

About MiCollab Desktop Client (Legacy Desktop Client)

The MiCollab Desktop 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.

MiCollab Desktop Client enables you to:

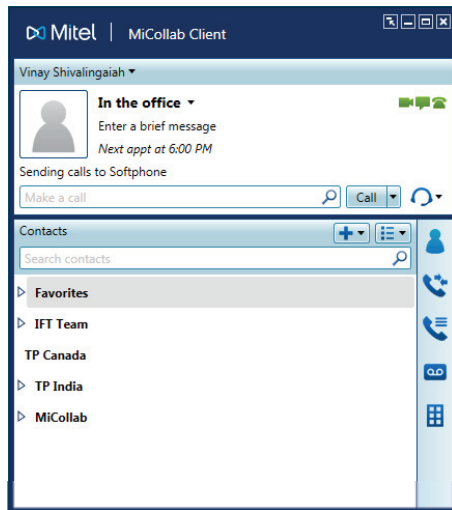
- Control your dynamic status to direct calls to wherever you are at any time of the day.
- Chat with individuals and groups of contacts.
- Review your voicemails.
- Launch Audio, Web and Video conferences with contacts.

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.

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.



Installing MiCollab Desktop Client

Note: If you do not have permission to install MiCollab Desktop Client on your computer, contact your system administrator.

1. Download the Desktop Client install software from the download link in the welcome e-mail message.
2. To start the installation, launch the Desktop Client install software `UnifiedCommunicatorAdvanced.msi` file.
3. Follow the on-screen instructions 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.

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

Logging on to MiCollab 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.

Note: Refer to the welcome e-mail message for MiCollab Desktop Client login credentials.

3. Click **Log in**.

Logging off from MiCollab Desktop Client

To log off from MiCollab Desktop Client, select **Exit MiCollab Client** from the main menu.






Operating modes

MiCollab Desktop Client functions 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 MiCollab Client features.
- **Tray:** Provides a status icon and condensed menu in the Windows system tray.

Views menu

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

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

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	Allows you to add contact information, change password, upload a photo, and configure additional features on 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. Users can modify how Video calls and Instant Messages are handled. Possibilities to edit Dynamic Status elements such as call routing may differ between Call Managers.
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®Contacts, Microsoft Outlook®, IBM® Lotus Notes®, or Sage® Software ACT!® Personal Information Manager (PIM).
Resynch Corporate Directory	Re-synchronize your MiCollab Desktop Client directory with your corporate directory.

* Licensed feature.

Dynamic Status

The Dynamic Status view indicates your current Dynamic Status and Presence settings. Users can change their status and configure Dynamic Status elements from Dynamic Status view.

Configure Dynamic Status

To configure Dynamic Status on MiCollab Desktop Client:

1. Open MiCollab Desktop Client.
2. From the main menu drop-down list, select **Manage statuses**.
3. Select the status to configure.
4. Under **Send my calls to** drop-down list, select **My Ring Group** and then select your preferred and other extensions such as your desk phone, softphone, or mobile.
5. Click **Save**.

Features

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

Presence Management	Provides real-time telephony, video, and chat or 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. 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.
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.

See Plantronics and Jabra documentation at www.plantronics.com and www.jabra.com for more information.

Connection Lost - Limited Functionality message


If you are logged on to your MiCollab Client Desktop 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. If you are a Contact Center agent, the agent ID, path, call status, and ACD status are disabled (grayed out).

After the MiCollab Server returns to service, the message "Connection Lost - Limited Functionality" is removed from your Client window and full functionality is restored.

Call Controlling on Desk Phones

1. Open MiCollab Desktop Client application.
2. Go to **Active device** drop-down list and select **Desk phone**.
3. Enter the destination number or search the contact in the **Search** or **Make a call** field.
4. Click on the expanded lift-handset  icon or press **Enter** key to make a call.
 - The call will be placed from the desk phone.
5. Lift the phone handset. MiCollab Desktop Client presents calling window.

MiVoice for Skype for Business

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

Installing MiVoice for Skype for Business

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

1. Browse to the MiVoice for Skype for Business software location, as specified in the welcome e-mail message.
2. Download the software to your computer.
3. Browse to the downloaded file in your downloads folder and launch `MitelMiVoiceForLync.msi` file.
4. Follow the on-screen instructions 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.

Features

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

- An integrated softphone
- Desk phone 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.

Requirements

MiCollab Client	Requirements
MiCollab Legacy Desktop Client	<ul style="list-style-type: none">• CPU- Dual core, 1.6 GHz or faster• Disk Space- 100 MB free hard disk space• RAM- 4 GB or more recommended• Operating System- Windows 7 Business, Enterprise, or Ultimate (32/64 bit), Windows 8 Desktop Mode only (32/64 bit), and Windows 10 Desktop Mode only (32/64 bit)
MiVoice for Skype for Business	<ul style="list-style-type: none">• CPU- Dual core, 1.6 GHz or faster• Disk Space- 100 MB free hard disk space• RAM- 4 GB or more recommended• Operating System- Windows 7 (32/64 bit), Windows 8 Desktop Mode only (32/64 bit), and Windows 10 Desktop Mode only (32/64 bit)• Microsoft Office Application(s)- Office 2010, Office 2013, Office 2016, and Office 365