

# 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 will receive a welcome e-mail message containing the URL to the MiCollab End User Portal and your login credentials. Retain this e-mail message for future reference.

Use the MiCollab End User portal to schedule and manage your conferences, and to install MiCollab Audio, Web and Video Conferencing Desktop Client. You can start instant conferences and join conferences from your desktop using MiCollab Audio, Web and Video Conferencing Desktop Client or MiCollab Audio, Web and Video Conferencing Web Client.

## Features

Install the MiCollab Audio, Web and Video Conferencing Desktop 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 Desktop Client and MiCollab Audio, Web and Video Conferencing Web Client offer different features, as indicated in the table below. These features apply to all conference types regardless of the method used to create or schedule the conference.

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

**Note:** For the Remote Control feature to work, the leader and the participant must be using MiCollab Audio, Web and Video Conferencing Desktop Client.

## Installing MiCollab Audio, Web and Video Conferencing Desktop Client



**Time:** The time required for the installation depends on the network speed. Typical installation takes under two minutes.

The following procedure for installation may vary slightly based on the web browser and operating system used, and the security settings of your PC.

1. In the calendar or e-mail invitation to join the conference, click the URL link. The **MiCollab Audio, Web and Video Conferencing Join** page opens in the default browser.
2. Click the **Join via Windows Client** option. The MCAC-Launcher.exe file is downloaded automatically to the system. Run the .exe file to install the MiCollab Audio, Web and Video Conferencing Desktop Client. Alternatively, in the **MiCollab Audio, Web and Video Conferencing Join** page, click **Additional Options**. Click the **Verify Client** option. The MCAC-Launcher.exe file is downloaded automatically to the system. Run the .exe file to install the MiCollab Audio, Web and Video Conferencing Desktop Client.

### Notes:

- MiCollab Audio, Web and Video Conferencing Launcher can be installed whether or not your browser supports Java. If Java is not installed, the executable is renamed: MCAC-Launcher\_<server>\_<SID>\_<UID>\_<PID>\_<Type>.exe
- If using Java, version 1.8 or later is recommended for optimal use.
- The browser may prompt 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 blocker, if required.
- Windows 8 specific: A dialog box stating that "Windows SmartScreen prevented an unrecognized app from starting" may appear once you select the MiCollab Audio, Web and Video Conferencing-launcher file. Click More info and click Run anyway to resume the installation.
- If you encounter an issue upgrading MiCollab Audio, Web and Video Conferencing Desktop Client, select **Run as administrator** to upgrade the client.
- .Net Framework 4.5 or later is required. You will see a popup asking to update .Net Framework before launching the executable if the installed version is earlier than Release 4.5. Click **Yes** to go to the Microsoft .Net Framework download page and download the latest .Net Framework release.

## Opening MiCollab Audio, Web and Video Conferencing Desktop Client

To open MiCollab Audio, Web and Video Conferencing Desktop Client, click the MiCollab Audio, Web and Video Conferencing Desktop Client icon in the **Start** menu or click the MiCollab Audio,




Web and Video Conferencing Desktop 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 automatically on your PC on startup, add MiCollab Audio, Web and Video Conferencing Launcher to your **Startup program**.
- To allow MiCollab Audio, Web and Video Conferencing Launcher to be always visible and easily accessible, select 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 meetings as **Favorites**.
- Use the  (Conference information) icon to quickly view details of a conference.

For more information 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 MiCollab Audio, Web and Video Conferencing Desktop Client or MiCollab Audio, Web and Video Conferencing Web Client.

To join a conference using MiCollab Audio, Web and Video Conferencing Desktop Client:

- (Recommended) **Drag/drop** the conference link into the MiCollab Audio, Web and Video Conferencing Launcher.

**Note:** The drag-and-drop feature for joining a conference is not supported in Windows 10.

- **Type** the access code in the MiCollab Audio, Web and Video Conferencing Launcher and click **Join**.

**Note:** To join a conference on a new or a different server, enter both the server name and the access code in the MiCollab Audio, Web and Video Conferencing Launcher in the format: **<server name/access code>** and click **Join**.

Ensure the correct server name by checking with the conference leader or organizer.

- Select a **recent** or **favorite** conference from the MiCollab Audio, Web and Video Conferencing Launcher drop-down menu.

To join a conference using MiCollab Audio, Web and Video Conferencing Web Client:

- Click the link in the calendar or e-mail invitation. The **MiCollab Audio, Web and Video Conferencing Join** page opens in the default browser.
- Type your **Display Name** and click **Join**.

**Note:** You must enter the **Display Name** to join a conference. The system continues to prompt the user to enter the **Display Name** until it is entered.

### Creating an instant conference

To create an instant conference using MiCollab Audio, Web and Video Conferencing Desktop Client:

1. Open MiCollab Audio, Web and Video Conferencing Launcher.
2. Click **Start** or click **Start Conference** from the drop-down menu.
3. Enter the **Topic** and select the **Conference Type**.
4. Click **Start** to launch the conference.
5. Notify the invitees of the meeting details by sharing the **Access codes** and the **Web access URL**.

### Scheduling a conference

To schedule a conference:

1. Log in to **MiCollab End User Portal** using the URL you received in the welcome e-mail message and click the **MiCollab Audio, Web and Video Conferencing** tab.
2. Specify the conference to be One-time, Recurring, or Reservationless.
3. Set the conference details and call features.
4. Click **OK** to schedule the conference. The conference you scheduled is displayed in the **My Conferences** tab. You can send a calendar invite or an e-mail to the participants by clicking the **Calendar** or **E-mail** option respectively in **Access Information**.

### Managing and updating a conference

To update a conference:

1. Log in to **MiCollab End User Portal** using the URL you received in the welcome e-mail message and click the **MiCollab Audio, Web and Video Conferencing** tab.
2. Click the **My Conferences** tab. All active conferences are displayed.
3. Click the **Conference Name** you want to update. You can edit:
  - **Conference Details:** change the details about your conference.
  - **Documents:** upload and publish documents.
  - **Approval:** approve users' access to the audio or web portions of the conference.
  - **Participants:** modify the options for active participants.

### Accessing call recordings

The **Recordings** tab allows you to access call recordings associated with audio and web conferences. See *MiCollab End User Portal Help* for details.

## Changing conference settings

The **Settings** tab allows you to view or change your MiCollab Audio, Web and Video Conferencing account settings. See *MiCollab End User Portal Help* for details.

## Generating conference reports

The **Reports** tab allows you to generate Conference Details Reports. See *MiCollab End User Portal Help* for details.

## Sharing during a conference

MiCollab Audio, Web and Video Conferencing Desktop Client and MiCollab Audio, Web and Video Conferencing Web Client allows a user to share information with conference participants.



The MiShareApp application must be installed in your machine before you can initiate sharing for the first time. The MiShareApp application is installed and upgraded automatically when you install MiCollab for PC Client and MiCollab for MAC Client.

If you are using legacy Desktop Client or do not have MiCollab Client installed, you must download the MiShare application provided on the MiCollab Audio, Web and Video Conferencing server using MiCollab End-user Portal (**MiCollab End-user Portal > Audio, Web and Video Conferencing > Settings > MiShareApp**) or from your browser (click the **Share** icon on the **MiCollab Audio, Web and Video Conferencing** web page of the browser) and install it manually.

The user can share a specific application or the entire desktop screen by using the **Application** and the **Desktop** options respectively. The users have the additional option of sharing a specific region of their desktop by using the **Region** option.

## Recording an Audio and Web or Web Only conference

MiCollab Audio, Web and Video Conferencing Desktop Client allows the leader of an Audio and Web or Web Only conference to record the conference. To record the conference:

1. Click the  (Start Recording) icon from the MiCollab Audio, Web and Video Conferencing Desktop Client menu. Alternatively, you can click **Recorder** option from the menu bar and click **Start Recording**.
2. Enter a file name and select a location to save your recording.
3. Click **Save**, the recording starts automatically.
4. To stop the recording, click the  (Stop Recording) icon. Alternately, you can click the **Recorder** option from the menu bar and click **Stop Recording**.

## Recording an Audio Only conference

The leader of an Audio Only conference can record the conference by following the below steps:

1. Log in to **MiCollab End User Portal** using the URL you received in the welcome e-mail message and click the **MiCollab Audio, Web and Video Conferencing** tab.
2. Click the **My Conferences** tab. All active conferences are displayed.
3. Select the audio only conference you want to join.
4. Join the conference using the dial-in number and the access code provided.
5. Click the **Participants** tab.
6. Click **Start Recording**. The recording starts and the link changes to **Stop Recording**.

**Note:** For Audio and Web conference, the leader can start the recording only from the MiCollab Audio, Web and Video Conferencing Desktop Client.

7. To stop the recording, click **Stop Recording**.

## Audio Conferencing - Phone Interface Options

The leader of an Audio Only conference can access special conference options from his phone while the conference is in progress. These options include:

- 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) compliance

MiCollab Audio, Web and Video Client features allow users who have disabilities to navigate and use the application.

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 the 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 browsers. Dragon supports user interface objects such as buttons, list boxes, text boxes in MiCollab Audio, Web and Video Conferencing Web Client.

## MiCollab Microsoft Outlook Plugin

MiCollab Microsoft Outlook Plugin allows users to perform Audio, Web and Video Conferencing activities from Outlook calendar after they have installed the MiCollab Microsoft Outlook Plugin. MiCollab Microsoft Outlook Plugin supports the following features:

- Schedule Conference

- Standing Meeting
- Join Conference
- Modify Conference
- Delete Conference

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

MiCollab Microsoft Outlook Plugin can be downloaded from the following sources:

- The **Download MiCollab Microsoft Outlook Plugin** option in the drop-down menu on the MiCollab Audio, Web and Video Conferencing Launcher.
- The meeting link in the calendar or e-mail invitation. (**MiCollab Audio, Web and Video Conferencing Join** page > **Additional Options** > **Download MiCollab Microsoft Outlook Plugin**).
- The **MiCollab End User Portal (MiCollab Audio, Web and Video Conferencing > Settings > MiCollab Microsoft Outlook Plugin)**.
- MiCollab Microsoft Outlook Plugin download link received in the welcome e-mail message.

## Ad-hoc Conference

Ad-hoc Conference is an instant conference created on all MiCollab Client Desktop applications (MiCollab for PC Client 8.0, MiCollab for MAC Client 8.0) 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 Client corporate contacts 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 is automatically logged into the conference, with leader capabilities in the MiCollab Audio, Web and Video Conferencing Web Client.

**Note:** To auto-login the initiator as the conference leader, your browser settings must allow pop-ups from MiCollab.

Invited participants will receive an e-mail that contains the Conference URL and Dial-in numbers. The participants can click the Conference URL to open the conference Join web page in their browser. Alternatively, participants can use the Dial-in numbers to join the conference. In case the e-mail does not show the Dial-in number details, participants can view them in the **Meeting Details** section of the conference main window.

## MiCollab Meeting Center

The MiCollab Meeting Center integrates the **single tap to call** feature into a MiCollab Audio, Web and Video conference on 6800 and 6900 series desk phones.

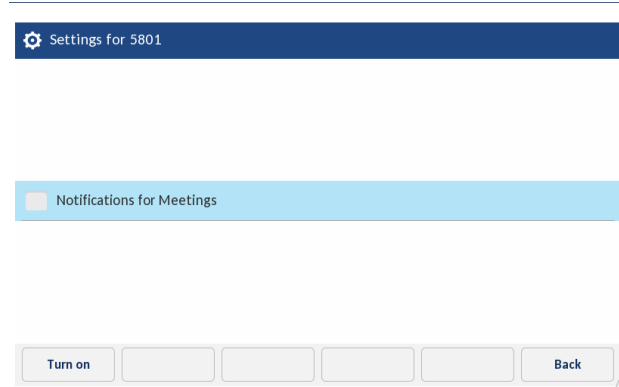
**Note:** MiCollab Meeting Center requires a MiCollab Client Account and Call Control Configuration to function.

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 displayed.

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

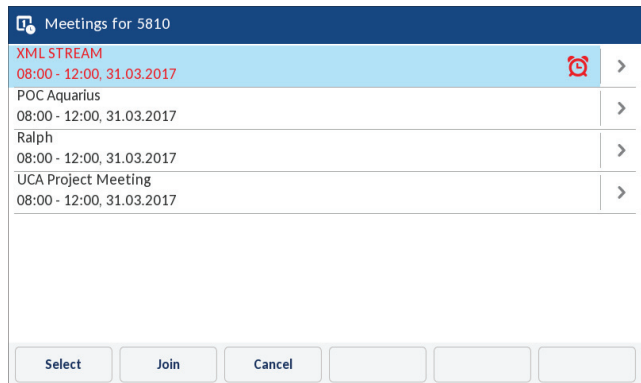
Open the **Settings** icon on the phone and select **Turn on** to set the meetings notification.

Tap the **Snooze** soft button to activate the snooze feature for a meeting notification. You will receive a meeting notification on your phone (after every minute) until you press **Join** or **Cancel**. See the following screenshot.



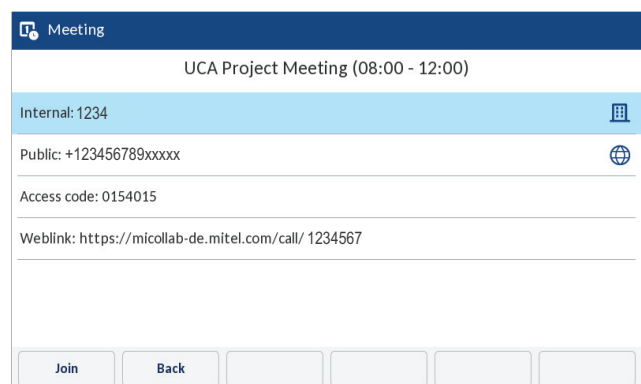
To join a MiCollab Audio, Web and Video conference:

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. The first dial-in number that is programmed is automatically dialed.

**Note:** To dial an alternate number, chose the number from the meeting details in the phone menu.



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.

## Requirements

### MiCollab Audio, Web and Video Conferencing Client Requirements

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Desktop Client	<ul style="list-style-type: none"><li>• CPU—Dual Core, 1.6 GHz processor or higher</li><li>• RAM—2 GB minimum (4 GB or more recommended)</li><li>• Operating system—Windows 7.1, Windows 8.0, 8.1 (Desktop mode), Windows 10, MAC OS X Lion (10.7), and MAC OS X Mountain Lion (10.8)</li><li>• Thin Clients—Citrix XenApp 7.11 or later and Citrix XenDesktop 7.11 or later</li></ul>
Web Client	<ul style="list-style-type: none"><li>• Web browser—Microsoft Edge 20, Internet Explorer (IE) 10, and 11, Mozilla Firefox 40 or later, Google Chrome 45 or later, Apple Safari 9.0 or later, Apple iPad (third generation) iOS 8.X (as Web Clients only), Android 5.0, 6.0 (as Web Clients only)</li><li>• Thin Clients—Citrix XenApp 7.11 or later and Citrix XenDesktop 7.11 or later</li></ul>