

# MiCollab Audio, Web and Video Conferencing Quick Reference Guide

## Overview

MiCollab Audio, Web and Video Conferencing (MiCollab AWW) allows you to schedule and manage your audio, web and video conferences.

After your MiCollab Audio, Web and Video Conferencing account has been created, you may receive a welcome e-mail message that provides the URL to the MiCollab End User portal and your login credentials. Retain this e-mail message in a secure location for future reference.

Use the MiCollab End User portal to schedule and manage your conferences, and to install MiCollab Audio, Web and Video Conferencing Client. MiCollab Audio, Web and Video Conferencing Client allows you to start instant conferences and join conferences from your desktop.

## Features

Install the MiCollab Audio, Web and Video Conferencing Client on your PC or use the MiCollab Audio, Web and Video Conferencing web client to attend and run conferences.

MiCollab Audio, Web and Video Conferencing Client and MiCollab Audio, Web and Video Conferencing web client offer different features, as per the table below. These features apply to all conference types regardless of the method used to create or schedule your conference.

Features	MiCollab Audio, Web and Video Conferencing Client		Web Client
	Leader	Participant (Collaborating participant)	Participant (View-only participant)
Share	Yes	Yes	Yes
Video	Yes	Yes	No
Chat	Yes	Yes	Yes
Recorder	Yes	No	No
Audio	2-way audio (using headset)	2-way audio (using headset)	1-way (listen only)
Manage Documents	Yes	View Only	No
Remote Control	Yes	Yes	View only
White board	Yes	Yes	View only
Help	Yes	Yes	No
Exit Meeting	Yes	Yes	Yes
End Meeting	Yes	No	No

## Installing MiCollab Audio, Web and Video Conferencing Client



**Time:** Installation time varies dependent upon network speed. Typical installation takes under two minutes.

The following procedure may vary based on the MiCollab Audio, Web and Video Conferencing supported web browser, operating system, and security settings of your PC.

1. Click the link to join your conference (either from an email or calendar invitation).
2. Click **Join** to join the conference via the web. Click **Share** to lead the conference from your PC. Click **Verify Client** to download the MCAC-Launcher.exe to install the MiCollab Audio, Web and Video Conferencing Launcher.
3. Select the acceptance to run MiCollab Audio, Web and Video Conferencing. The MiCollab Audio, Web and Video Conferencing Client download starts in the background.
4. You will join the conference once the installation is complete.

### Installation notes:

- MiCollab Audio, Web and Video Conferencing Launcher can be installed whether or not your browser supports Java. If Java is not present, the executable is renamed: MCAC-Launcher\_<server>\_<SID>\_<UID>\_<PID>\_<Type>.exe
- If using Java, version 1.8 or higher is recommended for optimal use.
- The browser may also present a dialog asking you to confirm the download of MCAC-Launcher.exe. Some browsers present more than one confirmation window as well as a popup blocker. If prompted, you will need to confirm the download and run the file. Disable Popup if required.
- Windows 8 specific: A dialog box may appear once you select the MiCollab Audio, Web and Video Conferencing-launcher file stating that "Windows SmartScreen prevented an unrecognized app from starting", click More info and click Run anyway to resume the installation.
- If you encounter an issue upgrading MiCollab Audio, Web and Video Conferencing client, select **Run as administrator** to upgrade the client.
- Net Framework 4.5 or higher is required. If Net Framework is not installed prior to launching the executable, you will see a popup asking to update .Net Framework. Click **Yes** to go to the Microsoft .Net Framework download page and download the latest .Net Framework.

## Opening MiCollab Audio, Web and Video Conferencing Client

To open MiCollab Audio, Web and Video Conferencing Client, click the MiCollab Audio, Web and Video Conferencing Client icon under



your Start menu or click the MiCollab Audio, Web and Video Conferencing Client shortcut on your desktop.

MiCollab Audio, Web and Video Conferencing Launcher opens:



### Tips:

- To allow MiCollab Audio, Web and Video Conferencing Launcher to open up automatically on your PC, add MiCollab Audio, Web and Video Conferencing Launcher to your **Startup program**.
- To allow MiCollab Audio, Web and Video Conferencing Launcher to always be visible and easily accessible, set the option to **Always show the MiCollab Audio, Web and Video Conferencing Launcher on top of other Windows** under **Options, Other**.
- Set some or all of your regular meeting(s) as **Favorites**.
- Use **i** to get **Conference Information** to quickly view details of a conference.

If you would like to know more about MiCollab Audio, Web and Video Conferencing Launcher, select **Help** from the MiCollab Audio, Web and Video Conferencing Launcher drop-down menu.

## Conference tasks

### Joining a conference

You may join a conference using your installed MiCollab Audio, Web and Video Conferencing Client or your web browser.

Using the **MiCollab Audio, Web and Video Conferencing Launcher**:

- **Drag/drop a conference link** (*recommended*). Occasionally, you may need to join a conference on a new or a different server. In which case, enter both the server name and the access code using the following format: **<server name/access code>** and click **Join**. It sometimes helps to check with the conference leader or organizer.

**Note:** The ability to join a conference by dragging and dropping the conference link is not supported in Windows 10.

- or type an access code and click **Join**.

**Note:** Occasionally, you may need to join a conference on a new or a different server. In which case, enter both the server name and the access code using the following format: **<server name/access code>** and click **Join**. It sometimes helps to check with the conference leader or organizer.

- or select a **recent** or **favorite** conference from drop-down menu.

**Note:** The **Start** button is used to create an Instant Conference and appears once you have defined your profile attributes (i.e. have an account on the server).

Using your web browser:

- Click on the link in the calendar or e-mail invitation to open a browser.
- Click **Join**.

### Creating an instant conference

Using the **MiCollab Audio, Web and Video Conferencing Launcher**:

1. Click **Start** (or use drop-down Start Conference).
2. Enter **Topic** and **Conference Type** (optional).
3. Click **Start** again to launch the conference.
4. Communicate the **access code** and **server** information to other parties.

### Scheduling a conference

Log into **MiCollab End User Portal** and click the **MiCollab Audio, Web and Video Conferencing** tab. Schedule a recurring meeting or large webinar.

1. Select the conference type (One-time, Recurring or Reservationless).
2. Set the conference details and features.
3. Click **OK** to schedule the conference.

### Selecting Audio options

Choose one of the following audio options:

- **Telephone:** join the audio portion of a conference via telephone.
- **Client:** join via 2-way PC audio using a headset.
- **Browser:** join via 1-way (listen-only) audio via a web browser.

### Managing and updating a conference

Log into **MiCollab End User Portal** and click the **My Conferences** tab to access:

- **Conference Details:** specific information about your conference.
- **Documents:** files & documents to be uploaded and published.
- **Approval:** view and approve participant's requesting approval.
- **Participants:** list participants while a conference is in progress.

### Recordings, Settings, and Reports:

- From the **Recordings** tab: manage and view recordings.
- From the **Settings** tab: modify your password, phone number, invitation preferences, Personal ID and assign a delegate.
- From the **Reports** tab: generate conference details reports.

## Sharing during a conference

MiCollab Audio, Web and Video Client features allow users to share:

- **Application:** select and share a specific application
- **Desktop:** share entire desktop
- **Region:** share a specific section or region of your desktop.

Sharing Options	Sharing Modes	
	Basic	Advanced
Start/Stop Recording	Yes	Yes
Pause/Stop Sharing	Yes	Yes
Access Whiteboard tools	Yes	Yes
View/Manage Participants	No	Yes
Public/Private Chats	No	Yes
Video	No	Yes

## Recording an Audio / Web or Web Only conference:

From the Collaboration Client Leader console

1. Click the **Record** button on the Share bar.
2. Enter a name and select a location to save your recording.
3. Click **Save**, the recording starts automatically.

## Recording an Audio Only conference:

1. Log into **MiCollab End User Portal**, and click **My Conferences**. The Start Recording link appears above the conference tabs.
2. Click **Start Recording**; the link changes to Stop Recording.

## Audio Conferencing - Phone Interface Options

While an audio conference is in-progress, as a leader you can access special conference options from your phone.

- Press **##** to enter the options menu.
- Press **1** to mute; **\*** to unmute
- Press **2** to place a call
- Press **3** to hear the number of participants
- Press **4** to enter your personal ID
- Press **5** to lock the conference
- Press **6** to end the conference
- Press **\*** to return to the conference.

## Disability Discrimination Act (DDA) compliant

MiCollab Audio, Web and Video Client features allow users who have disabilities to navigate and use the application. MiCollab Audio, Web and Video Conferencing supports ZoomText, JAWS version 17.0, and Dragon version 14.0.

MiCollab Audio, Web and Video Conferencing version 7.3 supports ZoomText, JAWS version 17.0, and Dragon version 14.0. For information about how to use these products, see their respective documentation.

**Note:** For better performance of ZoomText in Chrome and Firefox, turn off Hardware Accelerator.

**Note:** To use the Dragon tool in MiCollab Audio, Web and Video Conferencing Web Client, install Dragon plug-ins for Internet Explorer, Chrome and Firefox. Dragon supports user interface objects such as buttons, list box, text box in MiCollab Audio, Web and Video Conferencing Web Client.

## MiCollab Microsoft Outlook Plugin

MiCollab Microsoft Outlook Plugin allows user to perform Audio, Web and Video Conferencing activities from Outlook calendar after installing the MiCollab Microsoft Outlook Plugin. MiCollab Microsoft Outlook Plugin supports following features:

- Schedule Conference
- Join Conference
- Modify Conference
- Delete Conference

MiCollab Audio, Web and Video Conferencing is supported for Outlook client for Windows 2010, 2013, and 2016.

## Ad-hoc Conference

Ad-hoc Conference is an instant conference created on all MiCollab Desktop Clients (MiCollab for PC Client, MiCollab MAC Desktop Client, and MiCollab Web Client). The user must have access to MiCollab Audio, Web and Video Conferencing.

The conference initiator can create an instant conference and add participants. MiCollab users can be added using the directory search and non-MiCollab users can be added by entering their e-mail addresses in the MiCollab Client Search box.

The initiator will be automatically logged into the conference, with the leader capabilities in the Web Client.

**Note:** To auto-login the initiator as the conference leader, make sure that you allow pop-ups from MiCollab in your browser settings.

Invited participants will receive an e-mail that contains the Conference URL. The participants must click the Conference URL to open the conference Join web page in the browser. In case the Dial-in number details do not show up in the e-mail, it can be found in the **Meeting Details** section of the conference main window.

## MiCollab Meeting Center

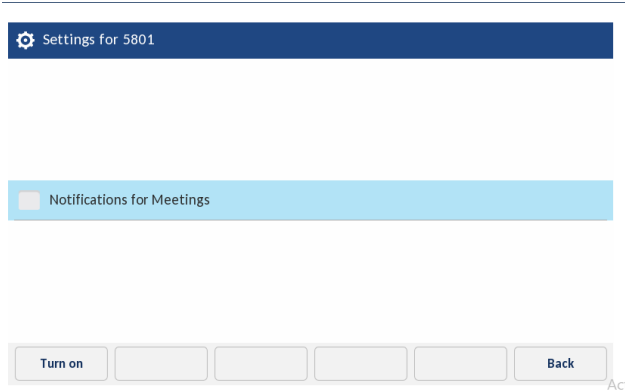
The MiCollab Meeting Center is an integration of **single tap to call** into a MiCollab Audio, Web and Video conference from the 6800 and 6900 series desk phones.

The MiCollab Client Calendar Integration must be enabled on the Server and the Outlook Calendar meeting must include the MiCollab Audio, Web and Video Conference URL in the location field for the meeting to be visible.

**Note:** Only the meetings within the next 12 hours will be displayed.

**Note:** Open the **Settings** icon on the phone and select **Turn on** to set the meetings notification.

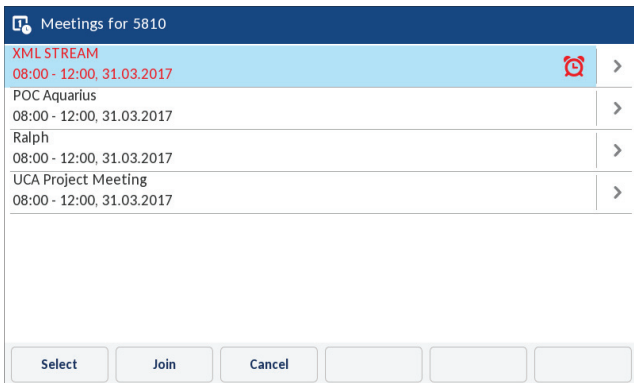
**Note:** Tap **Snooze** soft button to activate snooze feature for a meeting notification. You will receive a meeting notification (after every minute) until you press **Join** or **Cancel**.



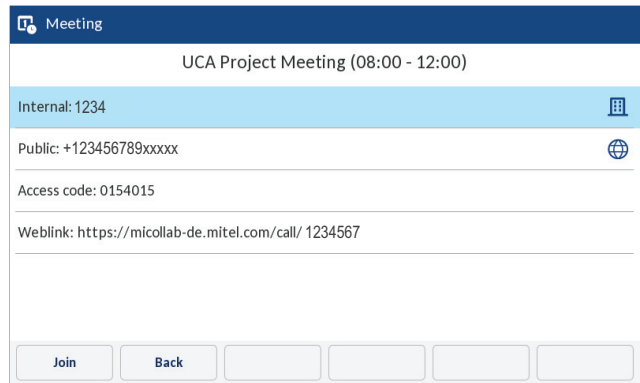
MiCollab Audio, Web and Video Conference can be created using MiCollab Microsoft Outlook Plugin or End-user portal.

To join a MiCollab Audio, Web and Video Conference:

1. Access the meetings calendar using the soft key on your phone and open the meeting in the phone menu.
2. Locate the event and confirm that the conference has started.



3. Tap **Join** to join the audio portion of the conference.



**Note:** On 6940 phones, the meeting details, **Join**, and **Settings** are touch operated. The corresponding soft buttons are not displayed on 6940 series phones.

4. Phone will automatically dial into the MiCollab Audio, Web and Video Conference.

**Note:** You may hear alarm beeps while connecting to the audio portion of the conference.

**Note:** Phone UI images will be different, depending on your phone series.