



A MITEL
PRODUCT
GUIDE

MiCollab for Mobile Client End-User Online Help

Release 9.7

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Getting Started

1

This chapter contains the following sections:

- [Scope of the document](#)
- [Intended audience](#)
- [What's new in MiCollab Release](#)
- [About MiCollab Client](#)
- [Supported headsets and audio devices](#)
- [Requirements](#)
- [Download MiCollab Client](#)
- [Self-Deployment](#)
- [MiCollab Client Upgrade](#)

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.

The MiCollab Client is available on the following devices:

- MiCollab for PC Client
- MiCollab Mac Desktop Client
- MiCollab Web Client
- MiCollab for Mobile Client (Android and iOS)

1.1 Scope of the document

This document will help you install, register, log in/log out, utilize call/chat/voicemail functionality, and utilize the meeting capabilities of the MiCollab Client application.

1.2 Intended audience

This document is intended for end-users to set up the MiCollab Client application and use its features and capabilities.

1.3 What's new in MiCollab Release

Release 9.7

MiCollab Softphones Voice Quality reporting

With MiCollab Release 9.7, the MiCollab Softphones (SIP) voice quality report can be generated and displayed in an RFC-6035 compliant Voice Quality collector, such as Mitel Performance Analytics (MPA).

For more information on MiCollab Softphones voice quality reporting, see the MiCollab Softphones Voice Quality Reporting Solution Guide.

Merge Softphone, Ring / Hunt Groups, Settings, and About menus with User Profile in PC, Mac, and Web Clients

From MiCollab Release 9.7 onwards, the Softphone, Ring / Hunt Groups, Settings, and About are integrated with the User Profile. The user have to click on the avatar to open the User Profile menu that comprises of the following options:

- User's avatar
- Personal message text box
- Availability
- Softphone
- Ring / Hunt Groups
- Settings
- About

For more information on the new Web, PC, and Mac UI changes, see the *MiCollab Client End-User Online Help for PC, Mac, and Web*.

Login or logout from Hunt Groups - MiVoice 5000

From MiCollab Release 9.7 onwards, the users can mark themselves as present or absent (log in/log out) in the Hunt Group. In MiVoice 5000 each user can be a part of only one Hunt Group.

For more information on the login/logout feature, see the *MiCollab Client End-User Online Help for PC, Mac, Web, and Mobile > Ring Group and Hunt Group* section.

Login or Logout from Hunt Groups - MX-One

From MiCollab Release 9.7 onwards, the users can mark themselves as present or absent (log in/log out) in the Hunt Groups. In MX-One each user can be a part of a maximum of four Hunt Groups.

For more information on the login/logout feature, see the *MiCollab Client End-User Online Help for PC, Mac, Web, and Mobile > Ring Group and Hunt Group*

MiCollab Desktop Client UX changes

From MiCollab Release 9.7 onwards, some of the major client UX changes have been implemented in the MiCollab Desktop Clients, which includes merging the:

- Chat and MiTeam menu under Messages menu
- Call History and Voicemail under Phone menu

For more information, see the *MiCollab End-User Online Help for PC, Mac, and Web*.

Accessibility on MiCollab Clients

From MiCollab Release 9.7 onwards, the MiCollab Clients (Web and Mac) will support screen readers for the differently abled end-users.

For more information, see the *MiCollab End-User Online Help for Mac and Web > Getting started*

Loud speaker button on outgoing call screen

From MiCollab Release 9.7 onwards, the users dialling an outgoing call using the MiCollab Mobile Client can enable the speaker even before the call is answered.

For more information, see the *MiCollab End-User Online Help for Mobile > Call features > In-call features*.

Latest CloudLink chat features enabled in MiCollab

From MiCollab Release 9.7 onwards, some of the latest CloudLink chat features were implemented in the MiCollab Client, such as edit message, select message, view message information, and delete messages.

For more information, see the *MiCollab End-User Online Help for PC, Mac, Mobile, and Web > Chat features* section.

MiCollab Telephony-only Client evolution

With MiCollab Release 9.7 onwards, three new features have been implemented in the MiCollab PC Client Telephony-only mode:

- option to hand-off an ongoing call to another device
- a pop-up notification during an ongoing call to indicate that the softphone is offline or disconnected
- an indicator on the mid-call screen or in case of the sudden disruption of network

For more information, see the *MiCollab End-User Online Help for PC > MiCollab PC Client Telephony-only modes* section.

Data network priority for MiCollab Mobile Client (iOS) users

From MiCollab Release 9.7 onwards, the administrator can configure MiCollab Mobile Clients network priority for VoIP based calls over WiFi for poor WiFi coverage areas.

For more information, see the *MiCollab End-User Online Help for Mobile Clients > Settings > Phone Settings* section and *MiCollab Client Deployment > Deployment Profiles > Adding or modifying a profile* section.

Support cross-launching calls via custom URI

With MiCollab Release 9.7 onwards, MiCollab Mobile Client (only iOS) supports cross-launching a MiCollab call via custom URI.

For more information, see the *MiCollab End-User Online Help for Mobile Clients > Call Features* section.

Integration of Opus codec into MiCollab deployment

From MiCollab Release 9.7 onwards, Opus audio codec has been integrated in the softphone that is used by the MiCollab clients (Android, Windows, iOS, and MacOS).

Note:

For now, Opus audio codec is only supported in MiVoice Business and MX-One.

For more information, see the *MiCollab Client DeployU Web Help > Deployment Profiles > Adding or modifying a profile*.

Resetting MiCollab Client password

From MiCollab Release 9.7 onwards, Non-SSO users can reset their MiCollab Client password by using the **Forgot Password?** option in the Login Screen.

For more information on the resetting MiCollab Client password feature, see the *MiCollab Client End-User Online Help for PC, Mac, Web, and Mobile > Ring Group and Hunt Group* section.

Wi-Fi to WWAN/LTE Handover

From MiCollab Release 9.7 onwards, MiCollab for Mobile Client will attempt to automatically recover an ongoing call when a network switch happens during a call (from WiFi to Mobile data network or vice-versa).

For more information on the login/logout feature, see the *MiCollab Client End-User Online Help for Mobile > Settings > Automatic Recovery of Ongoing Call* section and the *MiCollab Client Administrator Guide > Features and Capabilities > MiCollab Client-Level Features > MiCollab for Mobile Client features* section.

1.4 About MiCollab Client

The **About** section provides the below details:

- **What's New:** Opens the what's new in the Client information.
- **Documentation:** Displays the MiCollab Client Online Help file.
- **View EULA certificate:** Displays the End-User License Agreement (EULA) certificate, and copyright information.
- **Privacy Policy:** Displays the MiCollab Client application privacy policy details.
- **Release Notes:** Directs the user to the MiCollab Client Release Notes in the Document Center.

1.5 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:

The mute/unmute controls on the headset will not affect the mute/unmute button on the Mobile Client in-call features screen or vice versa. For example, if a user mutes the MiCollab audio call using their headset controls, the user must use their headset control only to unmute the call.

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.

1.6 Requirements

MiCollab Client	Requirements
MiCollab for Mobile Client (Android and iOS)	<ul style="list-style-type: none"> Android OS version 8 or later iPhone OS version 13 or later

Note:

MiCollab mobile clients for iOS (iPhone devices) can be cross-launched from the Safari Browser starting from iOS 16.2 version.

1.6.1 Additional Settings

Note:

MiCollab Client does not support the Dark Mode of iOS

1.7 Download MiCollab Client

Download the MiCollab Client install software as instructed in the deployment e-mail message.

1.7.1 Deployment e-mail

You will 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. Once authenticated, MiCollab Client allows you to log on to the system without entering your credentials.

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

Note:

The QR code (from the deployment e-mail) is valid only for three attempts.

1.8 Self-Deployment

You can self-deploy and configure the MiCollab for PC, Mac, 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.

Configure using the QR code:

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

1. From the MiCollab top header menu, single tap on the avatar to open **Settings**.
2. Click on **General > Self Deployment** on MiCollab Client.
3. A temporary QR code is generated on the Client and displayed on screen.

Note:

The code expires after 10 minutes. Click Refresh to regenerate the code.

4. 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.
5. Open the MiCollab for Mobile Client to self-deploy the Client.
6. In the **License Agreement** screen, tap **Accept**.

7. Tap **Scan QR code** and scan the QR code generated in step 2. The Client is automatically deployed and configured on the device.

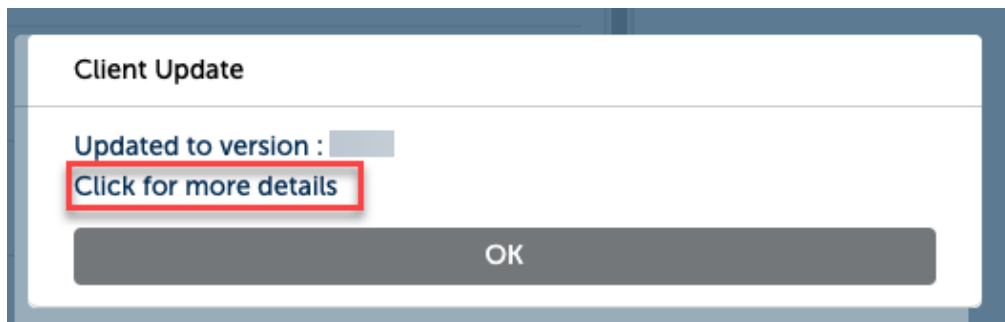
With Release 9.5, a new option called as **Configure this client** is available under the QR code, under **User Profile > Settings > General > Deployment**. This option gets enabled when you select a configuration (softphone extension) in the drop-down, which otherwise remains inactive in the local client. Once a Softphone is selected, it will activate this configuration on the local client. The **Configure this client** option cannot be used for configuring other clients. The button is visible in all client types (i.e. on Android, iOS, Mac, PC, Web) but can be only used when there is more than one softphone configuration for a particular account.

When you click on **Configure this client** option, a confirmation pop-up message appears. Click on **OK** and the selected DN is deployed on the desired client.

1.9 MiCollab Client Upgrade

Whenever the MiCollab client is updated to a new version, the user gets notified by a prompt when he logs in to the client. Once the client is updated, another prompt is displayed, stating that the Client has been updated along with the version details.

The user can also view the MiCollab Client Release Notes, which are available for the end-users. Click on the option, **Click for more details** in the Client upgrade prompt to open the Release Notes



MiCollab Client Basics

2

This chapter contains the following sections:

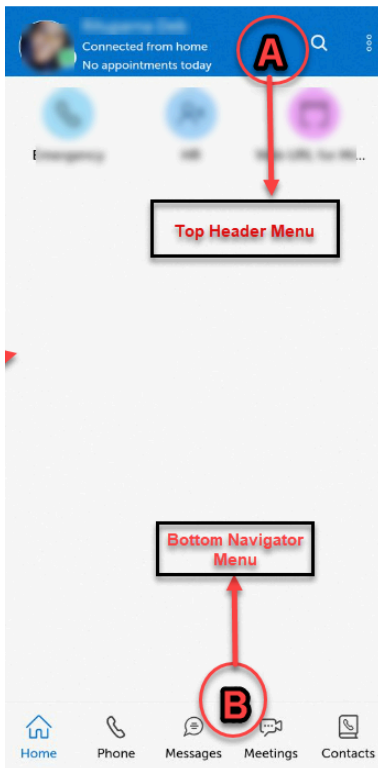
- [MiCollab for Mobile Client overview](#)

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.

2.1 MiCollab for Mobile Client overview

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

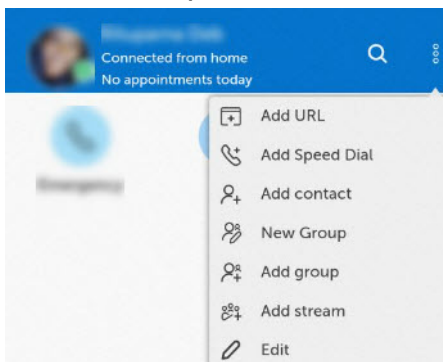


A	Top header menu —Displays your avatar, personal information, presence status, availability on the top left, the
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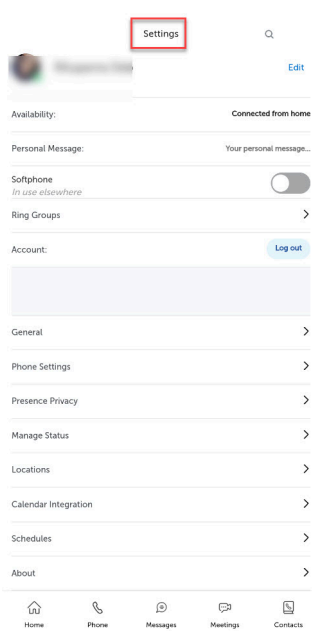
	<p>search icon and the more icon on the top right. The avatar also has the presence indicator to identify the status of the user.</p>
B	<p>Bottom navigator menu—Displays the following prioritized menu options:</p> <ul style="list-style-type: none"> • Home - Comprises of Shortcuts, Settings (displays after a single tap on the Avatar), and Availability (displays after a long press on the Avatar). • Phone- The phone screen comprises of <i>All</i>, <i>Missed</i>, and <i>Voicemail</i> call list of the users. The screen also has a search icon on the top right corner, a floating dial pad button at the bottom right corner. • Messages- The message screen comprises of <i>Chat</i>, <i>Streams</i>, and <i>Classic Streams</i>. • Meetings- Opens the MiTeam Meetings application. • Contacts- The Contacts page lists the <i>Groups</i>, <i>Personal</i>, <i>Corporate</i> and <i>External</i> contact lists.

2.1.1 Top Header menu

The Top Header Menu displays your avatar, personal information, presence status, availability on the top left, the search icon and the more icon on the top right. The avatar also has the presence indicator to identify the status of the user.



Settings:



To open the Settings page, single tap on the avatar on the top left corner of the Header menu. You can manage the following settings from the **Settings** page:

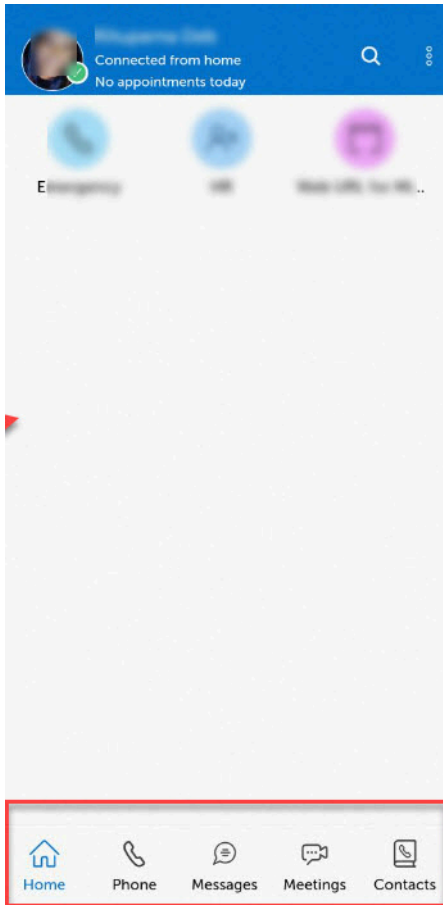
Edit	Allows you to change your display photo.
Availability	Allows you to manage your availability status.
Personal Message	You can add or change your personal message from this field.
Softphone	To stop receiving calls on your softphone, you can change the dynamic status or disable the softphone on the Mobile Client.
Ring Group	Allows you to enable or disable the Ring Group and Hunt Group (if configured for the user).
Account	This option is only available for Android clients, where the user can Log out of the Mobile Client.

General	<p>Under General you can view/perform the following functions:</p> <ul style="list-style-type: none"> • enable the dialpad at startup • add/delete your numbers (softphone, deskphone, personal number, etc) • self deployment of clients using QR code • change password • sort the order of the names of MiCollab contacts • enable/disable the notifications • send or delete diagnostic logs • factory reset
Phone Settings	Allows you to set the call using option, control other phones, calling mode, and change the voicemail PIN.
Presence Privacy	Allows you to control your presence information to be displayed to other users or not.
Manage Status	Allows you to change, add, edit, and delete Dynamic Status.
Locations	You can also set your dynamic status based on your location.
Calendar Integration	Provides automatic updates to your Dynamic Status based on your Google Calendar, Microsoft Exchange, Outlook calendar entries.
Schedules	Allows you to set your schedule and your Dynamic Status can be changed accordingly based on your set schedule.

About

Provides information about What's New in the Client, documentation link of the help file, End User License Agreement, Privacy Policy, Release note and the MiCollab Client-MiCollab Server and Client versions.


2.1.2 Bottom navigator






Home







The home page is a convenient location which comprises of Shortcuts, Settings (which displays after a single tap on the Avatar), and Availability (displays after a long press on

the Avatar). Tapping on the More  menu icon allows the users to edit the Home Screen icons. The following options are displayed when you tap on the More menu icon.

- **Add URL**  : This option allows you to add a URL shortcut in the Home page for quick launching a website.
- **Add Speed Dial**  : This option allows you to add a number for speed dial in the Home page.
- **Add Contact**  : This option allows you to add a corporate contact in the Home page.

Note:

You cannot add personal contacts to the home page.

- **New Group**  : This option allows you to create a new group which is then added to the home screen for easy access.
- **Add Group**  : This option allows you to add an existing group to the home screen for easy access.
- **Add Stream**  : This option allows you to add an existing MiTeam Stream to the home screen for easy access.
- **Edit**  : You can use this option to reorder or delete items from the home page. A user can also enter the edit mode by dragging an item on the home page.

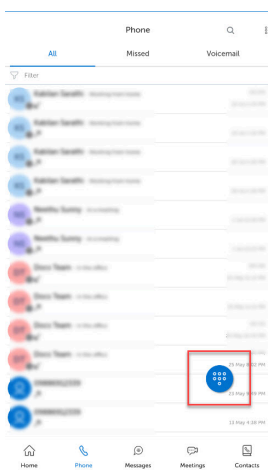
Phone



The Phone page provides a listing of all your dialed, received, and missed call logs under the **All** and **Missed** tabs along with **Voicemail**. To make a call from the Phone menu, you can either single tap on the entry from the call history view to open details page of the contact and then make a call or you can also make a call via the quick menu option after a long tap on the user avatar in call history. The Phone menu also shows the call history of the dialed numbers outside the organization.

The Voicemail tab 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.

In the Phone page there is a dialpad icon which can be used like a typical phone to make a call to a phone number even outside your organization.



The Phone page also displays the More icon, Filter icon, and the Search icon under the All, Missed and Voicemail tabs. The More icon displays options to **Delete** individual or **Delete All** the entries.

Messages



The Messages page allows you to connect in real time to any other MiCollab contact or group of contacts. The chat view displays all existing chats and these chats remain displayed here until they are deleted. The Stream view displays the list of chat streams.

The Messages page also displays the More icon and the Search icon. The More icon under the Chat tab allows you to hide individual chats, in the Streams tab allows you to leave the stream chat, and under the Classic Streams allows you to delete each chat stream.

Note:

CloudLink chats cannot be deleted, they can only be hidden.

Meetings

The Meetings page directly opens the MiTeam Meetings application. MiTeam provides a persistent workspace for team-based conversations, content collaboration, project management, and meetings. Using the **MiTeam** capability in your MiCollab Client (PC, Mac, Mobile, and Web Client), you can collaborate with other MiCollab or guest users in the meeting.

MiTeam Meetings is a Cloud-based collaboration tool (based on CloudLink infrastructure) that enables MiCollab users to access features, such as:

- **Collaborate:** Perform audio, video, and web sharing
- **Chat:** Hold chat sessions and receive chat notifications within the meeting
- **File Sharing:** Store and share files

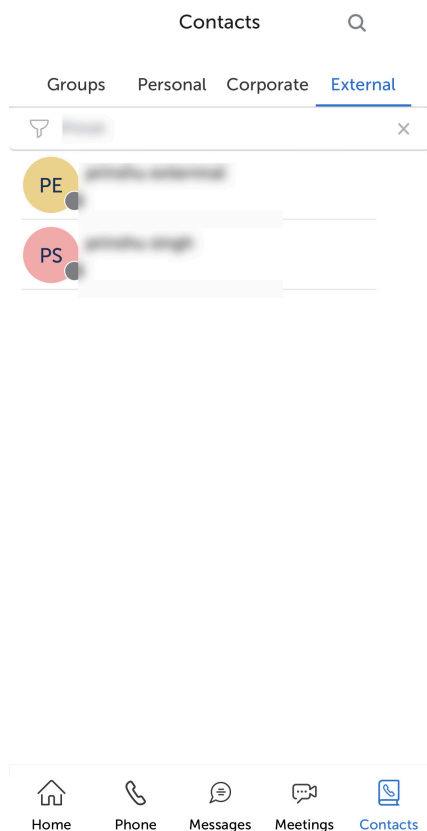
Contact

The Contacts page displays all your **Corporate, Personal, and External** contacts along with your **Group** contacts and enables you to search the contact list to quickly find who you want to communicate with. Long press on the contact's avatar to view the communication options.

The More icon is available under the Contacts page, but only under the Groups tab which allows you to create a **New group** or **Delete Groups**. The Search icon is present in all the four tabs, that is under Groups, Personal, Corporate, and External tabs.

Note:

If the corporate or external contacts are stored under personal contacts, then even after a factory reset of the MiCollab client, the contacts would appear under the personal contact list because it is now a part of the native contacts of the device. To delete those contacts, the user must delete those entries from his native contact list so that those contacts do not display when another user redeploys the client with a different account to the previous device.



This chapter contains the following sections:

- [Install MiCollab for Mobile Client](#)
- [Uninstall MiCollab for Mobile Client](#)
- [Log in to MiCollab for Mobile Client](#)
- [Log out from MiCollab for Mobile Client \(only in Android clients\)](#)
- [MiCollab Client Password settings](#)
- [Managing contacts](#)
- [Push Notifications](#)
- [Chat features](#)
- [Call features](#)
- [Voicemail features](#)
- [Meeting features](#)
- [Ring Group and Hunt Group](#)
- [Settings](#)

3.1 Install MiCollab for Mobile Client

1. Open the download link in the deployment e-mail message.

You will be directed to App Store or Google Play Store depending on the type of Client.

2. Tap 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.

3.2 Uninstall MiCollab for Mobile Client

To remove MiCollab for Mobile Client from an iOS device

1. Tap and hold the MiCollab for Mobile Client icon until you get the **x** icon.
2. Tap the **x** icon and then **Delete**.

To remove MiCollab for Mobile Client from an Android device

1. Tap **Settings** and select **Apps**.
2. Find the MiCollab for Mobile Client application and then tap **UNINSTALL**.
3. Tap **OK**.

3.3 Log in to MiCollab for Mobile Client

1. Open the MiCollab Client application on your mobile.
2. Tap **Accept** on the license agreement screen.
3. Enter the authentication code provided in the deployment e-mail and then tap **Apply**.

Or Tap **Scan QR code** and point the camera to the QR code (from the MiCollab for PC, Web, or MAC Client, click **Settings** > **General** > **Self Deployment**).

4. Enter the password and tap **Apply**.

Note:

You can also log in to the MiCollab Mobile Client using the UPN (User Principal Name) field from Azure AD.

Note:

If the UPN field is updated on Azure Active Directory, then the client would restart without asking for the credentials, similar to the Login ID field update.

3.4 Log out from MiCollab for Mobile Client (only in Android clients)

 **Note:**

The log out button or the option to log out of the MiCollab mobile client will only remain enabled for users who are on the AD for on-prem authentications. For users who are on MiCollab authentication, the log out option would not be visible. MiCollab does not support Customers who want to use the log out button and have users with a mixed environment, for e.g. CloudLink/AD on-prem authentication and Micollab authentication users.

 **Note:**

The logout button would not be visible for the MiCollab Authentication and non-CloudLink Authentication users.

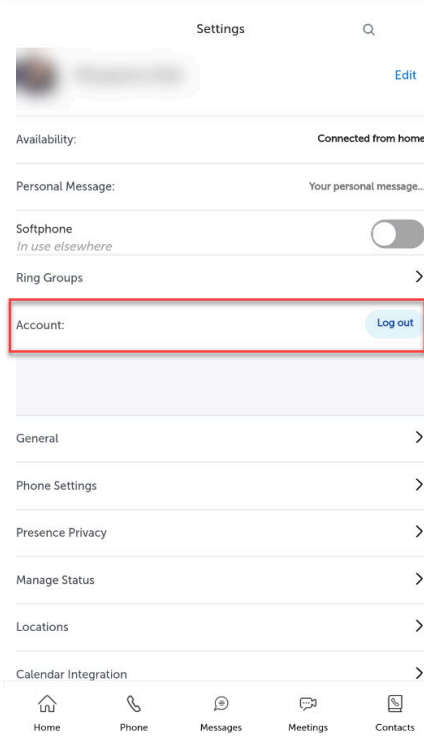
 **Note:**

When the **Allow users to logout on Android Clients** setting is enabled by the administrator from MiCollab server, the end-users should restart their Android Clients to view the **Log out** option in the Client settings.

To log out from MiCollab for Mobile Client, perform the following:

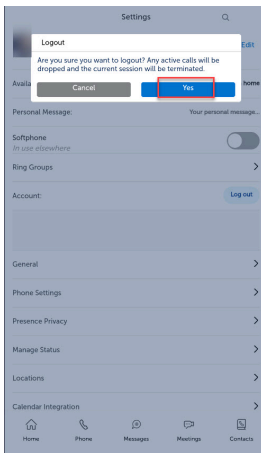
1. Single tap on the user's avatar on the top display navigator of the Home screen to open the **Settings** page.

2. Under **Settings > Account**, tap on the **Log out** button.



A logout confirmation window opens for you to confirm whether you want to log out from the client. Logging out will drop all the active calls and terminate the current session.

3. Tap on **Yes** to logout of the client.



4. After you log out of the client, the manual login page opens.

The **Remember me** checkbox ensures that the username is pre-filled with the previous field values after the user logs out.

The user has to check the **Remember me** checkbox each time they log out of the client, if they want the username details to be saved for the next login.



MiCollab

micollab58-ve-in.lab.mitel.com

Remember me

*To make an Emergency call, please use the native dialer on your phone

Next →

i Note:

The alternative method to log in to a client using the QR code can be done when the client is uninstalled or when a factory reset is performed. In case the client application is uninstalled, it has to be re-installed back for the user to log in back to the client.

i Note:

If a user who is on a call tries to log out of the client, the client will display a warning message for confirmation. If the user confirms to logout, the client automatically disconnects the call, and the user is logged out.

i Note:

In case, there is no network coverage on the mobile phone, the user cannot log out of the client. If the user clicks the logout button, the error message ***Could not logout as network is unavailable or a network error occurred. Please try again*** is displayed.

i Note:

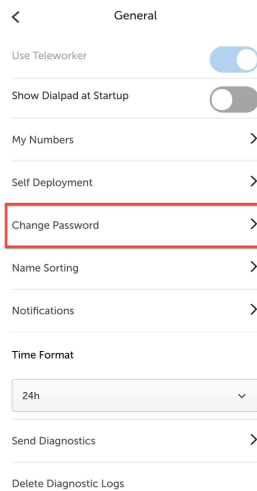
If the Mobile Client application is force closed, you will still receive MiCollab calls on your softphone. To stop receiving calls on your softphone, change the dynamic status or disable the softphone on the Mobile Client.

3.5 MiCollab Client Password settings

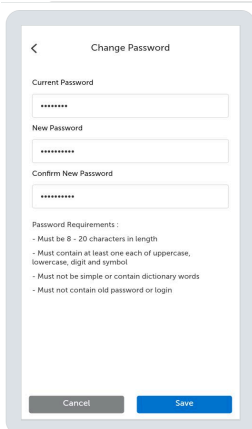
3.5.1 Changing MiCollab for Mobile Client password

Non-SSO users can change their MiCollab Client password as per the following instructions:

1. From the navigation menu, tap **Settings** > **General**.
2. Tap **Change Password**.



3. Enter the current password and the new password in the **Change Password** prompt. Ensure that the new password is compatible with the *Password Requirements* mentioned in the same prompt.
4. Tap **Save**.



3.5.2 Resetting MiCollab for Mobile Client password

Non-SSO users, if they forget their MiCollab Client password, can:

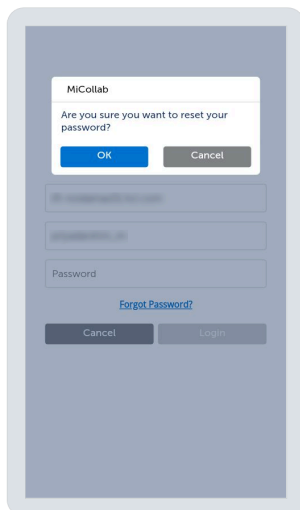
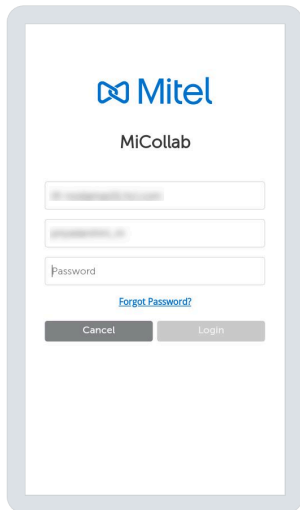
- log out of MiCollab Mobile Client and reset the password in the Login page using **Forgot Password?** option.

- reset the password on the **Change Password** prompt using **Forgot Current Password** option.

To reset the password on the Login page, proceed as follows:

1. Tap the **Forgot Password?** option in the Login page.

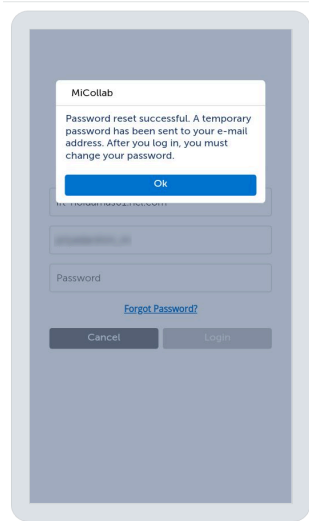
A pop-up screen notification appears for you to confirm resetting your password.



Note:

If the **Reset Password on Login** option is disabled from the MiCollab server while the user taps **Forgot Password?** option, then the user will receive a temporary password over e-mail, but upon client login, the change password prompt will not be displayed.

2. Tap **OK** to proceed. A temporary password will be sent to your e-mail address and MiCollab Client will be logged off.



Welcome to your new MiCollab settings



Dear [redacted]:

This welcome email provides you details and credentials required for your MiCollab services as well as phone, Voicemail, and other services.

Depending on the Mitel services to which you are subscribed, you may also receive additional emails providing detailed instructions for setting up those services.

-- User --

Login ID: [redacted]
Password: [redacted]

-- Phones --

You have these phones available:

Number: [redacted]
Description:
Device Type: UC Endpoint
MBG Login ID: [redacted]
MBG Password: [redacted]

3. Use the temporary password to log in to MiCollab Mobile Client. After you log in, you must change your password.

Refer to the [Changing MiCollab for Mobile Client password](#) .

Note:

When you tap **Forgot Password?** option for the first time, a pop-up notification displays prompting you to change your password. Subsequent forgot password requests will not force you to change your password after you have logged into the Client.

To reset the password on the **Change Password** prompt, proceed as follows:

1. When the user logs in to MiCollab Mobile Client, the **Change Password** prompt appears.

2. From the **Change Password** prompt, click on **Forgot Current Password**.

A pop-up screen notification appears for you to confirm resetting your password.

3. Click **OK** to proceed.

A temporary password will be sent to your e-mail address and MiCollab Mobile Client will be logged off.

Note:

If the **Reset Password on Login** option is enabled from MiCollab server and the user's password is Administrator provisioned password, then the MiCollab Mobile Client users will see the **Change Password** prompt when they start MiCollab Mobile Client again.

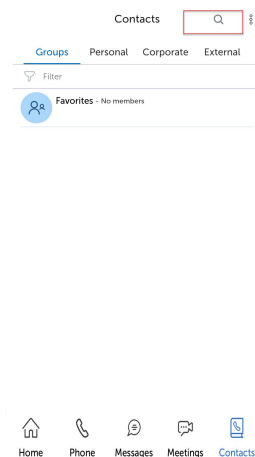
4. Use the temporary password to log in to MiCollab Mobile Client. After you log in, the **Change Password** prompt will be displayed.
5. Enter the temporary password and the new password in the **Change Password** prompt. Ensure that the new password is compatible with the *Password Requirements* mentioned in the same prompt.
6. Click **Save**.

Note:

If you are unable to reset the password, contact your Administrator for help. Refer to the [Troubleshooting](#) on page 105 for the probable causes and solution for reset password failure.

3.6 Managing contacts

To search for a contact, type a name or number in the **Search or Dial** field from the Contact page available in the bottom navigator area.



Adding contacts as shortcuts on the home screen

To add a contact to display as a shortcut on the home screen:

1. Open a contact card.
2. Tap the **More** menu and select **Add to Shortcuts**.

OR

1. From the top of the Home screen, tap the **More** menu and select **Add Contact**. Also you can long-press on the empty space in the home screen and select **Add Contact**.
2. Search and select the contact.
3. Tap **Done**.

Removing contacts from the home screen

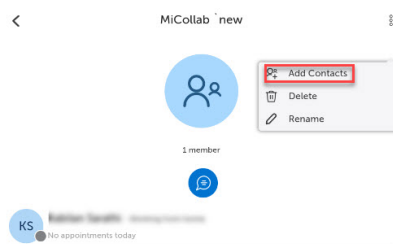
To remove a contact from the home screen:

1. From the top of the Home screen, tap the **More** menu and select **Edit**. Also you can long-press on the empty space in the home screen and select **Edit**.
2. Select the X icon on top of the desired contact.
3. Tap **Done**.

Adding contacts into a group

To add a contact into a group:

1. From Contacts menu, select a group.
2. Tap the **More** menu, select **Add Contacts**. Also you can long-press on the empty space in the home screen and select **Add Contacts**.



3. Search and select the contact.
4. Tap **Done**.

Removing contacts from a group

To remove a contact from a group:

1. From Contacts menu, select group.

2. Tap the more menu, select **Delete**. Also you can long-press on the empty space in the home screen and select **Delete**.
3. Tap the X icon on the desired contact.
4. Tap **Done**.
5. Tap **OK** from the Delete Confirmation dialog box.

Deleting a group

To delete a group:

1. From the MiCollab bottom navigation menu, tap **Contacts**.
2. Select **Delete Groups** from the more menu, select **Delete**. Also, you can swipe left on the group until you get the **Delete** option.
3. Tap the X icon on the desired contact.
4. Tap **Done**.
5. Tap **OK** from the Delete Confirmation dialog box.

3.7 Push Notifications

MiCollab for Mobile Client (Android and iOS devices) displays a real-time notification when new data is available. Notifications will be pushed to the device even when the Client is in the background, not running, or the device is locked.

Note:

Make sure the Android device is running on v7.0 or later for push notifications support. On older Android versions (v6.0) which still require background service there might be some technical issues when the battery saving or power saving setting is enabled.

Notifications are displayed for the following:

- Chat messages
- Voicemail messages
- Presence request
- Incoming calls
- Missed calls
- MiTeam Stream and MiTeam Meet invites
- Ad-hoc meeting invites

The push notification feature is enabled by default. You can choose to disable this feature in the MiCollab for Mobile Client. To disable the notifications:

1. From the MiCollab top header menu, single tap on the avatar to open **Settings**.
2. Tap **General > Notifications**.
3. Under **Notifications**, disable the preferred notifications.

By default, chat previews are displayed in full or in part in the notification depending on the length of the message.

i Note:

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

3.8 Chat features

i Note:

The MiCollab Client application must be logged in to receive chats and chat notifications. The application can be running in the background (open and not visible), but if the app is closed, you will not receive any notifications.

Chat typing indications

When a participant begins typing during an individual or group chat, MiCollab Client provides a visual indication to other chat participants that this person is typing.

Chat message history

The **Messages** screen displays a list of the individual and group contacts with whom you have chatted. Each item in the list also indicates the date and time of the last chat message that was sent to or received from that contact. Selecting an item in the list opens the chat screen for that individual or group contact displaying messages from previous conversations including the time of day and top banner with the date for each chat message.

3.8.1 Chats

MiCollab chat is a full featured chat function that synchronizes chat conversations, file transfer, and group chat across devices. MiCollab Client is integrated with CloudLink platform to provide an enhanced experience for all the MiCollab users. MiCollab chat will function even when the MiCollab server is not reachable.

3.8.1.1 Initiate a 1:1 chat

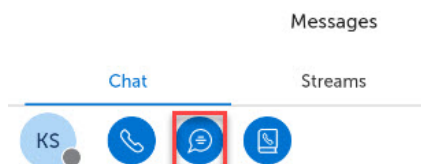
To initiate a 1:1 chat with a contact:

1. From the bottom navigation menu, you can perform any one of the steps :

- Tap on the **Messages** menu to display the recent chat conversations and then select a chat.
- Tap on the **Phone** menu to display the call history under the **All** or **Missed** tabs and select the contact.
- Tap in the Contacts menu to display the **Corporate** tab and then select or search for the contact.

OR

Tap or long-press on a contact's avatar from the above pages and select the **Chat** icon.

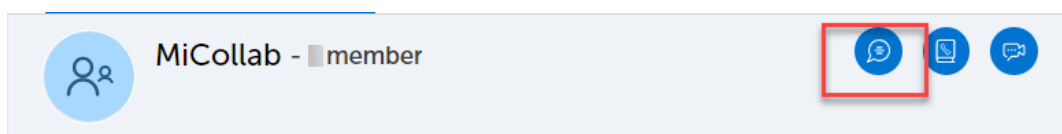


2. In the text area, type a message. You can also copy and paste a message from existing chats.
3. Tap **Send**.

3.8.1.2 Initiate a group chat

From Contacts menu

From the Contacts menu, tap or long-press the group's avatar and select the **Chat** icon.

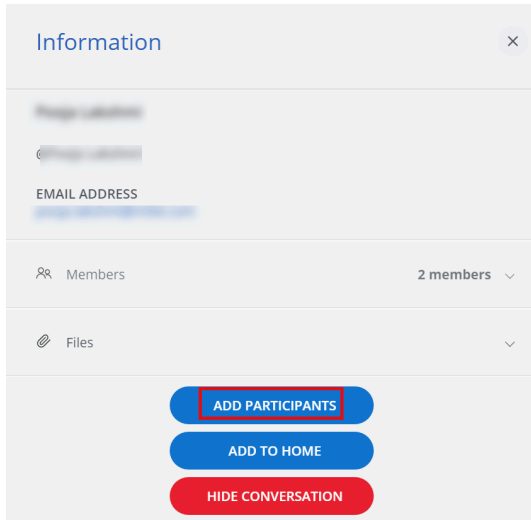


From a 1:1 chat

1. From the Messages page, open the Chat tab.
2. Tap on the user's avatar to open the individual chat window. Click on the right pane of the individual chat and then from the top-right corner of the chat window tap on the **Info** icon.

The information about the individual chat is displayed with all the information.

3. Tap on **Add Participants** to add more members to the chat.



4. Search for the contacts and select **Done** to initiate the group chat session.

This will create a new group chat with the participants. The original 1:1 chat conversation will remain as it was.

i Note:

After a group chat is started from a 1:1 chat, new participants will not be able to see the previous conversation history.

i Note:

If you delete a group chat, you will still receive the chat notifications from other participants. The chat history will be retained for future conversations with the same participants.

3.8.1.3 Chat options

Send a voice message

1. Within the chat conversation, tap on the microphone icon to start recording the audio message.

This enables the microphone and starts recording the audio.

i Note:

If a pop-up is displayed to allow the keyboard to record the audio, tap **Allow**. This will grant permission to trust the application to use microphone and record the audio.

2. Once the audio is recorded, tap the microphone icon once again to end the recording.
3. Tap on the send icon to share the audio clip within the chat conversation. You can also play the audio message before sending it.

i Note:

Tap **Delete** to delete the recorded audio clip.

Share your location

Within the chat conversation, tap the location pin icon.

Share a file or an image

1. Within the chat conversation, tap the attachment(paperclip) icon.
2. Select the image and tap **Open**.

i Note:

The maximum file size for an in-session sharing is ~10 MB.

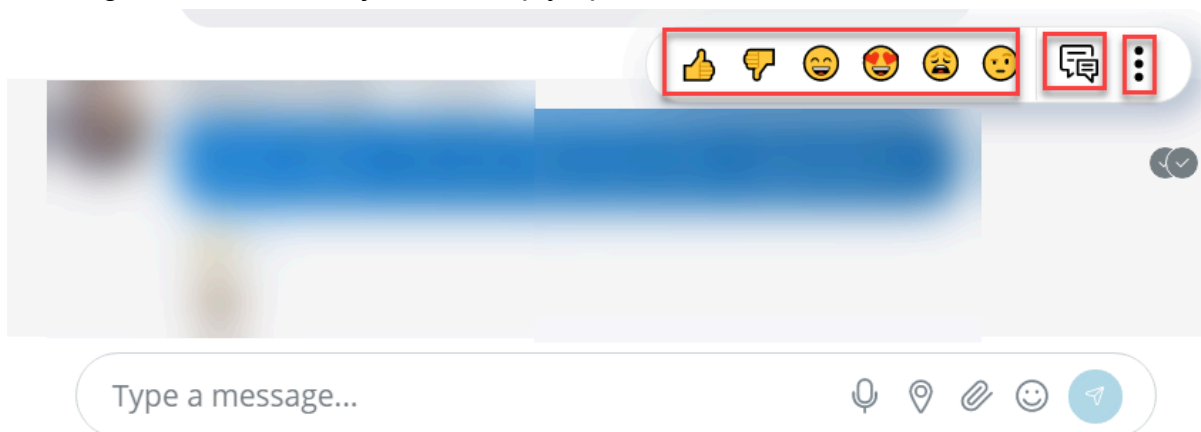
3. Tap Enter or the Send icon.

Send an emoji

1. Within the chat conversation, tap the emoji icon.
2. Select the emoji you want to send from the emoji gallery.
3. Once you have inserted the emoji in the chat box, press Enter or tap the Send icon.

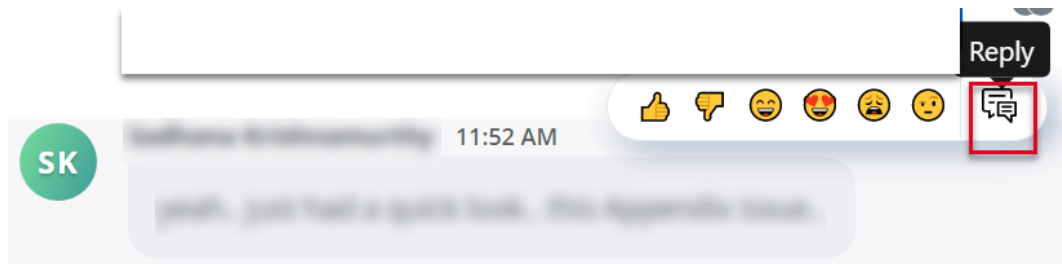
React to a message

Within the chat conversation, you can react (using emojis), reply to individual messages or perform more functions (like edit, select, view message information, or delete messages). To react to an instant message, from a conversation window, tap the message and select emojis or the reply option.

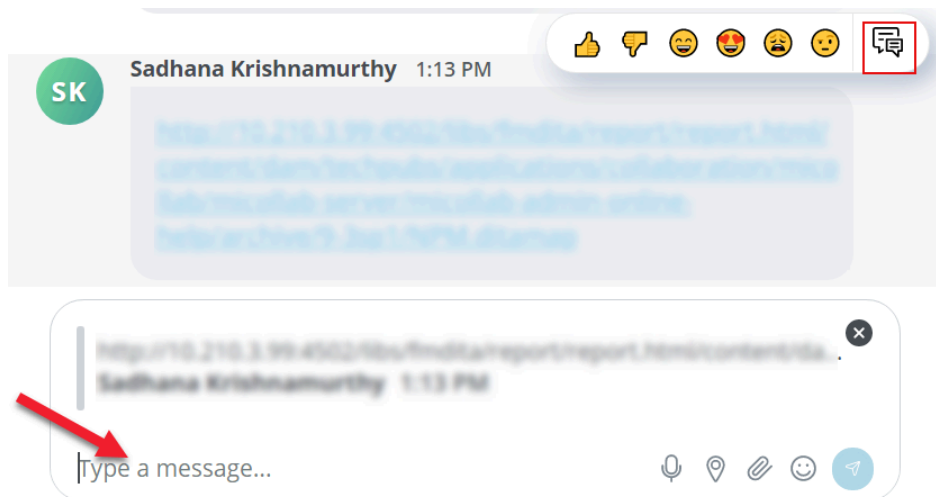


To reply to a specific message:

1. Tap on the message you received and select the reply button.



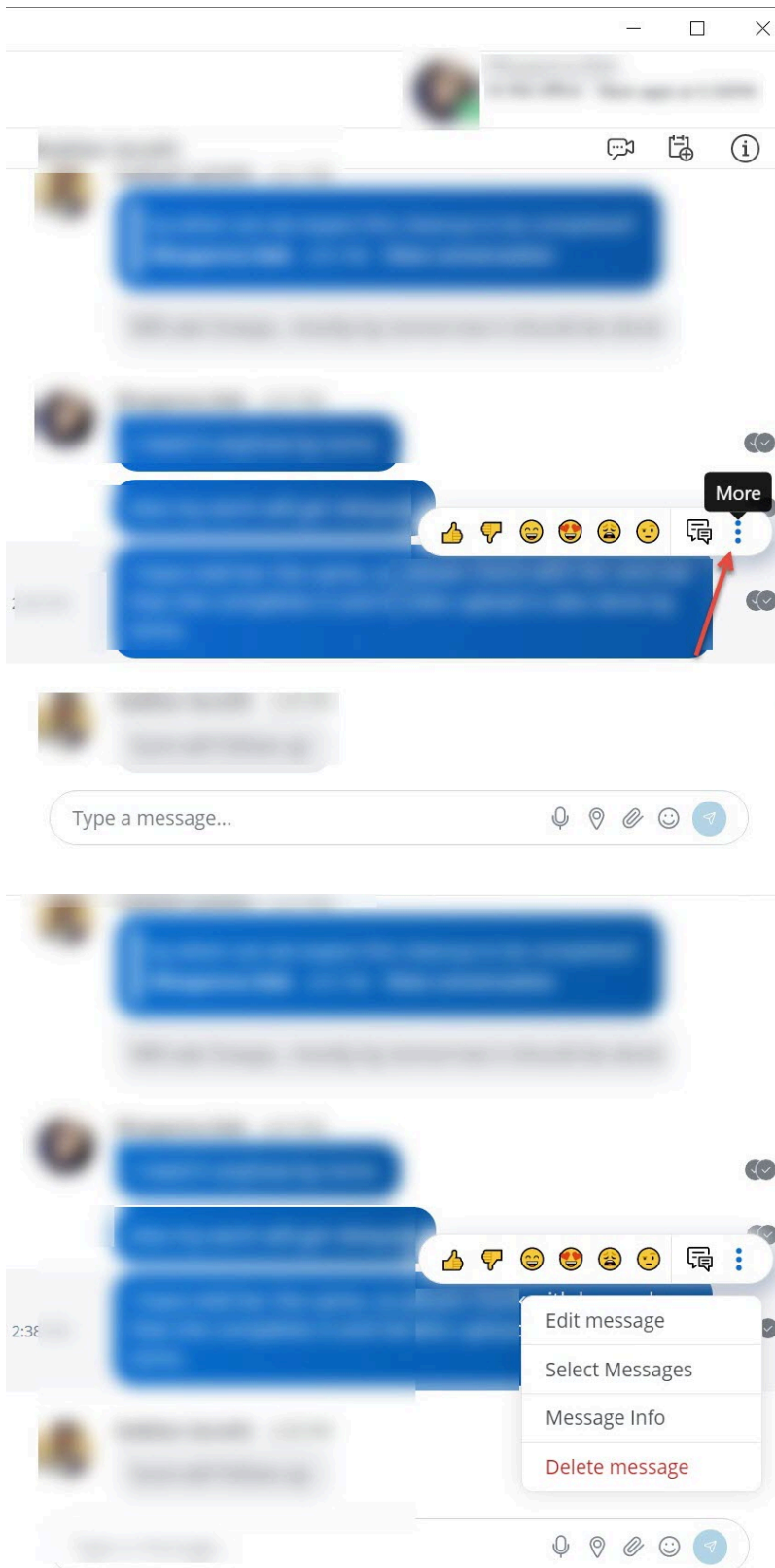
2. This will quote the chat line, and you will type the message.



3. Tap Send.

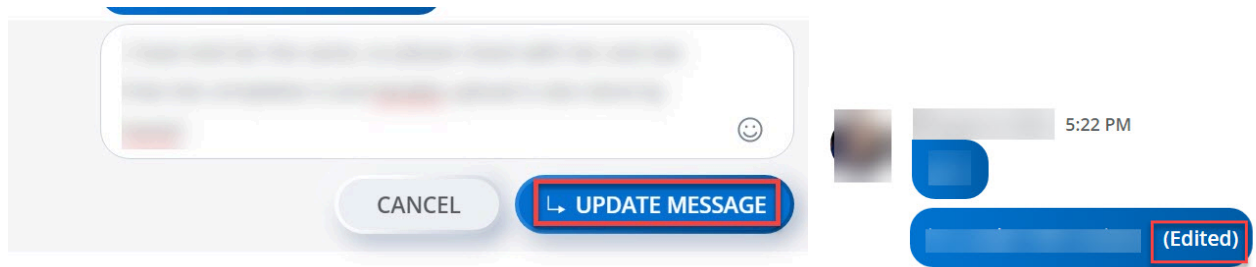
To perform more functions under the chat option:

1. Tap on the message sent to the recipient and select the more icon to display all the options.

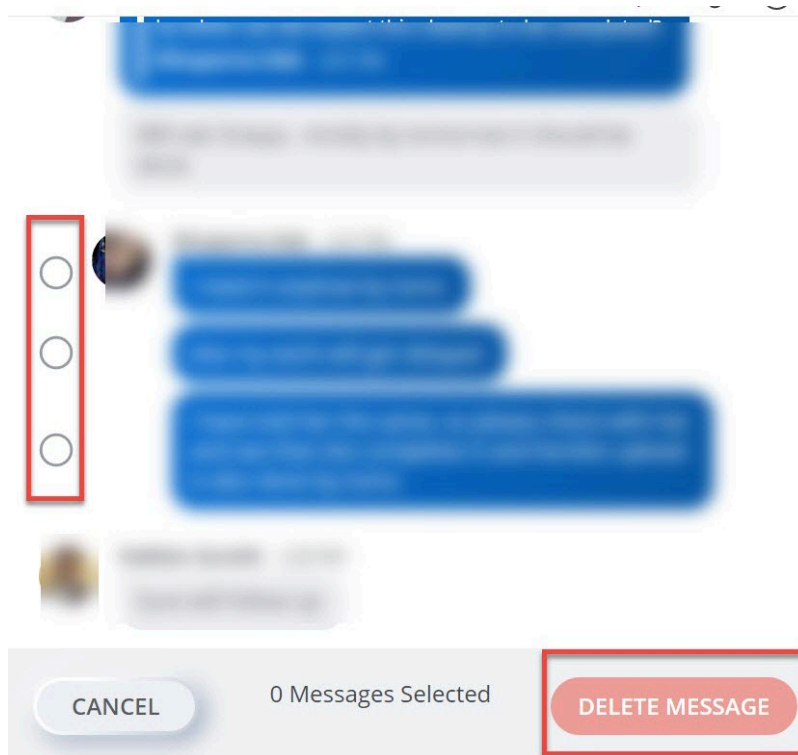


2. Tap on the options displayed under the more icon to perform the following functions:

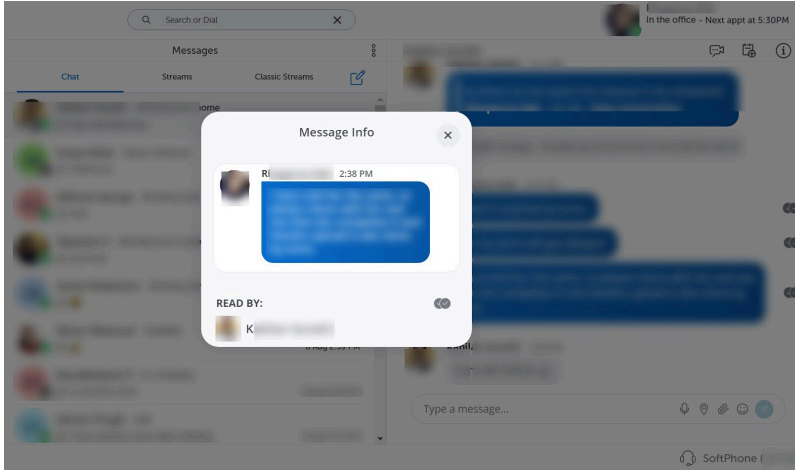
- **Edit Message** - This option allows you to edit the messages sent to the recipient. You can select the message and edit the text and re-send it. The edited message displays a tag which shows the message has been edited.



- **Select Message** - Using this option, you can select multiple messages sent to the recipient and then you can delete them from the chat window. The total number of messages selected for deletion is displayed. Received messages cannot be deleted.



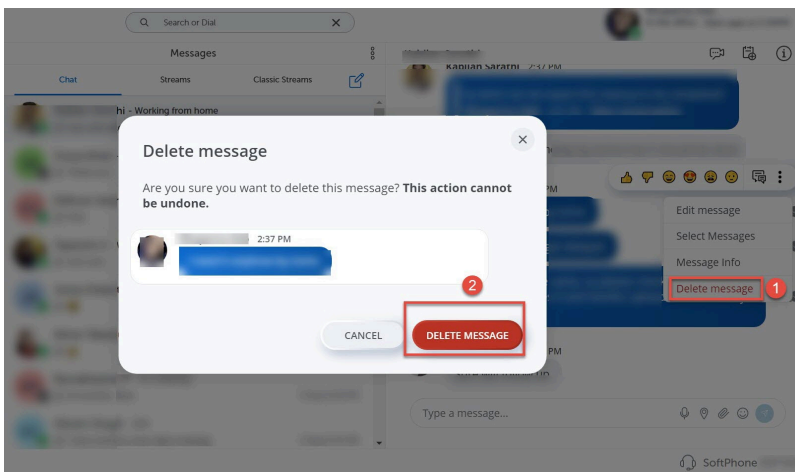
- **Message Info** - This option displays the read receipt of the sent message and the delivered-to information.



- **Delete Message**- Using this option, you can delete a specific message or multiple messages sent to the recipient.

Note:

When the Select Message option is used to delete multiple messages, an unexpected Client behavior might occur. A fast double-click of the Delete confirmation button may result in deletion of all but one of the messages the user selected for deletion. The double-click is an incorrect user action for a confirmation button. In the rare cases when the double click is very fast, the first click correctly confirms deletion and closes the confirmation window, but the second click un-selects the message that appears in the now active window, resulting in that message being removed from the delete request. The correct action is a single click on the delete confirmation button.

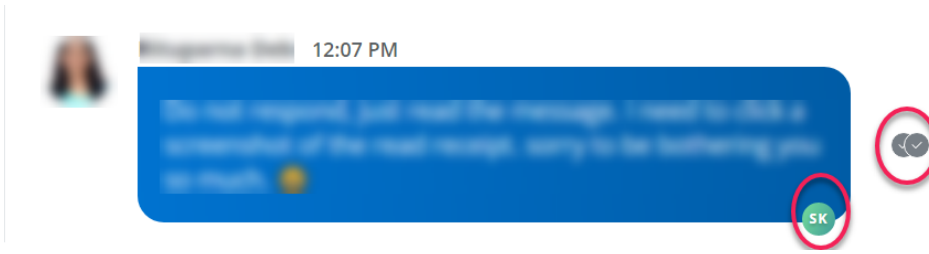
**Note:**

A very fast double-click on the delete confirmation button would in many occasions, delete all but one item in the list of messages to be deleted (in case multiple messages are selected). The double click is an incorrect user action behavior, because, the first click confirms the deletion and the second-click un-selects the message below the dialog box from the "string of messages" for deletion.

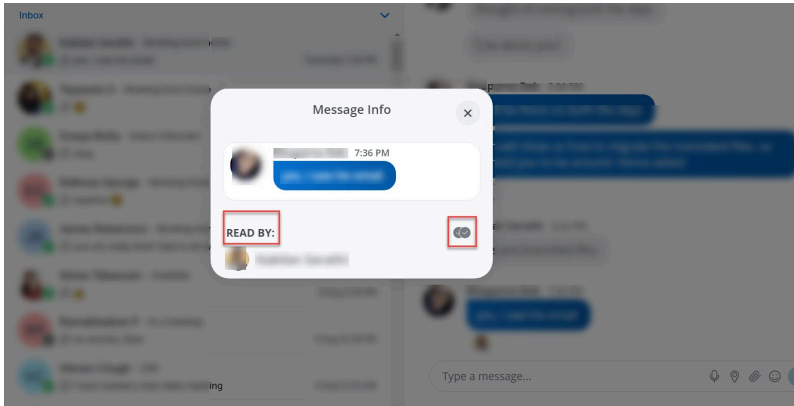
Read receipts

MiCollab Client read receipts indicate who has read your message in real-time. A miniature version of the contact's avatar (it could be the contact's photo or contact's initials) right below the conversation is displayed or a double tick appears on the right

side of the sent message indicating that they have read the message. Tap any of the mini avatars to see the contacts name.



You can also view the read receipt by selecting the message sent to the recipient and then click the **More** icon > **Message info**.



Hide chats

To hide a chat conversation:

1. From the navigation menu, tap **Messages > Chat**.

- Long press the contact or chat conversation and select **Hide**.

OR

- Within the chat session select **Hide** from the more () menu.

OR

- Swipe left on the chat conversation until you get the **Hide** option.

Note:

On legacy chats, swiping left deletes the chat conversation.

2. Tap **OK** in the confirmation pop-up window to hide the chat conversation.

i Note:

Select the **Do not show again** checkbox to not display the message again.

3.8.1.4 Chat functionality when Internet connection is not available

Users can log in to MiCollab Client even without an active Internet connection. The Client functionalities (such as calls, creating new chats, starting Streams meets, Meetings, and so on) that require an active Internet connection will not be available.

i Note:

The users can log in to the Client only if they have previously logged in.

A dialog box is displayed with an alert that the Client cannot connect to the server and list of features available during this downtime.

When an active Internet connection is re-established, users will see a prompt to restart the Client to recover the full functionality. Until the client is restarted, it will be in “no server connection” mode.

Available chat features when the Client is offline

When there is no active Internet connection, users can use the below chat functionalities:

- **View cached data:** When the Client is offline, users can view the cached data such as Contacts, Call History, and Voicemail.
- **View Chats and Stream conversations:** When the Client is offline, users can view the chat messages and Stream conversations. Only the last 100 chat conversations and 40 messages per conversation will be cached and displayed to the user.

i Note:

When number of conversations exceeds 100, the oldest conversation is removed (including all of its messages) to accommodate the newest conversation.

i Note:

If there are too many chat messages in a conversation, there will be a slight delay (~ 2 mins) to load the messages.

i Note:

Attachments within the chat conversation will not be displayed and are replaced by placeholders.

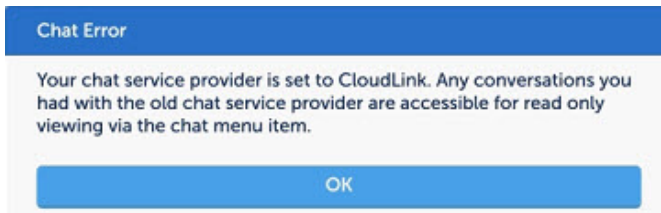
i Note:

Users will not be able to send attachments, the icons will be in a disabled state.

3.8.2 Legacy chats

MiCollab users who have migrated from MiCollab Client version less than 9.0 will see a new tab **Messages > Legacy chats**. Legacy MiCollab chats will be archived and will be available to user as read-only under the **Chat** tab.

When the users are migrated to Client version 9.0 and later, the client displays an alert at the first log in informing users that their chat provider has changed. The legacy MiCollab chat will be disabled for the user.



For migrated users, all the default quick action menus (such as hover-over chat, right-click chat, and so on) will be directed to the new MiCollab Client **Messages** feature.

3.9 Call features

Using MiCollab Client you can make MiCollab calls from:

- Chat window
- Dialpad (Mobile Clients only)
- Contacts
- Search result
- Call history records

Note:

To display the contact's phone number, hover over the call icon on the contact card. Also you can right-click the contact card to view the contact's phone number.

Note:

You can make calls to numbers containing special characters (*** # / , . () - + space**).

Note:

Extension numbers that are matching with international emergency numbers cannot be dialed using the MiCollab Client. These numbers must not be used as internal extension numbers.

Note:

On Android, it is not possible to dial the Emergency numbers via SIP, as an Android connection service interrupts all attempts that are dialed from the client via SIP. The only way to get the number dialed is via a native dialer.

iOS supports cross-launching a MiCollab call via custom URI. The supported URI formats are:

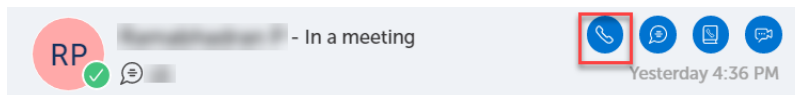
- `micollab://call?number=123456789`: To open dialer and then make a call
- `micollab://call?number=123456789&mode=direct`: To call directly

3.9.1 Making calls

3.9.1.1 Making a MiCollab call from the chat window

To make a voice call from an existing instant messaging session, perform one of the following steps:

- From the **Messages** menu:
 - Long press on the contact and select the **Call** button to dial the primary telephone number for this contact.



3.9.1.2 Making a MiCollab call from the Contacts menu

Note:

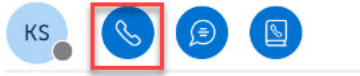
If the contact information does not include a telephone number, the Call button on the contact's card is disabled.

To make a MiCollab audio call from the Contacts menu:

1. From the bottom navigation menu, tap **Contacts**.
2. Tap on either **Groups**, **Personal**, **External** or **Corporate** contacts tab.

3. Perform one of the following steps:

- Long-press on the contact's avatar and select the **Call** button to dial the primary telephone number for this contact.



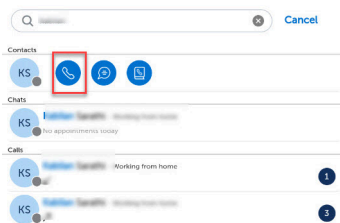
- Tap on the contact to open the contact's card and tap on the **Call** button next to the desired phone number (from **Phone Numbers**).

An in-call window is displayed with the caller's name, telephone number, and picture (if available).

3.9.1.3 Making a MiCollab call using the Search or Dial field

To make a voice call using the Search or Dial field:

1. From the top Header Menu, enter the telephone number or name of the contact in the **Search or Dial** field.
2. From the Contacts results long-press on the contact's avatar and select the **Call** button to dial the primary telephone number for this contact.



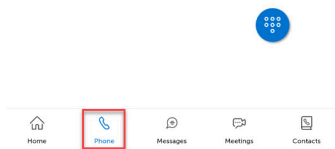
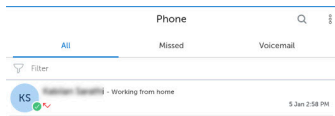
An in-call window is displayed with the caller's name, telephone number, and picture (if available).

3.9.1.4 Making a MiCollab call from the Phone menu

To make a MiCollab audio call from the Phone menu:

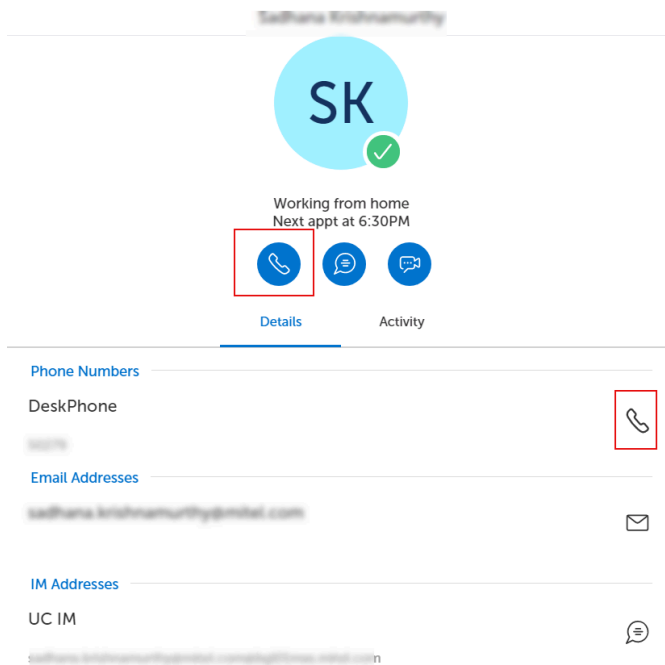
1. From the bottom navigation menu, tap **Phone**.

2. Tap on either **All**, or **Missed** tab.



3. Perform one of the following steps:

- Tap the contact and click the **Call** button below the contact or click the **Call** button next to the desired phone number (from **Phone Numbers**) to call the contact.



- Use the **Dialpad** button to enter the DeskPhone number of a contact and tap on the **Call** button.

An in-call window is displayed with the caller's name, telephone number, and picture (if available).

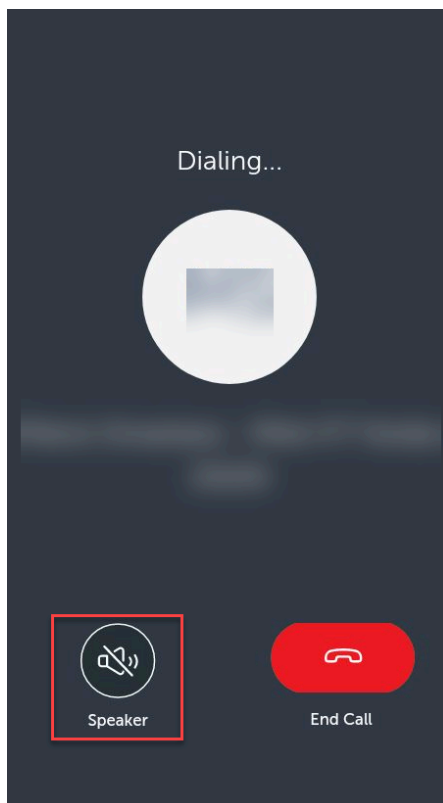
To make a voice call using from the Phone menu via the Voicemail tab:

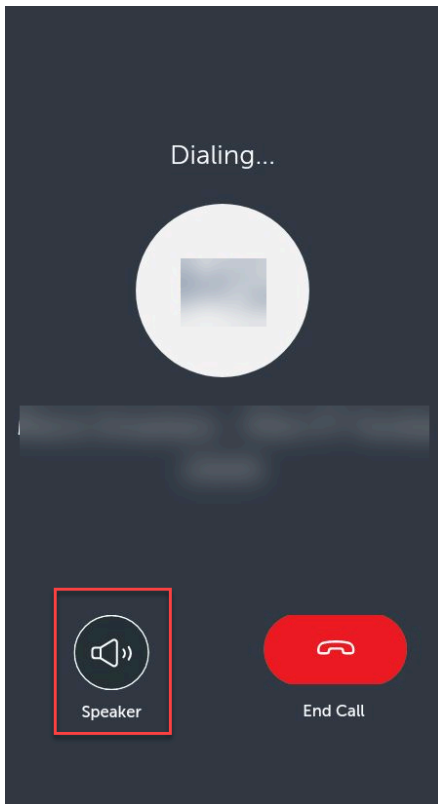
1. From the bottom Navigation menu, tap **Phone** menu.
2. Under the **Voicemail** tab, tap the voicemail contact name displayed and click the **Call** button to dial the primary telephone number for this contact.

An in-call window is displayed with the caller's name, telephone number, and picture (if available).

3.9.2 Initiating a MiCollab call

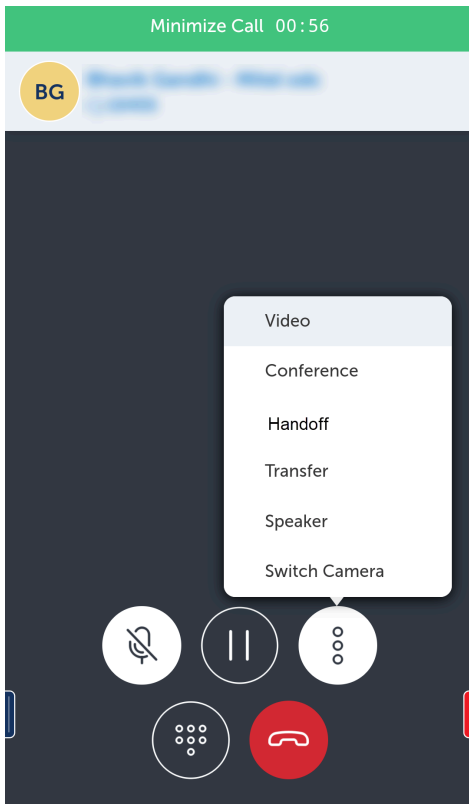
While placing an outbound/outgoing call from a MiCollab Mobile Client, you can enable the speaker even before the call is answered by the callee. By default, the speaker icon remains disabled.





3.9.3 In-call features

MiCollab call screen provides access to the following call control features during an active call:



- Mute/unmute (Softphone only)
- Hold/Retrieve
- Speaker (Softphone only)
- Dialpad
- Hang-up
- Video (Softphone only)
- Conference
- Handoff
- Transfer (Supervised)
- Switch Camera

i Note:

You can enable DND (Do Not Disturb) at any time to block calls to your MiCollab Client application. For instructions, see **Manage Status**.

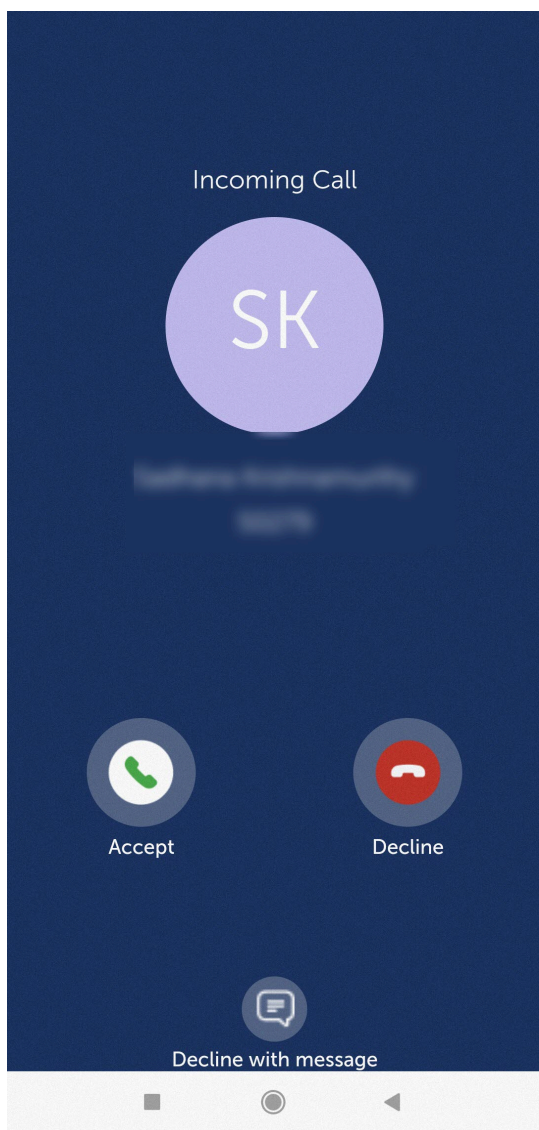
3.9.4 Handling calls

When you receive a call on a MiCollab Android Client, you can accept or decline the incoming call.

In the Mobile clients for Android devices, the incoming PSP or Softphone calls can also be declined with a message. The **Accept**, **Decline**, and the **Decline with Message** buttons are animated and can be swiped in any direction for answering or declining the calls.

i Note:

When the user declines the incoming call with the **Decline with message** option, and if the incoming call is from an external number and chat messaging cannot be performed, then the MiCollab Mobile Client will display an error message, **Unavailable for chat.**



i Note:

If a user has enabled both the GSM phone and the softphone to receive calls, only the first incoming call is presented to the user. If a GSM or a softphone call is active, another incoming GSM or softphone call will be presented to the user.

- On iOS devices, the user can toggle between the GSM and softphone calls.
- On Android devices, the softphone call will be put on hold when there is an incoming GSM call.

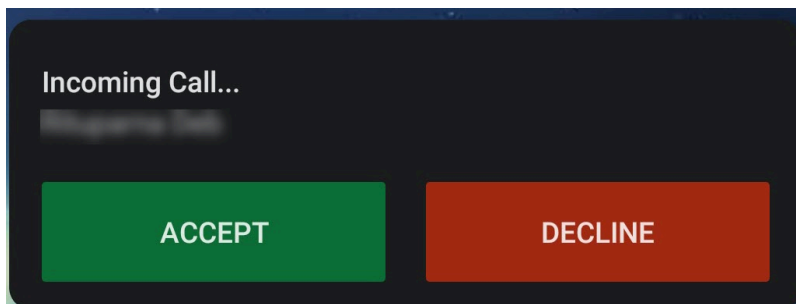
i Note:

When the Android devices receive PSP calls and the Mobile client is force-closed but the phone is in unlocked state, a banner notification appears on the top of the phone screen. Tap on the **Accept** or **Decline** button to answer or decline the call. When the call is answered, the MiCollab Android Client comes to the foreground and a mid-call screen (with controls such as, end call, mute/unmute microphone, and so on) is displayed.

3.9.4.1 Answering a MiCollab Call

To answer a phone call on MiCollab Android Client:

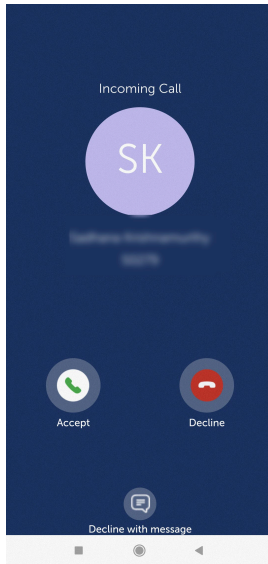
- If MiCollab Client has been force-closed but the phone is in an unlocked state: A notification banner at the top of the mobile screen displays the incoming call. Tap the **Accept** button to answer the call.



- If MiCollab Client is running in the foreground, swipe the **Accept** button.

The incoming call screen is also visible for the following scenarios:

- When the MiCollab Client is running in the background, where the phone can be in locked or even unlocked state.
- When the MiCollab Client has been force-closed and the phone is locked.



i Note:

The answer button will display the selected preferred device. For example, if the preferred device is selected as DeskPhone, an incoming call can only be answered on the desk phone.

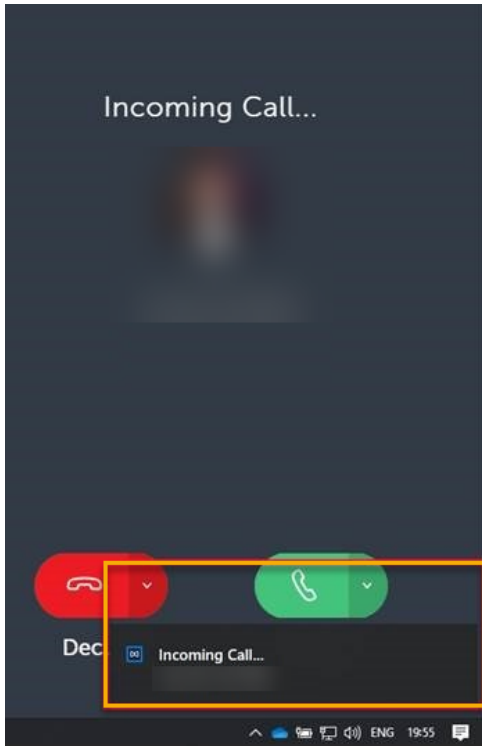
If the preferred device is set as Softphone and the Softphone is disabled/not registered, the **Accept** button and a tooltip (device unavailable) is displayed to the user. Clicking the **Accept** button will display a pop-up with a list of available devices for selection.

i Note:

While active on a MiCollab call, if there is a second MiCollab incoming call, the call screen displays the incoming caller ID and you hear a call waiting tone. You can accept or decline the call. The in-call features include hold, retrieve, end call, transfer, conference, and toggle options.

Note:

For MiVoice 5000, when a user with an unpublished number sets the call forward to another user, and if the forwarded user receives the push notification (Android or iOS), the details are displayed or are visible, instead of *****. Therefore, the client does not display the via/called user information details.



Incoming calls behavior for unpublished and private numbers:

- **Unpublished numbers:** An incoming call from an unpublished number will display only the contact's name and not the number. The called party will not be able to copy the obfuscated number. Outgoing calls can be made to an unpublished number only by entering the number. The Client will not display the unpublished number in the Search results, Call History, Contacts, and Voicemail menu. To unpublish a number, click **Settings > General > My Numbers**. Select the number and uncheck the **Publish** setting.
- **Private numbers:** This feature is only applicable to users on MiVoice Business communication platform. An incoming call from a Private number (that is unpublished as well) will display only the contact's name and not the number. The caller ID will be displayed as "*****" instead of the actual number. The called party will not be able to copy the obfuscated number. Outgoing calls can be made to a private DN only by entering the number. The Client will not display a Private number in the incoming calls, Search results, Call History, Contacts menu, contact card, Voicemail menu, and

notifications. In the incoming call window, the **Decline with message** option will not be shown for the user with a private DN. Contact your administrator to enable the Privacy DN feature.

3.9.4.1.1 Answering an incoming EHDU call

MiCollab for Mobile Client provides an in-call screen. The EHDU call must be on the mobile phone.

3.9.4.1.2 Answering an incoming CTI call

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.

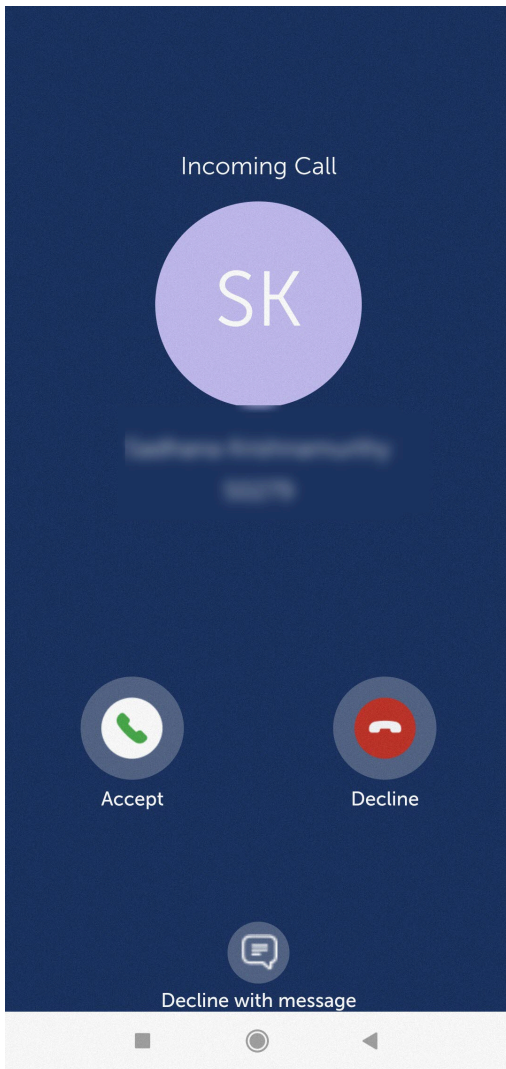
If the softphone is not registered, MiCollab for Mobile Client displays a red banner that has an End Call option, using which you can end the ongoing deskphone call.

3.9.4.2 Declining a MiCollab call

When the MiCollab Client is in the foreground, to decline an incoming MiCollab call, swipe the **Decline** button or the **Decline with message** option.

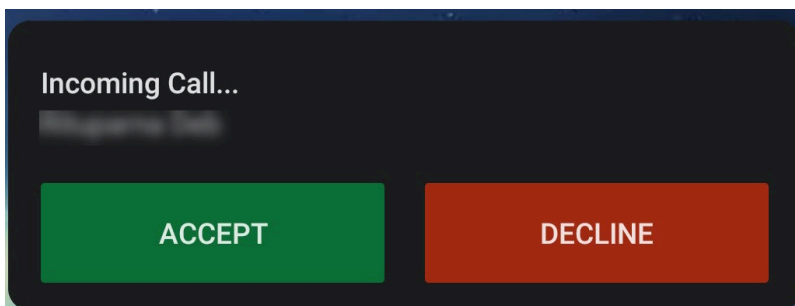
Note:

When the user declines the incoming call with the **Decline with message** option, and if the incoming call is from an external number and chat messaging cannot be performed, then the MiCollab Mobile Client will display an error message, **Unavailable for chat..**




On swiping the **Decline with message** option, the call gets disconnected and the MiCollab chat message box opens up, where you can type in your message to the caller.


On Android devices with incoming PSP calls or Softphone calls, if the MiCollab Client has been force-closed, but the phone is unlocked, a banner notification appears on top of your phone screen. Tap the **Decline** button to decline the incoming call.



3.9.4.3 Placing a call on hold

To hold an active MiCollab call, from the call window, select the **Hold** () icon.


3.9.4.4 Resuming a call on hold

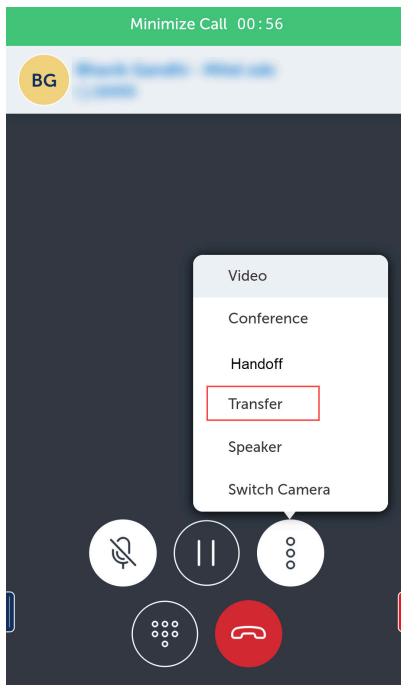
To resume a MiCollab call on hold, from the call window, select the **Retrieve** () icon.

3.9.4.5 Transferring a call

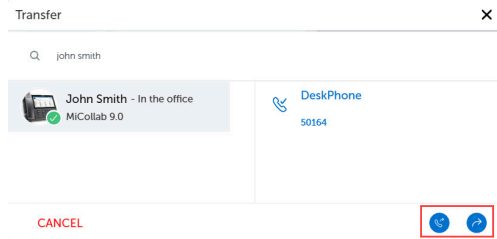
Use the **Transfer** feature to transfer a MiCollab audio call from one user to another user. MiCollab Client supports two modes of call transfer; Supervised transfer (Consultation) and Unsupervised transfer (Blind) from the call window.

To transfer an active MiCollab audio call:

1. While on an active MiCollab audio call, select **Transfer** from the **more** () menu.



2. Choose a contact or enter a name or telephone number in the search box.



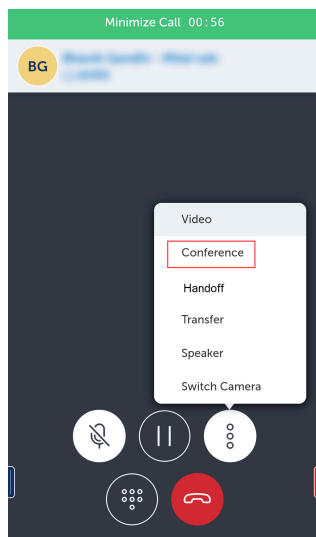
3. Select the required contact and tap **Consultation Call** (📞) for a Supervised transfer or **Blind Transfer** (↻) for an Unsupervised transfer.

Call Transfer complete message is displayed and the call is successfully transferred.

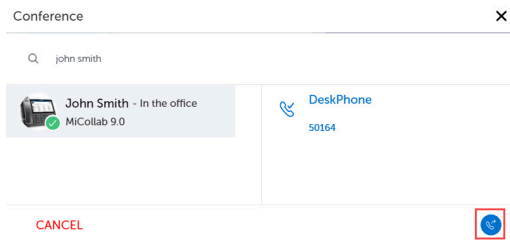
3.9.4.6 Initiating a conference call

To initiate a MiCollab conference call:

1. Initiate a MiCollab call.
2. Select **Conference** from the **more** (⋮) menu.



3. Choose a contact or enter a name or telephone number in the search box and select **Conference** ().



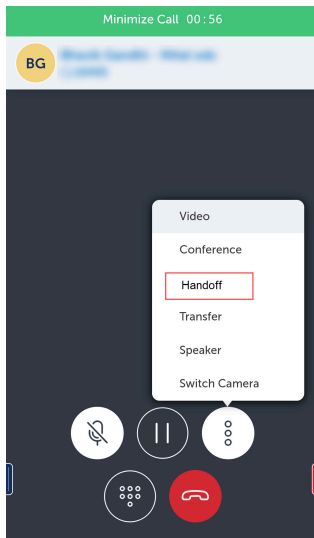
The active call is put on hold and a new call is initiated.

4. Once the third party answers the call, select the **Conference** icon to initiate the conference call.

3.9.4.7 Call handoff

Handoff provides the ability to push a connected softphone call to another available device. To handoff (push) an active MiCollab call to another device:

1. Initiate a MiCollab call.
2. Select **Handoff** from the **more** (☰) menu.



3. Select the preferred device from the **Handoff to** dialog box.

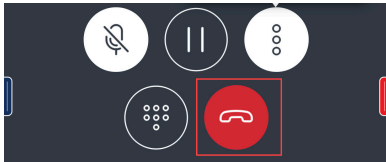
The **Handoff complete** message appears on the screen indicating the handoff is successful.

i Note:

The call remains displayed in the MiCollab Client until the call is ended.


3.9.4.8 Hanging up a call

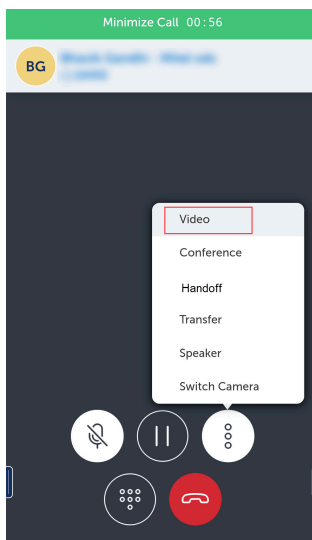
To hang up a call, select the **End** button in the in-call window.



3.9.4.9 Escalating a MiCollab audio call to a video call

You can escalate a MiCollab audio call (softphone only) to a video call:

1. On an active audio call window, select the **more** () menu.
2. Select **Video**.





Note:

While active on a MiCollab video call (on softphone), tap the video to open the video in full-screen mode.



Note:

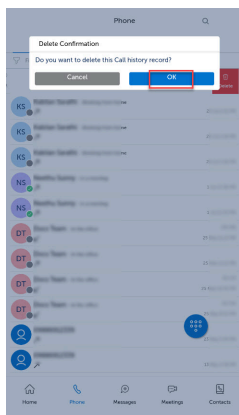
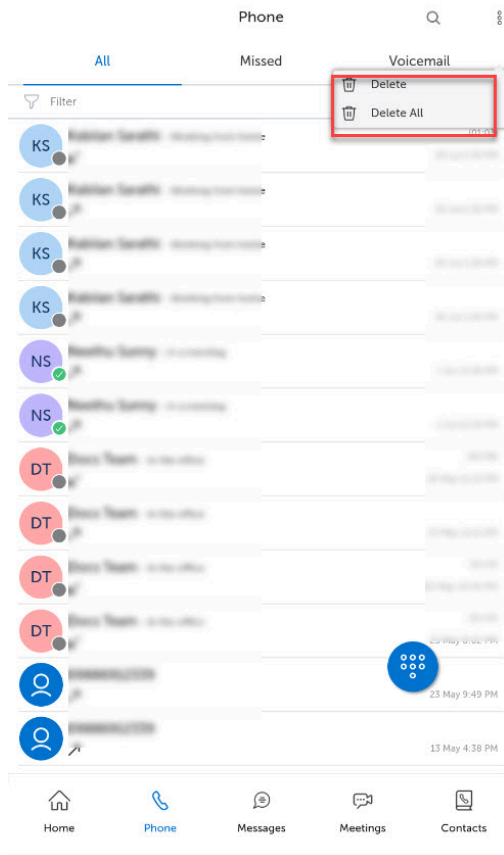
MiCollab video calls are supported using the ACD SIP Softphone.

3.9.4.10 Deleting Call History

To delete your call history from MiCollab Client:

1. From the MiCollab Client bottom navigation menu, tap on **Phone** to display your recent call history.

2. Select **Delete** or **Delete All** from the more menu and then delete the call items. Also, you can swipe left on the call item until you get the **Delete** option.



3. Tap **OK** in the confirmation pop-up window.

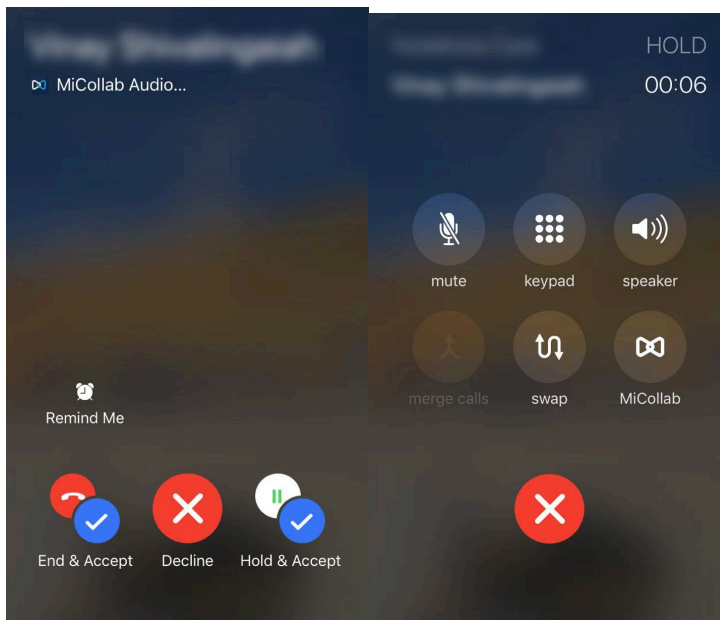
3.9.4.11 iOS CallKit integration

Note:

The Call Waiting option in the iOS call settings menu only applies to incoming GSM calls during ongoing GSM calls. So if there is an incoming GSM call while you are on a MiCollab call, you will be notified about the incoming GSM call with a call waiting tone and the called party will get a free ringing tone.

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

1. Answer an incoming GSM call from the lock screen.
2. When you receive an incoming MiCollab call, you can:
 - end the active call and answer the MiCollab call, or
 - hold the active call and answer the incoming MiCollab call.



3. After the MiCollab call is answered, tap **MiCollab** from the call control options.

Enter the native phone's password, if the security password is turned On. The MiCollab Client window opens.

4. 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.

Note:

The MBG timer adjustment is limited to three minutes by the iOS CallKit. The call stays in the ringing state for three minutes after which it gets automatically declined by iOS.

3.9.4.12 MiCollab for Mobile Client (Android) behavior using Connection Service

Scenario 1: Active GSM call and inbound softphone call

If you are on an active GSM call and there is an incoming softphone call, the incoming softphone call will be rejected with a busy tone.

Scenario 2: Active softphone call and inbound GSM call

If you are on a softphone call and there is an incoming GSM call, the softphone call will be put on hold and the GSM call plays a call waiting tone.

Scenario 3: Active softphone call and inbound softphone call

If you are on a softphone call and there is an incoming softphone call, call waiting tone is played and you can answer the second call. Answering the second call will automatically put the first call on hold. You can toggle between the two calls.

Scenario 4: Active GSM call and outbound softphone call

If you are on active GSM call then you will not be able to make an outgoing softphone call.

3.10 Voicemail features

Note:

The iOS clients do not display the MiCAM Voicemail view. This could be due to some root certificate issues.

To play voicemail messages:

1. From the bottomnavigation menu, tap on the **Phone** menu and go to the **Voicemail** tab.
2. Enter your voicemail PIN if required, and tap on **Verify**.

The screenshot shows a dialog box titled "Enter Voicemail PIN". It contains a text input field for the PIN, a checkbox labeled "No VM PIN", and two buttons at the bottom: "Verify" and "Cancel".

Note:

Voicemail PIN is not prompted in the case of Embedded Messaging voicemail service (EMEM). Contact your system administrator for more details on the type of voicemail service.

3. Select a voicemail message to play the voicemail message.

Note:


MiCollab client does not support the function of playing a confidential visual voice message.

To delete voicemail messages:

1. From the bottom navigation menu, tap on the **Phone** menu and then tap on **Voicemail**.
2. Enter your voicemail PIN if required, and tap on **Verify**.

**Note:**

Voicemail PIN is not prompted in case of Embedded Messaging voicemail service (EMEM). Contact your system administrator for more details on type of voicemail service.

3. Select a voicemail message and tap **Delete** from the **more** () menu. Also, you can swipe left on the message until you get the **Delete** option.
4. Select **Yes** to confirm the deletion.

To change the mailbox PIN (only for NuPoint Unified Messaging voicemail service):

1. From the top header menu, single tap on the avatar to open the **Settings** page > **Phone Settings**.
2. Tap on **Change Mailbox PIN**.
3. Enter the current PIN and then the new PIN.
4. Tap on **Save**.

3.11 Meeting features

By using MiCollab for Mobile Client, teams can collaborate in real time, no matter where they are. MiCollab for Mobile Client supports MiTeam Meeting capabilities.

3.11.1 MiTeam

MiTeam is a work stream communications and collaboration tool that provides a highly collaborative and persistent workspace for team-meetings, conversations, content collaboration, and project management. MiTeam brings remote workers into a conversation, combining group sharing, and document annotation capabilities with text and audio-based chats. MiTeam is a licensed feature within MiCollab. Contact your system administrator to know more about configuring MiTeam.

MiTeam Stream

MiTeam Stream is a collaboration space designed to enable collaboration for teams, projects, and topics. In a Stream, you can chat, store files, add to-do lists, and set up online meetings.

MiTeam Meeting

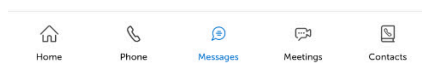
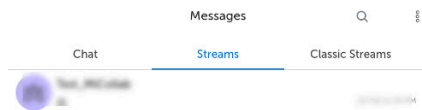
MiTeam Meeting enables you to host real-time collaboration sessions in which the participants can join using their mobile phones and browsers. See *MiTeam Quick Reference Guide* for more information on MiTeam Meeting.

3.11.1.1

Setting up a Streams session

To set a Streams session:

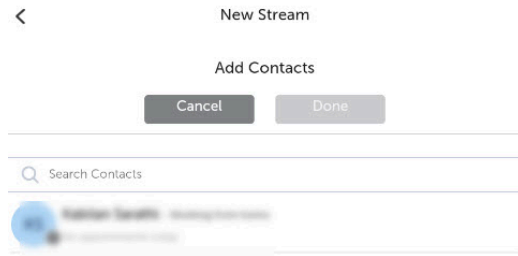
1. From the MiCollab Mobile Client bottom navigation menu, tap on **Messages > Streams**.
2. Tap on the floating icon to Create Messages.



3. In the **New Stream** page, enter the name of the Stream, and then tap on the **+** icon to add the participants name in the **Search** field.



4. Select the participants and tap on **Done**.



5. Tap on **Create** to create the stream.

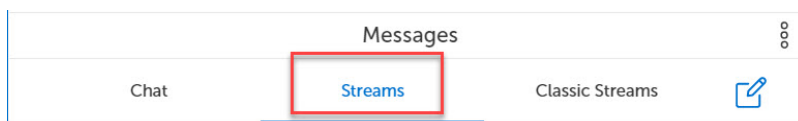
3.11.1.2 Creating a topic-based Stream

i Note:

External guest users cannot be added into a Stream.

1. From the MiCollab Client bottom navigation menu, select **Messages**.
2. Create a Stream using the following procedure:

- a. Tap on the **Create message** icon on the top right corner to create a stream.



- b. In the **Stream Name** field, type a name for the Stream.
- c. To invite participants to the Stream, tap the **+** icon and type the participant's name in the **Search** field.
- d. Select the participants and tap **Done**.

Note:

New participants can be added to an existing Stream. New participants can view the previous conversation history inside the Stream. A system message is displayed in the conversation window if a participant joins or exits the Stream.

Note:

Classic Stream is not supported in the dark mode of iOS.

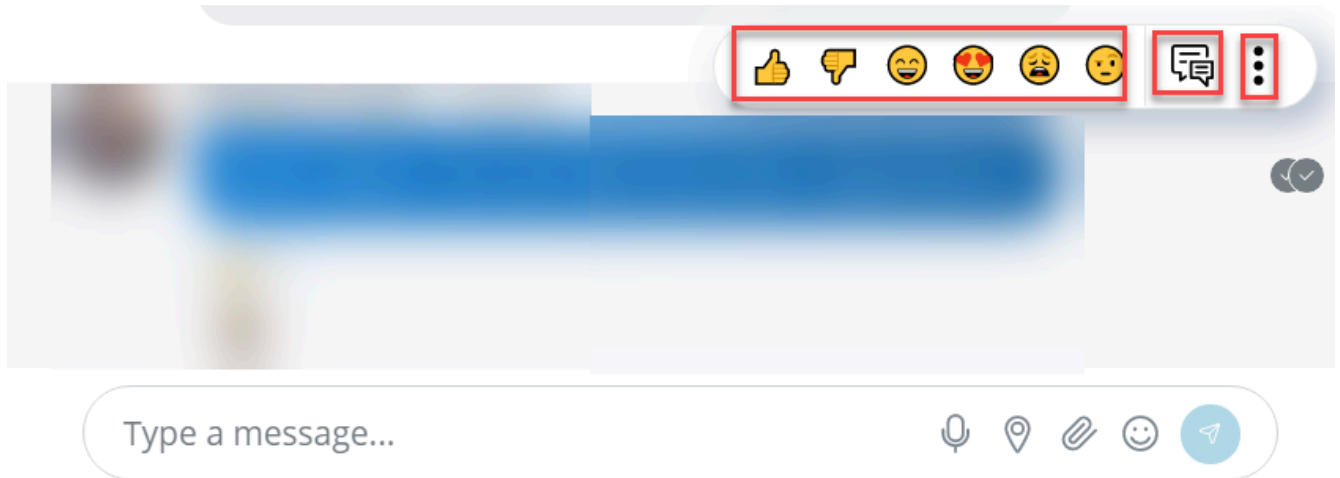
MiCollab Client system notification will be displayed to the participants only during the following events:

- Stream creation
- if a participant is directly mentioned (@user)

The participants can edit or leave a Stream. When a participant leaves, the stream is automatically removed from the list of Streams until the participant is re-invited.

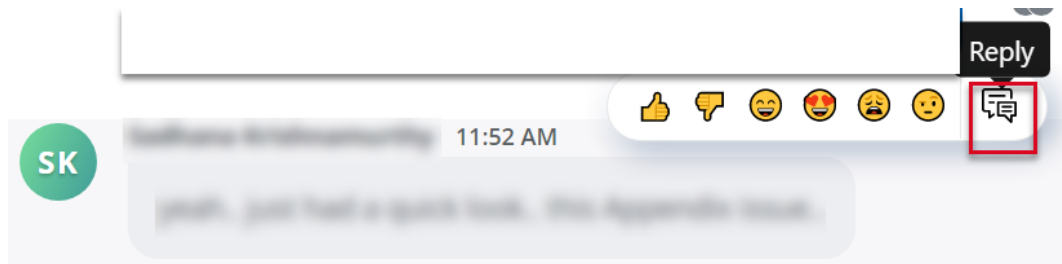
To react to a specific message within the topic-based Stream

Within the topic-based Stream, you can react (using emojis), reply to individual messages or perform more functions (like edit, select, view message information, or delete messages). To react to an instant message within the Stream, tap the message and select the emojis which pop-up or the reply option.

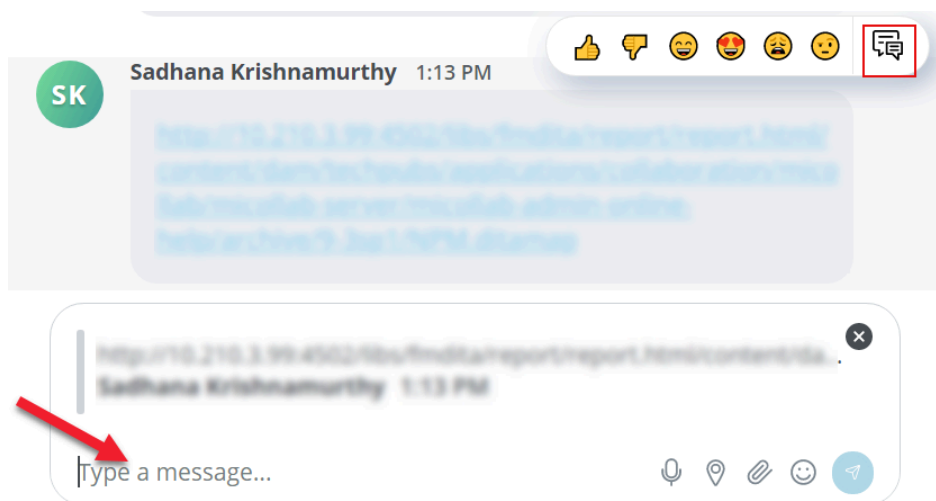


To reply to a specific message within the topic-based Stream

1. Tap on the message received and select the reply button.



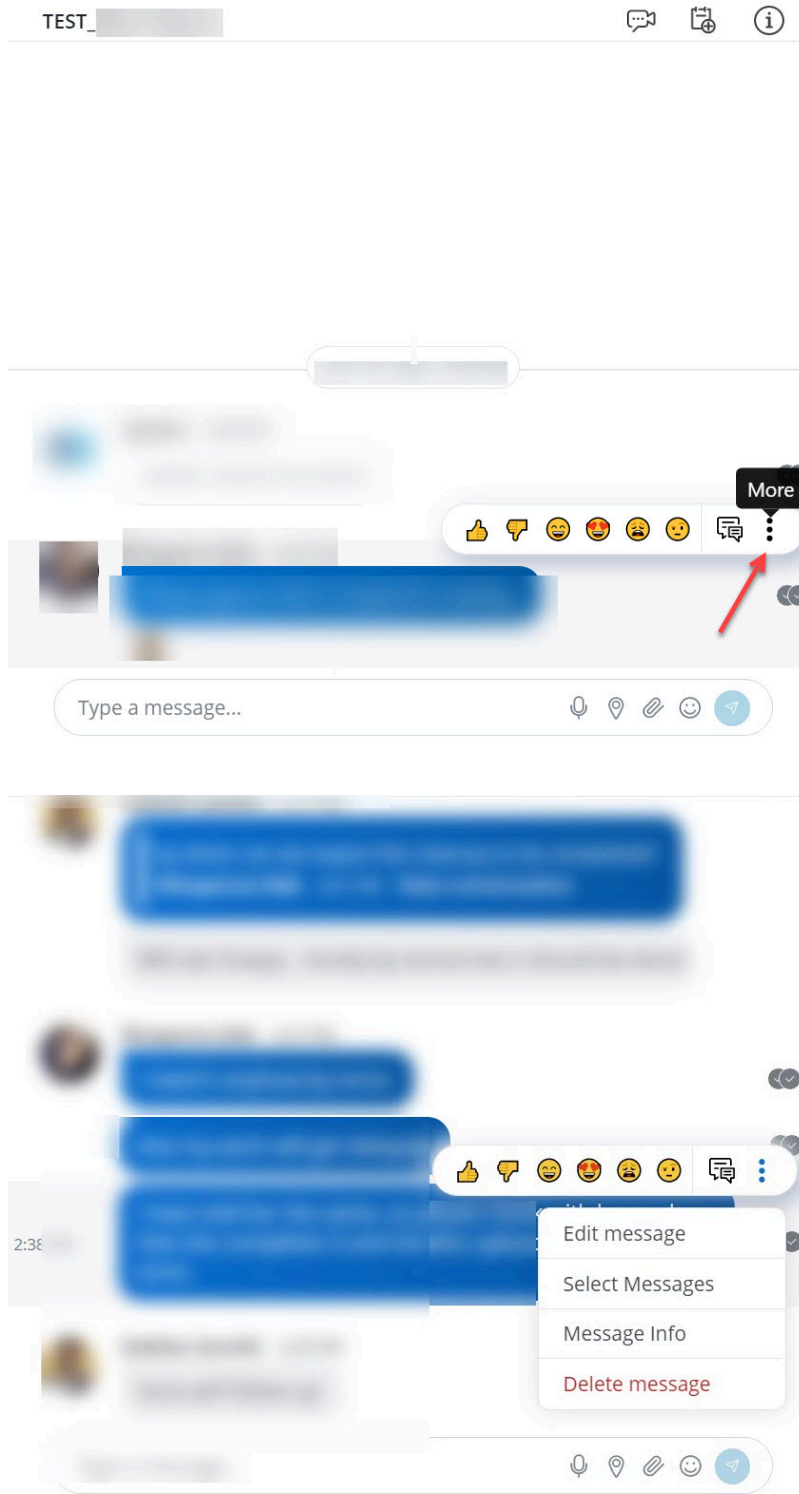
2. This will quote the chat line, and you can type the message.



3. Tap **Send**.

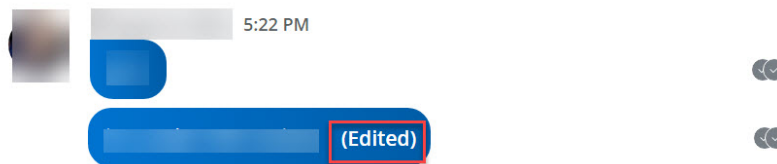
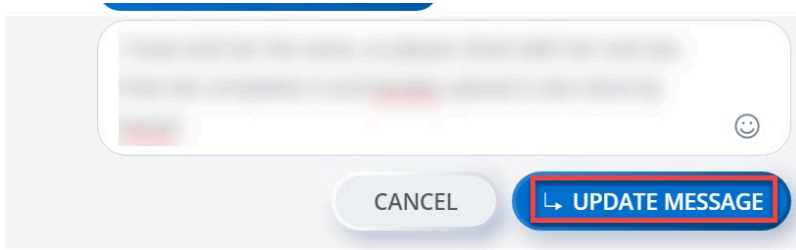
To perform more functions under the chat option

1. Tap on the message sent to the recipient and select the more icon to display all the options.



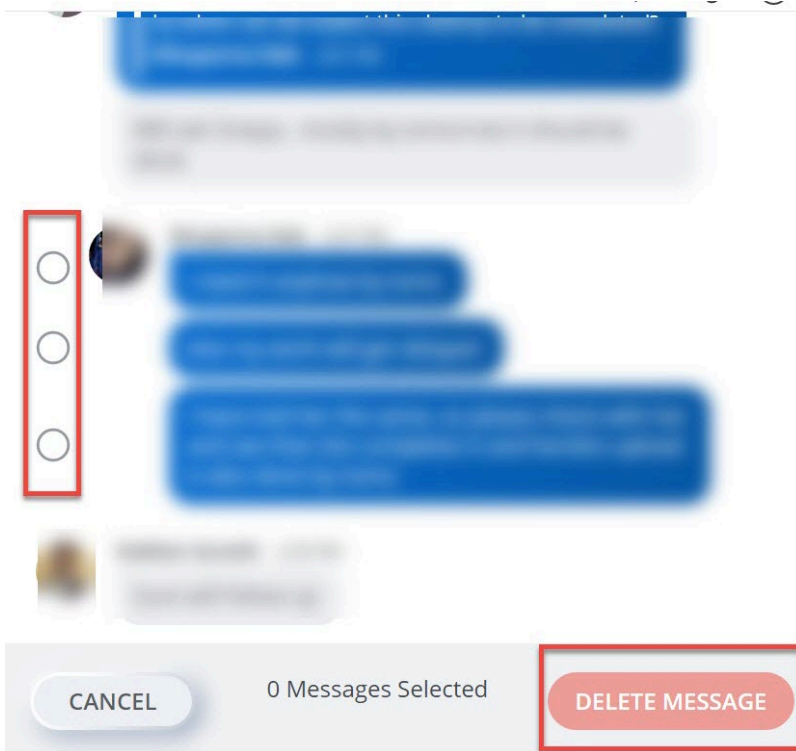
2. Tap on the options displayed under the more icon to perform the following functions:

- **Edit Message** - This option allows you to edit the messages sent to the recipient. You can select the message and edit the text and re-send it. The edited message displays a tag which shows the message has been edited.

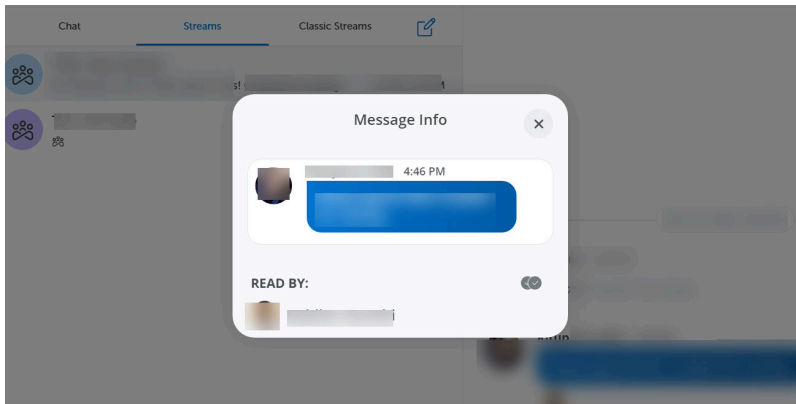


- **Select Message** - Using this option, you can select multiple messages sent to the recipient and then you can delete them from the chat window. The total number

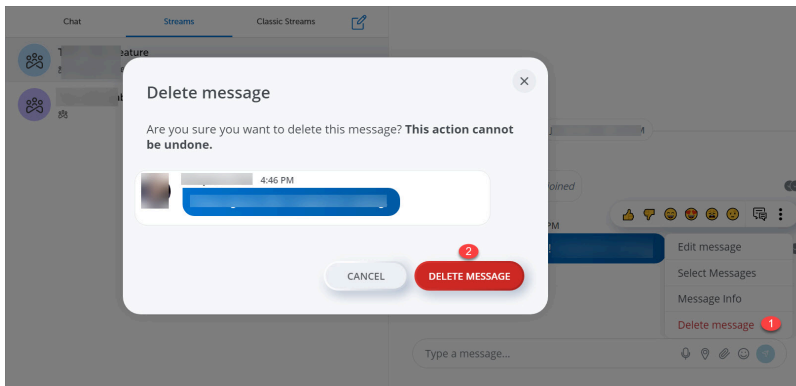
of messages selected for deletion is displayed. Received messages cannot be deleted.



- **Message Info** - This option displays the read receipt of the sent message and the delivered-to information.



- **Delete Message**- Using this option, you can delete a specific message sent to the recipient.



To view the creator of the Stream

1. From the MiCollab Client bottom navigation menu, select **Messages**.
2. Select the Stream.
3. Within the Stream, tap the info icon from the right top corner.

The information about the stream opens up and displays the **Created by** field along with the name of the creator.

i Note:

This feature is not applicable to Classic Streams.

3.11.2 Meetings

Meetings is a Cloud-based collaboration tool (based on CloudLink infrastructure) that enables MiCollab users to access features, such as:

- **Collaborate:** Perform audio, video, and web sharing
- **Chat:** Hold chat sessions and receive chat notifications within the meeting
- **File Sharing:** Store and share files

You can cross-launch the Meetings application from the MiCollab Client. However, cross launching only works when your administrator has enabled Meetings in the MiCollab server. Meetings is a licensed feature. Contact your system administrator to know more about configuring Meetings.

i Note:

If the **Meetings** setting is enabled for the user, then the **Ad-hoc meeting** feature is replaced with the **Meetings** feature.

i Note:

MiCollab Client presence state is not controlled using Meetings. For example, you MiCollab Client status will not update to Busy or In-Call when you are participating in a Meeting.

Launching Meetings application

To launch the Meetings application, tap on the **Meetings** menu from the bottom navigator on the MiCollab Client navigation menu.

- If you are using MiCollab Mobile Client, then the Meetings mobile application is launched (if installed) otherwise web version is launched.

To log in and log out of the MiTeam Meetings application, see the [MiTeam Meetings online help](#).

i Note:

Following notifications are supported for Meetings:

- Push Notification on MiCollab for Mobile Client (iOS and Android)
- Background Notifications on MiCollab Client (PC, Mac, and Web).

Selecting the notification will open your MiCollab Client Inbox screen.

Escalating an ongoing MiCollab audio call or a chat to Meeting

Note:

You cannot escalate an ongoing MiCollab audio call from the MiCollab Mobile Client.

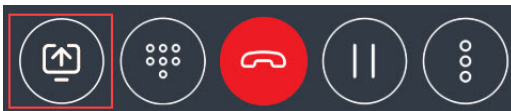
To escalate an ongoing MiCollab audio call or a chat conversation to Meeting:

- From an ongoing MiCollab call (individual or conference call), click **Screen Share**. The Meetings application is launched with only screen sharing capability and the audio call will be continued through the MiCollab Client.

Note:

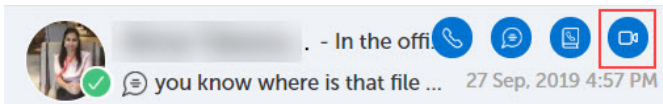
Screen share is not available on MiCollab for Mobile Client.

- For CloudLink chat enabled users, a chat session will be created with all the users in MiCollab audio call and **Join Now** message is displayed in the chat conversation to join the meeting.
- For non-CloudLink users in the MiCollab call, they will receive a meeting invite in their e-mail inbox.
- For external/guest users, the initiator can invite them through the Meetings application by entering their e-mail address in the invite prompt.



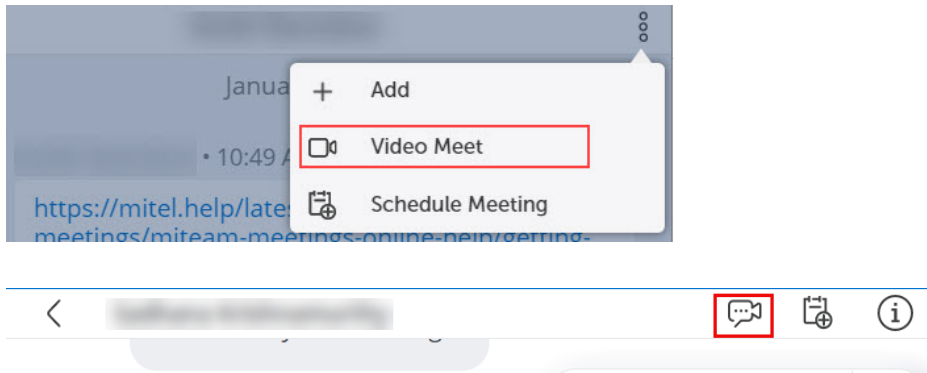
OR

- From a chat conversation (individual or group chat), long press from chat window and select **Video Meet**.



OR

- Within the chat session select the **Video Meet** icon from the top right corner of the chat window or long press within the chat session and select **Video Meet**.



The Meetings application is launched (desktop version-if installed otherwise web version). If you are using MiCollab Web Client, then Meetings web application will be launched.

i Note:

The **Video Meet** option will only be available for CloudLink users or for users having a primary e-mail address.

Joining a Meeting

- CloudLink chat enabled users can click the **Join Now** button in the MiCollab chat conversation to join the meeting.

i Note:

CloudLink users must set up their account when the Meetings application is cross-launched at first time. Follow the instructions given in the welcome e-mail to log in to the Meetings application.

- Non-CloudLink and Guest (personal and external contacts) users will receive a meeting invite in their e-mail inbox. Click the join meeting link to join the meeting.

3.12 Ring Group and Hunt Group

Ring Group

A Ring Group is a group of extensions that ring together when a Ring Group number is dialed. It is a great way to improve call routing and distribution in different departments in a business. With Ring Groups, extensions can be configured for departments such as tech support, sales, or accounting and calls routed sequentially to all extensions to ring simultaneously.

The benefits of using a Ring Group includes the following:

- Businesses can divide their workforce based on important aspects of the company, such as specialized skills, products and services, knowledge bases, and geographic location.
- You can assign Ring Groups to each agent to customize routing according to your business needs.
- If the users are unavailable to receive a call, there are options to forward the call to the ring group's voicemail box or transfer it to a different extension.
- The call can be answered by an auto-attendant or transferred to another extension.

Hunt Group

A Hunt Group is a set of connections and rules for routing incoming calls to a group of users until someone is available or all users have been tried. If a call is routed through a Hunt Group and every user is busy, the call is routed to voicemail.

The benefits of using a Hunt Group includes the following:

- Effectively manages high-volume call centers
- Eliminates the need for a human to handle incoming call management
- Ensures all calls are routed efficiently
- Reduces labor costs
- Improves call handling times as calls are routed to the first available member in the Hunt Group.

3.12.1 Configuring Ring Groups and Hunt Groups in MiVoice Business

In MiVoice Business, both Ring Groups and Hunt Groups are supported. A user can be a part of multiple Ring/Hunt Groups and the same is visible in their MiCollab Clients.

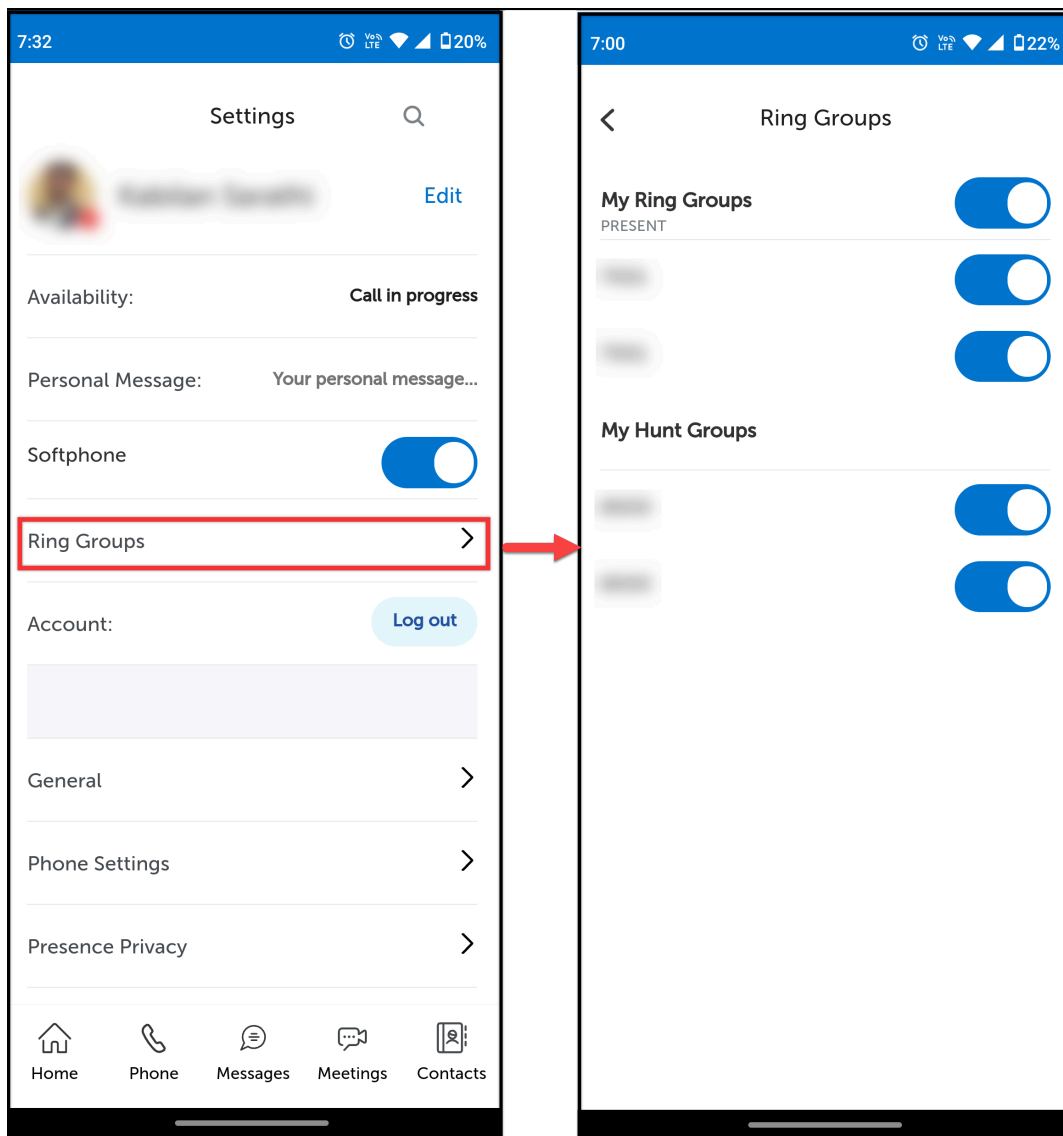
The administrator must configure a Ring/Hunt Group in MiVoice Business and add the user's DN (Directory Number) as a Ring/Hunt Group member. After synchronization between MiVoice Business and MiCollab Client Service, the Ring Groups menu will be displayed in the Settings page of MiCollab for Mobile Client under which both the Ring and Hunt Group details would be present.

You can mark yourself as present or absent (log in/log out) in the Ring/Hunt Groups by performing the following steps:

1. From the MiCollab top header menu, single tap on your avatar to open the Settings page.
2. Tap on **Ring Groups**.
3. Tap the toggle switch of a particular Ring/Hunt Group to log in/log out from that group.

Or

Tap the global toggle switch to log in/log out from all the Ring/Hunt Groups.



3.12.2 Configuring Hunt Group in MiVoice 5000

i Note:

The recommended client version should be 9.7 to use Hunt group feature on MiVoice 5000.

i Note:

If the server is running on version 9.7, whereas if the client is running in an older version 9.6, then the Ring Group tab would be visible in the MiCollab client's navigation pane for a MiVoice 5000 set-up. The client version should be 9.7 to use Hunt group feature on MiVoice 5000.

In MiVoice 5000, only Hunt group is supported and each user can be a part of only one Hunt Group.

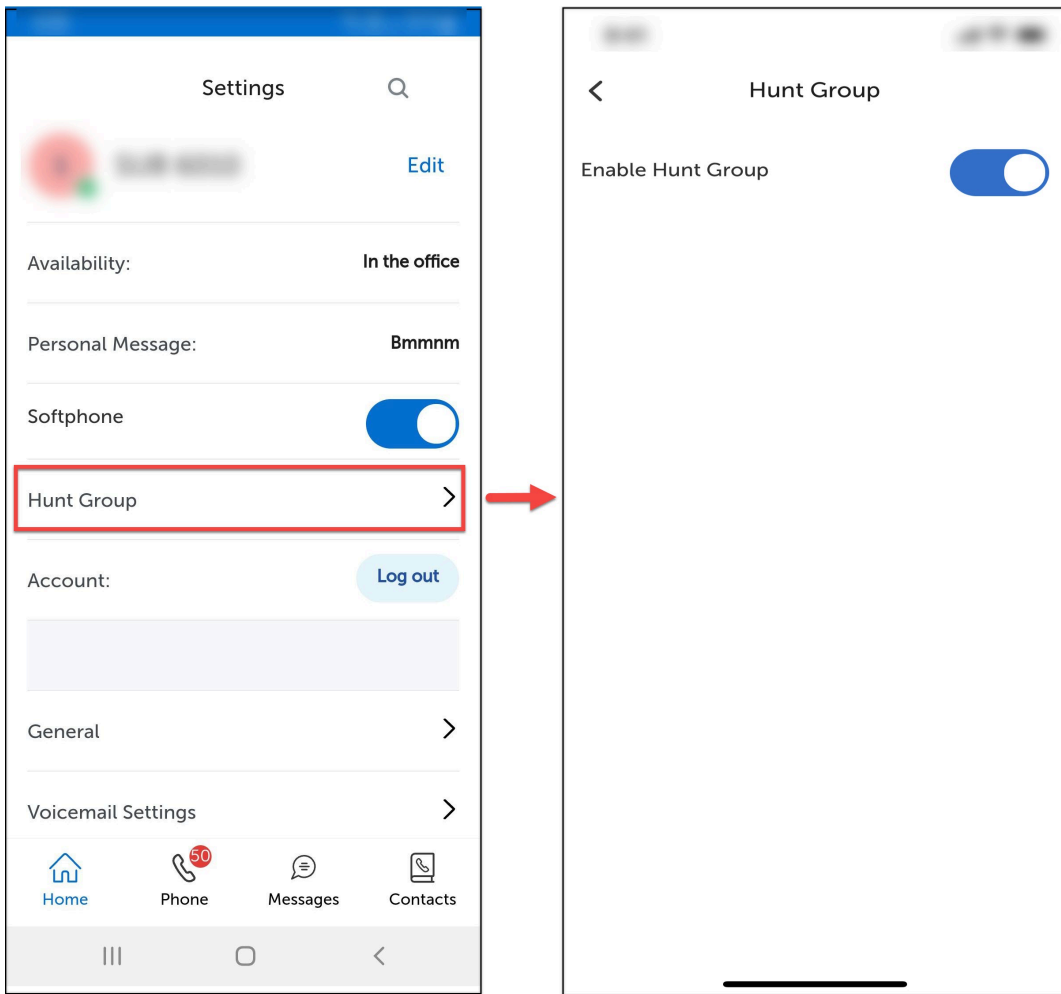
The administrator must configure a Hunt Group in MiVoice 5000 and add the user's DN as a Hunt Group member. After synchronization between MiVoice 5000 and MiCollab Client Service, the Hunt Group menu will be displayed in the Settings page of MiCollab for Mobile Client. In the Hunt Group menu, the configured Hunt Group will be displayed as **Enable Hunt Group**.

i Note:

If the Hunt Group is disabled by the administrator, the Hunt Group menu will be removed from the Settings page of MiCollab for Mobile Client..

You can mark yourself as present or absent (log in/log out) in the Hunt Group by performing the following steps:

1. From the MiCollab top header menu, single tap on your avatar to open the Settings page.
2. Tap on **Hunt Group**.
3. Tap the toggle switch of **Enable Hunt Group** to log in/log out from that group.



Note:

In MiVoice 5000, when a user is added or removed from a Hunt Group, MiCollab for Mobile Client does not receive any notification from MiVoice 5000. The user must log in to MiCollab for Mobile Client again to get the latest group information.

3.12.3 Configuring Hunt Groups in MX-One

Note:

If the server is running on version 9.7, whereas if the client is running in an older version 9.6, then the Ring Group tab would be visible in the MiCollab client's navigation pane for a MX-One set-up. The recommended client version should be 9.7 to use Hunt group feature on MX-One.

In MX-One, only Hunt Group is supported and each user can be a part of maximum four Hunt Groups and the same is visible in their MiCollab Clients.

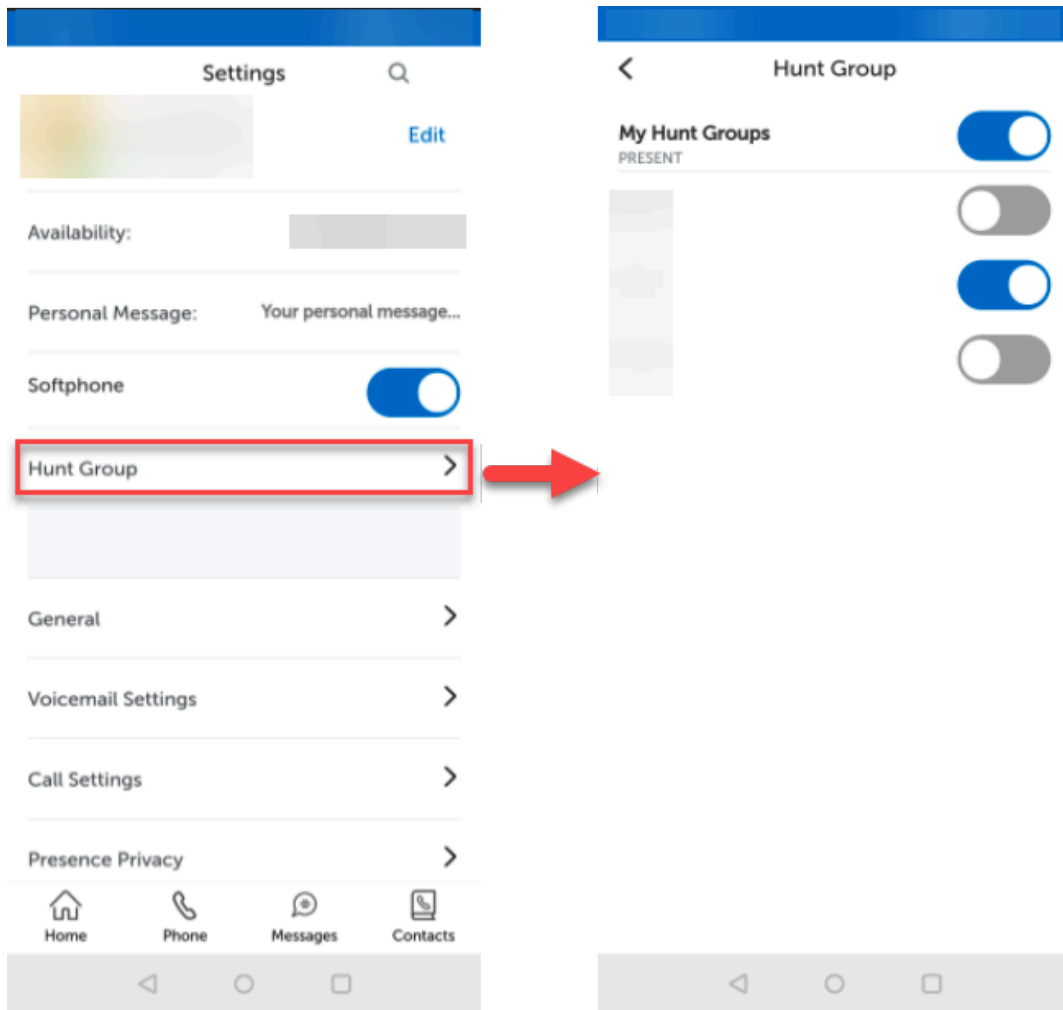
The administrator must configure a Hunt Group in MX-One and add the user's DN as a Hunt Group member. After synchronization between MX-One and MiCollab Client Service, the Hunt Group menu will be displayed in the Settings page of MiCollab for Mobile Client under which all Hunt Group details that a user is part of would be present.

You can mark yourself as present or absent (log in/log out) in the Ring/Hunt Groups by performing the following steps:

1. From the MiCollab top header menu, single tap on your avatar to open the Settings page.
2. Tap on **Hunt Group**.
3. Tap the toggle switch of a particular Hunt Group to log in/log out from that group.

Or

Tap the global toggle switch to log in/log out from all the Hunt Groups.



Note:

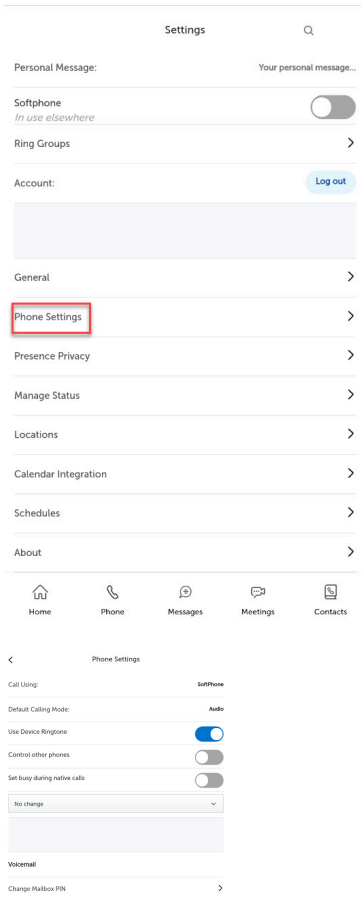
In MX-One, when a user is added or removed from a Hunt Group, then the user on MiCollab Mobile Client will receive the latest group information in real time.

3.13 Settings

3.13.1 Phone settings

You can specify your preferred device selection for outgoing MiCollab calls, calling mode (audio or video), and control other phones. Also, you can set your status as **Busy** during native GSM calls. To change the call settings:

1. From the MiCollab top header menu, single tap on the avatar to open the **Settings** page.
2. Tap on **Phone Settings** to display all the options. See the table below for the list of options under Phone Settings.



For more information on device selection and call using setting, see [Device selection for outgoing calls \(Call Using\)](#) on page 93.

Settings	Description
Call Using	You can select any of your configured phone numbers to make outgoing calls from MiCollab Client. See Device selection for outgoing calls topic for more information on the Call Using setting.
Default Calling Mode	Selecting Audio or Video makes the selection as the default mode for all outgoing calls

Settings	Description
Use Device Ringtone	<p>By default, this setting is enabled.</p> <ul style="list-style-type: none"> • If enabled, you will hear the default user-selected ringtone (from native mobile setting) for incoming softphone calls. • If disabled, you will hear the default MiCollab ringtone for incoming softphone calls.
Control other phones	<p>Enable this setting to control other phones that are configured.</p>
Prefer mobile network for VoIP	<p>By default this settings is turned off by the administrator in the Deployment profile.</p> <p>Once this setting is enabled, the MiCollab client will prioritize VoIP calls using the mobile network rather than Wi-Fi, when both Wi-Fi and mobile networks are available.</p> <p>This feature is intended for environments with poor Wi-Fi coverage.</p> <div data-bbox="852 1262 1466 1423" style="background-color: #e1f5fe; padding: 5px;"> <p>i Note: This setting is applicable only to the iOS clients.</p> </div>
Set busy during native calls	<p>Enable this setting to set a busy tone to all your incoming softphone calls whenever you are on an active GSM native call.</p>
Voicemail > Change Mailbox PIN	<p>Use this setting to change the voicemail PIN.</p>

3.13.2 Managing your User Profile

The User Profile menu indicates your current Presence and personal message. By using the User Profile menu you can:

- Change your presence status.
- Change your custom personal message.
- Enable or disable your Softphone.
- Enable or disable your Ring Groups.
- Open Ring Groups, Settings, or About menu.

Note:

Your presence status is updated based on the latest *presence-change* setting made in the Client. Any setting that was updated most recently (Dynamic Status, Schedules, Calendar Integration, or Locations) takes precedence over the former setting. For example, if you set a new presence status in **Schedules** and then you update that status in your **Calendar Integration** setting, the status from the calendar integration will be set as your new presence status.

Note:

Make sure the administrator has enabled the option to allow the users to Add/Edit the user defined dynamic status.

Note:


You will not be able to delete or edit the administrator defined dynamic status.

To change the Dynamic Status:

1. From the MiCollab Client Header menu, click your avatar to open the User Profile menu.
2. Select the preferred status from the **Availability** drop-down list.

To add a new Dynamic Status:

1. Click **Manage Status**.

2. Click the **more** () menu and select **New**.
3. Enter the status name and select required settings.
4. Click **Done**.

To add/change your personal message:

1. From the MiCollab Client Header menu, click your avatar to open the User Profile menu.
2. Enter a personal message in the **Your personal message** text box.

 **Note:**


You can also add emojis in the personal message text box. Different platforms display the same emoji specification in different ways or do not display at all.

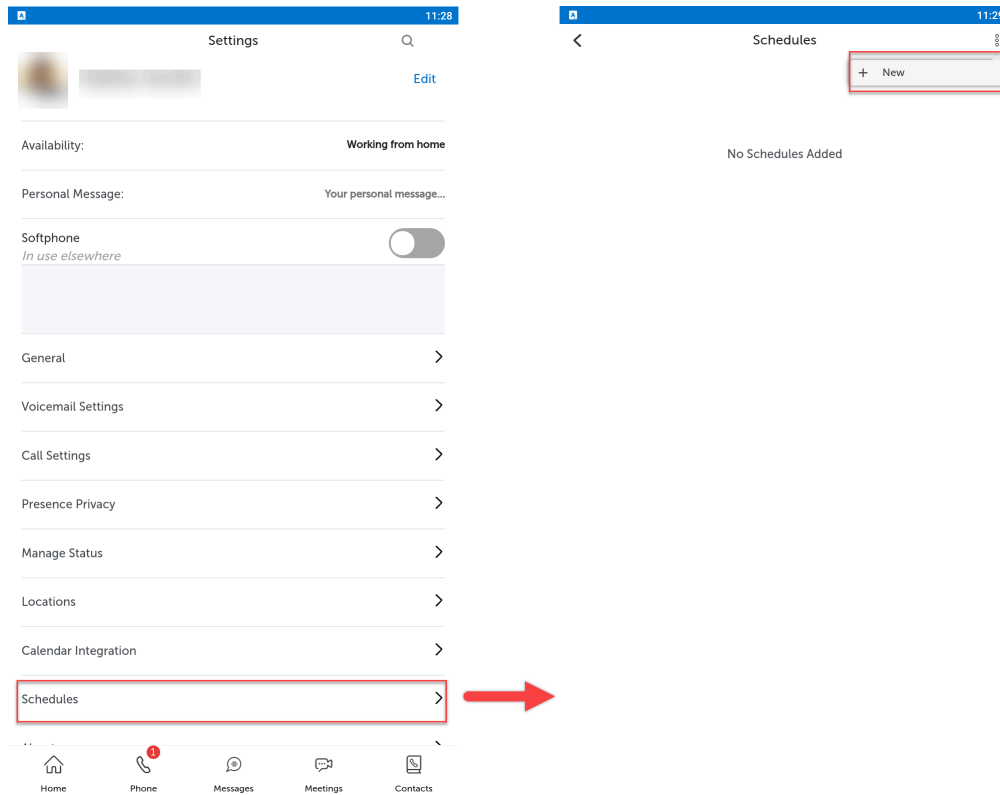
3.13.2.1 Dynamic Status schedule

MiCollab Client allows you to manage your schedules and your Dynamic Status is updated accordingly.

To add a schedule:

1. From the MiCollab top header navigation, single tap on the avatar to open the **Settings** page.
2. Tap on **Schedules**.

- From the **more** () menu select **New**.




- Select the preferred status from the **Status** drop-down list.
- Edit the time for the schedule and select the days for the schedule.
- Tap on **Done**.

To edit a schedule:

- From the MiCollab top header navigation, single tap on the avatar to open the **Settings** page.
- Tap on **Schedules**.
- Select a schedule.
- Edit preferred status, time, and days for the schedule.
- Select **Done**.

To delete a schedule:





- From the MiCollab top header navigation, single tap on the avatar to open the **Settings** page.
- Tap on **Schedules**.
- From the **more**() menu select **Delete**.




4. Select the **X** icon on the schedules to delete.
5. Select **Done** and on the **Delete Confirmation** dialog select **OK**.



3.13.2.2 MiCollab Client presence status indicator

The Presence indicator provides contacts' status and their presence and availability for voice and chat functions. Circles indicate that a contact is available for chat and the phone icons indicate that only contact's voice presence is known (valid for only Legacy chats).

The following table describes each presence status and what each status means.

	<p>Available for chat and calls (valid for Legacy and CloudLink chat).</p> <p>Note:</p> <p>With CloudLink, depending on the user's Multi-device User Group (MDUG) device status, they may or may not be available for calls.</p>
	<p>Away or currently locked your system or mobile. Available for chat and calls, but may not answer (valid for Legacy and CloudLink chat).</p>
	<p>*</p> <p>In a Meeting Available for chat and calls, but answers may be delayed (valid for Legacy and CloudLink chat).</p>
	<p>On the phone. Available for chat, but answers may be delayed.</p>

	<p> Note:</p> <p>This icon does not appear when searching for the user or if the user is added to the home screen, you need to select the user to see it. The home screen icon</p>
	<p>**</p> <p>Do Not Disturb: The contact is not available. Chats may be sent and received (valid for Legacy and CloudLink chat). Depending on the call manager, the calls are forwarded to voicemail as per the instances below:</p> <ul style="list-style-type: none"> • MiVB = DN put into DND and a CFWD profile created/enabled to voicemail (regardless of if the user has voicemail or not) • MX-ONE = DN is put into DND, a diversion point needs to be configured for the DN as required • MiVoice 400 = DN is put into DND, a diversion point needs to be configured for the DN as required • MiVoice 5000 = DN is put into DND <ul style="list-style-type: none"> • an internal call receives the busy tone even if the subscriber has a voicemail box • an external call is rerouted to the attendant console
	<p>Not available for chat (Client is offline). Available for calls (not valid for CloudLink chat).</p>

	<p>Not available for chats (Client is offline). Phone is busy for calls or the user is in a meeting (not valid for CloudLink chat).</p>
	<p>Offline: Not available for chat or calls (valid for Legacy and CloudLink chat).</p> <p>Status Unknown: Presence information is hidden or the user is offline.</p> <div data-bbox="846 611 1476 919" style="background-color: #e1f5fe; padding: 10px;"> <p>i Note:</p> <p>All members of a user's MDUG must be offline. Setting the presence of an MDUG device to Absent does not make them offline.</p> </div>

* Calendar Integration must be enabled

** The Do Not Disturb behavior for your MiCollab Client depends on the call manager configured. For more information, see the respective call manager documentation.

3.13.3 Presence privacy settings

You can control your presence information (dynamic status, chat status, telephony status, video availability, and calendar advisory) to be displayed to other users or not.

i Note:

Presence Privacy setting is available only if your administrator has enabled the **Presence Privacy Service** in MiCollab Server Manager.

To control your presence privacy settings:

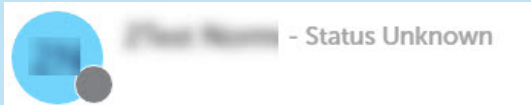
1. From the MiCollab top header menu, single tap on the avatar to open the **Settings**.
2. Tap on **Presence Privacy**.

3. To change your presence settings:

- Turn **On** the **Show Presence** setting and tap **OK** to reset your presence allowed list. This will reset the presence privacy information and your presence will be displayed to all the users under the enterprise.
- Turn **Off** the **Show Presence** setting to add users to your presence allowed list. You will be provided with the options to add users to your presence allowed list.
- To delete contacts from your presence allowed list, tap **more** > **Delete** and select the contacts to delete and then tap **Done**.

Note:


MiCollab Client presence status indicator of a user with **Show Presence** setting **Off** will display **Status Unknown** with a grey circle (presence indicator) for other contacts except the presence allowed list. Contacts who are not part of presence allowed list can still initiate a call or chat with that user.



3.13.3.1 Requesting for presence


If a user has turned **Off** the **Show Presence** setting, other users can request the user to view the presence information.

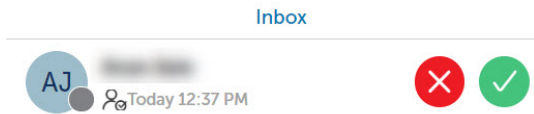
To request for presence:

Open the contact card for whom the presence information is to be viewed, press and hold on the empty space and select **Request for Presence**. Also you can open the contact card and select **Request for Presence** from the more () menu.

Note:

Users cannot request for presence information from MiTeam, groups, or group chat.


- From the MiCollab Client navigation menu:
 1. Select **Settings > Presence Privacy**.
 2. Tap the **more** () icon and select **Add Contacts**. Also you can tap the plus (**+**) icon to add contacts.
 3. Select the contacts to add and tap **Done**.
- After a contact sends **Request for Presence**, the user will get a notification in the home screen to either **Accept** or **Reject**.

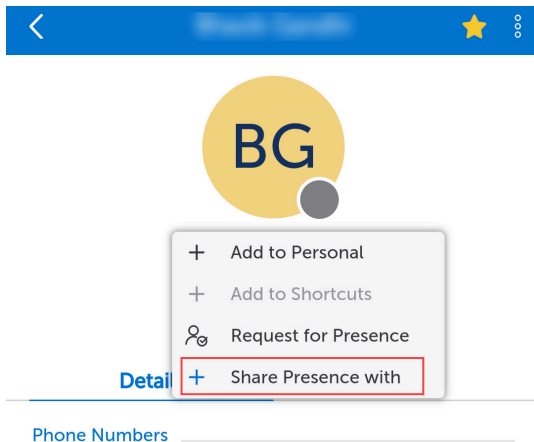


- Tap **Accept** to add the contact to your presence allowed list.
- Tap **Reject** to reject the view presence request.

Note:

MiCollab for Mobile Client displays a real-time notification whenever someone requests for presence information. Notifications will be pushed to the device even when the Client is in the background or the device is locked.

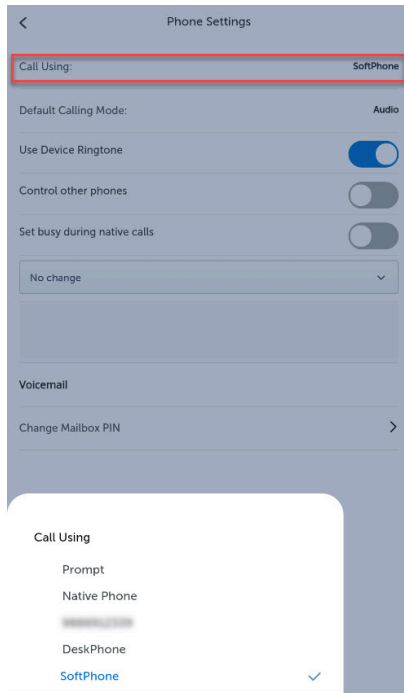
- Open the contact card, press and hold on the empty space and select **Share Presence with**. Also you can open the contact card and select **Share Presence with** from the more () menu. The contact is automatically added to your presence allowed list.



3.13.4 Device selection for outgoing calls (Call Using)

You can select any of your configured phone numbers to make outgoing calls from MiCollab Client.

The **Call Using:** field specifies the device used for outgoing calls. You can modify the setting to specify the default device for outgoing calls. Single tap on the avatar on the top header menu to open **Settings > Phone Settings**.



The following **Call Using** options are available:

- **Managed by Status**—This option changes the outgoing device to be the preferred device selected in the Dynamic Status. Your default device for outgoing calls changes if you change the Dynamic Status.
- **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.
- **Softphone**—The softphone will always be used to make outgoing calls.
- **Deskphone**—The deskphone will always be used to make outgoing calls.

i Note:

If the administrator selects the Call Using drop-down option as Softphone or Deskphone, then in the MiCollab client it will show all the available devices for the same Call Using drop-down for all the users configured on that user profile. This is applicable to only MX-One.

Emergency Calls

During normal operations, and always in case of iOS users, Emergency calls are handed off to the native dialer. Only in the case of Android users, if there is no cellular signal, then emergency calls will be made using the MiCollab softphone.

Displaying calling number for outgoing calls (external calls only)

Users can select their calling number (that will be displayed) for all outgoing calls.

i Note:

This is applicable only on outgoing CTI and Call Through (FMC) calls for MiCollab users on MiVoice Business and MiVoice MX-One communication platforms.

i Note:

This feature is not applicable for internal calls.

To select an outgoing number:

1. Click **Manage Status** and select the preferred status from the displayed options.
2. From the **Show my public outgoing number** drop-down list, select the preferred number (Common public, extension option, or Hunt/Ring group) to display for outgoing calls.

The screenshot shows a settings panel titled "Audio Calls". Under the heading "Call Using", there is a dropdown menu currently displaying "SoftPhone". Below this, there is another dropdown menu labeled "Show my public outgoing number", which is highlighted with a red rectangular box. This second dropdown menu is currently displaying "Extension Option".

i Note:

- Select **Default** to display the default calling number that is selected in the Call Using drop-down.
- Select **Restricted** to hide your caller ID for all outgoing external numbers. The called party will see the incoming call as “Unknown caller”.

3. Click Done.

After the dynamic status is set (with the preferred outgoing number), the active outgoing number will be displayed in the Client’s footer menu (right-drawer for Mobile Clients).

Overriding the outgoing number (internal and external calls)

Users can override their public outgoing number by enabling the overriding feature. It can be enabled by dialing the given overriding code (example, ***89**) from the softphone or deskphone.

For example, Dial ***89*5000#** from the Client to change the outgoing number to **5000** irrespective of the selected dynamic status.

Where, ***89** is the overriding code and **5000** is the group number.

i Note:

The outgoing number selected using the overriding feature will have precedence over the Flexible CLI number selected from the dynamic status menu.

i Note:

The selected outgoing number will be displayed in the Client’s footer menu.

Users can remove the overrides using the given override removal codes. After the removal, the flexible CLI number in the current dynamic status will be activated automatically.

In the above example, to remove the override, dial **#89##** from the softphone or deskphone.

Note:
*89 is also applicable for internal calls.

3.13.5 Softphone settings

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. Single tap on the avatar on the top header menu to open **Settings > Softphone**. Under **Softphone**, tap the toggle button to **On** to enable the softphone.

Note:
The toggle registers the configured softphone with the Call Manager.

3.13.6 Dialpad Settings

You can specify the settings to automatically start the MiCollab for Mobile Client with the Dialpad as home screen.

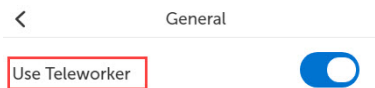
To manage the settings:

1. From the MiCollab top header menu, single tap on the avatar to open **Settings > General**.
2. Turn On the **Show Dialpad at Startup** setting.

3.13.7 Using Teleworker

Mitel Teleworker service enables you to work remotely with full access to voicemail, conferencing, and other features of the office phone system. The service is a secure solution which turns any Mitel IP phone or softphone into a teleworker set. To activate the teleworker setting:

1. From the MiCollab top header menu, single tap on avatar to open **Settings**.
2. Tap on **General**.
3. Enable the **Use Teleworker** setting.



i Note:

In Mobile Clients, the Teleworker option cannot be configured or enabled.

i Note:

Disable the Use Teleworker setting while connected to a VPN.

3.13.8 Managing notifications

MiCollab Client shows taskbar notifications and alerts in the following instances:

- Notify new chat message
- Notify on incoming call
- Notify on missed call
- Notify new voicemail
- Notify new fax
- Notify on presence request
- Notify on Emergency Location Event

To enable the notifications on MiCollab Client:

1. From the MiCollab top header menu, single tap on the avatar to open **Settings**.
2. Tap on **General > Notifications**.

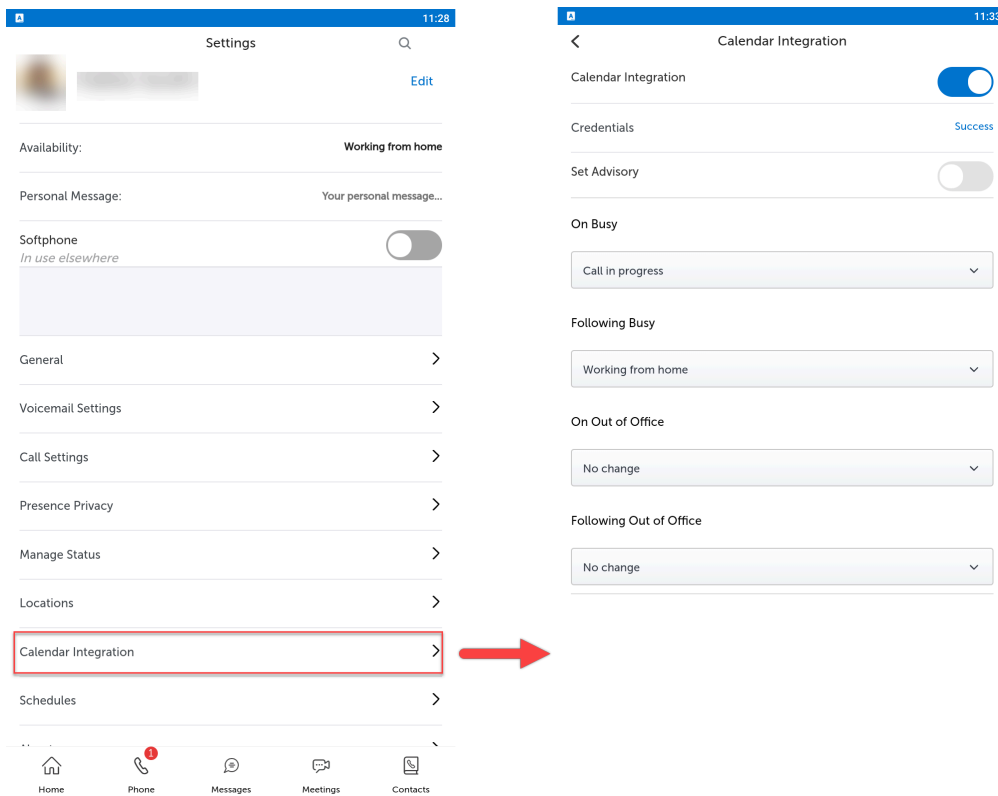
- Under **Notifications**, turn **On** the required notification settings.

3.13.9 Calendar integration

MiCollab Client provides integration with your Microsoft Exchange calendar if supported by your organization.

To enable the calendar integration:

- From the top header menu of the Mobile Client, single tap on the avatar to open **Settings** > **Calendar Integration**.



- Set the **Calendar Integration** toggle to **On**.
- Tap on **Credentials** and enter your primary e-mail address and exchange username.

Note:

If the calendar is integrated with Microsoft Exchange or Office 365 through an impersonation account, the user is not prompted to enter credentials. The impersonation account will be used to read the calendar information.

4. Tap **OK**.

On successful calendar integration, a **Success** message is displayed.

After successful calendar integration, enable **Set Advisory** to display the advisory message based on your events in the calendar. The following advisory messages are displayed:

- **No appointments today**: If there are no calendar events.
- **Next appt at <time>**: Your next appointment time in your calendar is displayed.
- **In appt until <time>**: Your current appointment ending time is displayed.

Based on your calendar appointments (**On Busy**, **Following Busy**, **On Out of Office**, or **Following Out of Office**), you can automatically set your preferred dynamic status. For example, from the **On Busy** drop-down menu, select **In a Meeting** status. This automatically updates your dynamic status to **In a Meeting** when you are in an appointment.

3.13.10 Automatic Recovery of Ongoing Call

MiCollab for Mobile Client will attempt to automatically recover an ongoing call when a network switch happens during a call (from WiFi to Mobile data network or vice-versa).

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.

Note:

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

3.13.11 Remote Extension

Note:

This feature is only applicable to users on MiVoice MX-One communication platform.

A Remote Extension allows you to connect an external telephone number, such as your cell phone number or home phone number to your office and have it operate as if it was a local extension in your office. Using the Remote Extension feature, the user can now configure a remote extension number through a MiCollab Client.


Note:

This option was previously configured only by the administrator or in the communication platform, but now this can also be performed by users.

Note:

A user can only delete the Remote Extension numbers from the client which are created by them.

To add remote extension numbers:

1. Tap on **General > My Numbers**.
2. Tap the more () menu and select **New**.

The Add Number pop-up window opens.



3. In **Add Number** pop-up window, add a **Label** and the **Number**, and select the checkbox for Remote Extension.

Selecting the checkbox makes the added number a remote extension number.

4. Tap **Add**.

The added number gets displayed under My Numbers.

i Note:

The Remote Extension checkbox and Number Field will be disabled if any of the conditions mentioned below is met. An "i" icon would be displayed next to the Remote Extension checkbox, which will display the following information.

Checkbox will be disabled if the number is:

- *Configured in any dynamic status*
- *Configured by the administrator or in the communication platform*
- *Active remote extension*

i Note:

Remote Extension numbers configured by your administrator or in the communication platform will also be displayed under **My Numbers**.

i Note:

The remote numbers created by your administrator or in the communication platform will be prefixed with a default text that the user can update.

i Note:

User-defined remote extension numbers must be in the format "**destination code** followed by **the number**".

For example, the remote extension defined is *09818xxxxxx*.

- *0* is the destination code
- *9818xxxxxx* is the number

Note:

A user can add a remote extension by themselves only when an admin provisioned remote extension is present. If there is no admin provisioned remote extension, the user will not be able to add any number as a remote extension.

After setting an Active remote extension number, the same number will be displayed within the **Place Call With** prompt menu when a user tries to make a call and in the right-drawer menu below the softphone settings.

FMC Call Through modifications using remote extension:

FMC Call Through modifications using a remote extension will be achieved via the following steps:

1. In the Edit Number page, a **Call Through** checkbox is displayed. Check the **Call Through** box to configure FMC call through.
2. For the FMC call through to work, same remote extension number needs to be configured in the current dynamic status whose FMC checkbox is enabled in under **My Numbers**.

3.13.12 Name Sorting

You can sort the order of names of the MiCollab clients by using the Name Sorting option.

To sort the order of the names:

1. From the MiCollab top header menu, single tap on the avatar to open **Settings**.
2. Tap on **General**.
3. Tap on **Name Sorting**.
4. Select one of the drop-down options from the **Sort By** field.

You can sort the names with the usual **First,Last** name or you can select **Last,First** name.

Sort By

first,last

first,last

last,first



Note:

After a factory reset on the client or when a different user logs in, the name sorting gets back to the default setting, that is First,Last name.

Whereas a local restart on the client does not change the local setting value.

Selecting **Last,First** name sort option will have the following changes in the MiCollab Client:

1. Contacts Page:

- All the contacts under Groups, Corporate, Personal and External will display reversed formatting.
- Sorting of names will be done alphabetically based on last name.

2. Search option:

- All search results will be sorted alphabetically based on the last name for all the contact and their related entries (Contacts, Calls, Chats, etc.)

3. CloudLink Chat:

- While tagging a user in CloudLink Chat component, the names displayed will be in the last, first name format.

Troubleshooting

4

This chapter contains the following sections:

- [Reset MiCollab Client to its default settings](#)
- [MiCollab Client diagnostics](#)
- [MiCollab Client-server connection issues](#)

The [Send Diagnostics](#) option allows you to create and send an issue report for your system administrator. The following table provides additional troubleshooting tips for MiCollab Client.

Problem or Error	Probable Cause	Solution
Call error, send a diagnostic report	No network connection	Check Internet or network connectivity
The number was not recognized or call failed	Dialed or transferred the call to an invalid number	Check if the number is valid
Softphone not available	Softphone is disabled	Check if the softphone or deskphone is configured for the user
Call error	No devices available to make a call	<ul style="list-style-type: none">• Check if the softphone or deskphone is configured for the user• Check if the softphone is registered on the Client. From Client's footer, click on device selection and enable the softphone
Outgoing call not initiated with a warning that no devices are available	Neither a PSP or a CTI device is free or enabled	Enable a softphone or connect a deskphone

Problem or Error	Probable Cause	Solution
Issues after downgrading the client to older versions	Client folders not deleted after downgrading	Delete the files and folders manually before downgrading
Failed to send the report or User not able to send diagnostic logs	Proxy setting connection between Client and server	Bypass the proxy server for the server. Create an exception for the server.
SIP call terminated	The SIP ALG setting on the router is turned ON.	A setting on the router called as <i>SIP ALG</i> should be always turned off for SIP/ VoIP Calls
No audio/audio issues were faced during PC client calls	Incorrect/wrong devices used	<p>This can be corrected by the following steps:</p> <ul style="list-style-type: none"> • Open the Windows Sound Panel (via mmsys.cpl) and disable the exclusive control for every audio device - playback and recording). • Switch to Windows 10 Sound Settings → App specific Sound Settings where a list of running apps and associated audio devices is presented. There you can find an option to reset to MS default settings at the bottom.
Unable to reset password	User entering e-mail ID instead of login ID	Enter the login ID and proceed to reset the password

Problem or Error	Probable Cause	Solution
	User is an AD user	Contact Administrator for resetting the password
	Invalid user name	Contact Administrator for a valid user name
	User is not authorized to reset the password.	Contact Administrator for resetting the password
	No network connection	Check the Internet or network connectivity

4.1 Reset MiCollab Client to its default settings

If you want to reset MiCollab Client to its default settings, you can use the **Factory Reset** setting. To reset to Client settings to factory defaults:

1. From the MiCollab top header menu, single tap on the avatar to open **Settings**.
2. Tap on **General > Factory Reset**.
3. Select **OK** in the dialog box to reset to Client settings to factory defaults and logout MiCollab Client.

4.2 MiCollab Client diagnostics

MiCollab Client users can gather information about any issues experienced and provide to the administrator team for help troubleshooting the Client. The diagnostic report provides diagnostic and troubleshooting information for a failed Client session. To send the diagnostics report:

1. From the MiCollab top header menu, single tap on the avatar to open **Settings**.
2. Tap on **General > Send Diagnostics**.
3. In the **Send Diagnostics** section, enter a short description of the issue in the first text box.
4. Describe the issue in detail in the second text box.
5. Tap on **Send**.

**Note:**

Select **Delete Diagnostics Logs** to delete the diagnostics report.

4.3 MiCollab Client-server connection issues

When a user starts the MiCollab Client with an active internet connection but no MiCollab Client server connection, the following list indicates that the client has limited functionality.

On Mobile Client:

- A grey banner at the top of the client.

Tapping the banner will display the warning dialog.

A dialog box is displayed with an alert that the Server access has been lost and limited services are available.

When the MiCollab Client-server connection is re-established, you will see a prompt to restart the Client to recover the full functionality. Until you restart the client, it will be in "no server connection" mode.

Available features when the Client cannot connect to the server

- View your cached data such as Contacts, Call History, and Voicemail
- Use MiTeam
- Make and receive calls using the Softphone
- Use chat functionality

Appendix- Best Practices for MiCollab Android Client

5

This chapter contains the following sections:

- [Keeping the Client Alive in the Background](#)
- [Receiving Push Notification on Phones](#)
- [MiCollab Notification on MiCollab Client](#)

5.1 Keeping the Client Alive in the Background

Android phones have a different architecture for handling background execution of applications, which evolves with every new Android version.

Android processes applications running in the background and those running in foreground separately. But this causes quick draining out of the battery of Android phones. In the earlier versions of Android, there were no restrictions on the applications running in the background.

With the later versions, Android has the capability to stop applications from running in the background so that resource and memory usage is based on the need.

Until MiCollab 8.1.x, Android clients were using the exception **Ignore Battery Optimization** with the user's permission for receiving events from MiCollab server. However, with MiCollab 9.0 onwards, the Android client, in compliance with Google recommendations, drops the **Ignore Battery Optimization** exception and runs the **FCM Push Notifications** to keep receiving events from MiCollab server. This way, MiCollab Android client can receive events even when an application is not running, which was not possible with the earlier MiCollab 8.1.x clients.

5.1.1 Best Practices to Prevent MiCollab App from Getting Closed by Android

Following is a list of some of the best practices and the Android settings that a user can configure to keep MiCollab Client running for a longer time.

- Disable the option Battery Saving or Power Saving mode setting
- Whitelist MiCollab Client app under the Battery Saving settings
- Stop using Task or App killer applications
- Run fewer applications in the background

- Keep interacting with MiCollab Client more frequently

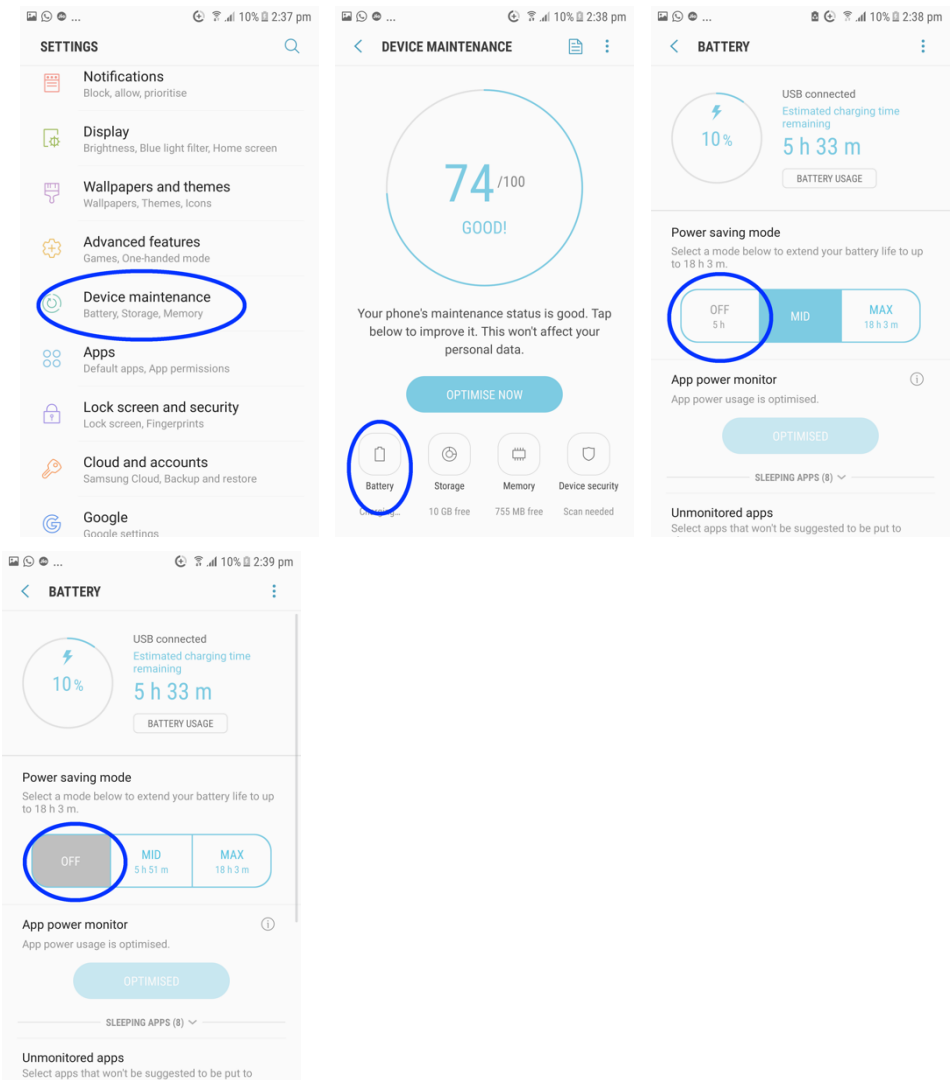
5.1.1.1 Disable battery saving/power saving settings

For Android phones running the Lollipop version or later versions, the **Power Saving Mode** helps the phone user save battery power.

Usually, it is recommended that users turn on the **Battery Saving Mode** when the battery charge goes below 15%, which helps keep the phone alive for a longer duration. However, Power Saving Mode or Battery Saving Mode disables an important feature of the phone, which is data syncing and closes all your favorite applications aggressively. A user should disable the power saving mode using the steps shown on a Samsung device as listed below.

 **Note:**

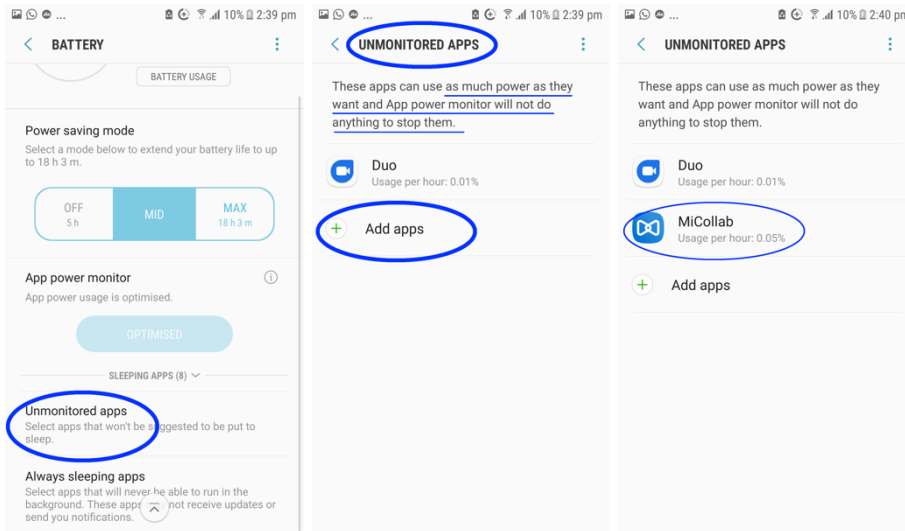
Although most of these settings are by default provided by Android, some of these are modified by OEMs on their devices. Therefore, UI settings and options may not be the same for all devices.



5.1.1.2 Whitelist MiCollab with battery saving/power saving settings

Users can opt to whitelist the MiCollab Client app in the Battery saving or Power Saving mode settings, instead of completely turning off the battery optimization for all apps. This prevents closing the MiCollab Client app for battery saving by Android.

Steps to perform the whitelisting settings are shown in the screenshots below:

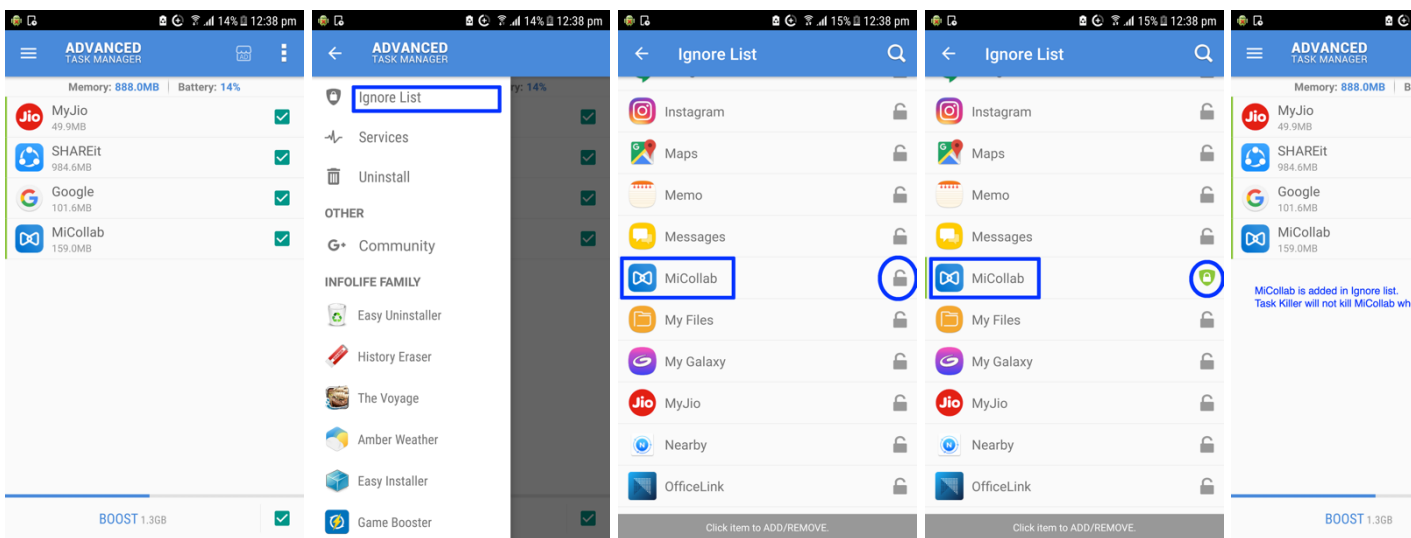


5.1.1.3 Stop using app killer/battery optimization applications

Most of the phone and battery optimizing apps close all the background processes for freeing up RAM and reduces the load on the phone. This may boost the phone speed, but as a result, you will find your favorite apps getting closed more frequently.

Users can add the MiCollab Client app in the whitelist or ignore-list of apps, on which task killer apps do not apply restrictions. If whitelisting does not resolve the issue, then uninstall such optimizer apps. See the FAQ or help section of these apps to find out how to whitelist specific apps.

Screenshots for whitelisting the MiCollab Client in the **Advanced Task Manager** app are given below.



5.1.1.4 Do not keep too many applications running in the background

Keeping a fewer apps running in the background will reduce the chances of Android closing the MiCollab Client.

5.1.1.5 Keep interacting with MiCollab frequently

Frequent interactions with MiCollab Client will make the MiCollab app one of higher priority in the task list and thereby it will reduce the chances of Android closing MiCollab Client to reclaim device resources. Android closes applications that are in LRU task list (Least Recently Used list) before closing those of higher priority in the task list.

By following the above-mentioned best practices, users can keep its MiCollab Client running for most of the time.

5.2 Receiving Push Notification on Phones

Notifications on an Android phone may be delayed by up to 15 minutes, and sometimes they do not even reach the device until the user opens the MiCollab Client. This can be prevented by making changes to the settings on the user's device. This section describes end-user settings for troubleshooting notification-related issues on Android devices.

Following are the primary reasons for which notification delays occur:

- Android settings for Wi-Fi/Mobile data usage
- Battery saving/Power saving mode setting provided by Android
- Killing an app manually from the history list
- Using task/app killer apps on the phone
- Restricted background app activity
- Device-specific global notification settings
- App-specific notification settings
- Data Saver settings
- Decrease in Android Heartbeat Interval

We have investigated the above scenarios with the help of a Samsung device to guide a user on how to enable and disable the feature or whitelist MiCollab Client.

5.2.1 Modify Wi-Fi/Mobile data usage settings

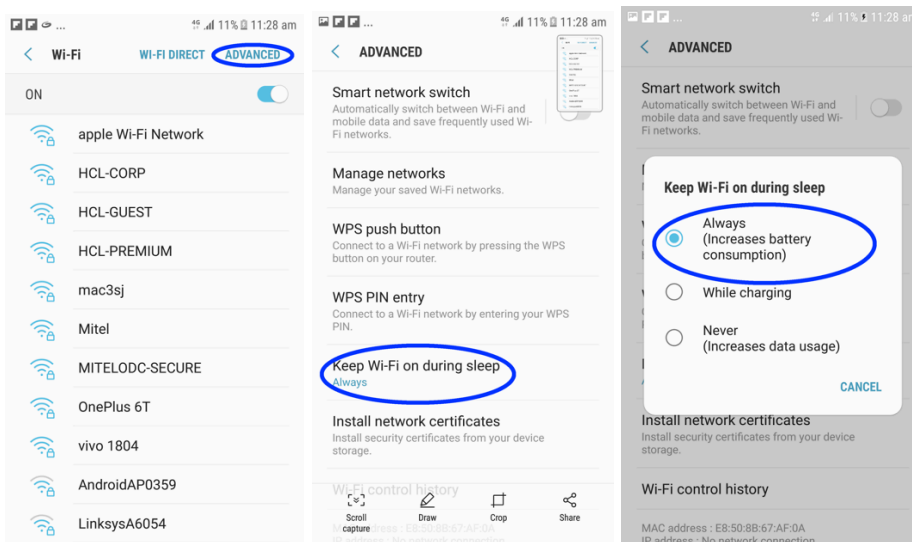
If you receive notifications as soon as you unlock your phone screen, then there is a chance that the setting is such that your Wi-Fi gets disabled when your phone goes to

sleep mode. This setting is suitable for saving battery life, but it is not a preferable option because it comes at the cost of data syncing.

To change this setting:

1. Go to phone **Settings** and tap **Wi-Fi**.
2. Tap the main menu at the top-right corner and select **Advanced** from it.
3. On the next page, set the **Keep Wi-Fi on during sleep** option to **Always**.

This keeps Wi-Fi on when the phone goes to sleep mode because of which notifications are shown on time.

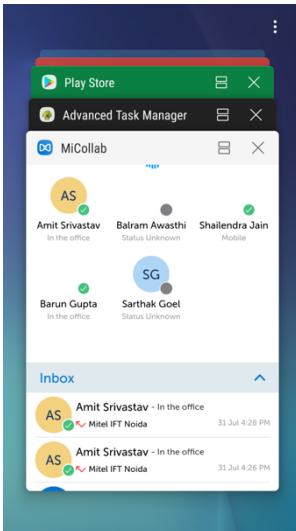


5.2.2 Modify battery-saving/power-saving settings

While the Power Saving mode is enabled, no app can sync data in the background to keep the user updated; because of this, the user does not receive any notifications. Users should not keep the Power Saving mode enabled all the time. They should enable it only when the battery charge is low and when they are not expecting any important messages.

5.2.3 Do not kill an app manually from the history list

Do not close the MiCollab client app from recent history by swiping (methods to close an app may differ on different Android versions). Android treats apps closed in this manner as unwanted apps killed by the user and stops delivering notifications to such apps.



5.2.4 Restrict use of app killer or battery optimization apps on the phone

Most of the phone and battery optimizing apps close all the background processes for freeing up RAM, which in turn, lessens the load on the phone. This may boost the phone speed but leads to delayed or no notifications from MiCollab Client.

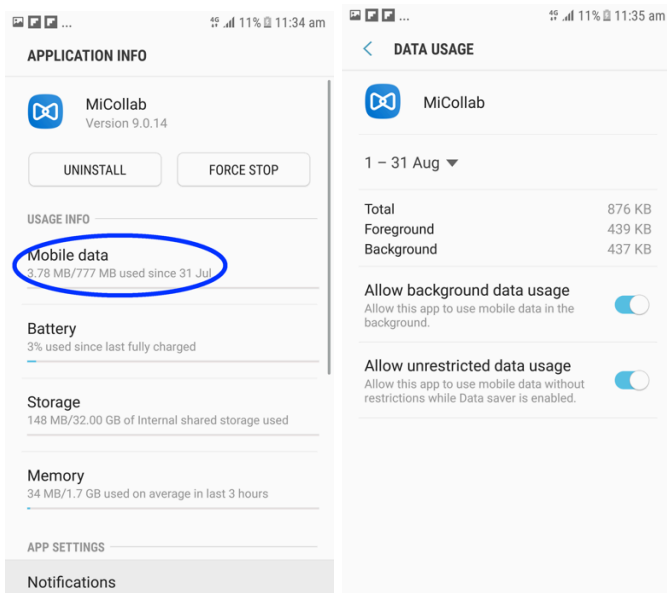
User should try to whitelist the MiCollab Client app from optimizations, so that Android would not restrict the MiCollab app from using background data and allows it to keep running in the background as long as possible.

If whitelisting is not available for a feature, then disable the respective optimization to ensure that MiCollab Client keeps working in the background.

5.2.5 Enable background app activity and data restrictions

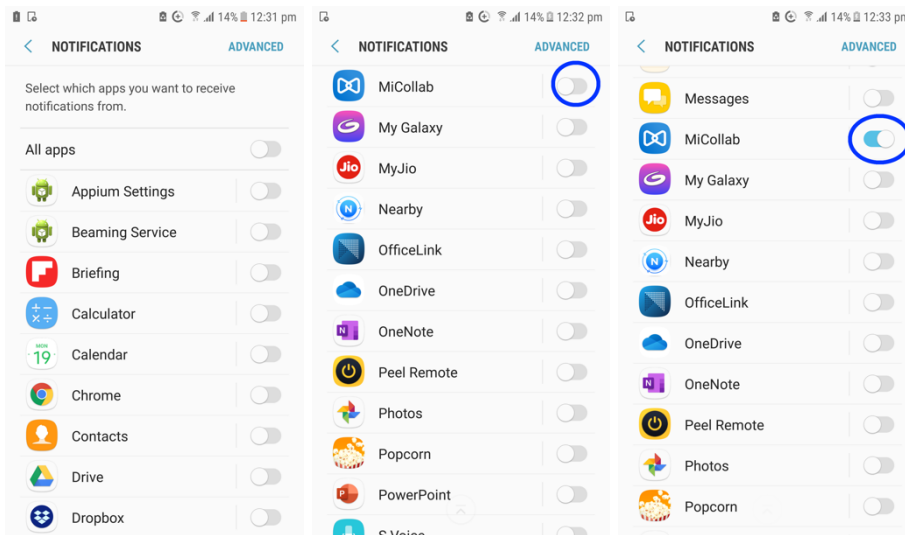
Applications need to sync data in the background for receiving push notifications.

Go to the **Application Information** section of MiCollab Client and enable background activity and data restrictions.



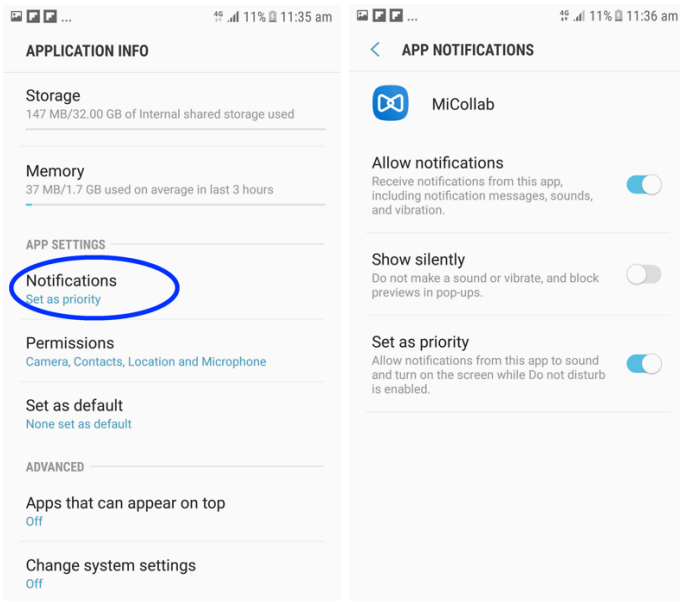
5.2.6 Check device-specific notification settings

Users must ensure that the MiCollab app is enabled to receive notifications.



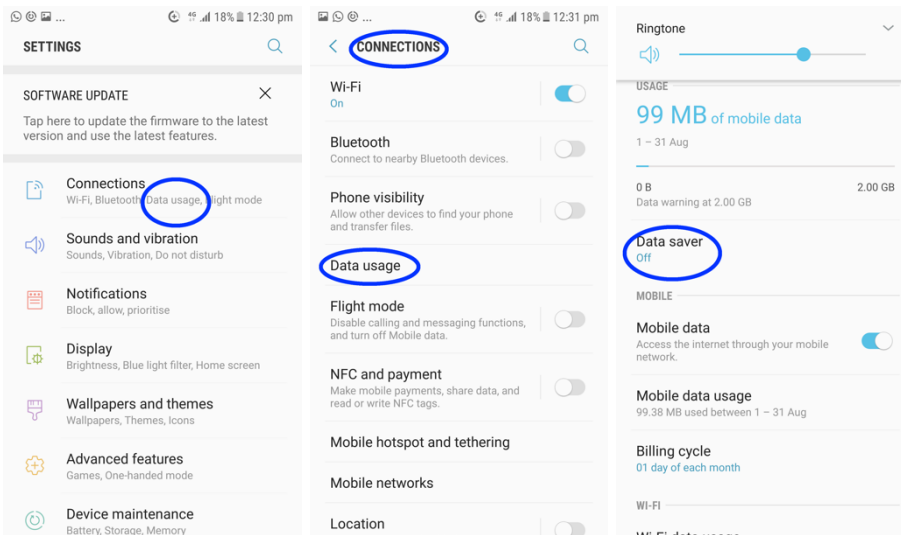
5.2.7 Check app-specific notification settings

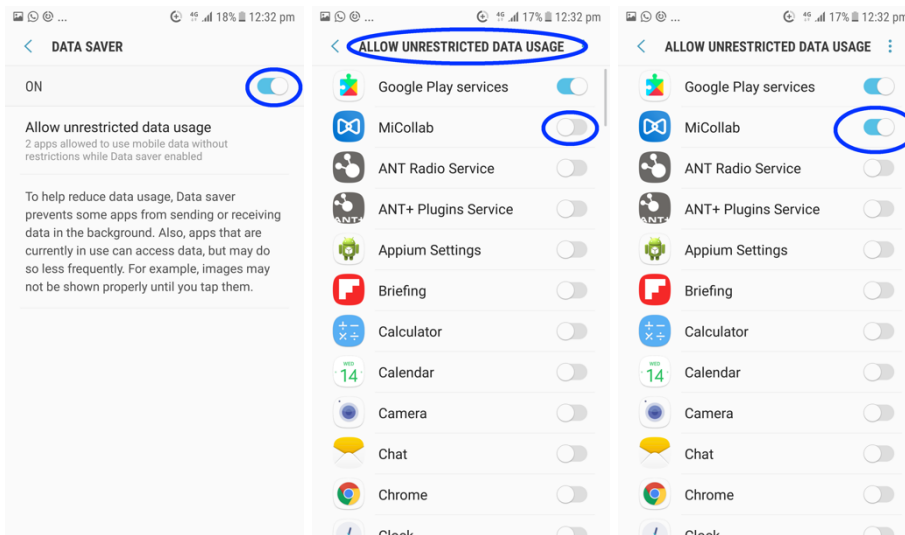
Ensure that the app-specific settings are specified based on priority.



5.2.8 Whitelist MiCollab Client with data-saver setting

For the MiCollab app, always set the data usage to **Unrestricted**, so that the app always keeps running.





5.2.9 Decrease Android Heartbeat interval

Almost all the messaging apps in Android phones use Firebase Cloud Messaging (FCM) service to send push notifications. A user's phone must maintain a stable connection with the FCM service to ensure that the apps receive timely notifications.

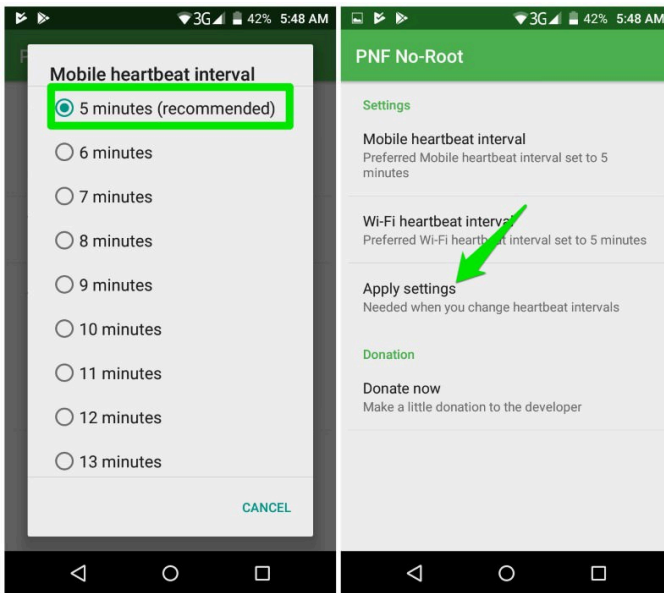
For this purpose, the phone will send a network packet called heartbeat every few minutes to ensure that the device is connected and is able to receive notifications. The packet interval is 15 minutes for the Wi-Fi connection, and 28 minutes for a mobile data connection.

The problem with this setting is that most routers and carriers disconnect from an inactive port after a few minutes of inactivity, usually 5 minutes, and therefore, if the device does not receive a notification within 5 minutes, then the connection with the device is terminated. The device does not receive any notifications until another packet (heartbeat packet) is sent, and a connection is made.

To solve this problem, the frequency of sending the heartbeat packets must be increased.

A free app called Push Notification Fixer enables users to do this. After installation, this app displays two options: Mobile heartbeat interval, and Wi-Fi heartbeat interval.

By default, both options are set to 5 minutes, which is perfect because most connections usually timeout after 5 minutes or more. Users' needs to tap the **Apply** button to apply this heartbeat interval settings, and the device should start receiving timely notifications.



Increasing the heartbeat interval impacts the overall battery timing of the device. However, the impact is very minimum, and the device would not see any noticeable difference in battery time after installing this app. To switch back to the default heartbeat interval, users can either uninstall the app or reset the heartbeat interval to the default values right from the app.

5.2.10 Recommended lock screen notification settings

Following are the recommended lock screen notification settings on Android phones:

On Samsung Galaxy S9 Phone

Lock Screen

1. Navigate to **Settings > Lock screen**.

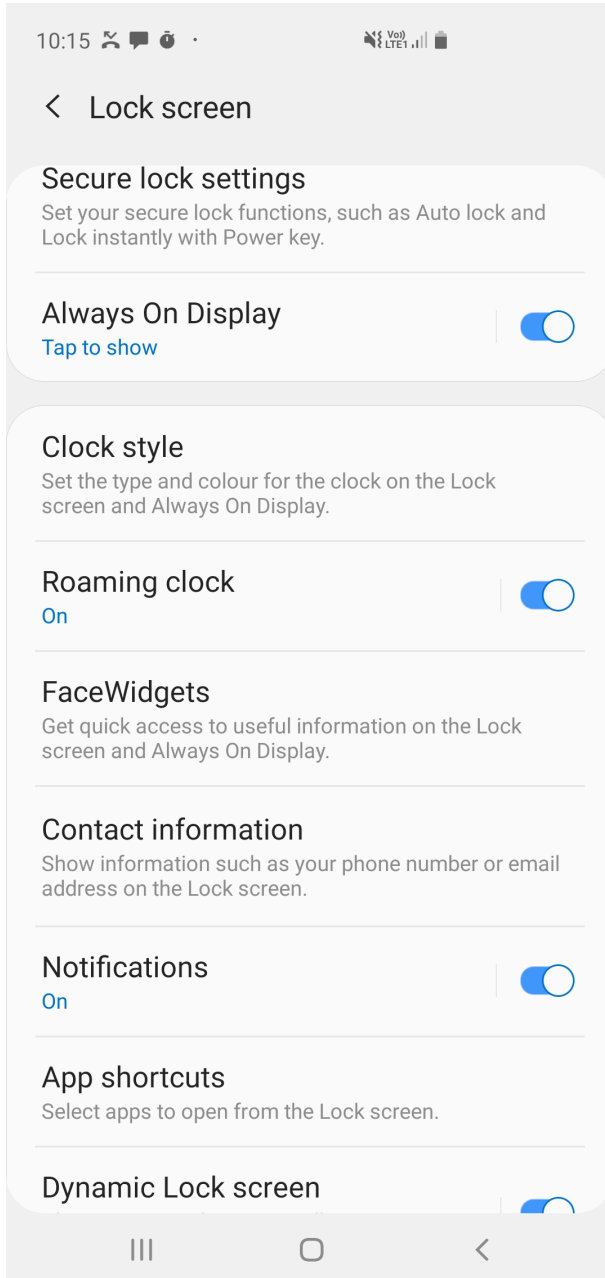


Figure 1:

2. Tap **Notifications**.

3. Tap the **Notifications** button (upper-right) to turn On .

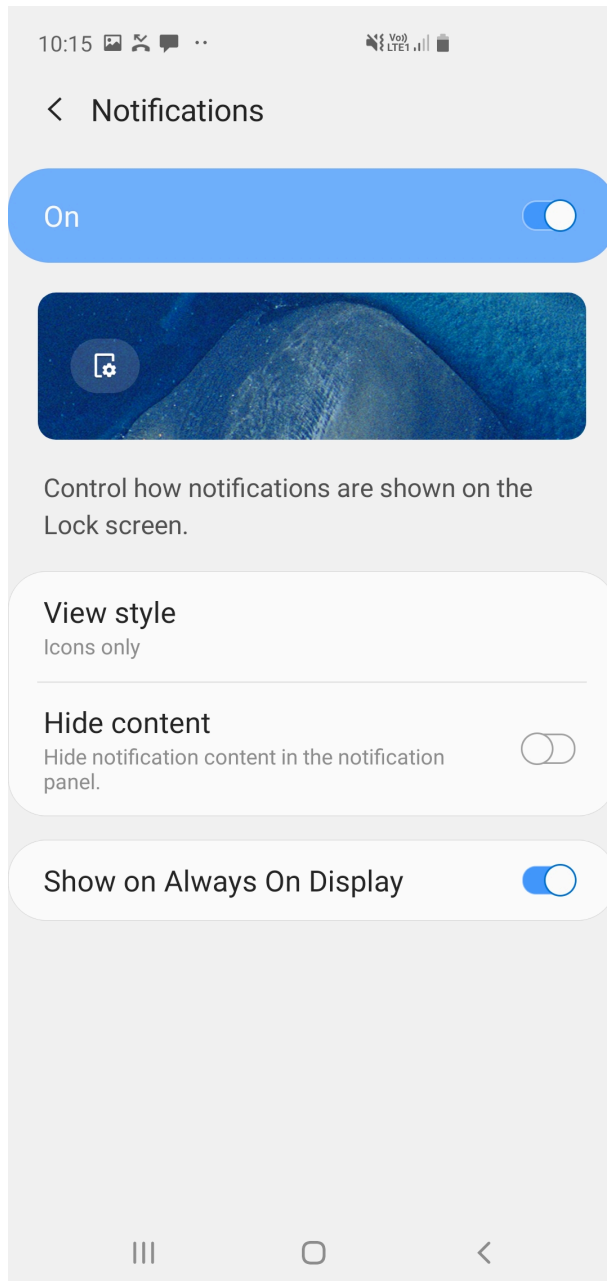


Figure 2:

4. Tap **View style** and select one of the following options:

- Detailed (recommended)
- Icons only (not recommended)



Note:

Make sure you have setup a Screen Lock on your phone to display the **View style** setting.

5. Tap the **Show on Always On Display** button to turn On .

Always on Display

1. Navigate to **Settings > Lock screen**.
2. Tap **Always On Display**.

3. Tap the **Always On Display** button to turn On .

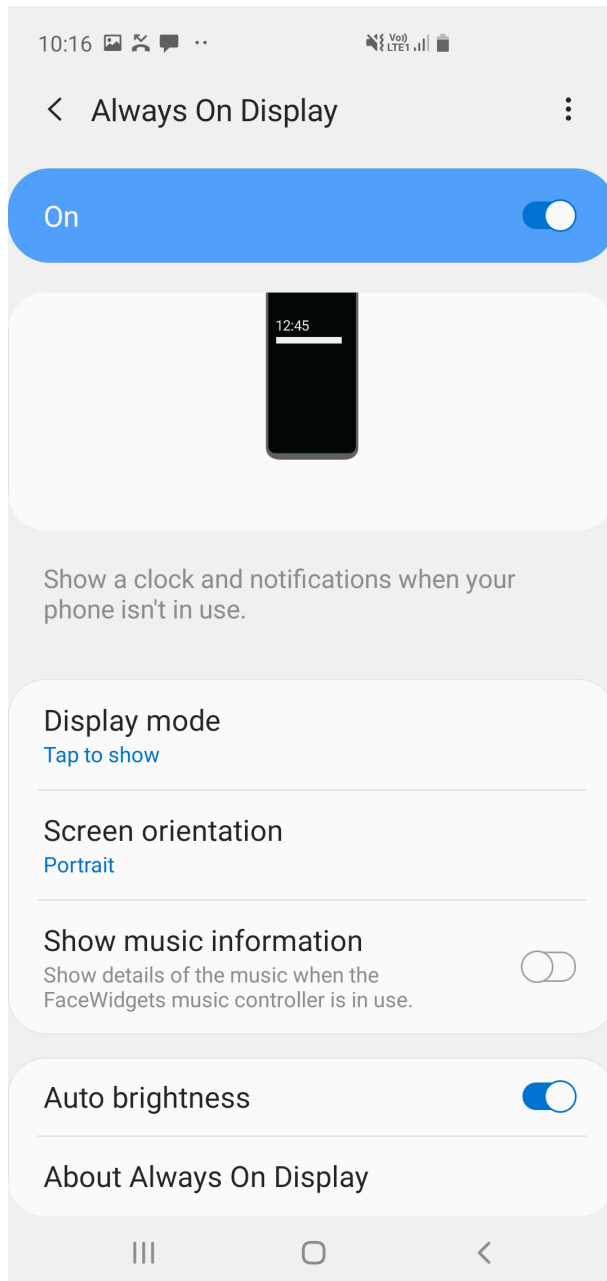


Figure 3:

On Xiaomi Mobile Phones

Lock Screen

1. Navigate to **Settings > Apps > Manage Apps > MiCollab**.
2. Tap **Notifications**.

3. Tap the **Show notifications** button to turn On .

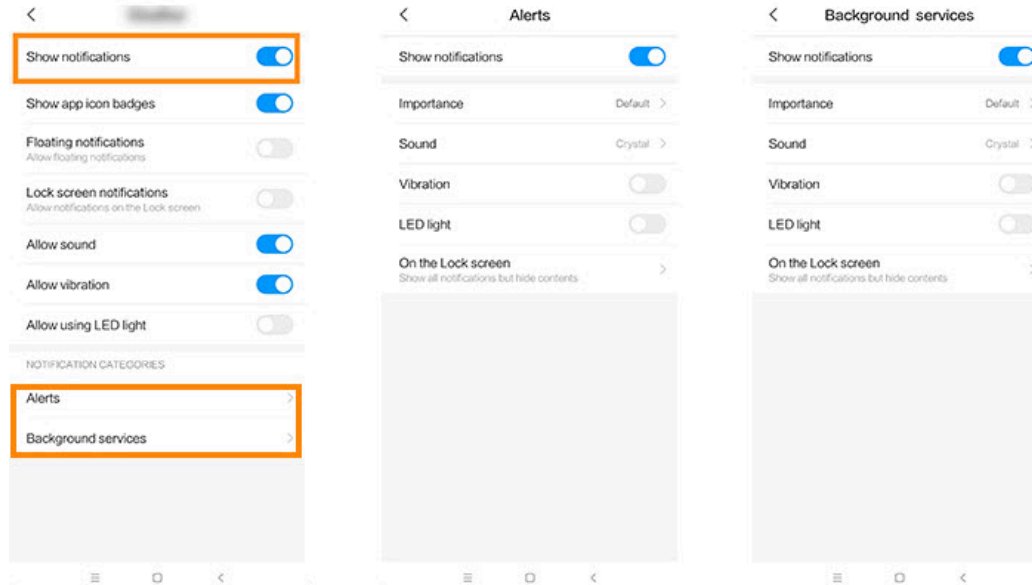


Figure 4:

4. Tap **Alerts** and turn On the **Show notifications** button.
 5. Tap **Background services** and turn On the **Show notifications** button.

Wake Lock Screen

1. Navigate to **Settings > Lock screen & password**.

2. From the **Lock Screen** menu, tap the **Wake lock screen for notifications** button to turn On .

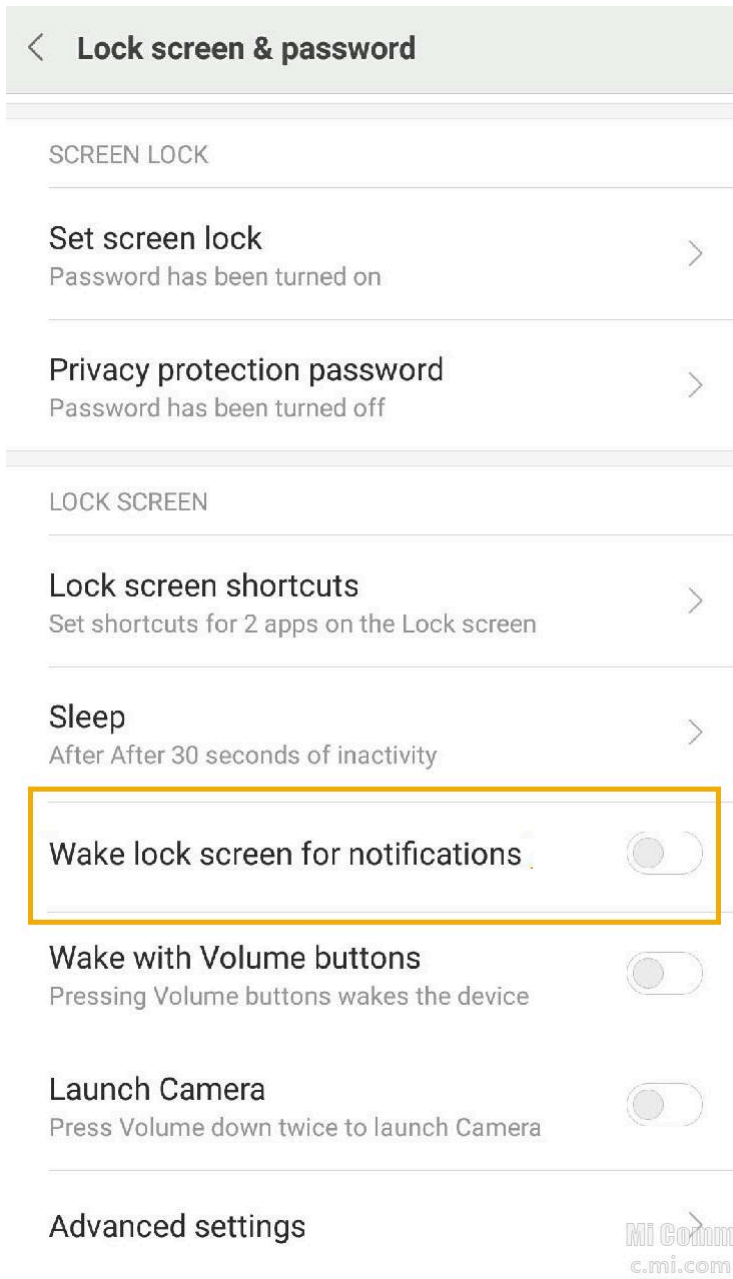
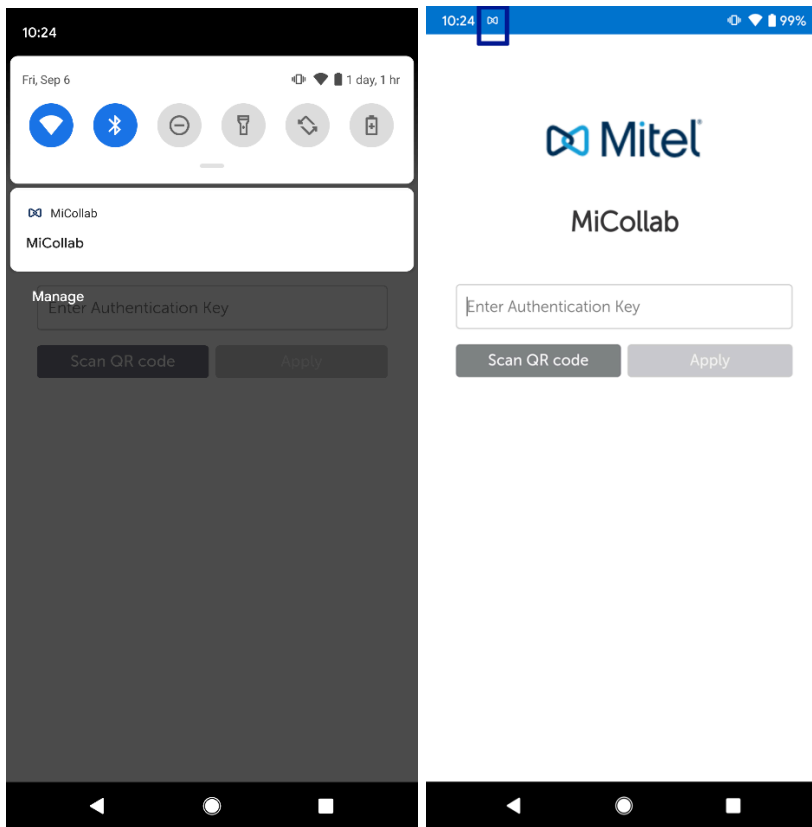


Figure 5:

5.3 MiCollab Notification on MiCollab Client

The MiCollab 9.0 Android client displays a notification for the following scenarios, which is similar to the notifications shown by the earlier MiCollab Android clients. The notification indicates to user that MiCollab Client is running.



5.3.1 The user is logged-out of the app or when the login fails

When the MiCollab Android client is launched, the application assumes that the push notification feature is not available on the server, until the user is logged in successfully with MiCollab 9.0. This results in the MiCollab Client running in compatibility mode, which is similar to the earlier version of MiCollab to display the notification. These notifications disappear after successful login.

We should not get rid of these notifications as recommended by Google, to ensure that the app keeps running in the background and appropriate notifications are displayed.

5.3.2 Notification will be shown during PSP calls

Notifications will appear even during a PSP call when the MiCollab app is running in the background.

5.3.3 When the softphone of Android client re-registers with the PBX for continuous listening the incoming call event

MiCollab notifications will display for a short time even when SIP re-registration push notification event is being processed in the background. It is an indication which complies with the latest android version which says that an app should indicate that it is running in the background (maximum duration is 5 minutes for this processing).

