

MiCollab for Mobile Client Quick Reference Guide

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

MiCollab for Mobile Client provides MiCollab Client features from your mobile device (mobile phone and tablets).

Installing MiCollab for Mobile Client

1. Click the download link in the deployment e-mail message. You will be directed to App Store, Google Play Store, or Microsoft Store depending on the type of Client.
2. Download and install the Client from the application store.

Note: If your system administrator has configured a PIN-based authentication, enter the PIN that you received as part of the deployment e-mail message to download the Mobile Client installer.

When prompted for an authentication code, authenticate the Client as described in [“Authenticating MiCollab for Mobile Client” on page 1](#).

Authenticating MiCollab for Mobile Client

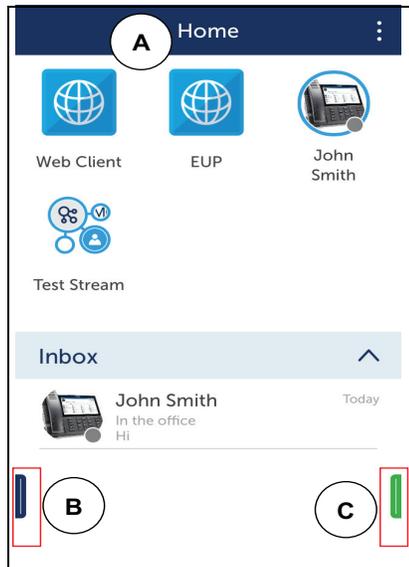
To authenticate MiCollab for Mobile Client, use one of the following methods:

- Click the link provided in the deployment e-mail message.
- Copy the authentication code provided in the deployment e-mail, open the MiCollab Client, and type or paste the authentication code.
- Scan the QR code provided in the deployment e-mail using MiCollab for Mobile Client.

After authenticating, launch the Client to open the MiCollab Client Home screen.

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

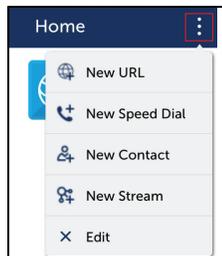
Views Menu



Home

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

Click 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. Hover over the contact to view the communication options.

To search for a contact, type a name or number in the search bar in the header area.



Chat

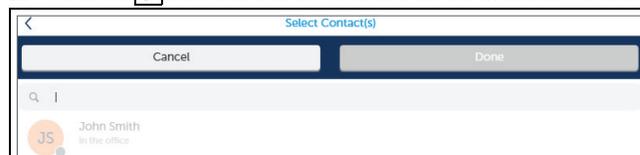
The Chat feature allows you to connect in real time to any other MiCollab contact or group of contacts. The chat view displays all existing chats on the left-half of the screen and the selected chat thread on the right-half of the screen. All chats received by the current Client are displayed here until they are deleted.

To initiate a chat with a contact:

1. From any view that displays a contact's avatar, tap the contact and select the **Chat** icon.
2. In the text area, type a message, and then tap **Send**.

To initiate multichat from an individual chat:

1. Open the individual chat.
2. Click the  icon and add the contacts for the multichat session.



3. Click **Done** to start the multichat session.



MiTeam

MiTeam provides a persistent workspace for team-based conversations, content collaboration, and project management, and meetings. MiTeam is a licensed feature within MiCollab. Contact your system administrator for more details. See *MiTeam Quick Reference Guide* for more information.



Call History

This function provides a listing of all your dialed, received, and missed calls. To call any entry in the call history view, hover over or right-click the avatar to select the phone icon.



Voicemail

Allows you to play and to delete voicemail messages. You can also forward the voicemails in an email. While playing the message, you can advance or rewind the message by dragging the tracker accordingly.



Dialpad

Allows you to dial the number to make calls from MiCollab for Mobile Client.

Settings

You can to manage the following settings:

General	Allows you to change password, set the time format, send or delete diagnostic logs, and use 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 Status.
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 and your Dynamic Status is updated accordingly.
About	Provides information about the End User License Agreement, and the MiCollab Client-MiCollab Server versions.

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. Click the  icon and select **New**.
3. Select the preferred Status from the drop down list.
4. Click on the time that is displayed and edit it as preferred.
5. Select the Days for the schedule to be active.
6. Click **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 to 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.

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.

Note: MiCollab for Mobile Client does not provide an answer button for incoming CTI calls. It is not possible to cancel or divert an incoming CTI 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 provides call control for EDHU and CTI calls. MiCollab does not provide call control for deskphone calls.

For EDHU calls

MiCollab for Mobile Client provides an in-call screen. The EDHU 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.

Self-Deployment

You can deploy and configure the 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 (PC, MAC, or Web 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, click **Accept**.
6. Click **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.

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 an LTE network, data charges from your LTE carrier may apply.

Logging off from MiCollab for Mobile Client

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

Requirements

MiCollab Client	Requirements
MiCollab for Mobile Client (Android, iPhone, and Windows mobile)	<ul style="list-style-type: none">• Android OS version 5.0 or later• iPhone OS version 9.0 or later• Windows 8 phone OS version 8.1 or later• Windows 10 phone OS version 10.0 or later