text that the user can update.

> ℹ️ **Note**:
>
> User-defined remote extension numbers must be in the format "**destination code** followed by **the number**".
>
> For example, the remote extension defined is *09818xxxxxx*.
>
> • *0* is the destination code
> • *9818xxxxxx* is the number

To set active remote extension:

1. From the MiCollab Client navigation menu, select **Settings > Manage Status**.
2. Under **Manage Status** select the preferred status.

3. From the **Remote Extension** drop-down list, select the preferred remote extension number.

> ℹ️ **Note**:
>
> A user can select only one Remote Extension number at a time.

The **Call Using** and **Send my calls to** dropdown (for outgoing and incoming calls) are automatically updated to display the remote extension number.

> ℹ️ **Note**:
>
> Remote extension number for outgoing and incoming calls can be manually set using the **Call Using** or **Send my calls to** numbers (under **Manage Status** > **Edit Status**).
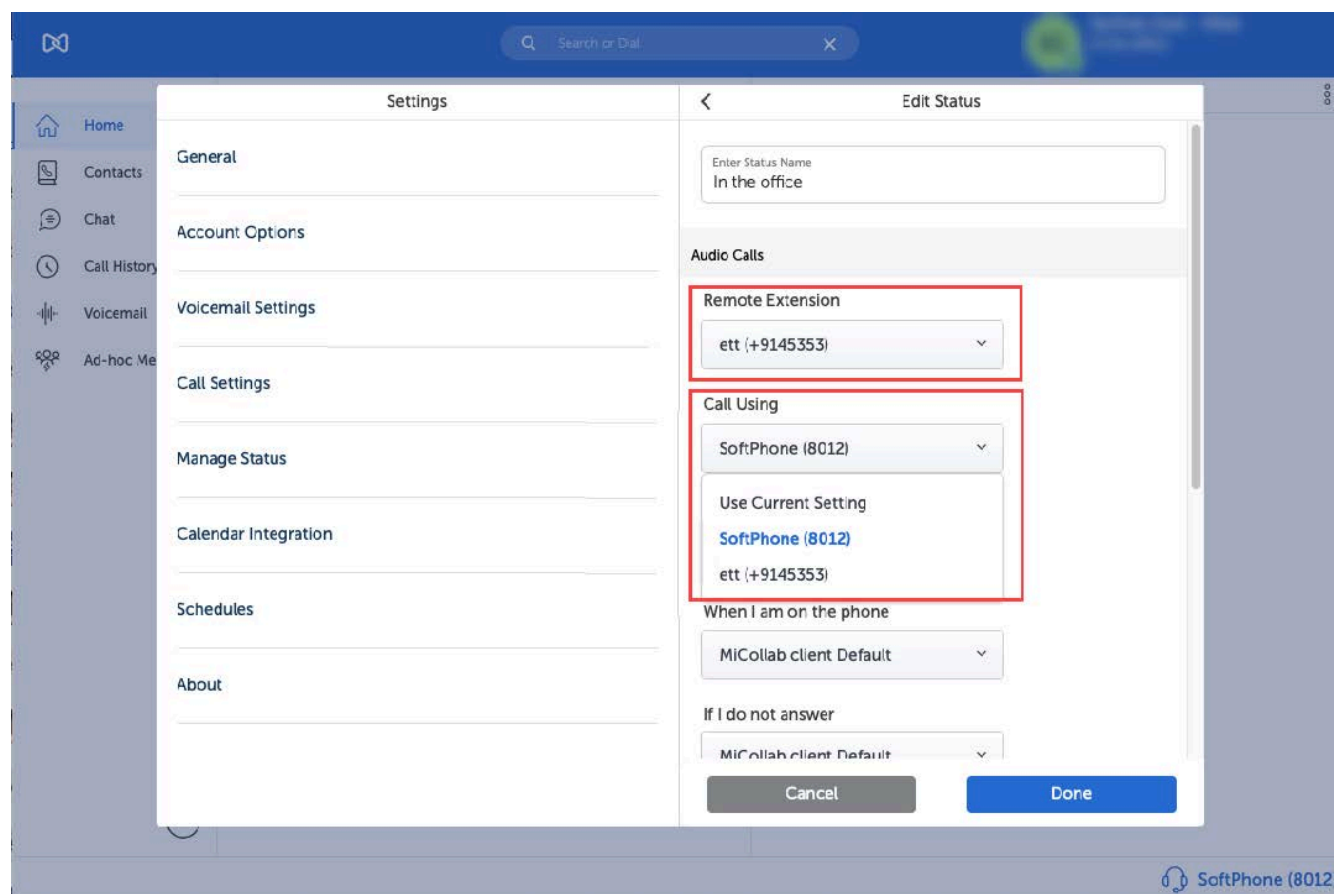
4. Click **Done.**
5. Set this dynamic status as the active status (from clicking on avatar on Client's top-right corner **Availability** dropdown.).

> ℹ **Note**:
>
> A user can add a remote extension by themselves only when an admin provisioned remote extension is present. If there is no admin provisioned remote extension, the user will not be able to add any number as a remote extension.

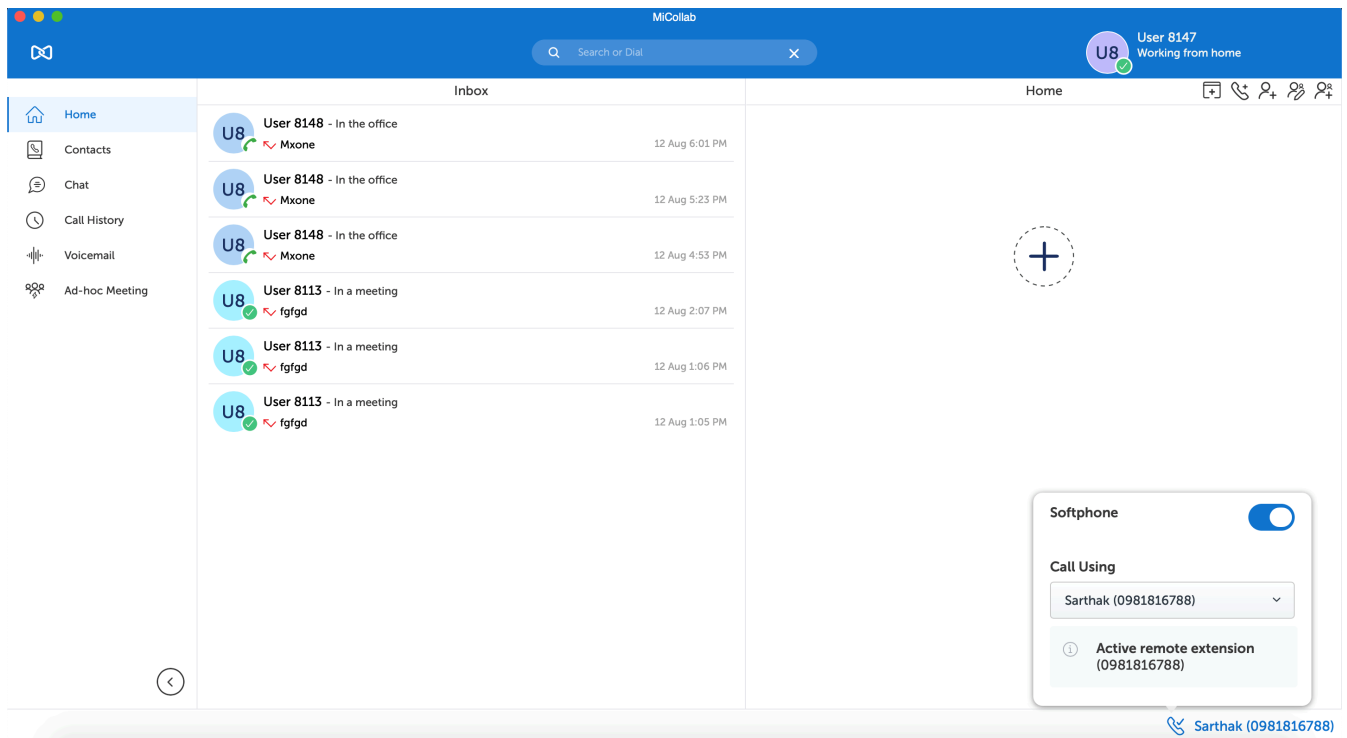After setting an Active remote extension number, the same number will be displayed within the **Place Call With** prompt menu when a user tries to make a call and under the **Call Using** menu in the client footer.

FMC Call Through modifications using remote extension:

FMC Call Through modifications using a remote extension will be achieved via the following steps:

1. In the Edit Number page, a **Call Through** checkbox is displayed. Check the **Call Through** box to configure FMC call through.
2. For the FMC call through to work, same remote extension number needs to be configured in the current dynamic status whose FMC checkbox is enabled in under **My Numbers.**

4 Troubleshooting

The Send Diagnostics option allows you to create and send an issue report for your system administrator. The following table provides additional troubleshooting tips for MiCollab Client.

Problem or Error	Probable Cause	Solution
Call error, send a diagnostic report	No network connection	Check internet or network connectivity
The number was not recognized or call failed	Dialed or transferred the call to an invalid number	Check if the number is valid
Softphone not available	Softphone is disabled	Check if the softphone or deskphone is configured for the user
Call error	No devices available to make a call	• Check if the softphone or deskphone is configured for the user • Check if the softphone is registered on the Client. From Client's footer, click on device selection and enable the softphone
Outgoing call not initiated with a warning that no devices are available	Neither a PSP or a CTI device is free or enabled	Enable a softphone or connect a deskphone
Issues after downgrading the client to older versions	Client folders not deleted after downgrading	Delete the files and folders manually before downgrading
Failed to send the report or	Proxy setting connection between Client and server	Bypass the proxy server for the server. Create an exception for the server.

Problem or Error	Probable Cause	Solution
User not able to send diagnostic logs		
SIP call terminated	The SIP ALG setting on the router is turned ON.	A setting on the router called as *SIP ALG* should be always turned off for SIP/VoIP Calls
No audio/audio issues were faced during PC client calls	Incorrect/wrong devices used.	This can be corrected by the following steps: • Open the Windows Sound Panel (via mmsys.cpl) and disable the exclusive control for every audio device - playback and recording). • Switch to Windows 10 Sound Settings → App specific Sound Settings where a list of running apps and associated audio devices is presented. There you can find an option to reset to MS default settings at the bottom.
The background notifications of normal incoming calls, Hunt Group, and missed call notifications are not appearing.	After an OS upgrade, the notification alert might get disabled in the system.	Enable notifications for MiCollab in the Mac settings again.

4.1 Reset MiCollab Client to its default settings

If you want to reset MiCollab Client to its default settings, you can use the **Factory Reset** setting. To reset to Client settings to factory defaults:

1. From the MiCollab navigation menu,   **Preferences** > **General**.
2. Click **Factory Reset** and select **OK** in the dialog box to reset to Client settings to factory defaults and logout MiCollab Client.

4.2 MiCollab Client diagnostics

MiCollab Client users can gather information about any issues experienced and provide to the administrator team for help troubleshooting the Client. The diagnostic report provides diagnostic and troubleshooting information for a failed Client session. To send the diagnostics report:

1. From the MiCollab navigation menu, select **Settings** > **General**.
2. In the **Send Diagnostics** section, enter a short description of the issue in the first text box.
3. Describe the issue in detail in the second text box.
4. Select **Send**.

> 🛈 **Note**:
>
>   Select **Delete Diagnostics Logs** to delete the diagnostics report.

4.3 MiCollab Client-server connection issues
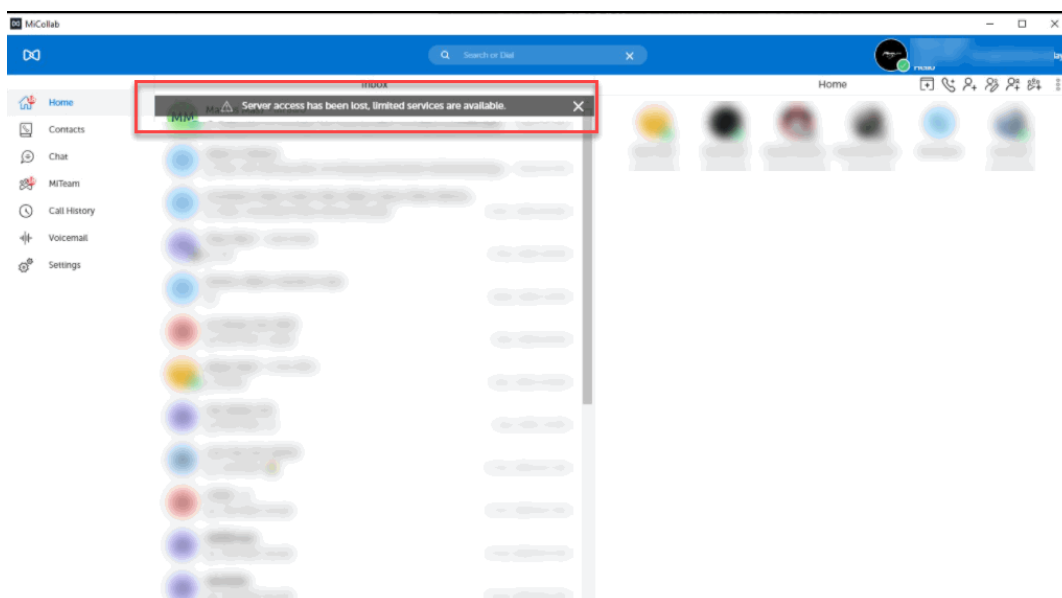
When a user starts the MiCollab Client with an active internet connection but no MiCollab Client server connection, the following list indicates that the client has limited functionality.

On PC, MAC, and Web Clients:

- A grey banner at the top of the client.
- An indicator in the lower left of the Client.

   Clicking on this indicator will display the warning dialog.

A dialog box is displayed with an alert that the Server access has been lost and limited services are available.

When the MiCollab Client-server connection is re-established, you will see a prompt to restart the Client to recover the full functionality. Until you restart the client, it will be in "no server connection" mode.

Available features when the Client cannot connect to the server

- View your cached data such as Contacts, Call History, and Voicemail
- Use MiTeam
- Make and receive calls using the Softphone
- Use chat functionality