

A MITEL PRODUCT GUIDE

# **MiCollab for PC Client**

Release 9.4 SP1 December 2021



### Notices

The information contained in this document is believed to be accurate in all respects but is not warranted by **Mitel Networks**<sup>™</sup> **Corporation (MITEL®).**The information is subject to change without notice and should not be construed in any way as a commitment by Mitel or any of its affiliates or subsidiaries. Mitel and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate such changes. No part of this document can be reproduced or transmitted in any form or by any means - electronic or mechanical - for any purpose without written permission from Mitel Networks Corporation.

### **Trademarks**

The trademarks, service marks, logos and graphics (collectively "Trademarks") appearing on Mitel's Internet sites or in its publications are registered and unregistered trademarks of Mitel Networks Corporation (MNC) or its subsidiaries (collectively "Mitel") or others. Use of the Trademarks is prohibited without the express consent from Mitel. Please contact our legal department at legal@mitel.com for additional information. For a list of the worldwide Mitel Networks Corporation registered trademarks, please refer to the website:http://www.mitel.com/trademarks.

<sup>®</sup>,<sup>TM</sup> Trademark of Mitel Networks Corporation

© Copyright 2021, Mitel Networks Corporation

All rights reserved

# Contents

1 Getting Started	5
1.1 Scope of the document	
1.2 Intended audience	
1.3 What's new in MiCollab Release	5
1.4 About MiCollab Client	7
1.5 Supported headsets and audio devices	7
1.6 Requirements	
1.7 Download MiCollab Client	
1.7.1 Deployment e-mail	
1.8 Authenticate MiCollab Client	
1.9 Self-Deployment	

2 MiCollab Client Basics	14
2.1 MiCollab Client overview	
2.1.1 Header menu	
2.1.2 Navigation menu	
2.1.3 Display menu	
2.1.4 Footer menu	

MiCollab for PC Client	18
3.1 Install MiCollab for PC Client	. 18
3.2 Uninstall MiCollab for PC Client	. 19
3.3 Log in to MiCollab Client	. 19
3.4 Log out from MiCollab Client	.28
3.5 Starting up MiCollab for PC Client	. 29
3.6 Changing MiCollab Client password	.29
3.7 Managing contacts	.30
3.8 Push Notifications	. 32
3.9 Chat features	. 33
3.9.1 Chats	.33
3.9.2 Legacy chats	.39
3.10 Call features	.40
3.10.1 Making calls	. 41
3.10.2 In-call features	. 44
3.10.3 Handling calls	.45
3.11 Voicemail features	.54
	MiCollab for PC Client.         3.1 Install MiCollab for PC Client.         3.2 Uninstall MiCollab for PC Client.         3.3 Log in to MiCollab Client.         3.4 Log out from MiCollab Client.         3.5 Starting up MiCollab for PC Client.         3.6 Changing MiCollab Client password.         3.7 Managing contacts.         3.8 Push Notifications.         3.9 Chat features.         3.9.1 Chats.         3.9.2 Legacy chats.         3.10.1 Making calls.         3.10.3 Handling calls.         3.11 Voicemail features.

3.12 Meeting features	56
3.12.1 MiTeam	56
3.12.2 Meetings	63
3.13 Settings	69
3.13.1 Call settings	69
3.13.2 Emergency Location	
3.13.3 Managing your dynamic status	90
3.13.4 Calendar integration	94
3.13.5 Presence privacy settings	95
3.13.6 Hardware settings	
3.13.7 Softphone settings	101
3.13.8 Audio routing	102
3.13.9 Using teleworker	103
3.13.10 Setting MiCollab Client as the default IM provider for Outlook	104
3.13.11 Managing hotkeys	104
3.13.12 Managing notifications	106
3.13.13 Setting custom ringtones	106
3.13.14 Group Call Pickup	108
3.13.15 Name Sorting	111
3.13.16 Remote Extension	112

4 Troubleshooting	118
4.1 Reset MiCollab Client to its default settings	
4.2 MiCollab Client diagnostics	
4.3 MiCollab Client-server connection issues	120

# **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 endusers, 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)



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

### 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.

### Note:

Headset button control is not supported in a Citrix environment.

### Note:

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

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

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.

← Settings					_	×
		Windows Setti	ngs			
		Find a setting	م			
旦	<b>System</b> Display, sound, notifications power	Devices Bluetooth, printers, m	ouse	<b>Phone</b> Link your Android, iPhone		
	Network & Internet WiFi, flight mode, VPN	Personalisation Background, lock scre colours	en,	<b>Apps</b> Uninstall, defaults, optional features		
8	Accounts Your accounts, email, sync, work, family	다. Time & Language A구 Speech, region, date	Ģ	Ease of Access Narrator, magnifier, high contrast		
Q	Search Find my files, permissions	Privacy Location, camera, mic	rophone	<b>Update &amp; Security</b> Windows Update, recovery, backup		
Settings					-	>
<b>佡</b> Home	Δ Home Apps & features					
Find a setting	٩	Choose where to get app	s			
Apps		nstalling apps only from Microsoft		device.		
I ■ Apps & features	Anywhere V					
i ⊒ Default apps		Apps & features				
邱 <u></u> Offline maps		Optional features				
App execution aliases						
Search, sort and filter by drive. If you would like to uninstall or move an						
Search this list						
Startup                 Sort by: Name ∨ Filter by: All drives ∨						
41 apps found						
3D Builder 16.0 KB Microsoft Corporation 11/11/2021						
		3D Viewer Microsoft Corporation		16.0 KB 16/11/2021		

Alarms & Clock

Microsoft Corporation

Y

16.0 KB

16/11/2021

1. From the Start menu, click Windows Settings and go to Apps > Optional features.

ſ

2. Click Add a feature to add an optional feature.

× yearu					
← Settings					
命 Optional features					
+ Add a feature					
See optional feature history					
Installed features					
Find an installed optional feature	9				
Sort by: Name 🗸					
रिउ Internet Explorer 11	<b>1.60 MB</b> 07/12/2019				
Maths Recogniser	<b>16.6 MB</b> 07/12/2019				

3. Select the Media Feature Pack and Windows Media features and then click Install.

<b>~</b>	Media Feature Pack		78.1 MB	
	় ব্র	Windows Media Player		14.3 MB
	٢Ĵ	Windows Storage Management		12.1 MB
$\checkmark$	<del>ر</del> ځ	Windows Media Player		14.3 MB
	¢	Windows Storage Management		12.1 MB
		Install (2)	Cancel	

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

← Settings			
🛛 🏠 Optio	onal features		
दु Maths R	lecogniser	<b>16.6 MB</b> 07/12/2019	
伐 Media F	eature Pack	<b>122 MB</b> 17/11/2021	
<b>戊</b> Microso	ft Paint	<b>3.34 MB</b> 07/12/2019	
र्टु Microso	ft Quick Assist	<b>1.44 MB</b> 07/12/2019	
र्टु Notepad	d	<b>316 KB</b> 07/12/2019	
र्टु OpenSS	H Client	<b>5.05 MB</b> 07/12/2019	
री Print Ma	anagement Console	<b>1.19 MB</b> 07/12/2019	
र्टु Steps Re	ecorder	<b>612 KB</b> 07/12/2019	
र्दु Window	rs Fax and Scan	<b>8.94 MB</b> 07/12/2019	
र्टु Window	vs Hello Face	<b>47.9 MB</b> 07/12/2019	
र्टु Window	vs Media Player	<b>38.9 MB</b> 17/11/2021	
Window	s PowerShell Integrated Scripti	na 3.41 MB	
. And finally, rest	tart 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 <u>Self-Deployment</u> 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.

To self-deploy MiCollab for PC Client or Mac Client from a Web Client:

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

#### **Note**:

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

- **3.** If you have multiple extensions configured, the list of softphone extensions is available from the drop-down list on the **Self-Deployment** screen. Select the appropriate extension to be deployed.
- **4.** Click the QR code generated in step 2. This initiates the configuration process on the MiCollab PC or Mac Client.
- **5.** In the **License Agreement** screen, click **Accept**. The MiCollab for PC Client or Mac Client is automatically deployed and configured.

# 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.
- · Launch Audio, Web and Video conferences with contacts.

### 2.1 MiCollab Client overview

А  $\bowtie$ VS ing - In appt until 11:30A F & 2 % 2 % Home Inbox ඛ Home ar Yalawarmath in the office 6 Contacts Autors M. In the other Web Client Ē Chat 🔆 have will do that 80 MiTeam tesh Murthy 0 Call History -Voicemail (···) Meetings 3 Settings В С < D est a 0

There are four main sections in MiCollab Client main window.

A	<b>Header menu</b> —Displays your personal information, presence status, and a search bar.
В	<b>Navigation menu</b> —Displays the basic Client navigation menu for MiCollab. Only the features you are licensed to use are displayed.
С	<b>Display menu</b> —Displays information related to the menu function selected in the Navigation menu.
D	<b>Footer menu</b> —Displays your phone status, preferred device for outgoing calls, and hardware settings.

### 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



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 S: Use to add a number for speed dial.

Add Contact : Use to add a corporate contact.

R 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  $\overset{\bigcirc}{\leftarrow}$ : Use to add an existing group to the home screen for easy access.

Add Stream C+ : 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** *P* 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.



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 provides a persistent workspace for team-based conversations, content collaboration, project management, and meetings. Using the **MiTeam** capability i

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.



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

# ·III 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.



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 and hardware settings. 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 for PC Client

### 3.1 Install MiCollab for PC Client



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

- 1. Download MiCollab for PC Client install software as instructed in the deployment email message.
- 2. To start the installation, launch the MiCollab for PC Client install software (MiCollab\_PC.msi).
- 3. Follow the on-screen instructions to install MiCollab Client.



Make sure MiCollab Client installation folder and database storage is mapped to your local drive and NOT to a network drive.

4. Click Finish to complete the installation.

# 3.2 Uninstall MiCollab for PC Client



Make sure the MiCollab for PC Client application is not running.

- **1.** From your windows computer, click **Start > Control Panel**.
- 2. In the Control Panel window, click Uninstall a program.
- **3.** From the **Uninstall or change a program** window, select **MiCollab** and click **Uninstall**.
- 4. In the Programs and Features dialog box, click Yes.

A message box appears showing the status of the uninstall operation. After the software is uninstalled, the dialog box closes, and MiCollab for PC Client no longer appears in the **Uninstall or change a program** window.

# 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.



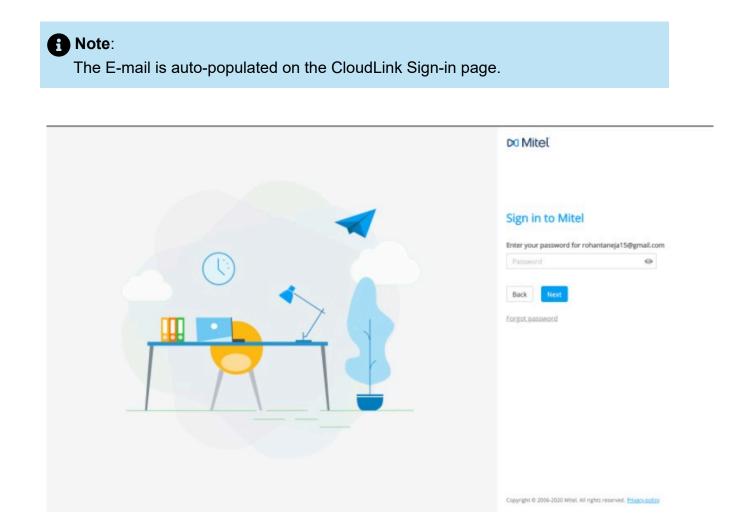
If the UPN field is updated on Azure Active Directory (AAD), then the client will restart without asking for the credentials, similar to the Login ID fields update.

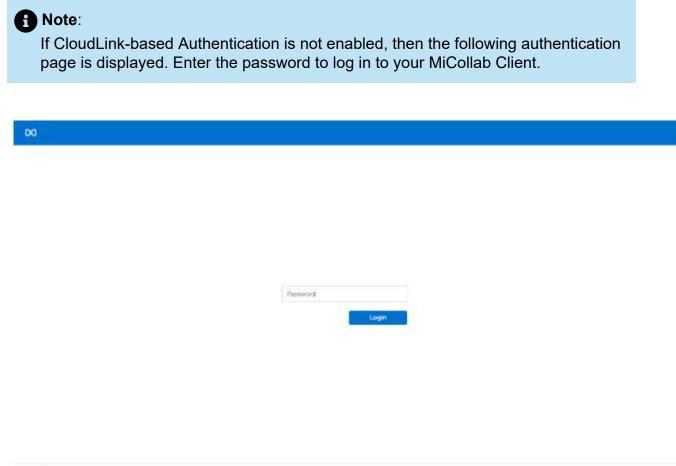
#### **CloudLink-based Authentication**

- 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.

<b>1</b> Note: The login page displays only the login page displays on login page displays only the login pa	he username field.
Ø	
	Enter Email or Login ID
	Next
© 2020 Mitel Networks Corporation	

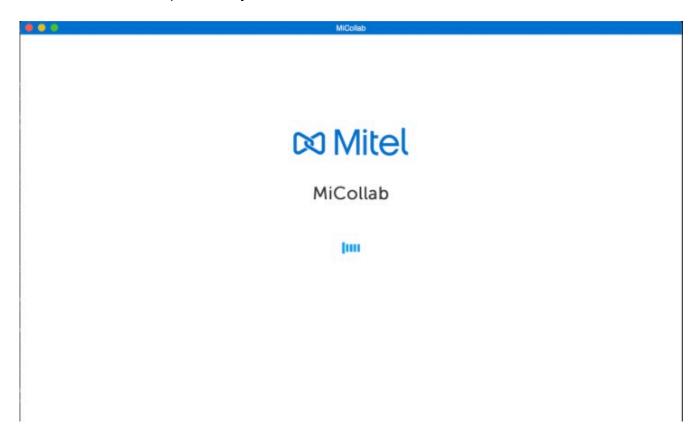
- **4.** If CloudLink-based Authentication is enabled, the MiCollab server will proceed for subsequent login through the CloudLink Unified login page.
  - If Azure AD is not integrated: In the CloudLink Authorization page, use your CloudLink password. This password must be setup with the help of CloudLink 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.





- © 2020 Mitel Networks Corporation
- **5.** On successful password authentication, you might be prompted to enter a secondfactor 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.

	🖾 Mitel
	MiCollab
Enter Authentication Key	Login

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



#### 3. Click Next

D	a Mit	el	
	MiColla	b	
mivbc.sveapps.com			
Cancel		Next $\rightarrow$	

- **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.





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.

🖾 Mitel	
MiCollab	
Server Hostname Login ID Cancel Next	
🖾 Mitel	
MiCollab	
Enter Password	
Login	

### 3.4 Log out from MiCollab Client

To log off from MiCollab Client:

- Right-click the MiCollab Client icon in the windows taskbar and select Quit MiCollab.
- Click the Close icon ( $\Join$ ) or press Alt+F4 to minimize the Client to the system tray. Right-click and select **Quit MiCollab** from the windows taskbar.

### 3.5 Starting up MiCollab for PC Client

On Windows 10, go to the Start screen, and then click MiCollab.



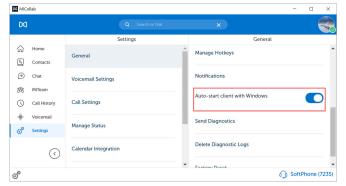
When you start the Client, it opens Microsoft Outlook in the background to sync the Outlook's address book folder list and closes the Outlook application automatically again.

If Outlook is configured but actually not used, it is recommended to turn off notifications in the Outlook application to prevent expired meeting notifications showing up at the Client startup.

#### Starting up MiCollab for PC Client on Windows start

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

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



2. Turn On the Auto-start client with Windows setting.

### 3.6 Changing MiCollab Client password

To change your MiCollab Client password:

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

#### 2. Click Change Password.

$\bowtie$					VS
		Settings		General	
ŵ	Home	General	<b>^</b>	My Numbers	
6	Contacts			,	
۲	Chat	Voicemail Settings		Self Deployment	
総	MiTeam				
0	Call History	Call Settings	- 1	Change Password	
4	Voicemail		- 1		
r Gi		Presence Privacy	- 1	Manage Hotkeys	
	Meetings		- 1		
o	Settings	Manage Status		WebRTC Credentials	
	$\langle \cdot \rangle$				
	O	Calendar Integration		Browser Notifications	
	0	Calendar Integration	¥		Phone (50

3. Enter the current password and the new password.

4. Click Save.

### 3.7 Managing contacts

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



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.

To add contacts to your Personal Contacts list:

1. Click Settings > General > Personal Contacts

Ø				
	Settings		General	
슈 Home 일 Contacts	General	Î	Use Teleworker	D
Chat MiTeam	Voicemail Settings		Chat Options	
Call History	Call Settings	1	My Numbers	
<ul> <li>♦ Voicemail</li> <li>         Settings     </li> </ul>	Manage Status		Personal Contacts	
$\langle \rangle$	Calendar Integration		Self Deployment	

2. Select the applications from which to add contacts.

The applications supported are:

• Outlook (2013 and 2016)

• Built-in Windows People (Windows 8.1 and Windows 10 only)

#### 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.

<sup>2.</sup> Click the more ( $\frac{8}{2}$ ) 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

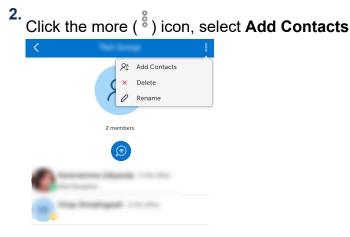
To remove a contact from the home screen:

- 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.



- **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 (<sup>§</sup>) icon, select **Delete**.
- 3. Click the X icon on the desired contact.
- 4. Click Done.
- 5. Click **OK** from the Delete Confirmation dialog box.

### 3.8 Push Notifications

MiCollab for Mobile Client (Android and iOS devices) displays a real-time notification when new data is available. Notifications will be pushed to the device even when the Client is in the background, not running, or the device is locked.



Make sure the Android device is running on v7.0 or later for push notifications support. On older Android versions (v6.0) which still require background service there might be some technical issues when the battery saving or power saving setting is enabled.

Notifications are displayed for the following:

- Chat messages
- Voicemail messages
- Presence request
- Incoming calls
- Missed calls
- MiTeam Stream and MiTeam Meet invites
- Ad-hoc meeting invites

The push notification feature is enabled by default. You can choose to disable this feature in the MiCollab for Mobile Client. To disable the notifications:

- 1. From the Client navigation menu, select **Settings > General**.
- 2. Under Notifications, disable the preferred notifications.

By default, chat previews are displayed in full or in part in the notification depending on the length of the message.



If you tap on a notification for a chat, the MiCollab for Mobile Client displays all chat conversations, not the individual chat for which the notification was received.

### 3.9 Chat features



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.

### 3.9.1 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.

### 3.9.1.1 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.

### 3.9.1.2 Initiate a group chat

#### From Contacts menu

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



#### From a 1:1 chat

- 1. Open the individual chat.
- **2.** From the more (<sup>8</sup>) 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.

#### A Note:

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

### 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.

## 3.9.1.3 Chat options

#### Send a voice message

Type a message... Q @ 🕑 😳

- 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.

 Note: Click Delete to delete the recorded audio clip.

#### Share your location



Note:

Make sure Location Service is enabled in Windows settings.

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



Sharing your current location using MiCollab for PC Client (Windows 7) has a limited accuracy. MiCollab for PC Client application is not distributed through the Windows store and does not show in the list of applications under **Location Service** (to grant permission to use precise location) on Windows.

#### Share a file or an image

Type a message... Q Q 🖉 😳

- 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

Type a message	Ŷ	0	0	$\odot$
Type a messagem	Ŷ	$\vee$	C	/

- 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 (  $\frac{5}{6}$  ) menu.

OR

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

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

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

Note:

Select the **Do not show again** checkbox to not display the message again.

# 3.9.1.4 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.



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.

A Note:

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



If there are too many chat messages in a conversation, there will be a slight delay  $(\sim 2 \text{ mins})$  to load the messages.

### R Note:

Attachments within the chat conversation will not be displayed and are replaced by placeholders.

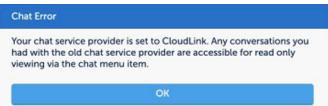
#### R Note:

Users will not be able to send attachments, the icons will be in a disabled state.

### 3.9.2 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, rightclick chat, and so on) will be directed to the new MiCollab Client **Chat** feature.

### 3.10 Call features

Using MiCollab Client you can make MiCollab calls from:

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



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.

### Note:

You can make calls to numbers containing special characters (\* # /, . () - + space).



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.



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.

### 3.10.1 Making calls

### 3.10.1.1 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.



 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	8	Call
	۲	Chat
		Email
	6	Contact

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

### 3.10.1.2 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.



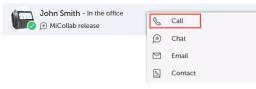
- **3.** Perform one of the following steps:
  - Hover over the contact card, click the Call button to dial the primary telephone number for this contact.



• 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).

# 3.10.1.3 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

	Q 50164
Make call	
C	50164
Contacts	
	John Smith - In the office 50164

• 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.

### 3.10.1.4 Making a MiCollab call from the Call History menu

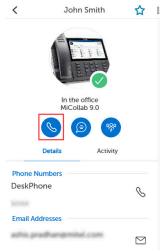
To make a voice call using from the Call History menu:

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.

John Smith - In the office	💪 Call
	) Chat
	🖾 Email
	S Contact

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

### 3.10.2 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)

Minimize Call	00:17
AR	
	Video
	Conference
	Handoff
	Transfer

### A 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**.

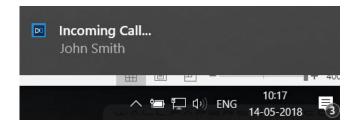


### 3.10.3 Handling calls

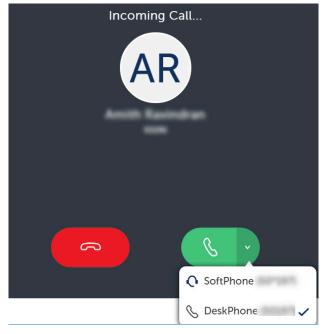
### 3.10.3.1 Answering a MiCollab Call

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.



### 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.

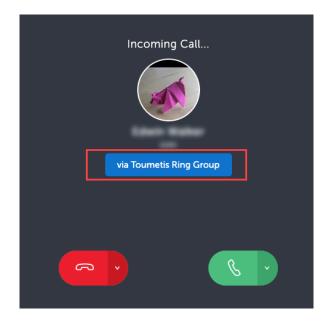
If the preferred device is set as Softphone and the Softphone is disabled/not registered, the **Accept** button and a tooltip (device unavailable) is displayed to the user. Clicking the **Accept** button will display a pop-up with a list of available devices for selection.



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



For any new Windows notifications, the screen region around the notification will be inactive. You cannot click or answer a MiCollab call if your Client is docked to the bottom-right screen.

Dec Incoming Call

To avoid this, perform the following workarounds:

- Click the notification which will remove the notification and bring the client automatically to the foreground.
- Move your Client away from the notification region. So when there is an incoming call notification, the popup is not in the way of the Answer button.
- Disable Windows Banners and sounds notification for the MiCollab application (Windows Settings > Notifications & actions and turn Off notifications for MiCollab).
- Disable the Notify me on incoming call notification in the Client (Settings > General > Notifications).
- Use hotkeys to answer the call.

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.

### 3.10.3.2 Decline a MiCollab call

To decline an incoming MiCollab call, click Decline.



### 3.10.3.3 Placing a call on hold

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

### 3.10.3.4 Resuming a call on hold

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

### 3.10.3.5 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** (<sup>§</sup>) menu.



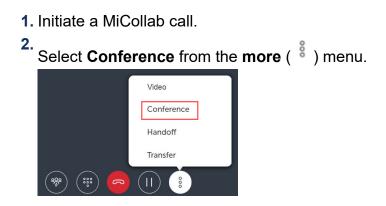
2. Choose a contact or enter a name or telephone number in the search box.

Transfer	×	
Q, john smith		
John Smith - In the office MiCollab 9.0	Sector DeskPhone 50164	
CANCEL		
		k Consultation Call ( 🕙 ) for a Supervised
transfer or <b>Blind</b>	Transfer (2) fo	r an Unsupervised transfer.

Call Transfer complete message is displayed and the call is successfully transferred.

## 3.10.3.6 Initiating a conference call

To initiate a MiCollab conference call:



3. Choose a contact or enter a name or telephone number in the search

box and select <b>(</b>	Conference ( 🥙 ).
Conference	×
Q john smith	
John Smith - In the office MiCollab 9.0	Source DeskPhone 50164
CANCEL	۲

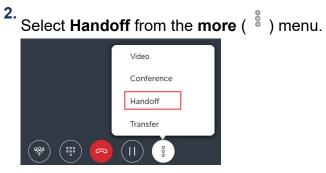
The active call is put on hold and a new call is initiated.

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

### 3.10.3.7 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.



3. Select the preferred device from the Handoff to dialog box.

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



### 3.10.3.8 Hanging up a call

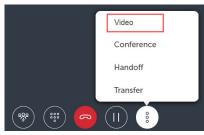
To hang up a call, select the **End** button in the in-call window.



## 3.10.3.9 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** (<sup>§</sup>) menu.
- 2. Select Video.



### Note:

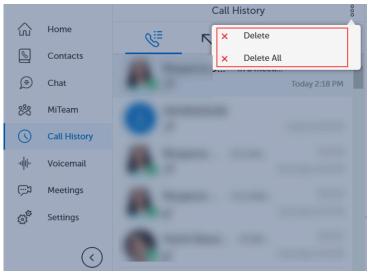
While active on a MiCollab video call (on softphone), click the fullscreen icon in MiCollab Client to open the video in full-screen mode.

## 3.10.3.10 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.



### 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.

### 3.10.3.11 Click to Call

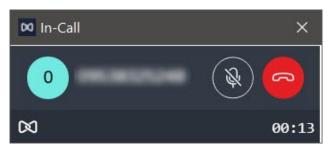
The Click-to-call functionality is a hyperlinked VOIP call system based on SIP (Session Initiation Protocol) and URI (Uniform Resource Identifier). When a user clicks on a link, it will directly call using either the call back mechanism or using a user defined client with the ability to process VOIP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

### 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.

### 3.11 Voicemail features

#### To play voicemail messages:

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

Enter Voicemail PIN	
No VM PIN	
Verify	Cancel

### A 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.



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** (<sup>§</sup>) 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.

### 3.12 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

### 3.12.1 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.

### 3.12.1.1 Creating a Classic Stream

To create a Classic Stream:

1. From the MiCollab navigation menu, select MiTeam.

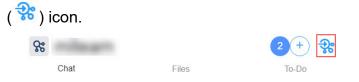
- 2. Select the **Classic Streams** tab and create a Classic Stream using the following procedure:
  - a. Click the more (<sup>8</sup>) menu or right-click the empty Streams screen and select **Create**.

	St	reams	000
O Mitel Net	+	Create	
د المربي 🕹 🕹 🕹 🕹 کې	×	Delete	

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

	Stream 2	
Stream 2		
Participants		+

- **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



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.

Meeting Name		
Team discussion		
Participants	Select none	+
& Vinay Shivalingalah		
Tejaswini A		
Suvendu Seth		
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.

### 3.12.1.2 Creating a Topic-based MiTeam Stream

Note: External quest u	isers cannot be	e added into a MiTea	m Stream.	
<ol> <li>From the MiColla</li> <li>Create a Stream</li> </ol>	-	ition menu, select <b>M</b> ving procedure:	iTeam.	
a. Click the more Create.	e( <sup>8</sup> )menu or		y Streams screen and sele	
		MiTeam	8	
	Streams		Classic Streams	
b. In the Stream	Name field, typ	be a name for the St	ream.	
<	New Stre	am		
MiCollab 9.1.2	2			
Participants		+		
Canc	el	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**.



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.



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** (<sup>§</sup>) menu and select **Info**.

The Created by field displays the name of the creator.

<	BEC-202	0 8
		۲
Name BEC-2	020	
Created	d by	
	Files	Ž
R	Participants	8 participants >

### A 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** (<sup>§</sup>) menu and then select **Done**.
- 3. Select the MiTeam Stream and tap OK in the confirmation pop-up window.

OR

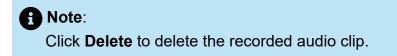
- 1. From the MiCollab Client navigation menu, select MiTeam.
- 2. Select Leave from the more (<sup>8</sup>). Also, you can swipe left on the stream until you get the Leave option.
- 3. Select the MiTeam Stream and tap Done .

#### 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.



#### Share your location

Note:

Make sure Location Service is enabled in Windows settings.

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



Sharing your current location using MiCollab for PC Client (Windows 7) has a limited accuracy. MiCollab for PC Client application is not distributed through the Windows store and does not show in the list of applications under **Location Service** (to grant permission to use precise location) on Windows.

0

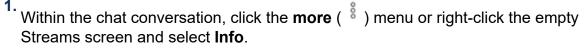
#### Share a file or an image

Type a message...

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



To view attachments inside a MiTeam Stream:



	JO	nn		8		
	mith • 11:40 AM	×	Leave		Johr	n 8
hi	No time -	0	Edit			0
	itica May Madagala	í	Info		Name John	
D com D com R minur C contents	Conserved the state sectores and the sectores and th	•	Video Meet		Files	>
C Collector + Descent C Panicy	A Vacuation space	E.	Schedule Meeting		Participants	2 participants 义

2. Click Files.

Complete list of attachments for the Stream is displayed.

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.



A 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.

Reply to			×
Hi			
Type a message	Q	0	0 :

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.



### 3.12.2 Meetings

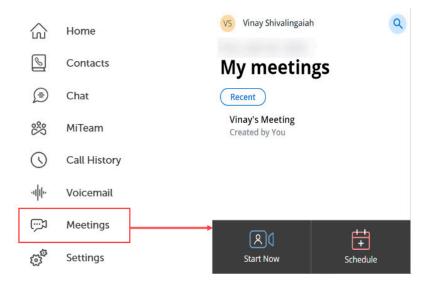
Meetings is a Cloud-based collaboration tool (based on CloudLink infrastructure) that enables MiCollab users to access features, such as:

- · 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 19.



Following notifications are supported for Meetings:

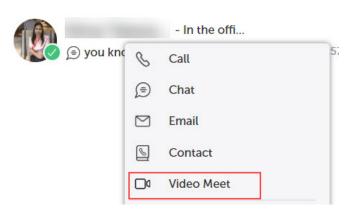
- Push Notification on MiCollab for Mobile Client (iOS and Android)
- Background Notifications on MiCollab Client (PC, Mac, and Web).

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.

John 😥 Stream	John	John §
<ul> <li>ジ John Smitt</li> <li>ジ Video Meet</li> <li>× Leave</li> <li>ノ Edit</li> <li>① Add to home</li> </ul>	John Smith • 11:40 AM   hi   Image: Constraint of the second secon	System       ×       Leave         John Sn        Edit         i       Info         John Sn        Video Meet         hi       i       Schedule Meeting
(	Figure 3: In the offile point of the offile 27 Sep.	

Figure 2:

right-click the MiTeam Stream and select **Video Meet**. Also you can click the more ( <sup>§</sup> ) 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.

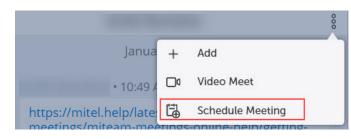
To create a Meeting from the MiCollab Mobile Client, click the **Meetings** option from the left menu, which will open up the Meeting application (mobile application-if installed otherwise web version) through which the user can create a meeting.

#### 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 ( <sup>§</sup> ) 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 (<sup>8</sup>) menu or right-click the MiTeam Stream within the chat window and select **Schedule Meeting**.

#### Figure 5:

Jo	hn		000			John	000
John Smith • 11:40 AM	×	Leave				December 23	
hi	0	Edit	5	System			
00 (d.)	í	Info			×	Leave	
Image: Construction         Marge Tool Anguards           Image: Construction         December 2010           Image: Construct	۵	Video Meet		John Sn	0	Edit	
<ul> <li>Calificity</li> <li>A Thing manufact is page</li> <li>Streament</li> <li>Henrical</li> </ul>	E.	Schedule Meeting			i	Info	
	_		1	John Sm	0	Video Meet	
				hi	Ð	Schedule Meeting	

**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

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.

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 rightclick from chat window and select Video Meet.

OR Within the chat session select <b>Video Meet</b> from the more ( ) menu or right-clic	In the offi (S) (2) (3) (3) (3) (3) (3) (3) (3) (3) (3) (3	
Within the chat session select <b>Video Meet</b> from the more (	OR	
within the chat session and select Video Meet.	·	) menu or right-click

Janua + Add • 10:49 / 🖸 Video Meet https://mitel.help/late 🔂 Schedule Meeting meetings/miteam-meetings-online-pein/getuingThe 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.

### 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.

Note:

CloudLink users must set up their account when the Meetings application is crosslaunched 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.

### 3.13 Settings

### 3.13.1 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.

	Call Settings	
Call Using		
DeskPhone	~	
Default Calling Mode		Video 🚺 Audio
Show In Call Floater Window		
Playback Ringtone		
All Devices	~	

For more information on device selection and call using setting, see Device selection for outgoing calls (Call Using) on page 71.



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

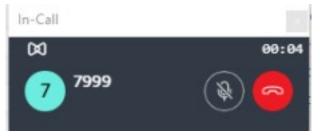
#### **Click to Call**

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.

- 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 dialler. However, MiCollab will not dial the number automatically, because the user should press the dialler to confirm the number and then progress with the call.
- **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 dialled. 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.



The Click-to-call feature gets disabled on the MiCollab Client PC when the screen is locked, as a means of security.

### 3.13.1.1 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**.

	Call Settings	
Call Using		
DeskPhone	~	
Default Calling Mode		Video 🚺 Audio
Show In Call Floater Window		
Playback Ringtone		
All Devices	~	

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.

### Note:

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

<	Edit Status	
Enter Status Name In the office		
audio Calls		
Call Using		
DeskPhone	~	
Send my calls to		
My Ring Group	~	
DeskPhone (		
Mobile		
When I am on the phone		
MiCollab client Default	~	
If I do not answer		
MiCollab client Default	~	
Cancel		Done

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.

Ill Using		
itt Osirig		
DeskPhone (	)	~

## Note:

This setting will remain until you change the device by applying a new Dynamic Status.

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.



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



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.

udio Calls	
Call Using	
SoftPhone (	~
Show my public outgoing number	
Extension Option (	~

## 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).

SoftPhone ( Public outgoing number:

### 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.

8	Note:	

The selected outgoing number will be displayed in the Client's footer menu (rightdrawer for Mobile Clients).

① Public outgoing number:
---------------------------

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.

# 3.13.1.2 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)

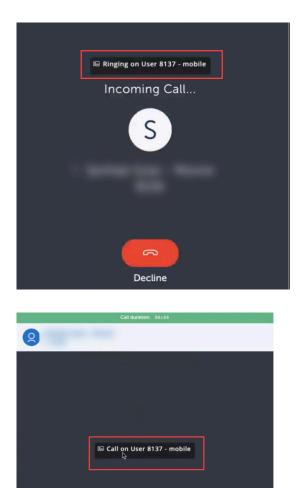
The **If I do not answer** field specifies the device used for diverting the incoming calls when you do not answer the incoming call. To select a device:

- 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.



# A Note:

( 980

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.

# 3.13.2 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 must be installed for the Emergency Location feature to work.



The Emergency Location feature is only applicable for softphone calls, not for CTI calls using a desk phone.

To install the Mitel Network Helper for RedSky and Intrado users:



In a Web browser client, after the client is launched, the Network Helper dialog opens. Select and check the option, *Always allow MiCollab links of this type in the associated app...* checkbox and click **Open**. This dialog box will not appear again until the cache is cleared.

In the Windows system, this dialog box will always appear (when the client is launched) only if the Mitel Network helper is not 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**.

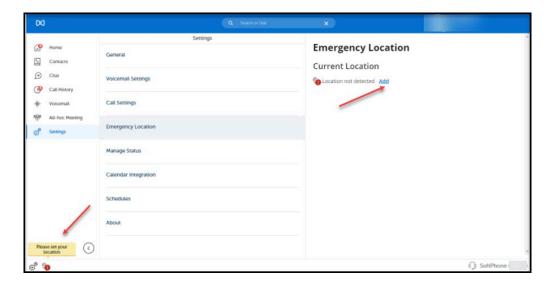
Ø	Q Search or Dial	x
	Settings	Emergency Location
Home	General	Emergency Location
€ Contacts		
(➡) Chat (♥) Call History	Voicemail Settings	Mitel Network Helper is needed
	Call Settings	
Ad-hoc Meeting	Emergency Location	
	Manage Status	
	Calendar Integration	
	Schedules	
	About	
$\overline{\langle}$		
0		SoftPhone

2. Once the file is downloaded, run the file and install the Network Helper component.



In the case of a PC client, when the user downloads the Network Helper, the installer runs and installs automatically after the download. It does not need to be run manually.

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.

$\bowtie$	Q Search or Dial	x
<i>(</i> <b>1</b> )	Settings	Emergency Location
상왕 Home ⑤ Contacts	General	Emergency Location
Ghat Chat Call History	Voicemail Settings	Update available for Mitel Network Helper Download
	Call Settings	Current Location
989 Ad-hoc Meeting	Emergency Location	New location detected Add
	Manage Status	
	Calendar Integration	
	Schedules	
	About	
$\bigcirc$		
<b>®</b>		SoftPhone     SoftPhon

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.

	Q Search or Dial X	
	Inbox	ŀ
	COV CONTRACTOR OF CONTRACTOR	
	Network Helper Update	
	An updated version of Mitel Network Helper is available. Do you wish to download and install it now?	
	Current version: 0.0.57	
	New version: 0.0.60	
	No Yes	
a		

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.

	Settings		
Contacts	General	Emergency Location	
<ul> <li>Chat</li> <li>Call History</li> </ul>	Voicemail Settings	Co Location not detected Add	
- Voicemail Ad-hoc Meeting	Call Settings		
P Settings	Emergency Location		
	Manage Status		
	Calendar Integration		
/	Schedules		
	About		
Please set your	)		

### 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.

## 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 e.g., Citrix, Microsoft RDS, or VMware Horizon (this virtual environment is set by the administrators in the server), a message is displayed under the Emergency Location settings, "**You are in a virtual environment. Please keep your location up to date**."

🔯 MiCollab		- 0 ×
$\bowtie$	Q Search or Dia	at x SG
	Settings	Emergency Location
Home General		Emergency Location
<ul> <li>Chat</li> <li>Call History</li> </ul>	Settings	You are in virtual environment. Please keep your location up to date.
·帅·· Voicemail Call Settin	gs	Current Location
%     Ad-hoc Meeting       ©     Settings	y Location	<ul> <li>TestDRM1 TestDRM1, 1146 N Alma School Rd Mesa, 85201, AZ, US</li> </ul>
Manage S	tatus	Other Locations
Calendar	ntegration	<ul> <li>TestDRM, TestDRM, 1146 N Alma School Rd, Mesa</li> <li>Test123, Test123, 3325 W Irving Park Rd, Chicago</li> </ul>
Schedules		<ul> <li>testing, testing1, 3325 W Irving Park Rd, Chicago</li> <li>testing, testing1, 3325 W Irving Park Rd, Chicago</li> </ul>
About		Mystesting, Mystesting, 3325 W Irving Park Rd, Chicago
<sup>ب</sup>		$\bigcirc$

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.

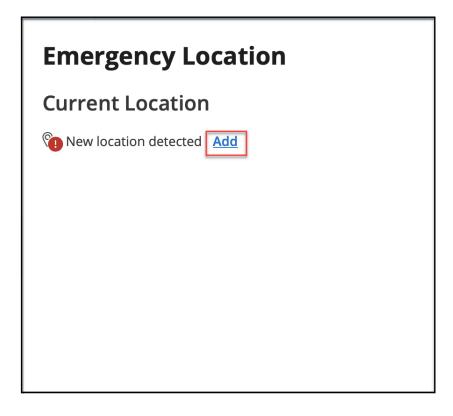
### To update the Emergency Location manually:

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.



## Note:

A MiCollab user may need 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 may need to 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 may need 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.** 

## Note:

The Location Info field can 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.

20		x
슈 Home 딠 Contacts	Settings	Emergency Location
<ul> <li>Chat</li> <li>Call History</li> </ul>	Volcemail Settings	We need to have a dispatchable location for you in the event of an emergency.
- ᡧŀ Voicemail 영양 Ad-hoc Meeting ⓒ <sup>6</sup> Settings	Call Settings Emergency Location	Location Info
<b>O</b>	Presence Privacy	Street*
	Manage Status	City*
	Calendar Integration Schedules	State* AL - Alabama Zip Code*
	About	Country*
$\odot$		USA V CANCEL SAVE
0		⟨_) SoftPhone (

**4.** Once the Emergency Location details are saved, the information is displayed under the Emergency Location settings.

00		
Home	Settings	Emergency Location
Chat Call History	Volcemail Settings	Current Location     Test location     test location, Werwe Wer     Schenetady, 12345, NY, US
Voicemail Ad-hoc Meeting	Call Settings	
Ad-hoc Meeting	Emergency Location	
	Presence Privacy	
	Manage Status	
	Calendar Integration	
	Schedules	
	About	
3		
Ċ		

### **Location Details**

When the application starts and the location is already set to the appropriate address, it will display a notification at the bottom right of the client, stating **Your current location is <location name>**.

MCol	lab		- 0	I X
DO			X SG in the office	
		Inbox	Home 🗔 🗞 🎗	83 R
ି ଜ	Home			
	Contacts			
ø	Chat			
0	Call History	No notifications to display	$(\Delta)$	
*	Voicemail		U U	
49,0	Ad-hoc Meeting			
o°	Settings			
Ŭ				
	~			
	$\langle \rangle$		S Your current location is Office	
°				

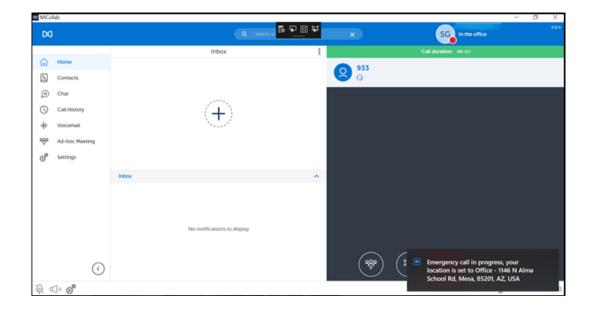
In case if the network is changed and the current location is detected, it will display the following notification *Your location has changed to <location name>*.

MiCol	ab				- 0
Ø		Ca Searcher & P @ #		SG <sub>0</sub> n te	office
		Inbox		Home	
ଜ	Home				
5	Contacts				
۲	Chat				
I	Call History	No notifications to display			
*	Voicemall			NU -	
20	Ad-hoc Meeting				
r	Settings				
r					
	-		_		
	$\odot$		•	Your location has cha Testing	nged to Home
•				resung	

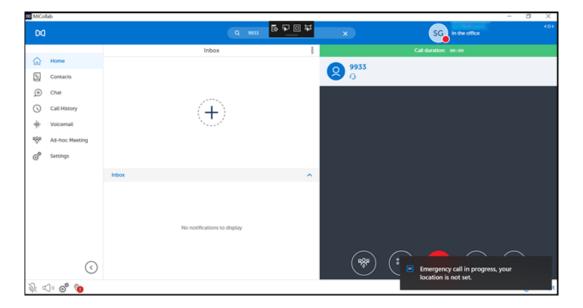
When it is not a saved network and a new location is detected, it will display the following notification *You are in an unknown location. Please set your location.* 

MiCol	lab			- 0 ×
00			sc	
		Inbox	Home	しんない
ିଲ	Home			
5	Contacts			
ø	Chat			
0	Call History	No notifications to display	$(\Phi)$	
*	Voicemalt		N. 2	
9 <u>9</u> 9	Ad-hoc Meeting			
°	Settings			
-				
	~			
	$\odot$		You are in an unknow set your location	m location. Please
o° (	0		see you not do shi	

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 no location is 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.* 

tCollab	a Search as 🗟 🖓 🙆 🛱	×	SG	- 0
~		<u>^</u>		
Home	Inbox		Home	T & A Ø
Contacts				
D Chat				
	No notifications to display		1	
			(+)	
- Voicemail			3	
Ad-hoc Meeting				
Settings				
$\langle \rangle$			Your administrator h in a virtual environm	as indicated you are ent. Please set and
<b>%</b>			maintain your locati	

### B 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 may not always detect a change in location. 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. Specifically, if the user's network is provided by a 4G/LTE Hotspot, or tethered mobile phone, or other mobile devices, then the client will not detect a change in locations.

### Note:

In case 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.

In case 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 appears next to the Current Location when hovering over the 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** option and click on **Save**.

Kines     Settings       Consc.     General       Consc.     Vacemal Settings       Cal Kinesy     Cal Setings       Vacemal Settings     Cal Setings       Cal Kinesy     Cal Setings       Vacemal Settings     Cal Setings       Persone Privacy     Caston Mane*       Canacy     Fersonation Set Destation Were       Persone Privacy     Caston Mane*       Candin Integration     Caston Mane*       Candar Integration     Caston Mane*       Caston Info     Enclasion       Stockies     Caston Info       Caston Info     Schedien       About     Caston Schedien       About     Schedien       About     Schedien       About     Caston Schedien       Caston Schedien     Schedien       Caschedien     <	00		
○ Cht       Vacemal Strings       Durik der Generation in your nure vent van Henergen.         ○ Cht Hingy       Calstrings       Durik der Generation in your nure vent van Henergen.         ○ Cht Hingy       Calstrings       Durik der Generation in your nure vent van Henergen.         ○ Cht Hingy       Calstrings       Durik der Generation in your nure vent van Henergen.         ○ Cht Hingy       Calstrings       Durik der Generation in your nure vent van Henergen.         ○ Cht Hingy       Calstring       Durik der Generation in your nure vent van Henergen.         ○ Cht Hingy       Calstring       Durik der Generation in your nure vent van Henergen.         ○ Cht Hingy       Calstring       Calstring         ○ Cht Hingy       Energeny Location       Calstring         ○ Cht Hingy       Person Chine vent van Henergen.       Calstring         ○ Cht Hingy       Person Chine vent van Henergen.       Calstring         ○ Cht Hingy       Person Chine vent van Henergen.       Calstring         ○ Checker       Calstring       Calstring         ○ Checker       Calstring       State         ○ Checker       Calstring       Calstring         ○ Checker       Calstring       State         ○ Checker       Calstring       Calstring         ○ Checker			
Ivernal Calculation   Ivernal Energency Location   Ivernal Energency Location   Ivernal Fetocation Name*   Tetocation Tetocation   Ivernal Tetocation <t< td=""><td>(i) Chat</td><td>Voicemail Settings</td><td>Duplicate</td></t<>	(i) Chat	Voicemail Settings	Duplicate
Test Cacion       Presence Prinscy     Location Info       Manage Status     Location Info       Celeridar Integration     Esteret*       Schedulers     Schedulers       About     States*       Image Status     Schedulers       Schedulers     Schedulers       About     States*       Image Status     States*		Call Settings	
Manage Status     Location into       Manage Status     Location       Calendar Integration     Street*       Schedulers     Clg*       About     Status       Manage Status     Status       Zip Code*     Zip Code*       12345     Status	© <sup>9</sup> Settings	Emergency Location	
Calendar Integration     Street*       Calendar Integration     Clya*       Schedules     Schemettady       About     State*       Integration     Zip Code*       12345     2345			
About     Cig*       Schedules     Scherectady       N* - New York:     V       Zip Code*     12345			
About State* State* NY* New York  Zip Code* 12345			City#
№ - New York         ✓           Zip Code*         12545			
		nuon	
			12345
USA v			
CANCEL			CANCEL
$\odot$	$\odot$		G) softPhone



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

# 3.13.3 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.

VS	
Availability	
In the office	~
Personal Message	
Your personal mess	



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.



Make sure the administrator has enabled the option to allow the users to Add/Edit the user defined dynamic status.



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 dropdown list.
- 2. Click the more (<sup>8</sup>) 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.

## 3.13.3.1 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 (<sup>8</sup>) 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** (<sup>§</sup>) menu select **Delete**.

- **b.** Select the **X** icon on the schedules to delete.
- c. Select Done and on the Delete Confirmation dialog select OK.

## 3.13.3.2 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.
C	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.
S	* On the phone. Available for chat, but answers may be delayed.

0	* * <b>Do Not Disturb</b> : The contact is not available. Calls are forwarded to voicemail. Chats may be sent and received.
5	Not available for chat (Client is offline). Available for calls.
5	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.

# 3.13.4 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.



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.

#### **MiCollab for PC Client**

Calend	dar In	tegration	
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.

## 3.13.5 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.



**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:

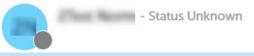
- 1. From the MiCollab Client navigation menu, select Settings.
- 2. Click Presence Privacy.

Presence Privacy	8
Show Presence	
Q	
Share Presence with	+
BG	

- 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** (<sup>8</sup>) 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** (<sup>§</sup>) menu and select **Delete**. Select the contacts to delete and then click **Done**.



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.





Make sure there is a 10-second interval before enabling or disabling the **Show Presence** setting.

# 3.13.5.1 Requesting for presence

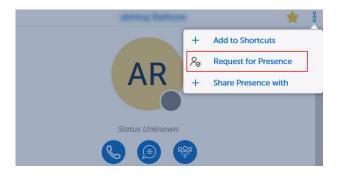
If a user has turned **Off** the **Show Presence** setting, other users can request the user to view the presence information.

### 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





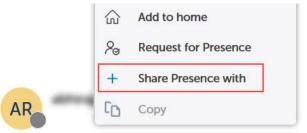
### Note:

Users cannot request for presence information from MiTeam, groups, or group chat.

#### To add users to presence allowed list:

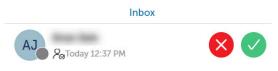
- From the MiCollab Client navigation menu:
  - 1. Select Settings > Presence Privacy.
  - 2. Click the more (<sup>8</sup>) menu and select Add Contacts.
  - 3. Select the contacts to add and click Done.
- Right-click on a contact (from contacts, voicemail, call history, chat, home, inbox, or search field) and select Share Presence with. Also you can open the contact

card and select **Share Presence with** from the more (<sup>8</sup>) 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**.

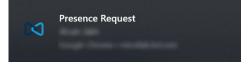
in the Client's home screen



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

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

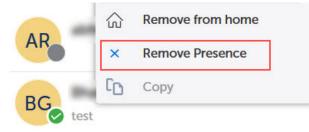
background notification



To remove users from presence allowed list:

- From the MiCollab Client navigation menu:
  - 1. Select Settings > Presence Privacy.
  - 2. Click the more (<sup>8</sup>) 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 (<sup>8</sup>) menu. The contact is automatically removed from your presence allowed list.



# 3.13.6 Hardware settings

Using the MiCollab PC client you can change the hardware selection settings such as the microphone, audio device, and video camera for softphone calls from the Hardware

Settings which is the cogwheel icon (2) located at the bottom left of the client.

ଇ	Home				
5	Contacts				
ø	Chat				
ø	CloudLink chat	-			
왱	MiTeam				
0	Call History				
*	Voicemail				
Ģ					
°					
Har	dware Settings				
Select a device for Audio or Video  Microphone Microphone Array (Realtek Audio)					
(1	Speakers / Headphones (Re	saltek Aud >			
	Camera	>			
_	Integrated Webcam	_			

As a user, when you select the audio devices (speaker or microphone) during or before softphone calls or even during an idle mode of the client, the device preferences are set and remain selected and persist unless changed by the user. Other instances where the device selection remains the same are after a system restart or upgrade or even in the case of self-deployment.

	rdware Settings ect a device for Audio or Video		
ļ	Microphone Microphone Array (Realtek Audio)	>	Construction of the second s
(ا	Audio Speakers / Headphones (Realtek Aud	>	Speakers / Headphones (Realtek Audio) 🗸
며	Camera Integrated Webcam	>	
ø			

### Note:

The user can change the audio and video device preferences only when the softphone is enabled and available in the client. Check the Softphone settings topic for more details.

Softphone	
Call Using	
SoftPhone	~

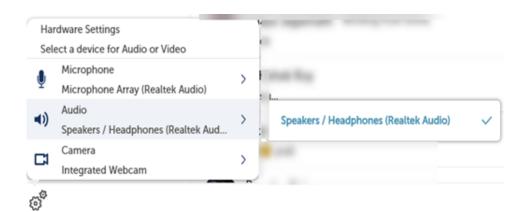
Some of the instances, where the selected audio devices switch back to the default system audio are:

- When the selected device is not available after a restart, the settings switch back to the default system audio.
- When an audio device is not selected by the user, then the default system audio device is used.
- In case of factory reset, the audio device goes back to the default system audio device.
- If the selected device is unplugged, then the client switches back to the default system audio.

If the selected device is plugged in back, the client switches back to the preferred device in real-time.The ring-back tone for outgoing calls will come from the user's selected device.[Exceptional case- If the audio devices are available in the PC, but the devices do not fall in the default or communication categories, then the client will select the first audio device from the windows audio device list.]

To change your hardware settings:

- 1. Open MiCollab for PC Client.
- **2.** Click the **settings** icon <sup>®</sup> at the lower-left corner of the client.
- **3.** From the devices list, hover over the device to be changed and select the preferred device to use for softphone calls.



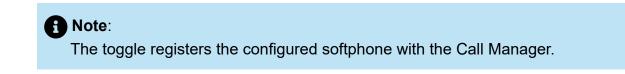
# 3.13.7 Softphone settings

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

**1.** Open MiCollab Client.



3. Under Softphone, click the toggle button to On to enable the softphone.



## Note:

If you have multiple playback devices connected to your PC, make sure that the preferred audio device is selected as the default playback device in your PC's system settings. To select the default speaker, right-click the speaker icon on the PC's taskbar and select Playback Devices. Select the preferred device and click **OK**.

# 3.13.8 Audio routing

MiCollab for PC Client supports audio routing options (voice calls and voicemail messages) to seamlessly collaborate with other people.

### Audio routing of voice calls

The softphone voice calls will always be routed by the MiCollab client through the selected device which the user selects under the hardware setting. If no devices are selected under the Hardware settings, then the audio calls will route through the default communication device, for example, a connected headset. If the default communication device is not available, then the default audio device will be used for voice. For example, the built-in computer speaker.



The playback device type can be changed under Windows, **Sounds > Playback device** settings

You can choose whether the ringtone of an incoming call should be played through Default Device, Default Communication Device, or All Devices. From MiCollab for PC Client, click Settings > Call Settings > Playback Ringtone/Ringback.

#### **MiCollab for PC Client**

Call Settings	
~	
	Video Audio
~	
	· ·

Set the Recording device as **Default Communication Device** in the Windows sound settings, to the required recording device.

If the headset or Bluetooth speakerphone is selected as the default communication device for in-call and playback ringtone, all the audio is routed to the selected device. If the device is unplugged from the computer, all the audio is routed to the selected default device.

#### Audio routing of voicemail

You can change the playback voicemail device type to specify the selected device. From MiCollab for PC Client, click **Settings** > **Voicemail Settings** > **Playback Voicemail**.

<	Voicemail Settings

Change Mailbox PIN

Playback Voicemail	
Default Device	~

## 3.13.9 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.

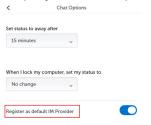
<	General	
Use Teleworker		

Note:
 Disable the Use Teleworker setting while connected to a VPN.

## 3.13.10 Setting MiCollab Client as the default IM provider for Outlook

MiCollab for PC Client provides integration with Microsoft Office. To register MiCollab Client as the default IM provider for Outlook:

- 1. From the MiCollab navigation menu, click **Settings > General**.
- 2. Select Chat Options and turn On the toggle Register as default IM Provider to display contacts' presence on their Outlook avatar.



Select the IM or Chat function in your Outlook to take you directly to a contact's chat thread in the MiCollab Client.

# 3.13.11 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.

< н	otkeys
Accept Call	Not set
Decline/End Call	Not set
Mute Microphone	Not set
Make a call	Not set
Search All: Start search	7
Search All: Select	Enter
Search All: Close	Esc
Search All: Close and clear	Shift + Backspace
Search All: Call	Ctrl+F8
Search All: Chat	Shift+Enter

- 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.

### Note:

To reset to the default key combination, click **Reset to default** and click **Save**.



**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

Hotkey	Description
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

# 3.13.12 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 Notifications turn On the required notification settings.

## 3.13.13 Setting custom ringtones

You can customize ringtone for your incoming MiCollab Client notifications by using the custom audio files.



Ensure you are familiar with the audio file formats and advanced configuration before customizing the ringtones.

**1.** Navigate to your system application data folder:

%APPDATA%\Mitel Networks Corporation\MiCollab\

- 2. Create a folder and rename it to custom.
- **3.** Choose an audio file in *.wav* or *.mp3* file format and rename it to *ringtone.wav* or *ringtone.mp3*.
- 4. Copy this audio file to the below folder path:

%APPDATA%\Mitel Networks Corporation\MiCollab\custom

If you experience low ringtone volume for MiCollab notifications, use an audio file with higher volume or remove audio ducking in the Client.



By default, the operating system reduces the intensity of an audio stream when a communication stream, such as a phone call or a message is received on the communication device through the computer. This behavior is known as audio ducking.

To remove audio ducking:

- 1. Quit the MiCollab Client.
- 2. Open the Command Prompt and navigate to the below folder path:

C:\Programm Files (x86)\Mitel\Micollab

**3.** Enter the below command to start the client and turning off audio ducking.

MiCollab.exe --audioducking=off



Audio ducking can be enabled using the command MiCollab.exe -- audioducking=on

The audio ducking setting is persistent and must be executed only once per user.

## 3.13.14 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.



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.



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.

Settings		<	Pickup Cal	l
General		Pickup Call		
Account Options		Notification Delay Time	•	
Voicemail Settings		Enter time(in seconds) 5		
Call Settings				
Presence Privacy				
Manage Status				
Calendar Integration				
Schedules	4			
About		Cancel		Save

### Note:

The default value on the Pickup Call settings will be set to Enabled.

### A 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.

••				MiCollab		
$\infty$			Q Searc		6 In the offic	e
	Home	Q			Detrieus	
<i>©</i>	Contacts	10			Retrieve	Ignore

### 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

Settings	< Notifications	
General	Bounce dock icon	
Account Options	Notify on incoming call	
Voicemail Settings	Bounce dock icon	
Call Settings	Audible ringing	
Presence Privacy	Notify on Presence Request	
Manage Status	Bounce dock icon	
Calendar Integration	Notify on Pickup Call	
Schedules	Bounce dock icon	
About	Audible ringing	

### Note:

The settings under background notification are local to the client and are not synced across all devices for the user.

## 3.13.15 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. ClickName 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.

ort By	
first,last	~
first,last	
last,first	



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.

### 3.13.16 Remote Extension



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.

### Note:

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



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.

<sup>2.</sup> Click the more (  $\frac{8}{3}$  ) menu and select **New**.

The Add Number pop-up window opens.

	Settings	< My Numb	ers	000
General	Add Number	Voicemail	9001	>
Account Options	Label		2010	>
Voicemail Settings	Hotel Remote Extension			>
Call Settings	Number		-	>
Presence Privacy	Remote Extension			>
Manage Status	Cancel	Add		>
Calendar Integration	Carter	RemoteExtension MX-ONE 3		>
Schedules		RemoteExtension MX-ONE 4		>
About				
About				

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.

### 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

### Note:

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

### 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.

### Note:

User-defined remote extension numbers must be in the format "**destination code** followed by **the number**".

For example, the remote extension defined is 09818xxxxx.

- 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.

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.



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**).

The second	Settings	K Edit Status	
Home Contacts	eneral	Enter Status Name In the office	
Chat A	ccount Options	Audio Calls	
	oicemail Settings	Remote Extension ett (+9145353)	
Ad-hoc Me	all Settings	Call Using	
М	lanage Status	SoftPhone (8012)  Vise Current Setting	
C	alendar Integration	SoftPhone (8012) ett (+9145353)	
54	chedules	When I am on the phone	
Ą	bout	MiCollab client Default	
		MiCollab client Default	
		Cancel Done	

- 4. Click Done.
- **5.** Set this dynamic status as the active status (from clicking on avatar on Client's topright corner **Availability** dropdown.).



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.

•• X		MiCollab Q Search or Dial		ser 8147 orking from home
		Inbox	Home	F & A % /
Home	User 8148 - In the office	12 Aug 6:01 PM		
) Chat	User 8148 - In the office	12 Aug 5:23 PM		
) Call History	User 8148 - In the office	12 Aug 4:53 PM	$(\widehat{+})$	
Ad-hoc Meeting	User 8113 - In a meeting	12 Aug 2:07 PM	N-1-1	
	User 8113 - In a meeting	12 Aug 1:06 PM		
	User 8113 - In a meeting	12 Aug 1:05 PM		
			Softphone	
			Call Using	
			Sarthak (0981)	816788) ~
$\langle \rangle$			(i) Active re (098181	emote extension 6788)
				Sarthak (09818167

#### 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.
- 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	Dialed or transferred the call to an invalid number	Check if the number is valid
or		
call failed		
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	<ul> <li>Check if the softphone or deskphone is configured for the user</li> <li>Check if the softphone is registered on the Client. From Client's footer, click on device selection and enable the softphone</li> </ul>
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 <i>SIP ALG</i> should be always turned off for SIP/ VoIP Calls
No audio/audio issues were faced during PC client calls	Incorrect/wrong devices used.	<ul> <li>This can be corrected by the following steps:</li> <li>Open the Windows Sound Panel (via mmsys.cpl) and disable the exclusive control for every audio device - playback and recording).</li> <li>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.</li> </ul>

## 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, click **Settings** > **General**.
- 2. Click Factory Reset and select OK in the dialog box to reset to Client settings to factory defaults and logout MiCollab Client.

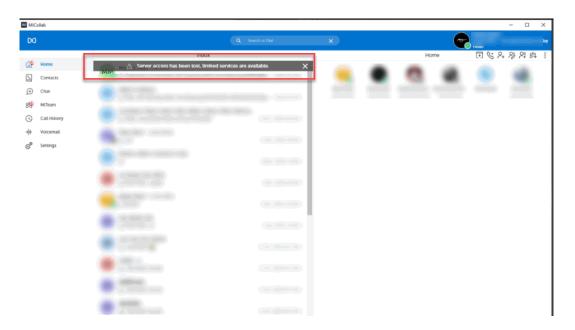
## 4.2 MiCollab Client diagnostics

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



Copyright 2021, Mitel Networks Corporation. All Rights Reserved. The Mitel word and logo are trademarks of Mitel Networks Corporation, including itself and subsidiaries and authorized entities. Any reference to third party trademarks are for reference only and Mitel makes no representation of ownership of these marks.