MiTeam for MiCollab and MiCloud Business Virtual Reference Guide

MiTeam is a workstream communications and collaboration tool that provides a highly collaborative, persistent workspace for team-based meetings, conversations, content collaboration, and project management.

Using mobile device technology, teams can collaborate in real time no matter where they are. MiTeam brings remote workers into the conversation, combining group sharing and document annotation capabilities with text- and audio-based chats.
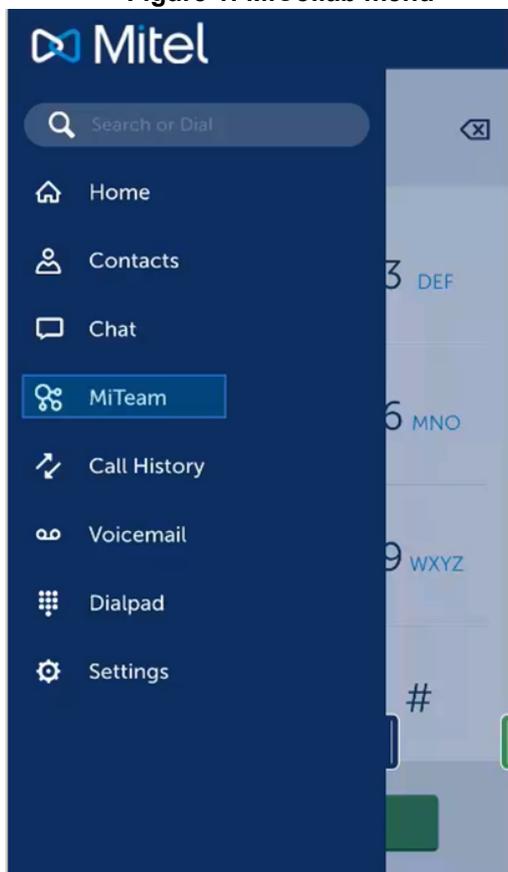
MiTeam is available with both MiCollab Mobile Client and MiCollab Web Client. It is also available on Android and iOS mobile devices.

Launch MiTeam

To launch MiTeam:

1. From the MiCollab menu, tap MiTeam.

Figure 1: MiCollab menu

Note: To change the MiCollab Client account on the Mobile Client, reset the application to factory defaults and restart the application or the device to deploy the MiCollab Client with the new account.

MiTeam Stream

A stream is a new kind of collaboration space designed specifically to enable collaboration for teams, projects, and topics. In a stream, you can store files, hold chats, add to-do lists, and set up online meet sessions.
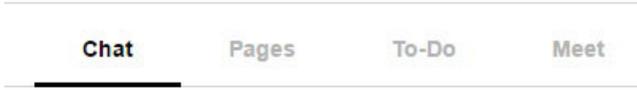
Figure 2: Streams
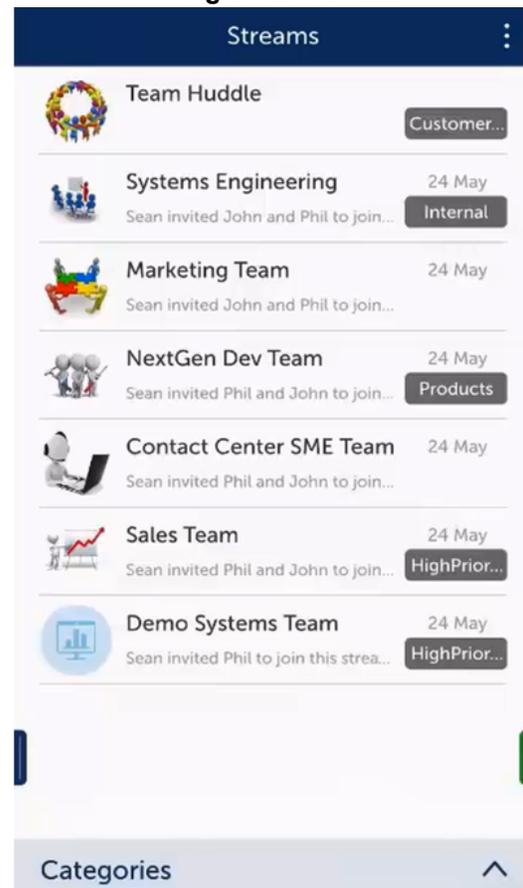
MiTeam stream tabs

- **Chat**: Exchange text, voice, video clips, and documents.
- **Pages**: Share content such as files and documents, and screen shots, photos, and videos taken from your camera. You can also upload photos and videos from your Gallery. In Web Client, you can share content on your desktop.
- **To-Do**: Create and assign tasks with due dates and custom notes to team members.
- **Meet**: Host real-time meetings and present stream pages. Users can also present their desktop screens to participants in real time.

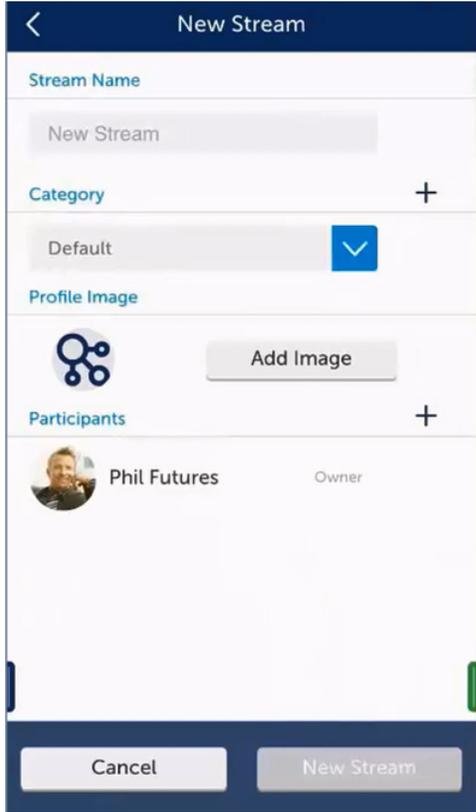**Figure 3: MiTeam Mobile Client stream tabs**

Figure 4: MiTeam Web Client stream tabs

Chat	Pages	To-Do	Meet

To create a stream

1. From the **Streams** page, access the top menu by tapping the dots at the top right of the screen and then tap **+ New Stream**.
2. In the Stream Name field, enter a name for the stream.

Figure 5: New stream

Note: Only the following characters are supported for stream names:
- All alphanumeric ASCII characters.
- Special characters on a standard keyboard.
- If you use an unsupported character in the name, you will be unable to join the stream.

3. (optional) To select a category, tap the drop-down list and select the category for the stream.
4. (optional) To add a new category, do the following:
   a. Tap **+** to the right of Category.
   b. In the **New Category** dialog box, enter a name for the category and tap **Add.**
   c. Tap **Done**.
5. (optional) To add a picture, do any of the following (disabled on Web Client):
   a. Tap **Add Image.**

Figure 6: Add image
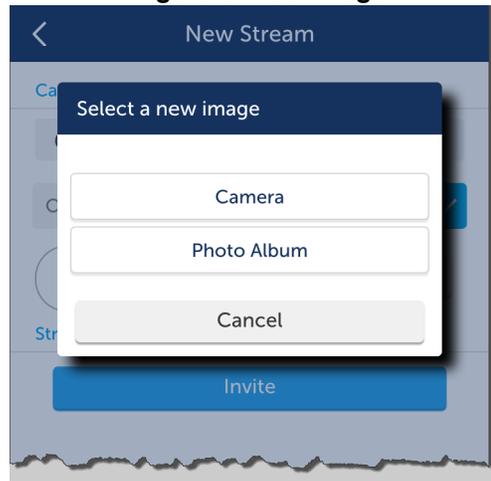
   b. (optional) To take a photo with your phone, tap **Camera**, take the picture, and then tap **Use Photo**. Tap **Retake** if you want to discard the photo and take another one.
   c. (optional) To select an image on your phone, tap **Photo Album** and select the photo.
6. Invite participants to the stream as follows:
   a. To the right of **Participants**, tap **+**.
   b. In the **Search** box, type the participant's name.
   c. In the list, tap the participant's name.
   d. Tap **New Stream**.
   e. Repeat these steps to invite another participant.

Create a stream category (optional)

When working with many streams you may want to create categories to organise them.

To create a category:

1. From the **Streams** page, tap **Categories**. You can also tap the three dots at the top right and tap **+ New Category**.
2. In the **New Category** dialog box, enter a name for the category and tap **Add.**

Search a stream (not available on Web Client)

To search a stream:

1. From the **Streams** page, tap to select the stream to search.
2. Tap search icon at the top right.
3. In the search box enter the search text.
4. Tap **Search** on the phone's keyboard.

Start a chat session

Chat sessions allow you to send text and voice messages, hold whiteboard sessions, add images and video clips from your phone gallery, add photos taken from your phone, and create notes. Participants can add comments, annotations, and voice messages to whiteboard sessions, images, videos, and notes. All participants of the stream receive all chats.

To hold a chat session:

1. From the MiCollab menu, tap **MiTeam**.
2. Select the stream for the chat.

Figure 7: Chat
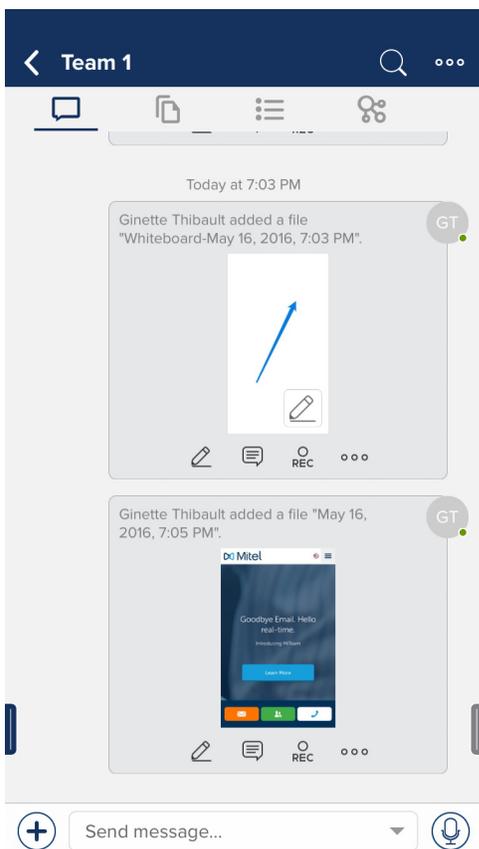
3. To send a message, enter your text in the box and tap **Send** in mobile client.

   Note: In Web Client, press **Enter.**

4. To record a voice message:

   a. Tap the microphone icon and then tap and hold the **Hold to Talk** button to record the message. Release the button when done.

   b. Tap the keyboard icon on the right.

5. Tap **+** to the left of the message box to open the menu. To close the menu, tap the X at the top left.

Figure 8: Mobile Client menu
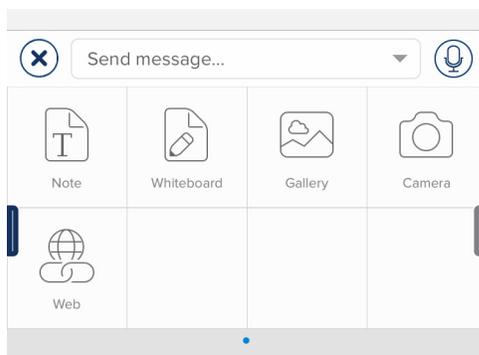
Note: In Web Client, click **+** to the bottom right corner of the web browser to open the menu.
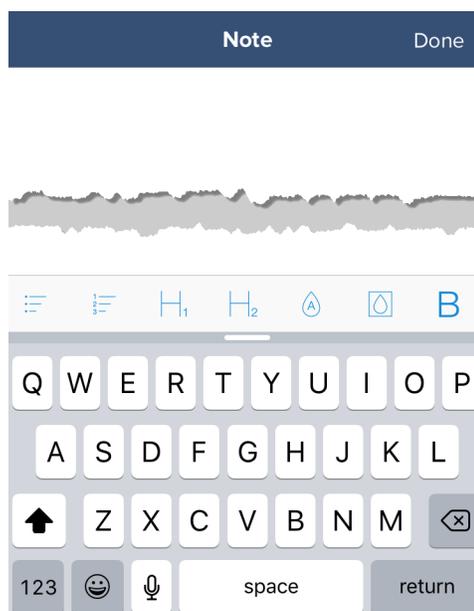
Figure 9: Web Client menu
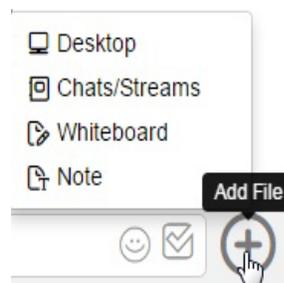
6. Do any of the following:

To post a note:

- Tap **Note** and author the note using the keypad and formatting bar. Tap **Done**. The note is treated as a page in the stream.

Figure 10: Note

- To start a whiteboard session, tap **+**, tap **Whiteboard**, and draw using the menus. Tap **Done** to post the whiteboard.

To post a photo or video:

- To post a photo or video from your phone's gallery, tap **Gallery**. Tap **Choose Photo** to post a photo or tap **Choose Video** to post a video.
  Note: In Web Client, click **Desktop** from the menu to share photos, videos, and other files on your desktop.

- To take a photograph from your camera, tap **Camera,** take the photo**,** and then tap **Use Photo**.

- To post an **Web** link, tap **Web** and then tap the bookmark icon. Tap **Done**.

- To record and post a comment about a Web page, tap **Web**, locate the page, and then tap the **REC** icon. Tap **Done**. To share, tap the **Share** icon. To send the link using SMS, tap the **SMS** icon. Tap **Save**.

- To take a snapshot of a Web page, tap **Web** and then tap the **Snap** icon. Adjust the area you want to capture and tap **Snap Area** or tap **Snap Page** to capture the whole page.

To collaborate on chat posts

You can add annotations, comments, or voice clips to notes, whiteboard sessions, images, or videos during any chat session.

- To add annotations, do the following:
  a. Tap the pencil icon.
  b. Annotate the content.
  c. Tap **Done**.
  d. To close the annotation, tap X at the top left.
- To add a text comment, do the following:
  a. Tap the note icon, and type the comment.
  b. Tap **Send**.
  c. To close the comment, tap X at the top left.
- To add a voice comment, do the following:
  a. Tap the **REC** icon and record your comment.
  b. Tap the pause button to stop the recording.
  c. Tap **Done** and then tap **Save**.
  d. To close the voice comment, tap X at the top left.

To post a favorite (not available on Web Client):
  a. Tap **…** and then tap **Favorite**. A yellow star appears to the left of the post.

To remove a favorite:
  a. Tap **…** and then tap **Unfavorite**.

To view favorites, do the following:
  a. Tap the search icon at the top right of the stream page and tap **Favorited Items**.
  b. Tap a favorite in the list to view it or tap **< Back** to return to the menu.

To share a chat post by email, do the following:
  a. Tap **…** and then tap **Share**.
  b. Tap **Share Link**.
     .

Add a mention (not available on Web Client)

Mentions draw attention to messages or comments that you make. When you mention a person by name, the mention is posted and it appears in the stream mentions list.

To add a mention

- When adding a message or comment in a stream, enter @ followed by the person's name. For example: @ginette.

To view mentions

- At the top right of the stream page, tap the search icon and then tap **Mentions**.

Add a page

On MiCollab Web and Android Clients, you can add pages and collaborate with team members. When you are ready, share the page or invite people to chat about the content on the page. Any whiteboard content, notes, images, and videos that you add in chats also appear in Pages.

To add a page:

1. From the **Streams** page, select the stream you want to open.
2. Tap **Pages**, tap the up arrow and do any of the following:
- To add a note, do the following:

  a. Tap **Add File**.
  b. Tap **Note**.
  c. Compose the note.
  d. Tap **Done**.
- To add a whiteboard, do the following:
  a. Tap **Add File**.
  b. Tap **Whiteboard**.
  c. Add content to the whiteboard.
  d. Tap **Done**.
- To add a photo or video from the phone gallery, do the following:
  a. Tap **Add File**.
  b. Tap **Gallery**.
  c. Tap **Choose Photo** or **Choose Video**.
  d. Tap **Done**.
     Note: In Web Client, click **Desktop** from the menu to share photos, videos, and other files on your desktop.
- To add a Web link, do the following:
  a. Tap **Web** and then tap the bookmark icon.
  b. Tap **Done**.
- To take a photo or record a video from your phone, do the following:
  a. Tap **Add File**.
  b. Tap **Camera**.
  c. Do any of the following:
- Tap **Video** to record a video and then tap the pause button when finished recording. Tap **Use Video** to add it to the page.
- Tap **Photo** to take a photograph and then tap **Use Photo** to add it to the page.
- To add a folder, tap **New Folder** and do the following:
  a. Enter the folder name.
  b. Tap **Done**.
- To add content to a folder, do the following:
  a. Tap the folder.
  b. Tap the up arrow.
  c. Tap add an image from your phone gallery, take and add a photo from your phone, and add a Web link.

Set up a meet (enterprise)

Meets lets you host real-time collaboration sessions, participate through all browsers, and share on a PC and a Macintosh through MiCollab Web Client (Chrome and Firefox only).

 Note: Sharing directly from the MiCollab Mobile Client is not possible.

To set up a meet session:

1. From the MiCollab menu, tap **MiTeam**.
2. Select the stream for the meet.

 Note: Only the following characters are supported for meet names:
   - All alphanumeric ASCII characters.
   - Special characters on a standard keyboard.
   - If you use an unsupported character in the name, you will be unable to join the meet.

3. Select individual participants.
4. Tap **Meet.**

Figure 11: Meet

5. Participants will receive an email invitation with a link to join the meet from a mobile phone using MiCollab Mobile Client, from the Web, or on their desktop using MiCollab Desktop Client. The originator of meet does not get email notification.

MiTeam automatically attempts to join in audio mode and prompts participants to either call in or have MiTeam call them back.

Note: 1. While you are sharing content of your screen in Web Client, clicking Refresh refreshes the sharing and does not stop the audio.

Note: 2. If multiple users are accessing Web Clients from the same computer, a user must clear the session cookies and exit the browser completely before another user starts a new session. This prevents the new user from connecting to the previous user's meets or streams.

Set up a meet (on a cloud deployment)

Meets lets you host real-time collaboration sessions, participate through all browsers, and share files from desktop or stream, whiteboard session, and screen on a PC and a Macintosh.

Note: You cannot invite participants by email or from non-peered server.

The meet organizer is the presenter. The presenter can make another participant the presenter at any time. Only the meet organizer can mute the participants and end the meet. The participants can only leave the meet.

To set up a meet session:

1. From the MiCollab menu, click **MiTeam**.
2. Select the stream for the meet.

Note: Only the following characters are supported for meet names:
- All alphanumeric ASCII characters.
- Special characters on a standard keyboard.
- If you use an unsupported character in the name, you will be unable to join the meet.

3. Select individual participants.
4. Click **Meet.**
   The **Join Audio** pop-up appears.
   Note: i. To join the audio bridge, install **Meet Extension by Mitel** plugin.
   ii. For sharing desktop, install **MiShareAppBeta** plugin.
5. Click on the **Join Audio** pop-up.
6. Follow the wizard instructions to complete the plugin installation and join the audio bridge.
   Internet audio is only available in Windows and Macintosh.

Meet tools

Figure 12: Meet tools

Share file

Share files from desktop, from chats or streams, from whiteboard session,

Share screen tabs

Click **Share Screen** in the tools bar. The Share screen tabs appear.

Figure 13: Share screen tabs (cloud)

Audio: Mute and unmute audio during the presentation.

Share: Share desktop during meet.

Control: Give desktop control to participant.

Laser: Provides a laser pointer for your presentation.

Annotate: Lets to use annotations to interact with participants.

While sharing multiple files, the presenter can swipe between the files. Use the arrow button (left or right) to select the file to share.

Note: Sharing directly from the MiCollab Mobile Client (cloud) is not possible.

Audio control

- Mute and unmute your microphone
- Test speaker and microphone
- Leave audio conference.

Show/Hide participants

The show or hide button toggles between these two functions.