

About MiCollab Client

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.

MiCollab Client is available on the following devices:

- MiCollab for PC Client—Windows 7 and Windows 10
- MiCollab MAC Desktop Client—Macintosh®
- MiCollab Web Client—Internet Explorer®, Google Chrome™, and Mozilla® Firefox®
- MiCollab for Mobile Client—Android®, iPhone™, and Windows Mobile Client

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.

Note: This guide describes the installation and configuration steps, and the features that are available on MiCollab for PC Client, MiCollab MAC Client, and MiCollab Web Client. For details about MiCollab for Mobile Client, refer to *MiCollab for Mobile Client Quick Reference Guide*.

Getting Started

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

Deployment E-mail

You will also 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.

MiCollab for PC Client

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

Installing MiCollab for PC Client

Note: 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 e-mail 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.
4. Click **Finish** to complete the installation.

When prompted for an authentication code, authenticate the Client as described in [“Authenticating MiCollab Client” on page 1](#).

Authenticating MiCollab Client

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

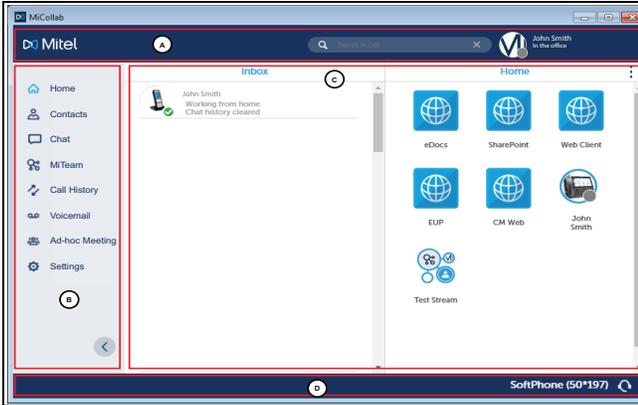
- Click the link provided in the deployment e-mail message.
- Copy the authentication code provided in the deployment e-mail, open MiCollab Client, and type or paste the authentication code.
- With MiCollab Client running in the background, log on to MiCollab Web Client using your credentials (provided in the welcome e-mail message). Click **Settings > General > Self Deployment**. Click the QR code to authenticate MiCollab Client. For more information on self-deploying MiCollab Client, see [“Self-Deployment” on page 7](#).

Logging on to MiCollab for PC Client

After authenticating the MiCollab for PC Client, the system directly logs you on to MiCollab for PC Client.

MiCollab for PC Client Overview

There are four main sections in MiCollab for PC Client main window.



- A. Header**—Displays your personal information, presence status, and a search bar.
- B. Views menu**—Displays the basic Client navigation menu for MiCollab. Only the features you are licensed to use are displayed.
- C. Display**—Displays information related to the menu function selected in the **Views** menu.
- D. Footer**—Displays your phone status and preferred device for outgoing calls.

Header

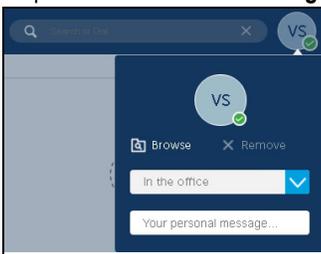
The Header section comprises two important functions:

- **Dynamic Status**—Using Dynamic Status, you can control how others can contact you.
- **Search**—Allows you to search for contacts in any part of the Client or enter phone numbers to directly start dialing.

Dynamic Status

The Dynamic Status view indicates your current Presence and Dynamic Status. Click the avatar to change your picture.

To change or to add a new Dynamic Status, click the Dynamic Status drop-down list and select **Manage Status**.



Types of Presence

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.

- Available** for chat and calls.

- Away** or currently not in front of PC. Available for chat and calls, but might not answer.

- In a Meeting*** or on the phone. Available for chat, but answers might be delayed.

- Do Not Disturb:** The contact is not available. Calls are forwarded to voicemail. Chats may be sent and received.

- Available for calls, but not available for chat.

- Phone is busy for calls or the contact is in a meeting, and not available for chat.

- * Calendar setting is **Out of Office**. Available for chat and the phone is free.

- * Calendar setting is **Out of Office**. Available for chat and the phone is busy.

- * Calendar setting is **Out of Office**. Not available for chat and the phone is free.

- * Calendar setting is **Out of Office**. Not available for chat and the phone is busy.

- Offline:** Not available for chat or calls.

*Calendar Integration must be enabled.

Views Menu

Home

The home page is a convenient location to store frequently used contacts, website addresses, personal speed dials, and MiTeam Streams.

Click the action icons at the top of the screen to use these features.



Contacts

The **Contacts** page provides access to all corporate contacts, groups, and personal contacts. Hover over the contact to view the communication options.

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

To import personal contacts, click **Settings > General > Personal Contacts**. Select the applications from which your contacts must be imported.

Chat

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

To initiate a chat with a contact:

1. From any view that displays a contact's avatar, hover over or right-click the contact's avatar and select the **Chat** icon.



2. In the text area, type a message, and then press **Enter** or click **Send**.

To initiate multichat from an individual chat:

1. Open the individual chat.
2. Click the  icon and add the contacts for the multichat session.



3. Click **Done** to start the multichat session.

MiTeam

MiTeam provides a persistent workspace for team-based conversations, content collaboration, and project management, and meetings. MiTeam is a licensed feature within MiCollab. Contact your system administrator for more details.

Using the MiTeam Meet capability in your MiCollab Client, you can share your desktop to collaborate with other MiCollab contacts. See *MiTeam Quick Reference Guide* for more information.

Call History

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

Voicemail

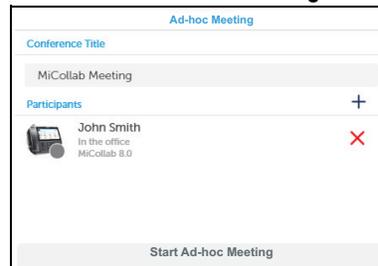
Allows you to play and to delete voicemail messages. You can also forward the voicemails in an email. While playing the message, you can advance or rewind the message by dragging the tracker accordingly.

Ad-hoc Meeting

This function allows you to launch an Ad-hoc Meeting with any of your contacts. An Ad-hoc Meeting is an instant conference created on all MiCollab Desktop Clients (MiCollab for PC Client, MiCollab MAC Client, and MiCollab Web Client). The user must have access to MiCollab Audio, Web and Video Conferencing.

The conference initiator can create an instant MiCollab Audio, Web and Video Conference and add participants. MiCollab users can be added using the directory search and non-MiCollab users can be added by entering their e-mail addresses in the MiCollab Client search box. To create an Ad-hoc Meeting:

1. Open MiCollab Desktop Client and select **Ad-hoc Meeting** () from the main view.
2. Enter the meeting title.
3. (Optional) To add participants to the conference:
 - a. Click **Participants** ()
 - b. In the search box, enter the name of the participant to invite to the conference.
 - c. From the search results, select the participant name.
 - d. Click **Done** after adding each of the participants.
4. Click **Start Ad-hoc Meeting** to initiate the ad-hoc Meeting.



When the initiator clicks **Start Ad-hoc Meeting**, the conference webpage opens. The initiator must enter their MiCollab login credentials to log on to or join the conference as leader. Click **Join as Participant** to join the conference as participant without the need for credentials. Alternatively, click **Join via Windows Client** to use the MiCollab Audio, Web and Video Conferencing desktop client.

Invited participants will receive an e-mail that contains the Conference URL. The participants must click the Conference URL to open the conference Join webpage in the browser. If the Dial-in number details are not shown in the e-mail, find them in the **Meeting Details** section of the conference main window.

Settings

You can to manage the following settings:

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

Display

The Display area is the main information display for the MiCollab for PC 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.

Footer

The Footer area provides Phone status and 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.

Softphone

Click the phone icon in the footer to view the status of your Softphone. If your system administrator provisioned a softphone for you, you can activate your softphone. To activate your softphone:

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

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

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**.

Calendar integration

MiCollab for PC Client provides integration with your Exchange calendar if supported by your organization. When enabled, you can change your status based on events in your calendar.

For example, when you are in a meeting, you may want your Dynamic Status set as **In a Meeting**. Alternatively, you can have your calendar advisory display that you are in a meeting, while your Dynamic Status remains **In the Office**. This will ensure that your incoming calls continue to be routed to your **In the Office** locations.

Using chat options

MiCollab for PC Client provides integration with Microsoft Office. From MiCollab for PC Client, navigate to **General > 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 Outlook to take you directly to a contact's chat thread in the MiCollab Client.



Contact integration

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

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



The applications supported are:

- Outlook (2013 and 2016)
- Built-in Windows People (Windows 8.1 and Windows 10 only)

MiCollab for PC Client allows you to import only selected groups of contacts from Outlook or the People application. This prevents contacts from being imported multiple times. If you do not want to import certain groups into the MiCollab Client, set the associated toggle to **Off**. Exit the **Settings** menu to apply the changes.

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

Managing hotkeys

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

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

Call Using

MiCollab Client enables you to specify the device used for outgoing calls. The **Call Using** field specifies the device used for outgoing calls. You can modify the setting to specify the default device for outgoing calls. Go to **Settings > Call Settings**. The following options are available:

- **Managed by Status—Manage Status** 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.
- **DeskPhone**—The deskphone will always be used to make outgoing calls.
- **SoftPhone**—The softphone will always be used to make outgoing calls.

Call Using in Dynamic 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. Open MiCollab Client.
2. Go to **Settings > Manage Status**.
3. Select the preferred status.
4. From the **Call Using** drop-down list, select the device you prefer to make calls from.

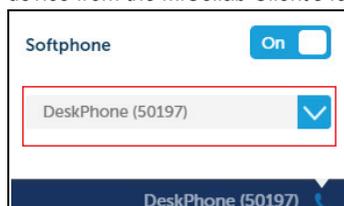
Note: If **Use Current Setting** is selected, the MiCollab Client continues to use the current selected device when the new status becomes active.

5. From the **Send my calls to** drop-down list, select **My Ring Group** and then select the device you prefer to answer calls from.
6. Click **Done**.

Note: Ensure that you select the same device in **Use current setting** and in **Send my calls to**. If the device is not identical, the user may end up in confusing scenarios. For example, if the user request a callback in a MiTeam meet, the call might unexpectedly end up on a different device.

Call Using in the Client's footer

You can select the default device to manually override the preferred device from the MiCollab Client's footer.



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

Starting a call

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



If the contact is not in the Contact list:

1. Type the person's name or number in the search box.



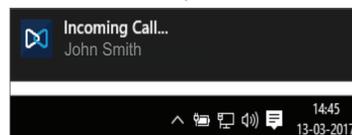
2. Select the number from the **Make call** list or select the contact name from the **Contacts** list, and then select the  icon.

Note: To set a preferred device for outgoing calls, see [“Call Using” on page 4](#).

Answering incoming calls

When you receive 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 open MiCollab Client.



- If MiCollab Client is running in the foreground, you can accept the call on **Softphone** or **Deskphone**.



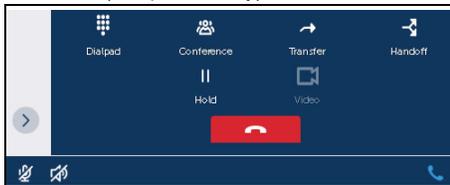
When an incoming call screen is displayed, you can accept the call, decline the call, or reply to the caller with an instant message if the caller is also a MiCollab user.

Note: The answer button will display the selected preferred device. For example, if preferred device is selected as DeskPhone, an incoming call can only be answered on the DeskPhone.

Using call control features

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

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



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.



Web Sharing in MiTeam Meet

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

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

Supported headsets

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

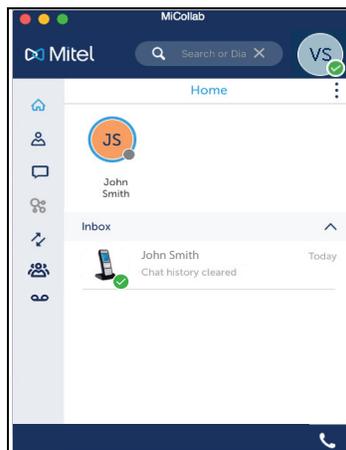
See Sennheiser documentation at www.sennheiser.com for more information.

Logging off from MiCollab for PC Client

To log off from MiCollab for PC Client, click the Close icon () or press Alt+F4 to minimize the Client to the system tray. Right-click and select **Quit MiCollab** from the system tray.

MiCollab MAC Client

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



Installing MiCollab MAC Client

1. Go to App Store and search for MiCollab MAC Client.
2. Click **GET** and then select **INSTALL APP** to install MiCollab MAC Client.

When prompted for an authentication code, authenticate the Client as described in “[Authenticating MiCollab Client](#)” on page 1.

Logging on to MiCollab MAC Client

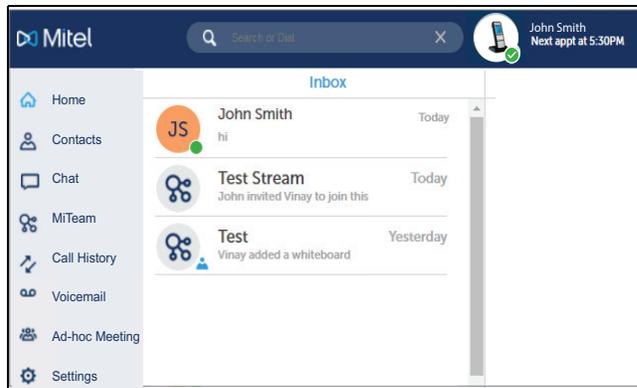
After authenticating the MiCollab MAC Client, the system directly logs you on to MiCollab MAC Client.

Logging off from MiCollab MAC Client

To log off from MiCollab MAC Client, click **Quit** from the main menu.

MiCollab Web Client

MiCollab Web Client provides access to several MiCollab Client features from a web browser.



Logging on to MiCollab Web Client

To log on to MiCollab Web Client, open a web browser and enter the URL provided in the welcome e-mail message. Type your login credentials on the login page and click **Login**.

Selecting the softphone in Web Client

If you have more than one softphone, you can select the preferred softphone from MiCollab Web Client under **Settings > General > WebRTC Credentials**.

Logging off from MiCollab Web Client

To log off from MiCollab Web Client, click the Close icon () in the browser or press Alt+F4.

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. The MiCollab for PC and the MAC Client can be also deployed from a Web Client.

Self-deploying MiCollab for PC Client and MAC 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.

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

5. In the **License Agreement** screen, click **Accept**.

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

Requirements

MiCollab Client Requirements

MiCollab for PC Client	<ul style="list-style-type: none">• CPU—Quad core, 2.0 GHz• Disk space—300 MB free hard disk space• RAM—8 GB or more recommended• Operating system—Windows 7 SP1 (32/64 bit) and Windows 10 (32/64 bit), Anniversary Update
MiCollab MAC Client	<ul style="list-style-type: none">• CPU—Dual core, 1.6 GHz or higher• Disk space—100 MB free hard disk space• RAM—4 GB RAM or more recommended• Operating system—10.10 or later
MiCollab Web Client	<ul style="list-style-type: none">• Operating system—Windows 7.1, Windows 8.0, 8.1 (Desktop mode), and Windows 10• Web browser—Microsoft Edge 20, Internet Explorer (IE) 9, 10, and 11, Mozilla Firefox 40 or later, Google Chrome 45 or later, Apple Safari 9.0 or later