

MiCollab Client Quick Reference Guide

About MiCollab Client

MiCollab Client is a software communications product integrated with the advanced call management features of MiVoice Business, MiVoice MX-One, MiVoice 5000, and MiVoice Office.

MiCollab Client converges the capabilities of Mitel communications platforms with contact management, Dynamic Status, and collaboration to simplify and enhance real-time communications.

You can access features through the following interfaces:

- MiCollab Desktop Client
- MiCollab MAC Desktop Client
- MiCollab Web Client
- MiCollab WebRTC Client
- MiCollab for Mobile for BlackBerry®, Android®, iPhone™, and Windows Client
- MiVoice for Skype® Business

Integrated applications

The following Mitel applications integrate with MiCollab Client:

- MiCollab Audio, Web and Video Conferencing provides access to collaboration features such as real-time audio, video, and Web conferencing, annotation, desktop and application sharing, and file transfer from the MiCollab Desktop Client.
Microsoft .NET™ Framework v4.0, v4.5
© Player 6 or later

Component
32 or 64-bit
Windows 10
Windows Media

Microsoft .NET™ Framework v4.0, v4.5

Note: To enable MiCollab Desktop Client integration with Ignite, choose Custom Install and then select MiCollab Client SDK

Features

The MiCollab Desktop Client includes the following communication management features and settings:

- Presence management Provides real-time telephony, video, and chat/IM availability information for the contacts you are currently monitoring.
- Contact management Provides access to corporate contacts and allows you to import and export personal contacts. Right-click any contact to access associated communication options for that contact.
- Call Notification Provides call control capabilities from the Call window. The Call window displays contact presence information and provides additional communication options.
- Calendar integration Provides automatic updates to your Dynamic Status based on your Google Calendar, Exchange, Outlook, or Lotus Notes calendar entries.
- Chat Settings Chat configuration options allow you to customize chat settings and alerts. The dialog box provides access to multi-party chat, emoticons, file transfer, and chat history features.
- Knowledge management Provides indexing and search functions to associate files and e-mail messages with your contacts.
- PIM (Personal Information Manager) Integration Select from a list of supported PIM to be configured on MiCollab Client.
- RSS (Rich Site Summary) Window Enable RSS display and select valid RSS URLs.
- Teleworker Define the Teleworker mode and parameters for your MiCollab Desktop Client.
- Softphone Settings Enable and configure softphone related parameters including microphone, speaker, alerts, call control, and video camera.

Supported headsets

MiCollab Desktop Client supports and mute call with approved Plantronics 3.5K headsets, and approved Jabra Connect desktop client headsets.

Refer to Plantronics and Jabra documentation for more information.

Best Practice for Dynamic Status configuration when your Personal Ring Group contains a Hot Desk Extension and a mobile softphone

For Dynamic Status, set your mobile phone for incoming calls and ensure that the softphone is not selected.

Configuring Dynamic Status

1. Open MiCollab Client, click your name and Manage statuses
2. In your Dynamic Status configuration, select My Ring Group and then select your mobile phone (External Hot Desk DN) and other extensions such as your desk phone and ensure that softphone extension is not selected.

This configuration is performed to prevent an incoming call conflict on your mobile device between your GSM cellular phone and MiCollab softphone.

MiCollab Web Client

The MiCollab Web Client provides access to a subset of MiCollab Client features.

Requirements

To access the Web Client, use a supported Web browser to navigate to the URL provided in the welcome e-mail message.

Component	Requirement
Web browser	Microsoft Internet Explorer (IE) 9.0, 10.0, 11.0
	Mozilla® Firefox® 41 or higher
	Apple® Safari 9.0
	Google Chrome™ 46 or higher
	Microsoft Edge

Log In/Out

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

1. Open a Web browser from your computer or mobile device.
2. Navigate to the URL provided in the welcome e-mail message you received. The Login page appears.
3. Type your login ID and Password on the Login page.
4. (Optional) To save your password for future logins, select the Remember me option.
5. Click Log in

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

6. Click the Log Out link at the top of the page.

Features

The MiCollab Web Client provides a secure interface with access to the following features:

- Dynamic Status Displays your current status and allows you to change, add, edit, and delete Dynamic Statuses.
- Office Link Allows you to place calls from the Web Client using one of the devices configured on your MiCollab Client account.
- Call History Provides call history information for your missed, received, and placed calls.
- Corporate Contacts and Contact Grouping Provides a list of corporate contacts, a search function, and a way to view contact details as well as grouping options to suit your needs.
- Messages Provides a list of your current voice mail and FAX messages, and a way to download them to your device.
- Settings Provides a way to edit Dynamic Extensions, update your password, and change your voice mail PIN.
- Chat and Chat Notifications
- MiTeam MiTeam is Mitel's Cloud-based collaboration tool that provides UCC Premium licensees with the ability to access features, such as
 - Collaborate Manage collaboration streams
 - Chat Hold chat sessions and receive chat notifications
 - Pages add white-board pages
 - To-Do Create to-do lists
 - File Sharing Store and share files, and

- MiTeam Meet. Perform audio and web sharing within a team.
- Other Main Menu items: About MiCollab Client, Send Problem Report, Help and Exit commands.

Refer to the MiTeam Quick Reference Guide for instructions.



MiCollab WebRTC Client Real Time Communications (WebRTC)

WebRTC provides a web-based softphone that you access from a browser. The softphone supports calls using your PC microphone and speakers.

It allows you to perform the following basic features:

- Make an outgoing call
- Answer an incoming call
- End a call
- Mute and un-mute a call
- Enter Dual Tone - Multi-Frequency (DTMF) signals
- Perform an unsupervised (blind) transfer
- Receive ring back on outgoing calls
- Activate and deactivate the softphone.

To launch the WebRTC Client and activate the softphone:

1. Open a Mozilla Firefox 46 + or Google Chrome 50 + browser.
2. Enter the URL to your WebRTC in the address bar:
https://<MiCollab Server standalone web server hostname>/ucs/micollabwebrtc
3. Enter your MiCollab End point username and password.
4. Click  in the lower right.
5. Turn on the softphone. When you place a call, it will be made using your PC microphone and speakers (or headset/microphone).
6. To place a call, enter a number in the Search field and **Click** .

Close the browser window to log off. If you close the browser while a call is in progress, your call is ended.

1. Browse to MiVoice for Skype Business software location, as specified in the welcome e-mail message.
2. Download the software to your computer.
3. To start the installation, launch the MitelMiVoiceForLync.msi file.
4. Follow the instructions in the installation wizard to install the client.
5. Click Finish to complete the installation.

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

To log in / out of MiVoice for Skype for Business:

Use Skype for Business to sign in and out as MiVoice for Skype for Business is integrated and will be launched automatically. Use the credentials provided in the welcome e-mail message to log in if prompted.

Features

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

- An integrated softphone
- Deskphone control
- Voice integration and support of click to call with Microsoft applications, Outlook, and various web browsers.
- Mid-call features (such as transfer, conference and handoff)
- Other features such as call forwarding, do-not-disturb and auto-answer.

BluStar and MiCollab Client features

The MiCollab Client BluStar Features Quick Reference Guide provides a summary of supported features for MiCollab Client and BluStar client.

The MiCollab Client Features Quick Reference Guide provides a summary of supported features for all MiCollab Clients.

If “Connection Lost - Limited Functionality” is Displayed

If you are logged into your MiCollab Client Desktop MiNET Softphone and the client window displays "Connection Lost - Limited Functionality, your connection to the MiCollab server is temporarily down and you are limited to the following features:

- Make, receive, and end calls with some feature limitations
- Place calls on hold and retrieve them
- Mute and un-mute calls.

While your connection to the server is down, the Presence information is out of date and should be ignored. If you are a Contact Center agent, the agent ID, path, call status, and ACD status are disabled (grayed out). You should disregard this information while connection to the MiCollab server is down because it is not being updated.

After the MiCollab server returns to service, the message “Connection Lost - Limited Functionality” is removed from your client window and full functionality is restored.