

# Mitel MiCollab AWW Conferencing Quick Reference Guide



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## Sunco is your Trusted Telecom Systems Integrator Making business communication *easier* for you

From modest beginnings as a home-based, family-run business, Sunco has grown over the past 20 years into the trusted telecommunications partner for over 1,600 businesses across Canada. We are a proud, Canadian company with the love of business communication at the very core of what we do.

Our team lives, breathes and works with these technologies on a daily basis, and understands how complex they can be. That's why we're committed to making business communication *easier* for your organization. How do we do this? By being an *Integrator*. We fit all the pieces of your voice/data systems together into a unified whole - giving you superior design, support and management all through one point of contact. This strategy ensures you get the technology and services your business needs, delivered in a way that is coordinated, convenient and just *easier*.

No more confusing network service contracts, overseas call centres, long wait times and impersonal service. We promise honest advice and personal support delivered in a way that reflects our core values:

- **We Embrace Change**
- **We Do What It Takes**
- **We are Accountable to the Outcome**
- **We Do the Right Thing**
- **We Bring Out the Best in Each Other**

The Sunco team is ready to help. Leverage our Integrator strategy to help make business communication *easier* for your organization. Optimize your time to focus on what matters most - *growing your business*.



### Need to reach us? We're ready to help!

**Service:** To enter a service call, please email [service@sunco.ca](mailto:service@sunco.ca) and a ticket will be auto-generated in our system.

**Client Portal:** To receive log-in credentials for our self-service payment and service portal, please call Tammy Klemmer at (780) 809-1786 or 1 (888) 782-9357.

**After-Hours Emergency Service:** To reach our after-hours on-call technician, please call (780) 809-1786 or 1 (888) 782-9357 and leave a message.

**Accounting:** For questions regarding invoicing, please contact Tammy Klemmer at (780) 809-1786 or [tammy.klemmer@sunco.ca](mailto:tammy.klemmer@sunco.ca)

## Overview

MiCollab Audio, Web and Video Conferencing (MiCollab AWW) allows you to schedule and manage your audio, web and video conferences.

After your MiCollab Audio, Web and Video Conferencing account has been created, you may receive a welcome e-mail message that provides the URL to the MiCollab End User portal and your login credentials. **Retain this e-mail message in a secure location for future reference.**

Use the MiCollab End User portal to schedule and manage your conferences and to install MiCollab Audio, Web and Video Conferencing Client. MiCollab Audio, Web and Video Conferencing Client allows you to start instant conferences and join conferences from your desktop.

## Features

Install the MiCollab Audio, Web and Video Conferencing Client on your PC or use the MiCollab Audio, Web and Video Conferencing web client to attend and run conferences. MiCollab Audio, Web and Video Conferencing Client and MiCollab Audio, Web and Video Conferencing web client offer different features, as per the table below. These features apply to all conference types regardless of the method used to create or schedule your conference.

Feature	MiCollab Audio, Web and Video Conferencing Desktop Client		MiCollab Audio, Web and Video Conferencing Web Client	
	Leader	Participant	Leader	Participant
Share	Yes	Yes	Yes	Yes
Video	Yes	Yes	No	No
Chat	Yes	Yes	Yes	Yes
Recorder	Yes	No	No	No
Audio	2-way audio (using headset)	2-way audio (using headset)	1-way (listen only)	1-way (listen only)
Manage Documents	Yes	View Only	No	No
Remote Control	Yes	No	No	No
White board	Yes	Yes	No	No
Help	Yes	Yes	No	No
Exit Meeting	Yes	Yes	No	No
End Meeting	Yes	No	Yes	No

## How to Setup a Conference

In the Audio, Web and Video conferencing portal, there are three types of conferences we can setup.



### Creating an Instant Conference

1. In the MiCollab Audio, Web and Video Conferencing portal, select **One-time Conference**.
2. Set the conference details and features such as Conference Name, Start Date, Start Time, Duration, Billing Codes, Call Features, and a Password if extra security is preferred.
3. Select **OK** to schedule the conference.

### Creating a Recurring Conference

1. In the MiCollab Audio, Web and Video Conferencing portal, select **Recurring Conference**.
2. Set the conference details and features such as **Conference Name**, **Start Date**, **Start Time**, **Duration**, **Billing Codes**, **Call Features**, and a **Password** if extra security is preferred. Under **Recurrence**, determine the frequency that you and your participants would be having this meeting.
3. Select **OK** to schedule the conference.

### Creating a Reservation-less Conference

Reservation-less conferences allow users to hold conferences at anytime, without having to schedule them in advance and without having to use the web client.

Please note that users are not allowed to create reservation-less conferences by default, this would have to be requested and given approval by your system admin.

## How to Invite Participants



Once the conference has been created in the portal, you can go ahead and invite your participants using **Calendar** or **E-mail**. Selecting either option will populate **Access Information** such as a link where participants can meet and phone numbers that participants can use to call in order to join the audio portion.

The screenshot shows a window titled "Access Information" with a dark blue header. Below the header, there are three sections: "Dial-in Numbers" with three phone numbers, "Access Codes" with leader and participant codes, and "Invite Participants Using:" with two buttons labeled "Calendar" and "E-mail". At the bottom, there is a link "Change Invitation Settings".

**Access Information**

**Dial-in Numbers**  
116148  
+1-403-351-6148  
+1-844-351-6148

**Access Codes**  
**Leader:** 0795895  
**Participant:** 0805868

**Invite Participants Using:**

**Calendar**

**E-mail**

[Change Invitation Settings](#)

## How to Join a Conference

You may join a conference using the meeting invite in your email or your calendar OR using your MiCollab Audio, Web and Video Conferencing Client.

### How to Join a Conference from a Calendar or Meeting Invite

1. Open your calendar event or E-mail invite.
2. In the body of the invite, you will observe the link that will allow you to join the conference. Select this link.

To join the conference:

- Go to <https://mas-sunco.sunco.ca/call/0582180>

The web conferencing client will open. In the web conferencing client, you are able to share your screen, chat and listen to audio. If you would like to utilize such features as video, remote desktop control, and recording a conference, select Join via Windows Client. This will open the **MiCollab Audio, Web, and Video Conferencing Launcher**.

### [Join via Windows Client](#)

## How to Join a Conference using the MiCollab AWW Launcher

1. Open the “**MiCollab Audio, Web and Video Conferencing Client**” under your Start menu or click the “**MiCollab Audio, Web and Video Conferencing Client**” shortcut on your desktop.



2. Enter your access code and select Join. In this Example it would be **0582180**.



## Delegate Settings

MiCollab Audio, Web and Video Conferencing allows you to have a delegate or delegates who can schedule and manage conferences for you. After delegates are added, they can perform the following functions on your behalf:

- Create and edit conferences
- View your conferences list
- Send invitations to conferences
- Upload documents to share
- Add people to an audio conference that is in progress
- Join a web conference as the leader

**NOTE:** When a delegate joins a Web conference, they are prompted to join as the leader. They can click OK to join as the leader or click CANCEL to join as a participant. A delegate who joins the Web conference as the leader forces the existing leader to become a Web conference participant.

## How to Add a Delegate

1. From the settings tab, select Delegates.
2. Type the User ID of the person you would like to assign as your delegate in the box, and then select OK.

**NOTE:** The delegate assigned must have a MiCollab Audio, Web, and Video Conferencing account, and the User ID must be in an e-mail address format.

## How to Delete a Delegate

1. Select Remove next to their name.

## MiCollab AWW Features

### Web Conferencing Client vs. Desktop Client

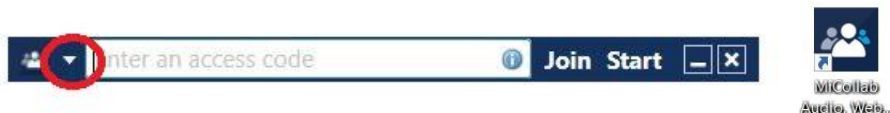
MiCollab Audio, Web and Video Conferencing **Client** & MiCollab Audio, Web and Video Conferencing **web client** offer many different features. In the web conferencing client, you are able to share your screen, chat, and listen to audio. However, to utilize such features as video, remote desktop control, and recording a conference, the MiCollab Audio, Web and Video Conferencing Client is required.

### How to Configure Leader Status

It is important to note that the majority of these features (*Chat, Polling, Whiteboard, Documents, Record Conferences, Remote Control*) require being a leader in the conference rather than the participant. If the user utilizes conference calling often, it is important to configure settings ahead of time, so the user permanently has leader capabilities.

To configure your status as Leader permanently, please follow the below instructions:

1. Open the “**MiCollab Audio, Web and Video Conferencing Client**” under your Start menu or click the “**MiCollab Audio, Web and Video Conferencing Client**” shortcut on your desktop.



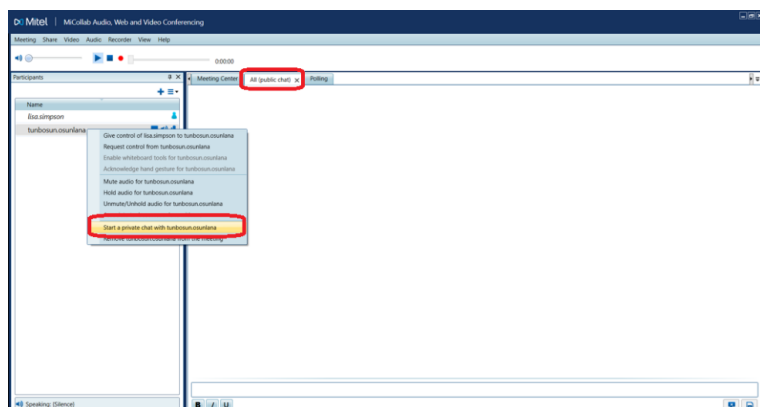
2. Select the arrow along the left side of the MiCollab Audio, Web and Video Conferencing Launcher and select options.



3. In the “**MiCollab Audio, Web and Video Conferencing Launcher**” options, where it says, ‘**To join conferences, I will use my:**’, select the dropdown arrow and select **Login ID and Password**.
4. Enter your **Login ID and password**, and preferences for **Display Name**, and audio-conferencing.
5. Select **Apply** and **OK**.
6. Changes will be saved. The user now permanently has leader capabilities in audio video web conferencing.

## Chat

In the MiCollab Audio, Web and Video Conferencing Desktop **Client**, you can chat with your participants via **group chat** or **private chat**. To initiate either type of chat, please see the below screenshot.

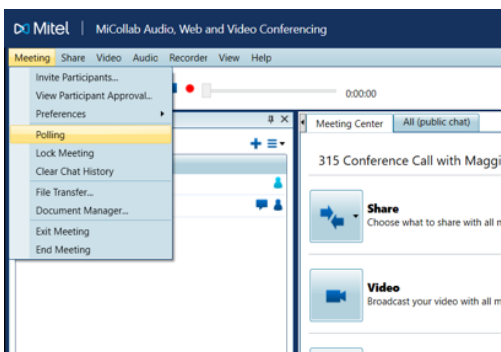


## Polling

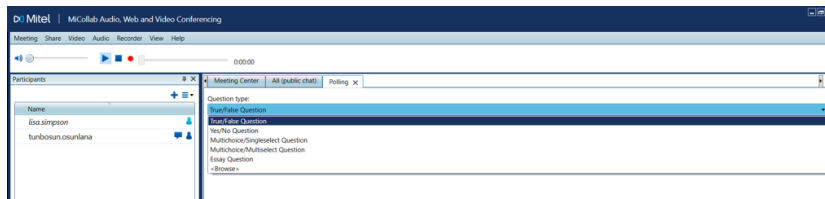
In the MiCollab Audio, Web and Video Conferencing Desktop Client, while the leader is presenting, they can pose a poll to their participants.

### How to Pose a Poll for Participants

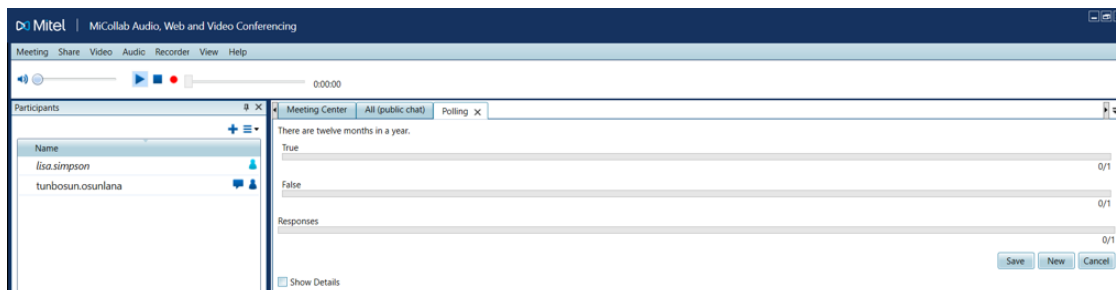
1. In the MiCollab Audio, Web and Video Conferencing client, in the top left corner, select **Meeting**. Select **Polling**.



2. Select a **Question Type** and enter Question text.



3. Select Preview to preview your question. Select Send to publish the poll.



4. If you would like to save your poll results to the server or your computer, select Save.

## Share

MiCollab Audio, Web and Video **Client** features allow users to share:

- **Application:** Select a share a specific application
- **Desktop:** Share entire desktop
- **Region:** Share a specific section or region of your desktop.

The user can share their screen in the web client, however, there is more functionality and ways to share your screen in the desktop client. Please see below for a legend of what the share bar offers in the **desktop client**.



### Share Bar Legend



Selecting Preview to see a small window of what is being shared



Select record to record the conference so it can be saved to the server or the user's computer.



While the user is sharing, they can select one of the many whiteboard tools such as erase, draw, create a text box, draw shapes, cut, and add bullets to enhance what they are presenting.

## Share Documents

In a conference, the leader can upload documents for the participants to download and view. There are two ways that documents can be uploaded.

### How to Upload Documents to the Conference

1. In the Meeting Center, select **Documents**.



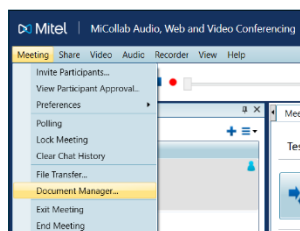
2. In the **Conference Attached Documents** window, select **browse** and choose the desired document to upload.



3. Select 2. **Click HERE** to upload.

See the uploaded documents:  
1. Click HERE

\*\*\*Documents can also be uploaded by selecting **Meeting-> Document Manager**. Follow steps 2-3 to upload conference documents.



### How to View Uploaded Documents

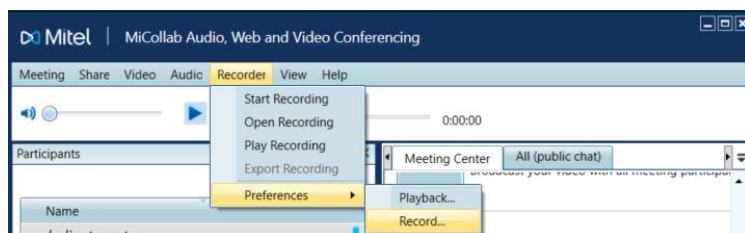
Participants see uploaded documents by selecting **Documents** in the meeting center and selecting 1. **Click HERE** in the Conference Attached Documents Window.

## Record Conferences

In a conference the leader can record the conference a couple different ways. Before a leader records a conference, it is important that their recorder preferences are configured beforehand. Mainly to determine where the user would like the recording to be stored.

### How to Configure Preferences for Recorder

1. In the “**MiCollab Audio, Web and Video Conferencing Client**,” select Recorder.
2. Select Preferences.
3. Select Record.



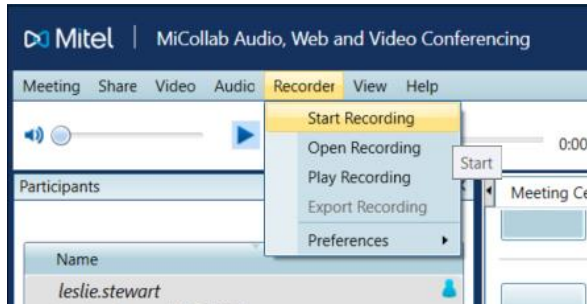
4. In the **Preferences** window, select the **Record** tab. Under **Save Recording to**, determine if it is preferred to save recordings to the user's PC or save recordings the Collaboration server.



5. Select OK to save your changes.

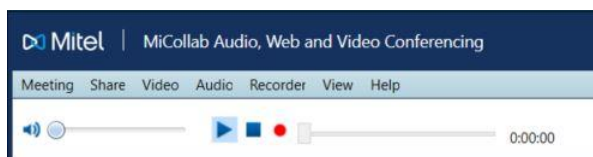
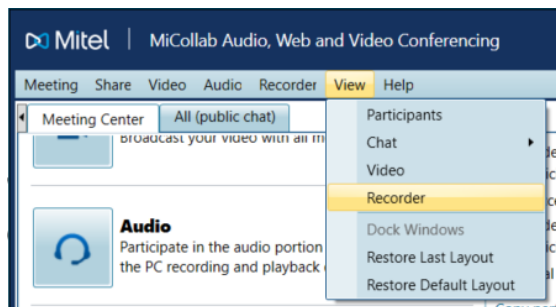
### How to Start Recording an AWV Conference

1. Select **Recorder**.
2. Select **Start Recorder**.



OR

1. Select **View** and then select **Recorder**. This will open the Recorder toolbar.



2. Select the Red Dot to begin recording. A window will open that prompts the leader to name the recording and save the file.

The recording can be stopped at any time. *Note\*\* Stopping the recording does not end the conference.*

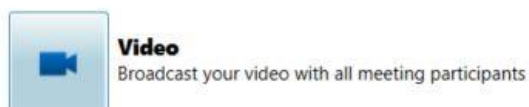
## Broadcast Video



If you have a camera connected to your computer, you can share your webcam video with other conference participants using the MiCollab Audio, Web and Video Conferencing Desktop App.

## How to Broadcast Video

1. In the Meeting Center, select **Video**.

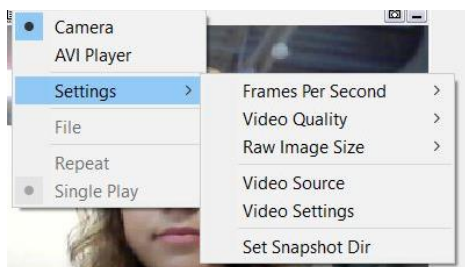


The video capture will turn on and video will begin broadcasting. Stop broadcasting at anytime by selecting **Video** again.



### TIPS!

- In Video Capture options under Settings, you can increase screen resolution and video quality/frame rate. Please note that increasing resolution settings can greatly strain your bandwidth and slow down your internet speed.



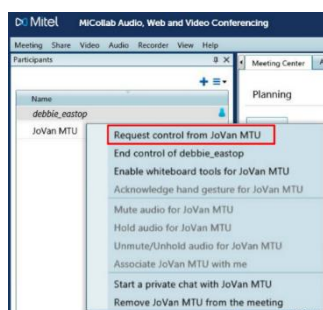
- If your preferred camera is not the default camera for video, in Video Source under Settings, you can select your preferred camera for broadcasting.

## Remote Control

In a scenario where a conference participant needs help with their computer, they can share their screen and the leader can remote in and control the participants desktop. It is important to note that both users must be using the desktop app.

## How to Request Control of a Participant

1. After the participant has shared their screen, in the Participants pane, right click the participants name.
2. Select **Request control from**.



3. The participant will have to select **OK** to confirm remote control.



4. The leader will be notified that they now have control of the participant's desktop.



In their **Viewer**, the leader can now use their mouse and keyboard to control the shared portion of the participants desktop.

## How to End Remote Control

### AS A PARTICIPANT

1. The participant can end control at anytime by ending sharing of their screen.



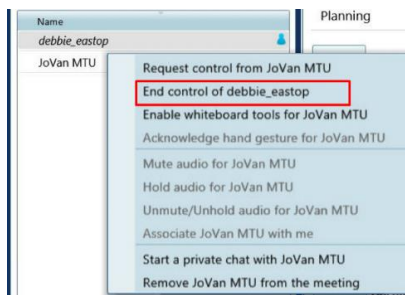
**Share**

Stop sharing with all meeting participants



## AS A LEADER

1. The leader can end sharing at anytime by right clicking on the participant in the participant pane and selecting **end control of**.



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We embrace change

We do what it takes

We are accountable to the outcome

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