About MiCollab Client

The MiCollab 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. Whether you are in the office or away, MiCollab Client allows you consistent full-feature access to the MiCollab unified communications and collaboration environment on a variety of devices.

MiCollab Client is available on the following devices:

- MiCollab for Mobile Client—Android®, iPhone™, and Windows Mobile Client
- MiCollab for PC Client—Windows 7 and Windows 10
- MiCollab MAC Desktop Client—Macintosh®
- MiCollab Web Client—Internet Explorer®, Google Chrome™, and Mozilla® Firefox®

MiCollab Client enables you to:

- Control your phone from your desktop—make calls, answer calls, and invoke mid-call features.
- 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.

Note: This guide describes the installation and configuration steps for MiCollab for Mobile Client. For information about other MiCollab Clients, refer to MiCollab for PC Client, MAC Client, and Web Client Quick Reference Guide.

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.

Deployment E-mail

You will also receive a deployment e-mail that contains instructions on authenticating your client with the system. The deployment e-mail contains a link to start the deployment process, an authentication code, and an option to scan a QR code to deploy MiCollab Client.

Note: To deploy MiCollab for Mobile Client, scan the QR code using your mobile device.

Once authenticated, MiCollab Client allows you to log on to the system without entering your credentials.
MiCollab for Mobile Client overview

There are three main sections in MiCollab for Mobile Client main window.

A. Home menu—Displays your recent chat, calls, and Stream list.
B. Left drawer—Displays the basic Client navigation menu for MiCollab. Only the features you are licensed to use are displayed.
C. Right drawer—Displays your personal information, presence status, availability, and a softphone toggle button.

Home menu

The Home menu comprises of the short shortcuts added to home menu and recent chat, calls, and Stream list.

Left drawer

Views Menu

Home

The home screen is a convenient location to store frequently used contacts, website addresses, personal speed dials, and MiTeam Streams.

Tap the action icons at the top of the screen to use these features.

Contacts

The Contacts page provides access to all corporate contacts, groups, and personal contacts.

To search for a contact, type a name or number in the search bar in the header area.
2. Select the Dynamic Status to configure. In the
   
   1. Open MiCollab for Mobile Client, tap your name, and then select
   
   Following:
   
   To change the configuration of a Dynamic Status, perform the
   
   Softphone
   
   If your system administrator provisioned a softphone for you, you
   
   can activate your softphone. To activate your softphone:
   
   1. Open MiCollab for Mobile Client.
   
   2. From the right drawer menu, under Softphone, tap the toggle
      button to On to enable the softphone.
   
   Note: The toggle registers the configured softphone with the Call
      Manager.
   
   Call Using
   
   MiCollab Client enables you to specify the device used for outgoing
   
   calls. The Call Using field specifies the device used for outgoing
   
   calls. You can modify the setting to specify the default device for
   
   outgoing calls. Go to Settings > Call Settings. The following options
   
   are available:
   
   • SoftPhone—The softphone will always be used to make
     outgoing calls. By default, SoftPhone is selected as the default
     device for outgoing calls
   
   • Prompt—if you want to manually choose a device before making
     a call.
   
   • Mobile—the mobile device will always be used to make the call.
   
   • DeskPhone—the deskphone will always be used to make
     outgoing calls.
   
   Note: If you select Mobile as the default device for outgoing calls,
   
   the mobile device will receive a call. After answering, the call will be
   
   made to the other party. Therefore, outgoing calls made using this
   
   method will appear to the mobile device as an incoming call.
   
   By default, Managed by Status is active. The outgoing device
   
   selection is based on the settings in the Dynamic Status. But you
   
   can also manually select the device to use as the default calling
   
   device on your Mobile Client.
   
   Answer an incoming call in EDHU and
deskphone CTI
   
   MiCollab for Mobile Client does not provide an answer button for
   
   incoming CTI calls. It is not possible to reject or divert an incoming
   
   CTI call. MiCollab does not provide call control for deskphone calls.
   
   For EDHU calls
   
   MiCollab for Mobile Client provides an in-call screen. The EHDU call
   
   must be on the mobile phone.
   
   For CTI calls
   
   MiCollab for Mobile Client does not provide an in-call screen, but
   
   displays a green banner that has a Take Call option, using which you
   
   can answer an incoming call. Initiate a call handoff to pull a call
   
   from the deskphone to the softphone. You obtain call control after
   
   the call is pulled to the mobile device.
   
   If the softphone is not registered, MiCollab for Mobile Client displays
   
   a red banner that has an End Call option, using which you can end
   
   the ongoing deskphone call.

Schedules

You can manage your Dynamic Status by creating schedules for the

desired date and time in the MiCollab Client. By turning On the

created schedule, your Dynamic Status is updated accordingly. To

create a schedule:

1. Select Settings > Schedules on MiCollab for Mobile Client.
2. Tap the button and select New.
3. Select the preferred Status from the drop down list.
4. Tap on the time that is displayed and edit it as preferred.
5. Select the Days for the schedule to be active.
6. Tap Done.
7. Tap the toggle button on the created schedule to turn On the

schedule function.

Right drawer

Dynamic Status

Your Dynamic Status allows you to direct calls to any or all your

devices. Your Client is preconfigured with a number of statuses such as

In the Office, In a Meeting, and so on. By default, all Dynamic

Statuses are programmed to route calls to the External Hot Desk

extension (mobile phone) and other devices, but not to the

softphone.

To change the configuration of a Dynamic Status, perform the

following:

1. Open MiCollab for Mobile Client, tap your name, and then select

Manage Status.
2. Select the Dynamic Status to configure. In the Send my calls
to drop-down list, select My Ring Group, and then select your

preferred configuration by checking the devices to which calls

must be routed.

Note: If your softphone is enabled on your mobile phone, we

recommend that you select either Mobile phone (External Hot Desk

DN) or Softphone; but not both. This ensures that there are no

incoming call conflicts on your mobile device between your GSM

cellular phone and MiCollab softphone.
Self-Deployment

You can deploy and configure the MiCollab for PC Client, MAC Client, and Mobile Client. You can deploy the account on another mobile device or desktop device without administrator assistance. The Mobile Client can be deployed from a MiCollab for PC Client, Web Client, MAC Client, or Mobile Client.

Self-deploying MiCollab for Mobile Client

To self-deploy MiCollab for Mobile Client from MiCollab for PC Client, MAC Client, or Web Client:

1. Select **Settings > General > Self Deployment** on MiCollab Client.
2. A temporary QR code is generated on the Client and displayed on the screen.
   - **Note:** The code expires after 10 minutes. Click **Refresh** to regenerate the code.
3. If you have multiple extensions configured, the list of softphone extensions is available from the drop-down list on the **Self-Deployment** screen. Select the appropriate extension to be deployed.
4. Open the MiCollab for Mobile Client to self-deploy the Client.
5. In the **License Agreement** screen, Tap **Accept**.
6. Tap **Scan QR code** and scan the QR code generated in step 2. The Client is automatically deployed and configured on the device.

Using push notification—iOS device

MiCollab for Mobile iOS Client displays a system notification when new data is available. Notifications will be pushed to the device even when the Client is in the background or the iOS device is locked. Notifications are displayed for the following:

- Chat messages
- Voicemail messages
- Incoming calls
- Missed calls
- MiTeam Stream and MiTeam Meet invites

The push notification feature is enabled by default. You can choose to disable this feature in the MiCollab for Mobile iOS Client. By default, chat previews are displayed in full or in part in the notification depending on the length of the message. You can disable chat-preview display from **General > Notifications** settings in the Mobile Client.

   - **Note:** If you tap on a notification for a chat, the MiCollab for Mobile iOS Client displays all chat conversations, not the individual chat for which the notification was received.

iOS CallKit integration

iOS CallKit is integrated with MiCollab to provide MiCollab call accept on lock screen and swap between GSM and MiCollab call. To swap between GSM and MiCollab call:

1. Answer an incoming MiCollab call from the lock screen.
2. Tap **MiCollab** from the call control options.
3. Enter the native phone’s password, if security password is turned On. The MiCollab Client window opens.
4. Answer an incoming GSM call:
   - **End** the active MiCollab call and answer the GSM call, or
   - **Hold** the active MiCollab call and answer the incoming GSM call.
5. Tap **Swap** to toggle between GSM and MiCollab call.

   - **Note:** If the MiCollab Client is in the foreground and the iOS device is set to the **Do Not Disturb** or **Do Not Disturb while driving** mode, you will not receive incoming calls on the MiCollab softphone and the calls are forwarded to voicemail. Also, for MiCollab chat, there are no sound alerts and the device display does not light up.

Changing Dynamic Status based on your locations

You can change your Dynamic Status automatically by configuring your location. To set location:

1. Open MiCollab for Mobile Client.
2. Go to **Settings > Locations**.
3. Add a **New** location. Tap the toggle button to turn **On** the location.

Accepting or rejecting calls on lock screen—Android device

This feature enables you to accept or reject incoming calls when the Android device is locked.

It also provides you with the option to reject an incoming call and initiate a chat with the caller. You need to unlock the screen before initiating the chat.
Displaying GSM line status on Android devices

By default, this option is disabled. Enable this option on the MiCollab Client: **Settings > Call Settings** to make your GSM line status visible to other MiCollab users.

In the MiCollab Client, the presence indicator on your avatar indicates the line state status. If this option is enabled, your MiCollab line state displays **busy** as soon as your phone engages a GSM call.

Enabling notifications in battery saver mode—Windows Phone

To receive notifications for chats, calls, and so on while your Windows Phone is in battery saver mode, add MiCollab for Mobile Client to the list of applications you want to run while battery saver mode is active.

For example, to activate notifications on a Windows Phone 8.1:

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

Recommendations while traveling

While you are traveling or are in a hotel or in an airport, if softphone audio over WiFi is poor, turn off WiFi and switch to alternate network connection.

If your MiCollab for Mobile Client is connected using a mobile data network, data charges from mobile carrier may apply.

Supported headsets and audio devices

MiCollab for Mobile Client supports call accept, end, mute, and volume control with Bluetooth speaker phone and audio devices. The headsets are supported by the Client to the extent the Operating System supports the headsets.

**Note:** Mitel S720 Bluetooth Speakerphone does not support the hold and retrieve call feature.

**Note:** On MiCollab for Mobile Client for iOS, the audio will always be routed to a path which is active when initiating or accepting the call. For example, when a call is handed-off from a deskphone to the iOS device, the audio will not be routed to the Mitel S720 Bluetooth Speakerphone or any other headset. During a call, this setting can be changed by the user in the iOS device settings.

See *Mitel S720 Bluetooth Speakerphone Quick Start Guide* for more information on setting up the Mitel S720 Bluetooth Speakerphone.

Logging off from MiCollab for Mobile Client

To log off MiCollab for Mobile Client, quit the Client application.

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### Requirements

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<thead>
<tr>
<th>MiCollab Client</th>
<th>Requirements</th>
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| **MiCollab for Mobile Client** (Android, iPhone, and Windows Phone) | • Android OS version 5.0 or later  
• iPhone OS version 10.3 or later  
• Windows Phone OS version 10 or later |

**Note:** For a list of recommended devices that support MiCollab Client, see [micollab.devices.mitel.com](http://micollab.devices.mitel.com).