# MiTeam for Enterprise Quick 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 MiCollab Web Client, MiCollab Mac Client, Android mobile Client, and iOS mobile Client.

Launch MiTeam

1. From the MiCollab menu, tap MiTeam.

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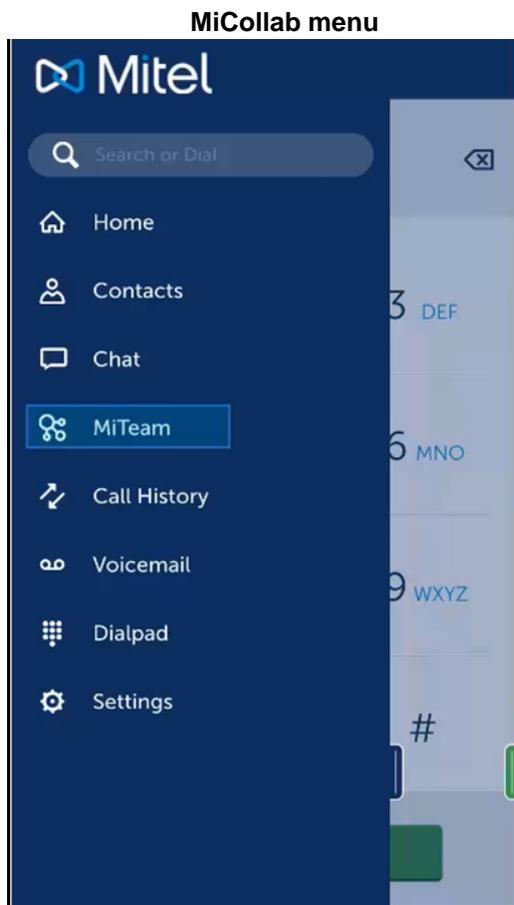
Note: To change the MiCollab Client account on the Mobile Client, reset the application to factory defaults and restart the application or the device to deploy the MiCollab Client with the new account.

MiTeam Stream

A Stream is a new kind of collaboration space designed 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.
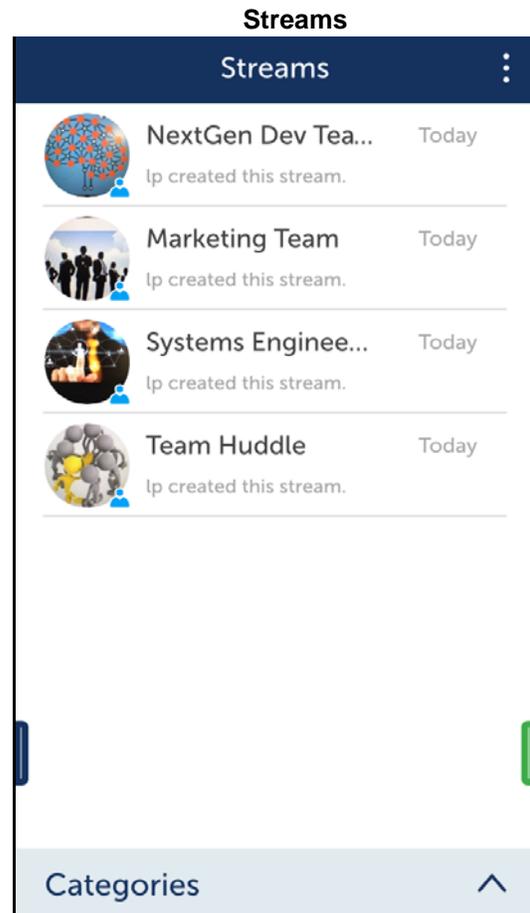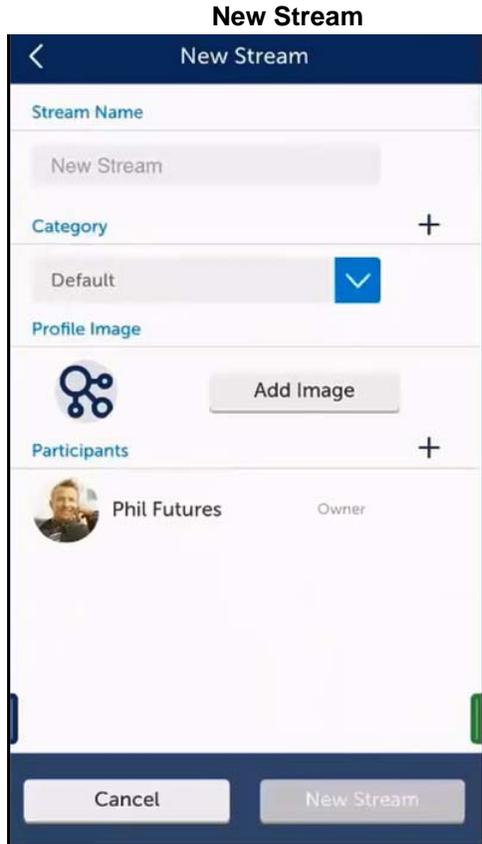
Streams

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 using 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. You can also present desktop screens to participants in real time.

MiTeam Mobile Client Stream tabs

To create a Stream

1. From the **Streams** screen, 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.

New 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
   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 (disabled on Web Client)
   a. Tap **Add Image**.

Add image
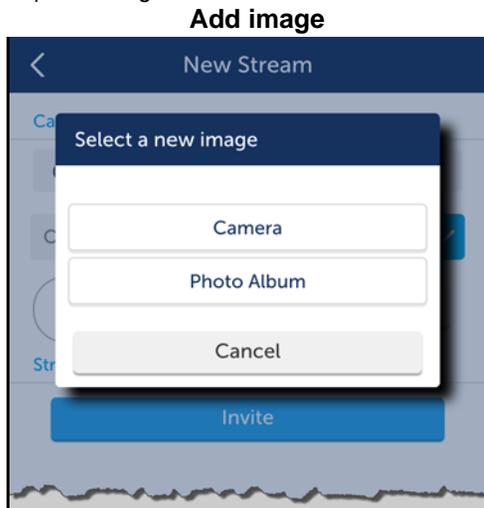
   b. (optional) To take a photo, tap **Camera**, take the picture, and then tap **Use Photo**. Tap **Retake** if you want to discard the photo and take another one.
   c. (optional) To select an image, tap **Photo Album** and select the photo.
6. Invite participants to the Stream as follows:
   a. To the 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.

   Note: To invite external guest to the Stream, refer to "MiTeam Guest access" on page 6.

Create a Stream category (optional)

When working with many Streams you may want to create categories to organize them.

To create a category

1. From the **Streams** screen, 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)

1. From the **Streams** screen, 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 keypad.

Start a chat session

Chat sessions allow you to send text and voice messages, hold whiteboard sessions, add images and video clips, add photos, 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 start a chat session

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

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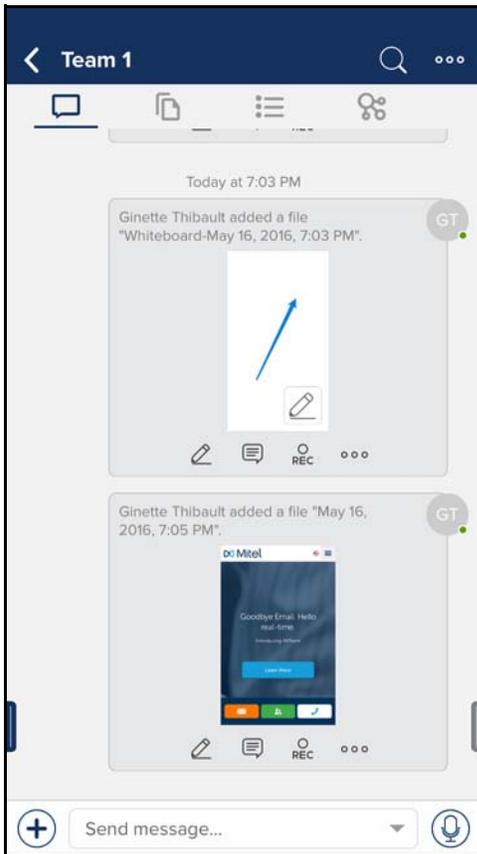
3. To send a message, enter your text in the box and tap **Send** in mobile client.

   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** icon to record the message. Release the icon when done.
   b. Tap the keypad 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.

Mobile Client menu
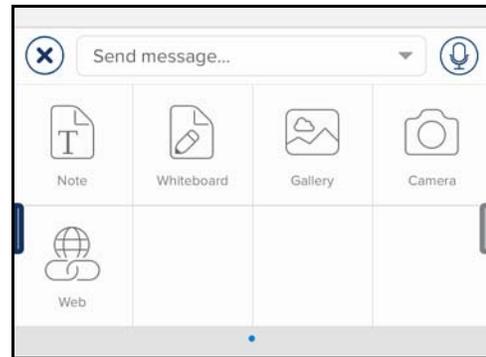
Note: In Web Client, click + to the bottom right corner of the web browser to open the menu.

Web Client menu
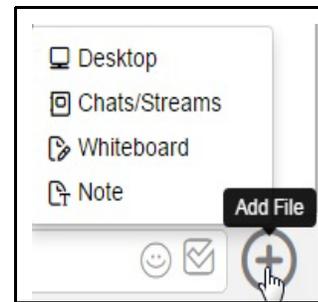
To post a note

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

Note

- To start a whiteboard session, tap +, tap **Whiteboard**, and draw with your finger or a stylus. Tap **Done** to post the whiteboard.

To post a photo or video

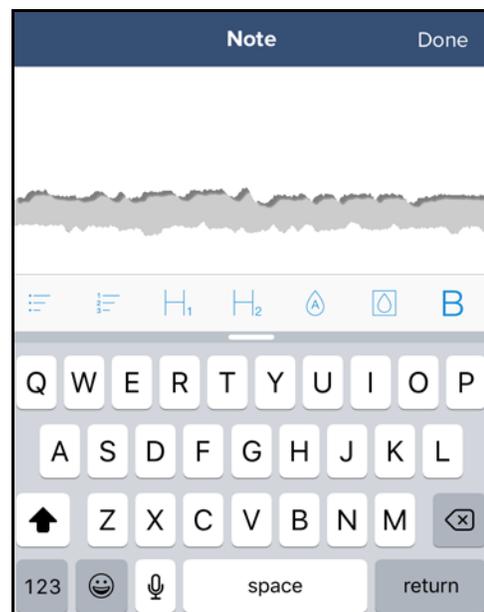- To post a photo or video from your phone's gallery, tap **Gallery**. Tap **Choose Photo** to post a photo or tap **Choose Video** to post a video.
  Note: In Web Client, select **Desktop** from the menu to share photos, videos, and other files on your desktop.
- To take a photograph using your camera, 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 web page, 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 **Snap Page** to capture the complete 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
  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
  a. Tap the note icon, and type comment.
  b. Tap **Send**.
  c. To close the comment, tap X at the top left.
- To add a voice comment
  a. Tap the **REC** icon and record your comment.
  b. Tap the pause icon 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

  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 e-mail

  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** screen, select the Stream you want to open.
2. Tap **Pages**, tap the up arrow.

To add a note

  a. Tap **Add File**.
  b. Tap **Note**.
  c. Compose the note.
  d. Tap **Done**.

To add a whiteboard

  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

  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

  a. Tap **Web** and then tap the bookmark icon.
  b. Tap **Done**.

To take a photo or record a video

    a. Tap **Add File**.
    b. Tap **Camera**.

- Tap **Video** to record a video and then tap the pause icon 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**

    a. Enter the folder name.
    b. Tap **Done**.

To add content to a folder

    a. Tap the folder.
    b. Tap the up arrow.
    c. Tap add an image, add a photo from your phone, and add a Web link.

Set up a Meet

Meet enables you to 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.

Web sharing is supported on Web Client and Mac Client. The Mobile Client on iOS and Android allow you to only view and participate in meetings but not share content.

  Note: Mobile Client does not support Web sharing.

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, tap **MiTeam**.
2. Select the Stream for the Meet. You can optionally provide a unique name for the meeting. By default, the meeting name is the Stream name.
3. Select the participants.
4. Tap **Meet**.

Meet

5. Participants will receive an e-mail 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 the Meet does not get e-mail notification.

   The participants will be prompted to select the audio (softphone or callback for the meeting).

6. Click **Join Audio** pop-up.
  Note: i. To join the audio bridge, install **Meet Extension by Mitel** plug-in.
      ii. For sharing desktop, install **MiShareAppBeta** plug-in.

7. Follow the wizard instructions to complete the plug-in installation and join the audio bridge.
   Internet audio is available only in Windows and Macintosh.

  Note: While you are sharing content of your screen in Web

  Client, clicking Refresh 🔄 refreshes the sharing and does not stop the audio.

  Note: 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.

Meet tools

Meet tools

Share file

Share files from desktop, chats or Streams, or from whiteboard sessions.

Share screen tabs

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

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: Enables use of annotations to interact with participants.

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

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

Audio control

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

Show/Hide participants

The show or hide icon toggles between these two functions.

Web sharing

Participants using the Web Client or the Mac Client can share the desktop using MiTeam. To share the desktop:

1. Click **Share**.
2. To stop sharing, click **Stop sharing** in the sharing bar.

Note: Desktop sharing on a Web Client is supported only from Chrome browser.

Call Transfer

1. In the active call window, tap **Transfer**.
2. Enter the directory number for which the incoming call must be transferred.
3. After the transferred call is answered, tap **Transfer** again to complete the transfer.

Shortcuts synchronization

You can add shortcuts for contacts, URLs, speed dials, and MiTeam Streams to the home screen of your application. If you use your MiCollab Client from multiple devices, the shortcuts are synchronized across all devices.

Notifications

The MiCollab Web Client allows you to select notifications that you want to receive. The following notifications are available:

- incoming calls
- new chat messages
- stream invites
- meet invites
- missed calls
- new voice-mails.

To enable notifications

1. Navigate to **Settings** > **General**.
2. Under **Browser Notifications**, turn on the types of notifications you want to receive.

MiTeam Guest access

MiTeam Guest access allows people who are not licensed for MiTeam, from both inside and outside the company, to be invited to a Stream or Meet as guests.

The status information in the Stream participants list indicates if the participant is a guest user.

Conditions

- Supported on Web Client Release 7.3 and later.
- The version of the MiCollab Client used by the owner of the Stream or Meet must be 7.3 and later.
- A user must have a MiTeam license to invite guests, but guests do not require a license.

Invite an external guest

To invite an external guest to the Stream in a Meet:

1. Add the external guest to the Stream.
2. Open the meet and click + to the right of **Participants** and enter the guest's e-mail address.
   The status of the guest user indicates that he or she is invited.
3. The guest user receives an e-mail invitation with an URL to join the Stream from a web browser. This e-mail contains provisional login credentials.
4. After logging in with the provisional credentials, the guest user is prompted to change the password.
5. When invited to a Meet, the guest user will be prompted to select the audio (softphone or callback for the meeting).

MiTeam Guest Access

Supported features and limitations

- Guest users can use all functions of a Stream, such as Chat, Pages, and To-do items.
- Guest users cannot send invitations for Meets, open new Streams, or invite more users to an existing Stream.
- To join the audio portion of the conference, guest users must dial-in to a Meet with the provided telephony numbers.
- Guest users do not appear on the MiCollab Client contact list.

Wi-Fi Only toggle for Next Generation Clients

The **Wi-Fi Only** option is available on Android and iPhone Clients only.

If there is no Wi-Fi connection available, then the MiCollab softphone is disabled to avoid excessive mobile data usage.

The administrator sets the initial value (ON or OFF) for the **Wi-Fi Only** option during client deployment. You can change the setting on the client (**Settings** > **General** > **Wi-Fi only**).

MiTeam and MiCollab Client connectivity issues

If the MiCollab Mobile Client is not connected to the MiCollab Client server due to network issues, the MiTeam icon is disabled in the MiCollab Client menu and an error message is displayed.

The MiCollab Client automatically tries to reconnect to MiCollab Client server at intervals. To reconnect quicker, restart MiCollab Client.