

# 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 call control capabilities of Mitel communications platforms with contact management, Dynamic Status, and collaboration to simplify and enhance real-time communications.

You can access features from 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® for Business

## Integrated applications

The following Mitel applications interoperate 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.
- **MiCollab Unified Messaging™ (UM):** Provides access to voice mail and FAX messages from the MiCollab Client interfaces.
- **MiVoice Border Gateway\* and Remote Proxy\*:** Provides a secure communications path for remote MiCollab Client users to the MiCollab Client Service.

\* Supported for MiVoice Business systems only.

## Welcome e-mail message

After your MiCollab Client account has been created, you may receive a welcome e-mail message that provides your MiCollab Client login credentials, the URL to the Web Client, and other important MiCollab Client information. Retain this e-mail message in a secure location for future reference.

If you are using the MiCollab for Mobile application or MiCollab MAC Desktop Client, you will receive a separate deployment e-mail which contains a link and the option to scan a QR code to deploy MiCollab for Mobile to your mobile device.

**Note:** Your system administrator may have configured the requirement for a PIN to be entered to download the MiCollab for Mobile client. Your system administrator will communicate this PIN separately from the deployment e-mail. Consult your system administrator if you did not receive this communication.

## MiCollab Desktop Client

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

## Requirements

To install and use the MiCollab Desktop Client, your computer must meet the requirements listed in the following table.

Component	Requirement
CPU	Dual Core, 1.6 GHz
Disk Space	100 MB free hard disk space
RAM	2 GB Minimum (4 GB or more recommended)
NIC	Full duplex, 10/100/1000 Mbps, (100 Mbps full duplex recommended)
Sound Card	Full duplex
Operating System	Windows Vista® Business/Enterprise/Ultimate SP2, 32-or 64-bit
	Windows 7 Business/Enterprise/Ultimate 32- or 64-bit
	Windows 8 Desktop mode only 32 or 64-bit
	Windows 10
Digital Media Player	Windows Media® Player 6 or later
Microsoft .NET™ Framework	v4.0, v4.5

MiCollab Client runs on the following thin clients:

- Citrix® XenApp® Client 6.0, 6.5, 7.5, or 7.6
- Remote Desktop Service v6.1\*
- VMware View 4.6, 5.0\*\*, 5.1 or 5.5

\* Softphone calls are not supported.

\*\* Video calls are not supported.

## Software installation

If you do not have permission to install software on your computer, your system administrator will install the MiCollab Desktop Client for you.

### To install the Desktop Client:

1. Install the [Microsoft .NET framework 4.5](#).
2. Browse to the Desktop Client software location, as specified in the welcome e-mail message.
3. Download the software to your computer.
4. To start the installation, launch the `UnifiedCommunicatorAdvanced.msi` file.
5. Follow the instructions in the installation wizard to install the MiCollab Desktop Client.

**Note:** To enable MiCollab Desktop Client integration with Ignite, choose **Custom Install** and then select **MiCollab Client SDK** in the Custom Setup window.

6. Click **Finish** to complete the installation.

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

### Log In/Out

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

1. Launch the MiCollab Desktop Client application. The Login dialog box appears.
2. Type your **Login ID** and **Password** in the Login dialog box.
3. Click **Log in**.
4. Select **Exit** from the main menu to log out of the MiCollab Desktop Client.

### 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 with 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 you should ignore it. 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.

### Operating modes

You can run the MiCollab Desktop Client in the following modes:

- **Normal:** Provides an expanded interface with full access to all views and interface elements.
- **Compact:** Provides a compact interface with access to search and frequently-used features.
- **Tray:** Provides a status icon and condensed menu in the Windows system tray.

### Main menu

The main menu on the MiCollab Desktop Client provides access to the following options:

- **Configuration:** Provides options to configure features such as call notification, calendar integration, softphone settings, teleworker settings, and USB devices.
- **Manage Account:** Provides a way to add contact information, change password, upload a photo, and configure additional aspects of your MiCollab Client account.
- **Manage Statuses:** Allows you to create and delete Dynamic Statuses and edit Dynamic Status elements such as call routing and presence information. Modify how Video calls and Instant Messages are handled.
- **Console\*:** Provides access to attendant functions such as answer, transfer, hold, and the ability to view and change another user's Dynamic Status.

- **Collaboration\*:** Provides access to audio, video, and Web conferencing, and related collaboration features.
- **Import Contacts:** Imports contacts to MiCollab Client from Google<sup>®</sup> Contacts, Microsoft Outlook<sup>®</sup>, IBM<sup>®</sup> Lotus Notes<sup>®</sup>, or Sage<sup>®</sup> Software ACT!<sup>®</sup> Personal Information Manager (PIM).
- **Re-sync Corporate Directory:** Re-synchronize your MiCollab Desktop Client directory with your corporate directory.







\*Licensed features

### Dynamic Status

The Dynamic Status view indicates your current Dynamic Status and presence settings. From the Dynamic Status view you can change your status, and configure Dynamic Status elements.

### Views

The views in the MiCollab Desktop Client's main window provide access to MiCollab Client features.

Icon	View and Features
	<b>Contacts:</b> Provides your list of corporate contacts, favorites and other contacts. Right-click a contact to access additional options.
	<b>Call History:</b> Provides call histories for your dialed, received, and missed calls. Right-click a number to access additional options.
	<b>Active Calls:</b> Provides the current status (idle, ringing, busy) for your phone lines.
	<b>Messages:</b> Allows you to play, forward, and delete voice mail messages and view fax messages.
	<b>ACD:</b> Provides an interface for handling Automatic Call Distribution (ACD) calls.
	<b>Launch Pad:</b> Provides quick access to telephone numbers, URLs, applications, and files on your computer.

### RSS window

Provides access to scrolling Rich site Summary (RSS) content such as news headlines, excerpts from discussion forums, or corporate information. Also includes links to Web content and additional RSS feeds.

### 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 organize 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 Chat 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, speakers, alerts, call control and video camera.

### Supported headsets

MiCollab Desktop Client supports accept, end, and mute call with approved Plantronics 3.x SDK 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 an External 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 then click **Manage statuses**.
2. In your Dynamic Status configuration, in the **Send my calls to** drop-down list, 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 the **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 MAC Desktop Client

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

### Software installation

Perform the following steps to install the MAC Desktop Client:

1. Download the MAC client from the App Store.
2. Open the MiCollab for MAC deployment e-mail received on your Inbox.
3. To start the deployment process, either click on the link provided in the e-mail or manually enter the authentication key.

### Log In/Out

- Use the MiCollab Client credentials provided in the Welcome e-mail to log in to the MAC Desktop client.
- To log out of the MAC Desktop client, click **Exit** from the main menu.

### Operating modes







For MAC Desktop Client, you can set the Default Calling Mode:

- **Audio:** Outgoing calls are audio only with no video.
- **Video:** Outgoing calls are audio and video.

It is recommended that you set the default to Audio and then switch to Video when required. The Audio/Video call mode only applies to your client and not the called party. For example, in an AWW conference, you will not see the other party unless they have video enabled as well.

### Views

The views in the MiCollab MAC Desktop Client's main window provides access to MiCollab Client features.

Icon	View and Features
	<b>Home:</b> Allows you to add a new URL, Speed Dial or a Contact and provides a summary of your call and chat details in the Inbox.
	<b>Contacts:</b> Provides your list of corporate contacts, favorites and contact groups. Double click on a contact to access additional options.
	<b>Chat:</b> Allows you to chat with your list of contacts.
	<b>Call History:</b> Provides call histories for your dialed, received, and missed calls. Right-click a number to access additional options.
	<b>Voicemail:</b> Allows you to play, forward, and delete voice mail messages.
	<b>Ring Groups:</b> Provides access to your ring groups and hunt groups.

### Features

The MiCollab MAC Desktop Client includes the following features and settings:

- **General:** Allows you to define the Teleworker mode, change password, set the time format, send and delete diagnostic logs and 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 Statuses.
- **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.
- **About:** Provides MiCollab server and client version and allows you to view the EULA certificate.

## MiCollab Web Client

The MiCollab Web Client provides remote 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 an intuitive interface with access to the following features:

- **Dynamic Status:** Displays your current status and allows you to change, add, edit, and delete Dynamic Statuses.
- **OfficeLink:** Allows you to place calls from the Web Client using one of the devices configured for 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 your 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 licensed users 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 Web Client with Real Time Communications (WebRTC)

WebRTC provides a web-based softphone that you access from a browser. The softphone supports audio 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 client in the address bar:  
`https://<MiCollab Server or standalone web server hostname>/ucs/micollabwebrtc`
3. Enter your MiCollab End User portal 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 **Enter**.

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

## MiCollab for Mobile

MiCollab for Mobile is a mobile client application that provides Dynamic Status as well as access to other MiCollab Client features.

### Requirements

To install and use the MiCollab for Mobile features and functions, your mobile device must meet the following requirements:

Device	Requirement
<b>MiCollab for Mobile</b>	
BlackBerry®	OS 10.2.2.x or later
Google™ Android™	OS 4.4 or later
Apple® iPhone	OS v8.0, 8.1, 8.2, 8.3, 9.0 or later
Windows Phone	OS 8.0, 8.1, 8.2, 8.3 or later



## Note:

The MiCollab for Mobile Softphone is designed for use on mobile phones. Although it can be installed on tablet devices, the user interface is currently not designed for use on tablets. These devices will be supported in an upcoming release.

### Installation

1. Open the MiCollab for Mobile deployment e-mail on your device.
2. Navigate to the appropriate link to download the client to your device.

**Note:** If configured by your system administrator, you may be required to enter a PIN to complete the download. Your system administrator sends this PIN separately from the deployment e-mail.

3. Launch MiCollab for Mobile.
4. Enter your MiCollab Client credentials provided in the Welcome e-mail.
5. If required, enter the authorization code provided in the MiCollab Client Deployment e-mail.

**Note:** For installations with pre-MiCollab Release 7.0: To enter your Username and Password on a BB10 client, open the application and tap three times on the Mitel logo. A login page prompting for Server, Username, and Password appears. Enter your MiCollab Web Client login credentials.

### MiCollab for Mobile and Battery Saver Mode — Windows Phone

To receive notification of chats, calls, and so forth while your Windows Phone is in battery saver mode, add MiCollab for Mobile to the list of applications that are allowed to run while battery saver mode is active.

For example to activate on Windows Phone 8\*.1\*:

1. Open **Settings** from the application list.
2. Select **Battery Saver** from the **Settings** list.
3. Slide left to switch to the **Usage** tab.
4. From the list of applications select **MiCollab for Mobile**.
5. Activate slider **Allow app to run in the background** and check **Allow this app to run in the background even when Battery Saver is on**.

## MiVoice for Skype for Business

MiVoice for Skype for Business is an application which provides seamless integration of Mitel's feature rich MiCollab Client infrastructure with Skype for Business, Lync 2010 and 2013 clients.

### Software installation and setup

If you do not have permission to install software on your computer, your system administrator will first install Skype for Business, Lync 2010 or 2013 then install MiVoice for Skype for Business for you.

1. Browse to MiVoice for Skype for 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 the 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 with 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.