MiCollab for Mobile Client

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Contents

Chapter: 1 **Getting Started 1**

Scope of the document 1
Intended audience 1
What's new in this release 1
Setting Custom Ringtones 1
About MiCollab Client 1
Supported headsets and audio devices 2
Requirements 2
Download MiCollab Client 2
Deployment e-mail 2
Self-Deployment 2

Chapter: 2 **MiCollab Client Basics 3**

MiCollab for Mobile Client overview 3
Display menu 4
Left drawer 4
Home 4
Contacts 5
Chat 5
MiTeam 5
Call History 5
Voicemail 5
Dialpad 6
Settings 6
Right drawer 7

Chapter: 3 **MiCollab for Mobile Client 8**

Install MiCollab for Mobile Client 8
Uninstall MiCollab for Mobile Client 8
Log in to MiCollab for Mobile Client 8
Log out from MiCollab for Mobile Client 8
Changing MiCollab for Mobile Client password 9

Managing contacts 9
Adding contacts as shortcuts on the home screen 9
Removing contacts from the home screen 10
Adding contacts into a group 10
Removing contacts from a group 10
Push Notifications 11
Chat features 11
Chat typing indications 11
Chat message history 11
Chats 12
Initiate a 1:1 chat 12
Initiate a group chat 12
Chat options 13
Legacy chats 15
Call features 15
Making calls 15
Making a MiCollab call from the chat window 15
Making a MiCollab call from the Contacts menu 15
Making a MiCollab call using the Search or Dial field 16
Making a MiCollab call from the Call History menu 16
In-call features 17
Handling calls 17
Answering an incoming EHDU call 18
Answering an incoming CTI call 18
Decline a MiCollab call 19
Placing a call on hold 19
Resuming a call on hold 19
Transferring a call 19
Initiating a conference call 20
Call handoff 21
Hanging up a call 21
Escalating a MiCollab audio call to a video call 21
Deleting Call History 22
iOS CallKit integration 22
MiCollab for Mobile Client (Android) behavior using ConnectionService 23
Scenario 1: Active GSM call and inbound softphone call 23
Scenario 2: Active softphone call and inbound GSM call 23
Scenario 3: Active softphone call and inbound softphone call . 24
Scenario 4: Active GSM call and outbound softphone call 24
Voicemail features 24
Meeting features 24
MiTeam 25
MiTeam Stream 25
MiTeam Meet 25
Setting up a MiTeam Meet 25
Creating a Topic-based MiTeam Stream (9.1.2) 27

Meetings (9.1.2) 29
Launching Meetings application (only on PC, Mac, and Web) . 30
Creating a Meeting (only on PC, Mac, and Web) 30
Scheduling a Meeting (only on PC, Mac, and Web) 31
Escalating an ongoing MiCollab audio call or a chat to Meeting 32
Joining a Meeting 32
Settings 33
Call settings 33
Managing your dynamic status 33
Dynamic status schedule 34
MiCollab Client presence status indicator 35
Presence privacy settings 36
Requesting for presence 37
Device selection for outgoing calls (Call Using) 39
Call Using setting in Manage Status 39
Call Using setting in the Client's footer 40
Softphone settings 40
Using teleworker 41
Managing notifications 41
Calendar integration 41
Recommendations while traveling 42

Chapter: 4 Troubleshooting 43
MiCollab Client diagnostics 43
Reset MiCollab Client to its default settings 44
MiCollab Client server connection issues 44
Available features when the Client cannot connect to the server 45

Chapter: 5 Appendix (Best Practices for MiCollab 9.0 Android Client) 46

Getting Started

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)

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 the MiCollab Client application.

Intended audience

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

What's new in this release

The following sections outline what’s new in the MiCollab Client release 9.1.3.

Setting Custom Ringtones

MiCollab for PC Client users can now select a custom ringtone for MiCollab Client notifications by adding a .wav or .mp3 file to system application folder.

About MiCollab Client

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

- **What's New** in the Client information.
- **Documentation**: Displays the MiCollab Client online help.
- **View EULA certificate**: Displays the End-User License Agreement (EULA) certificate and copyright information.
- **Privacy Policy**: Displays the MiCollab Client application privacy policy details.

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.

Requirements

MiCollab Client	Requirements
MiCollab for Mobile Client (Android and iOS)	• Android OS version 6.0 or later • iPhone OS version 10.3.3 or later

Download MiCollab Client

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

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.

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.

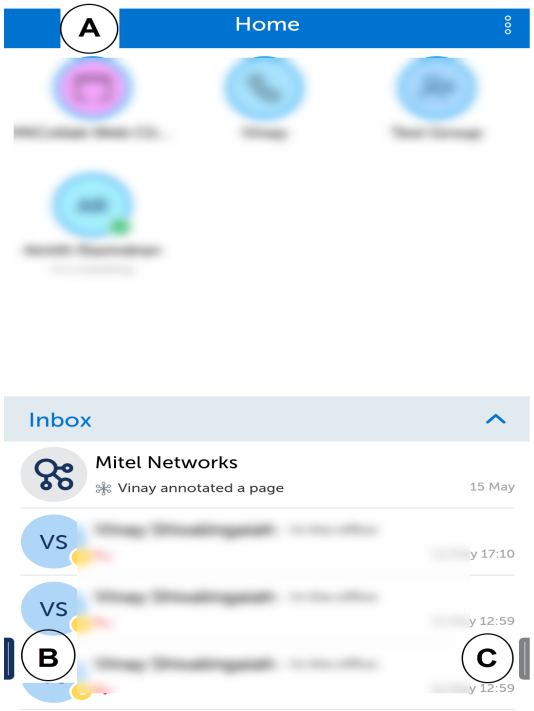
MiCollab Client Basics

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.

MiCollab for Mobile Client overview

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



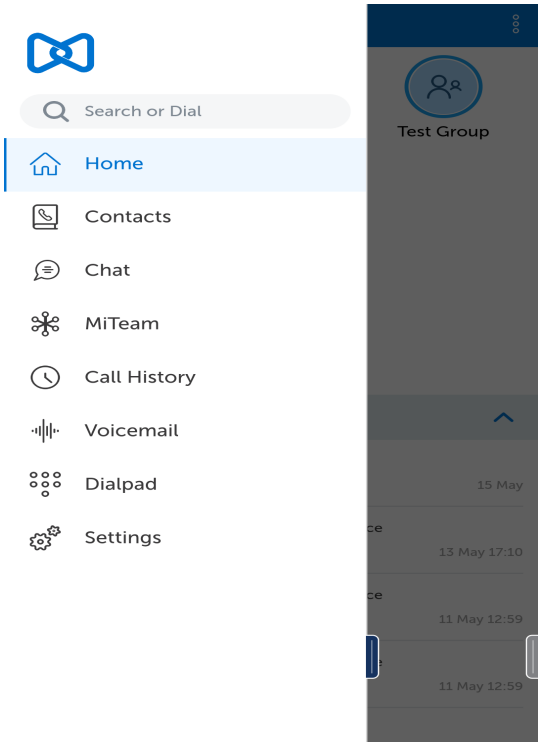
A	**Display menu**—Displays your recent chats, calls, shortcuts added to home menu, and Stream list.
B	**Left drawer**—Displays the basic Client navigation menu for MiCollab. Only the features you are licensed to use are displayed.

C	**Right drawer**—Displays your personal information, presence status, availability, and a softphone toggle button.

Display menu

The display menu shows your recent chats, calls, shortcuts added to home menu, and Stream list.

Left drawer



Home

The home page is a convenient location for storing frequently used contacts, contact groups, website addresses, personal speed dials, and MiTeam Streams.

- **Add URL** : Use to add a URL for launching a web browser.
- **Add Speed Dial** : Use to add a number for speed dial.
- **Add Contact** : Use to add a corporate contact.
  NOTE: You cannot add personal contacts to the home page.

- **New Group** : Use to create a new group and adding it to the home screen for easy access.
- **Add Group** : Use to add an existing group to the home screen for easy access.
- **Add Stream** : Use to add an existing MiTeam Stream to the home screen for easy access.

The **more** menu allows users to go into edit mode. Tap **Edit** to reorder or delete items from the home page.

Contacts

The Contacts page enables you to search the contact list to quickly find who you want to communicate with. It provides access to all groups, personal contacts, and corporate contacts.

Chat

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

MiTeam

MiTeam provides a persistent workspace for team-based conversations, content collaboration, project management, and meetings. Using the **MiTeam Meet** capability in your MiCollab Client (PC, Mac, and Web Client), you can share applications or screens to collaborate with other MiCollab or guest users in the meeting. See *MiTeam Quick Reference Guide* for more information on MiTeam Meet. MiTeam is a licensed feature within MiCollab. Contact your system administrator to know more about configuring MiTeam.

Call History

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

Voicemail

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

Dialpad

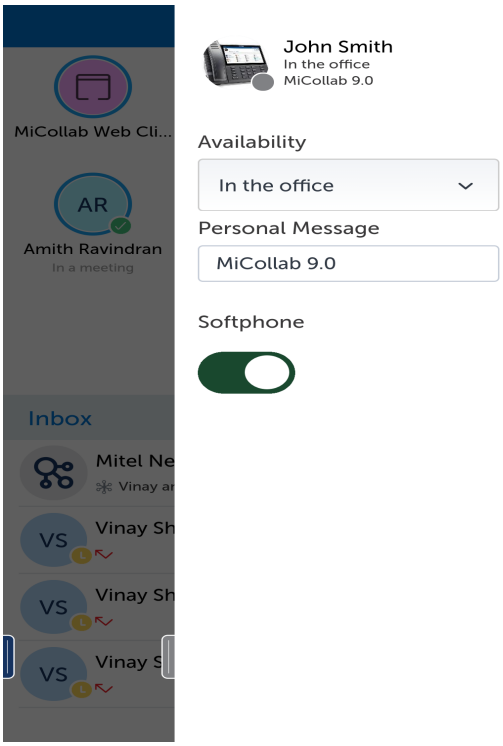
Allows you to dial the number to make calls or connect to meetings from your MiCollab for Mobile Client.

Settings

You can manage the following settings:

General	Allows you to change password, set the time format, send or delete diagnostic logs, and use Factory Reset.
Voicemail Settings	Allows you to change the mailbox PIN.
Call Settings	Allows you to set the calling mode.
Manage Status	Allows you to change, add, edit, and delete Dynamic Status.
Locations	Allows you to add, edit, and delete your location details. This will automatically update your dynamic status based on the location.
Calendar Integration	Provides automatic updates to your Dynamic Status based on your Google Calendar, Microsoft Exchange, Outlook, or Lotus Notes calendar entries.
Schedules	Allows you to manage your schedules and your Dynamic Status is updated accordingly.
About	Provides information about What's New, Documentation link, End User License Agreement, and the MiCollab Client-MiCollab Server versions.

Right drawer



The right drawer allows you to enable softphone, set your presence status, and add personal message.

MiCollab for Mobile Client

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.

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**.

Log in to MiCollab for Mobile Client

After authenticating the MiCollab for Mobile Client, the phone directly logs you in to MiCollab for Mobile Client. For information on Authenticating MiCollab Client, see *Device selection for outgoing calls (Call Using)*.

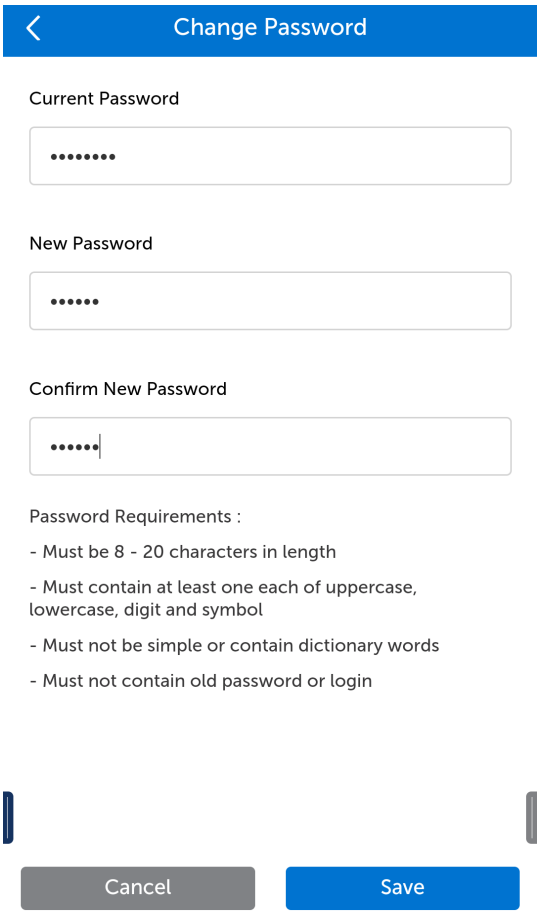
Log out from MiCollab for Mobile Client

To log off from MiCollab for Mobile Client, quit the Client application. ***NOTE:*** *If MiCollab for 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.*

Changing MiCollab for Mobile Client password

To change your MiCollab for Mobile Client password:

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



3. Enter the current password and the new password.
4. Tap **Save**.

Managing contacts

To search for a contact, type a name or number in the search or dial field from the left drawer 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, select **Add to Shortcuts**.

OR

1. From 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

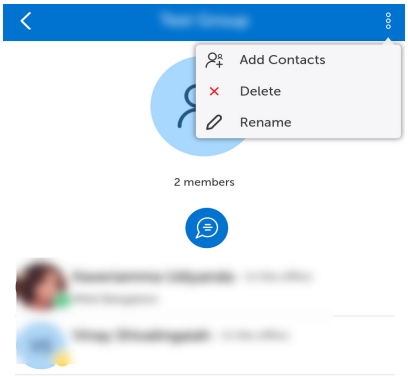
To remove a contact from the home screen:

1. From the 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.

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 Client navigation menu, select **Settings > General.**
2. 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. ***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.*

Chat features

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.

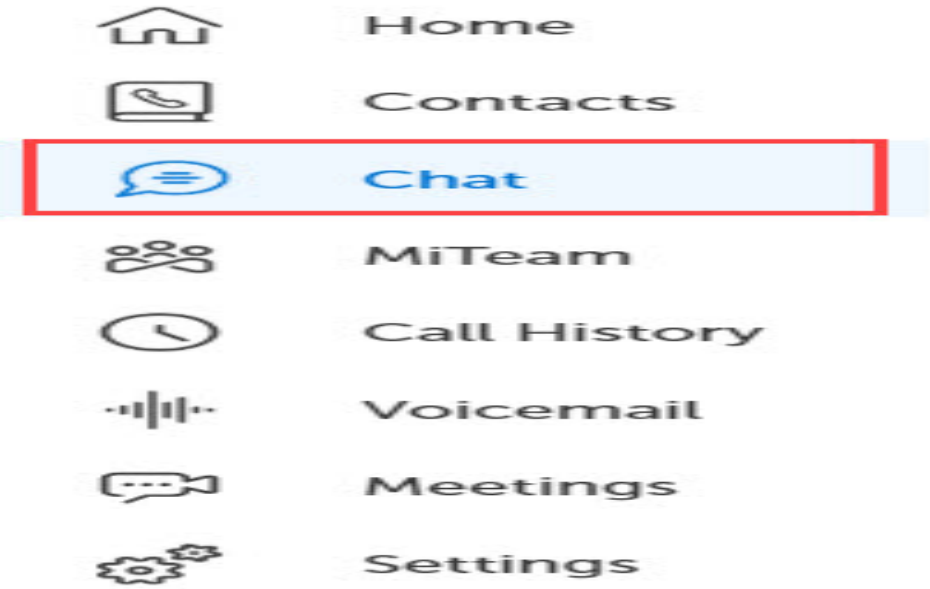
Chat message history

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.

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.



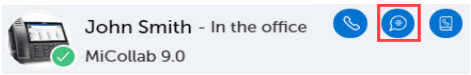
Initiate a 1:1 chat

To initiate a 1:1 chat with a contact:

1. From the navigation menu, tap **Chat** to see the recent chat conversations and then select a chat.

OR

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

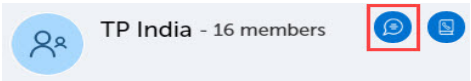


2. In the text area, type a message. You can also copy and paste a message from existing chats.
3. Tap **Send**.

Initiate a group chat

From Contacts menu

From the Contacts menu, the group's avatar and select **Chat**.



From a 1:1 chat

1. Open the individual chat.
2. From the more (⋮) menu, select **Add**.
3. Add the contacts for the group chat session 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.

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

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.

Chat options

Hide chats

To hide a chat conversation:

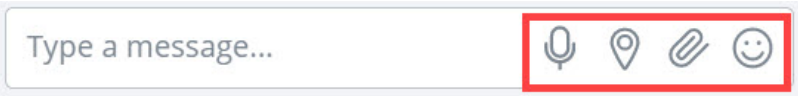
1. From the navigation menu, click **Chat**.
   - Right-click the contact or chat conversation and select **Hide**.

     OR

   - Within the chat session select **Hide** from the more (⋮) menu.
2. Click **OK** in the confirmation pop-up window to hide the chat conversation.

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

Share a file or an image



1. Within the chat conversation, click the **send file** icon.
2. Select the image and click **Open**.

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

Share your location

NOTE: Make sure **Location Service** is enabled in Windows settings.

Within the chat conversation, click the **send your location** icon.

Record and share an audio clip

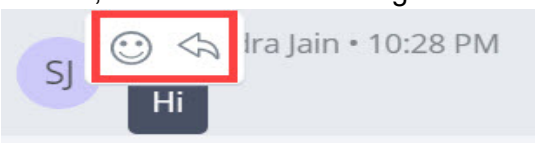
1. Within the chat conversation, click the **send voice message** icon.
2. Click the **Record** button. This enables the microphone and starts recording the audio.

3. Once finished, Click the **Stop** button to end the recording.
4. Click **Send** to share the audio clip within the chat conversation.

   NOTE: Click **Delete** to delete the recorded audio clip.

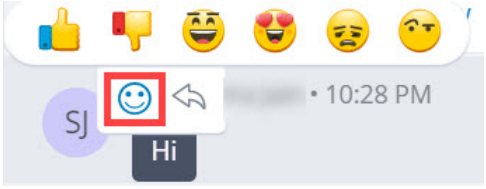
React to instant messages

Within the chat conversation, you can react (emojis) or reply to individual messages. To react to an instant message, from a conversation window, hover over the message and select emojis or reply option.



To react to a specific message:

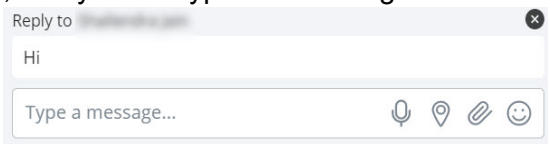
1. Hover over the message you received and select the smiley button. A selection of available reactions will display.
2. Click on the required emoji.



NOTE: You can view all the reactions to the particular message by clicking the reacted emoji next to the message.

To reply to a specific message:

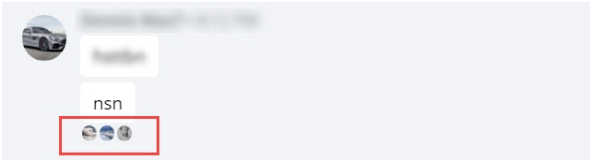
1. Hover over the message you received and select the reply button.
2. This will quote the chat line, and you will type the message.



3. Press Enter.

Read receipts

MiCollab Client read receipts indicate who has read your message in real-time. A miniature version of your contacts' avatar right below the conversation is displayed indicating that they have read the message. Hover over any of the mini avatars to see the contacts' name.

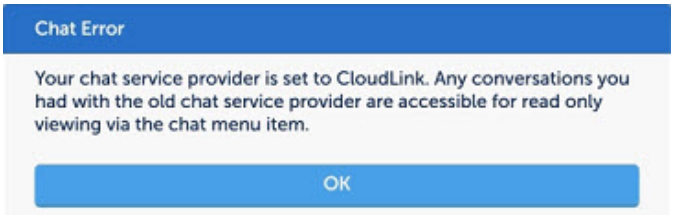


NOTE: Read receipts are enabled by default and available in 1:1 and in group chat conversations.

Legacy chats

MiCollab users who are migrated from MiCollab Client version less than 9.0 will see a new tab **Chat** > **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 **Chat** feature.

Call features

Using MiCollab Client you can make MiCollab calls from:

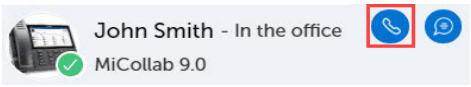
- Chat window
- Dialpad (Mobile Clients only)
- Contacts
- Search result
- Call history records

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.*

Making calls

Making a MiCollab call from the chat window

From the **Chats** menu, long-press on the contact and select the **Call** button to dial the primary telephone number for this contact.

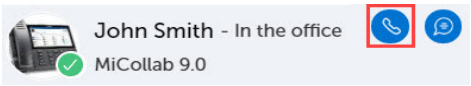


Making a MiCollab call from the Contacts menu

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 using from the Contacts menu:

1. From the navigation menu, tap **Contacts**.
2. Tap **Groups**, **Personal**, 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.



   - Open the contact, tap 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).

Making a MiCollab call using the Search or Dial field

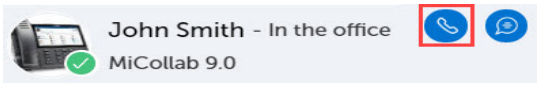
To make a voice call using the **Search or Dial** field:

1. Enter the telephone number or name of the contact in the **Search or Dial** field.
2. From the search results, perform one of the following steps:
   - Select the number from the **Make call**
3. An in-call window is displayed with the caller's name, telephone number, and picture (if available).

Making a MiCollab call from the Call History menu

To make a voice call using from the Call History menu:

1. From the navigation menu, tap **Call History**.
2. 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.

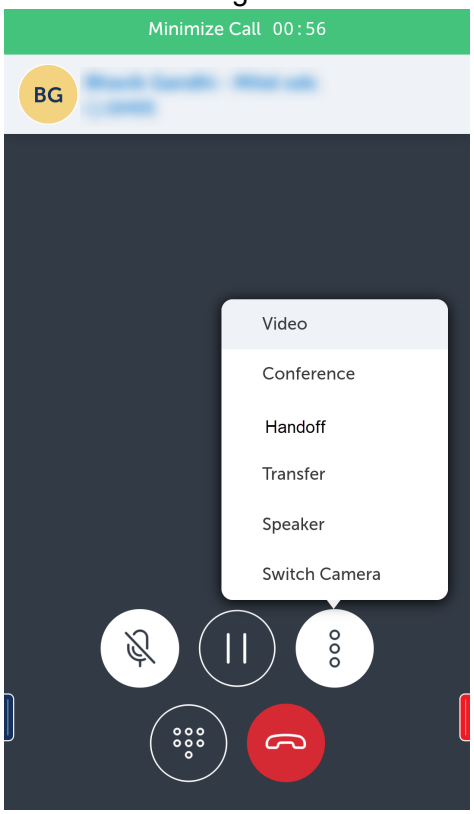


   - Open the contact, tap the **Call** button on the desired phone number (from **Phone Numbers**) to call the contact.

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

In-call features

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



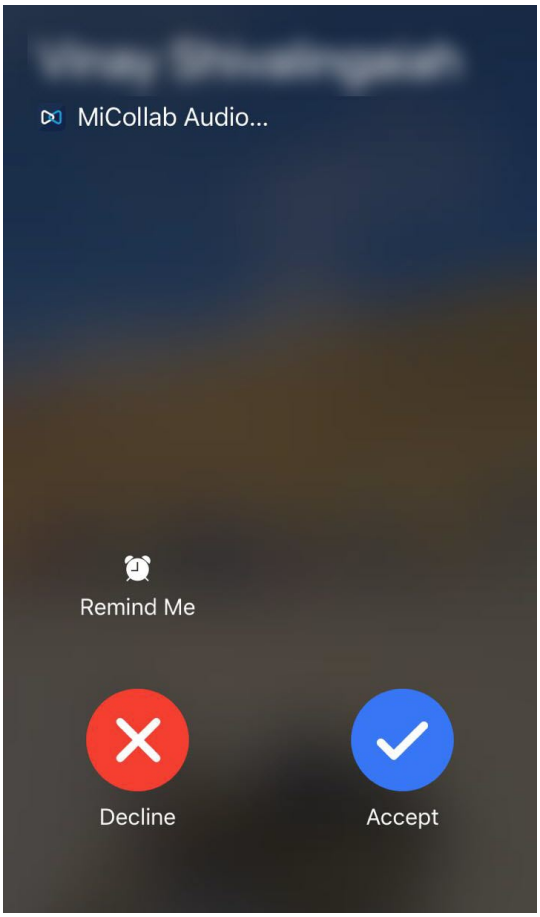
- Mute/unmute (Softphone only)
- Hold/Retrieve
- Dialpad
- Hang-up
- Video (Softphone only)
- Conference
- Handoff
- Transfer (Supervised)
- Speaker (Softphone only)
- Switch Camera

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

Handling calls

When you receive a MiCollab call from another MiCollab Client contact you can Accept or Decline the incoming call. ***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. The user can toggle between the GSM and softphone calls.*

On some Android devices this can lead to GSM calls ending up with one-way or no audio.



Answering an incoming EHDU call

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

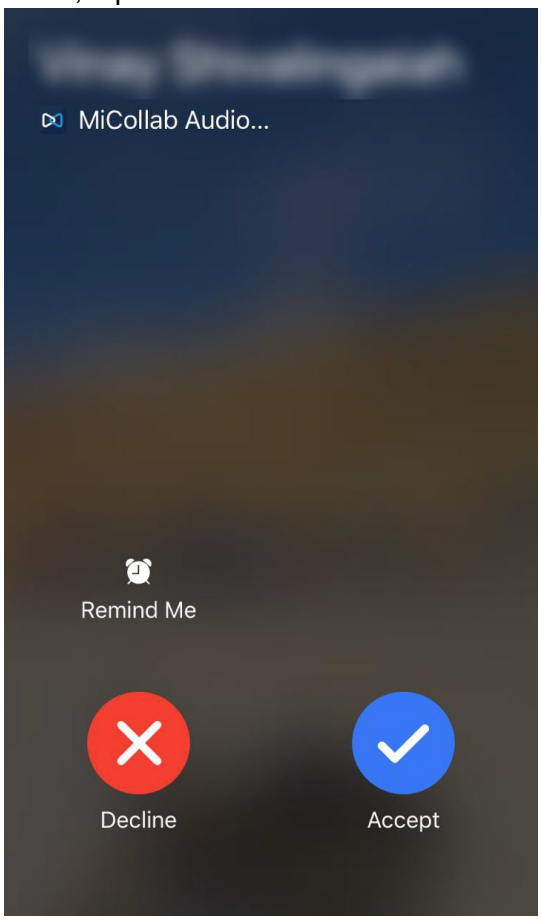
Answering an incoming CTI call

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 desk-phone 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.

Decline a MiCollab call

To decline an incoming MiCollab call, tap **Decline**.



Placing a call on hold

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

Resuming a call on hold

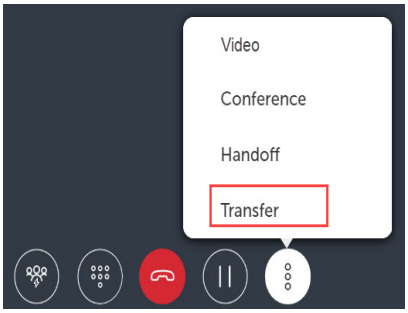
To resume a MiCollab call on hold, from the call window, select the **Retrieve** ( ) icon.

Transferring a call

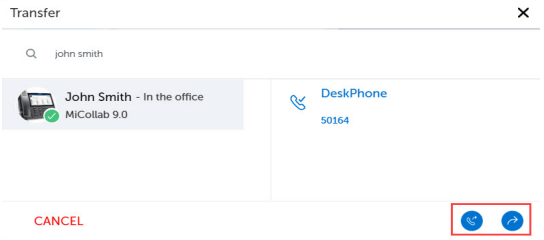
Use the **Transfer** feature to transfer a MiCollab audio call from one user to another user. MiCollab Client supports two modes of call transfer; Supervised transfer (Consultation) and Unsupervised transfer (Blind) from the call window.

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.



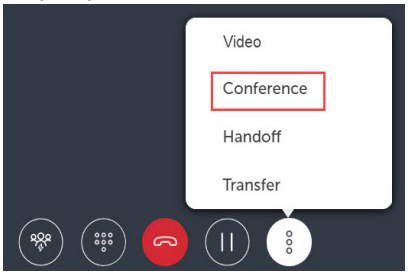
3. Select the required contact and click **Consultation Call** ( ) for a Supervised transfer or **Blind Transfer** ( ) for an Unsupervised transfer.

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

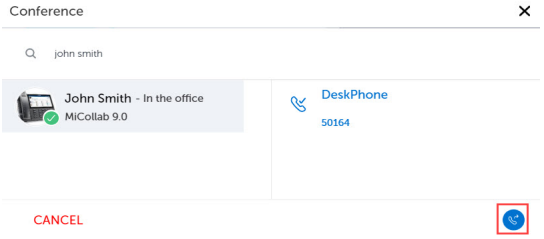
Initiating a conference call

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** ( ).



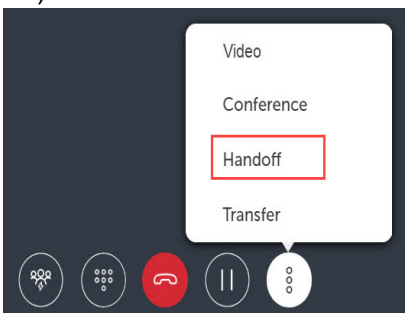
The active call is put on hold and a new call is initiated.

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

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

4.

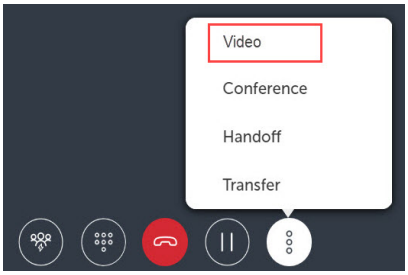
Hanging up a call

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

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**.

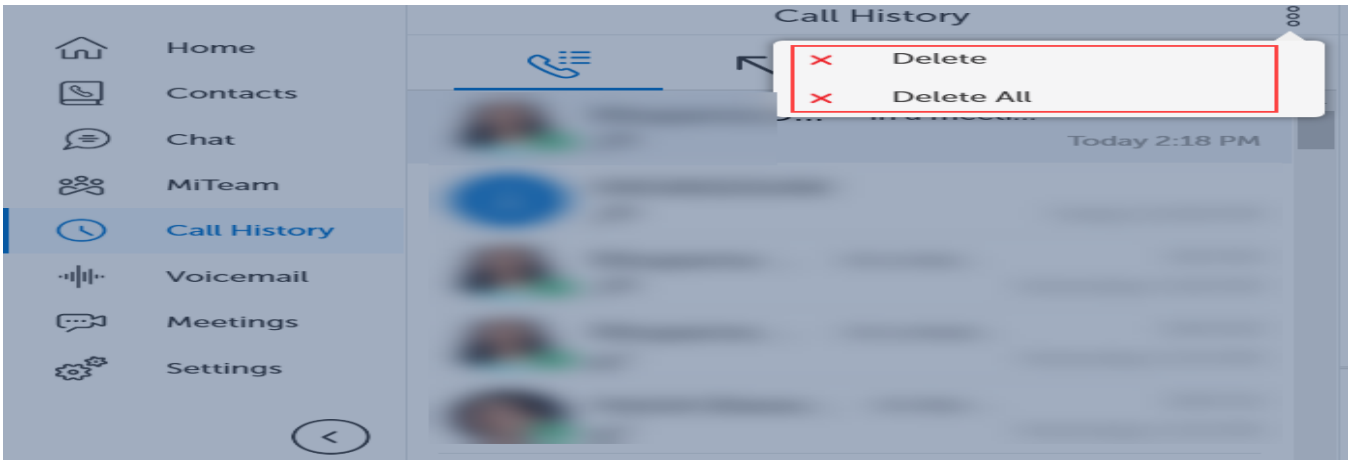


NOTE: While active on a MiCollab video call (on softphone), click the fullscreen icon in MiCollab Client to open the video in full-screen mode.

Deleting Call History

To delete your call history from MiCollab Client:

1. From the MiCollab Client navigation menu, click **Call History** to display your recent call history
2. Right-click the call item and select **Delete** to delete the selected call entry. Also, you can select **Delete** or **Delete All** from the more menu and then delete the call items.



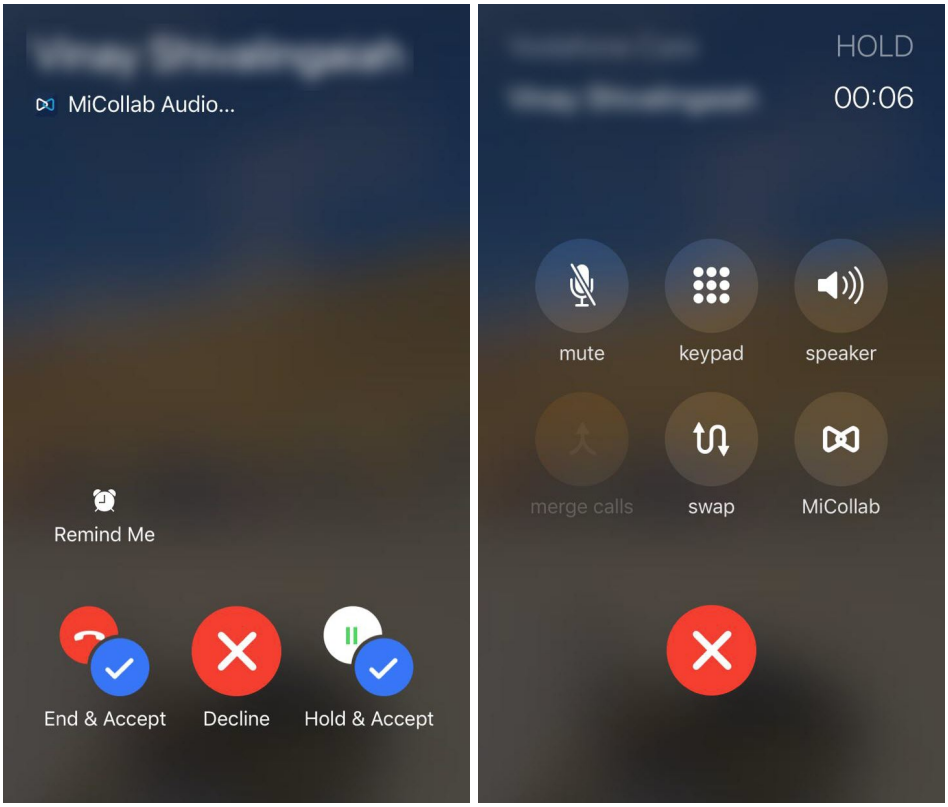
NOTE: Right-click the missed call entries in **Home** > **Inbox** and select **Delete** to delete the call entry.

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

iOS CallKit integration

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

1. Answer an incoming 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. 

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

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

5. Tap **Swap** to toggle between GSM and MiCollab call.

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

MiCollab for Mobile Client (Android) behavior using ConnectionService

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.

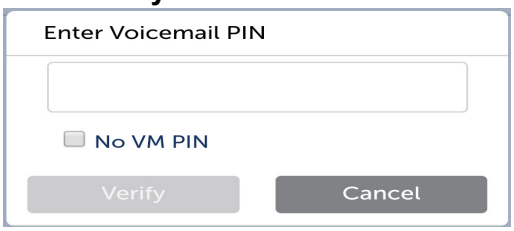
Scenario 4: Active GSM call and outbound softphone call

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

Voicemail features

To play voicemail messages:

1. From the navigation menu, click **Voicemail**.
2. Enter your voicemail PIN and click **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 to play the voicemail message.

To delete voicemail messages:

1. From the navigation menu, click **Voicemail**.
2. Enter your voicemail PIN and click **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 click **Delete** from the **more** (⋮) menu.
4. Select **Yes** to confirm the deletion.

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

1. From the MiCollab navigation menu, click **Settings** > **Voicemail Settings**.
2. click **Change Mailbox PIN**.
3. Enter the current PIN and the new PIN.
4. Click **Save**.

Meeting features

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

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 Meet

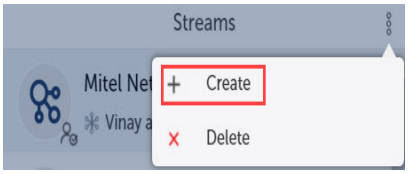
MiTeam Meet enables you to host real-time collaboration sessions in which the participants can join using their mobile phones and browsers. See *MiTeam Quick Reference Guide* for more information on MiTeam Meet.

Setting up a MiTeam Meet

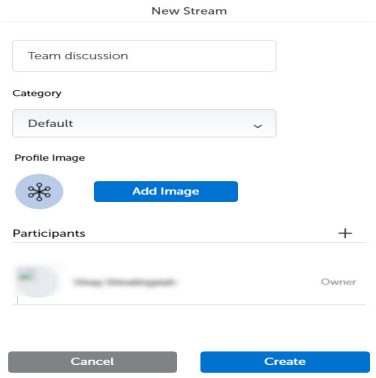
To set up a MiTeam Meet session:

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

    a. Tap the **more** (⋮) menu and select **Create**.

    b. In the **Stream Name** field, type a name for the Stream.

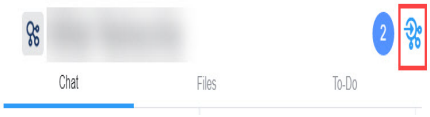
    c. To invite participants to the Stream, tap the **Plus** icon and type the participant's name in the **Search** field.

    d. Select the participants and tap **Done**.

    e. Tap **Create** to create the Stream.

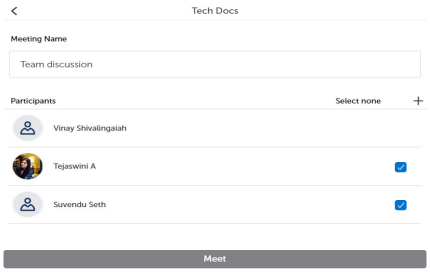
3. Select the Stream for the Meet.

4. Tap the MiTeam Meet icon.



You can optionally provide a unique name for the meeting. By default, the meeting name is the Stream name.

5. Select the participants and tap **Done**.
6. Tap **Meet** to initiate the MiTeam Meet.



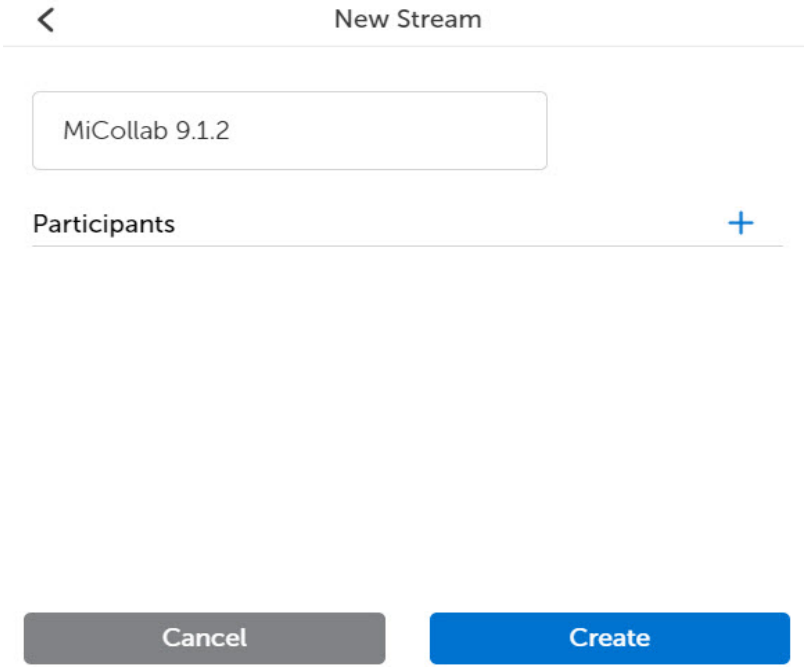
Participants will receive an e-mail invitation that contains a link they can use to join the Meet using MiCollab Client.

Creating a Topic-based MiTeam Stream (9.1.2)

1. From the MiCollab navigation menu, select **MiTeam**.
2. Select the **Streams** tab and create a Stream using the following procedure:

   a. Click the **more** (⋮) menu or right-click the empty Streams screen and select **Create**.

   b. In the **Stream Name** field, type a name for the Stream.



   c. To invite participants to the Stream, click the **Plus** icon and type the participant's name in the **Search** field.
   d. Select the participants and click **Done**.

NOTE: New participants can be added to an existing MiTeam 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.

MiCollab Client system notification will be displayed to the participants only during 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.

Chat options inside a Stream

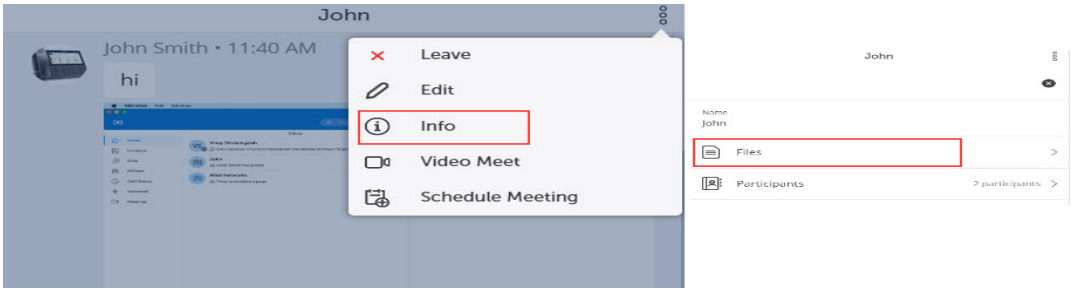
Share a file or an image

1. Within the chat conversation, click the **send file** icon.
2. Select the image and click **Open**.

   NOTE: The maximum file size for an in-session sharing is ~5 MB.

To view attachments inside a MiTeam Stream:

1. Within the chat conversation, click the **more** (⋮) menu or right-click the empty Streams screen and select **Info**.



2. Click **Files**.

   Complete list of attachments for the Stream is displayed.

NOTE: *To display the list of participants within the Stream, click* ***Participants****.*

Share your location

NOTE: Make sure **Location Service** is enabled in Windows settings.

Within the chat conversation, click the **send your location** icon.

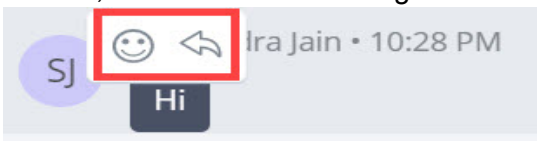
Record and share an audio clip

1. Within the chat conversation, click the **send voice message** icon.
2. Click the **Record** button. This enables the microphone and starts recording the audio.
3. Once finished, Click the **Stop** button to end the recording.
4. Click **Send** to share the audio clip within the chat conversation.

   NOTE: Click **Delete** to delete the recorded audio clip.

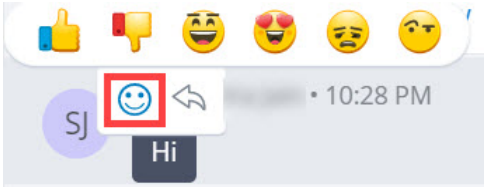
React to instant messages

Within the chat conversation, you can react (emojis) or reply to individual messages. To react to an instant message, from a conversation window, hover over the message and select emojis or reply option.



To react to a specific message:

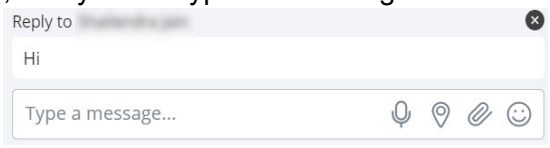
1. Hover over the message you received and select the smiley button. A selection of available reactions will display.
2. Click on the required emoji.



NOTE: You can view all the reactions to the particular message by clicking the reacted emoji next to the message.

To reply to a specific message:

1. Hover over the message you received and select the reply button.
2. This will quote the chat line, and you will type the message.



3. Press Enter.

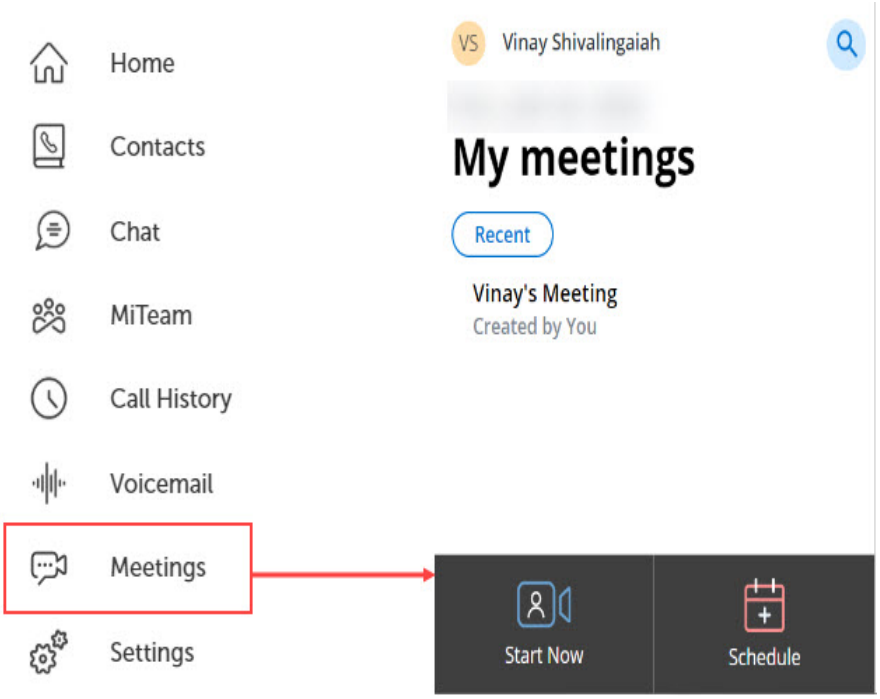
Meetings (9.1.2)

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

*the **Meetings** feature.* ***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 (only on PC, Mac, and Web)

To launch the Meetings application, click **Meetings** on the MiCollab Client navigation menu.The Meetings application home screen is launched (desktop version-if installed otherwise web version). If you are using MiCollab Web Client, then Meetings web application will be launched.

To log in and log out of the MiTeam Meetings application, see the MiTeam Meetings online help.

NOTE: *Following notifications are supported for Meetings:*

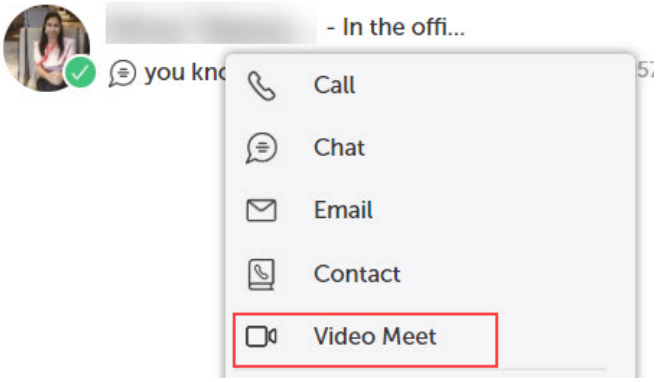
- Push Notification on MiCollab for Mobile Client (iOS and Android)
- Background Notifications on MiCollab Client (PC, Mac, and Web).

Selecting the notification will open your MiCollab Client Inbox screen.

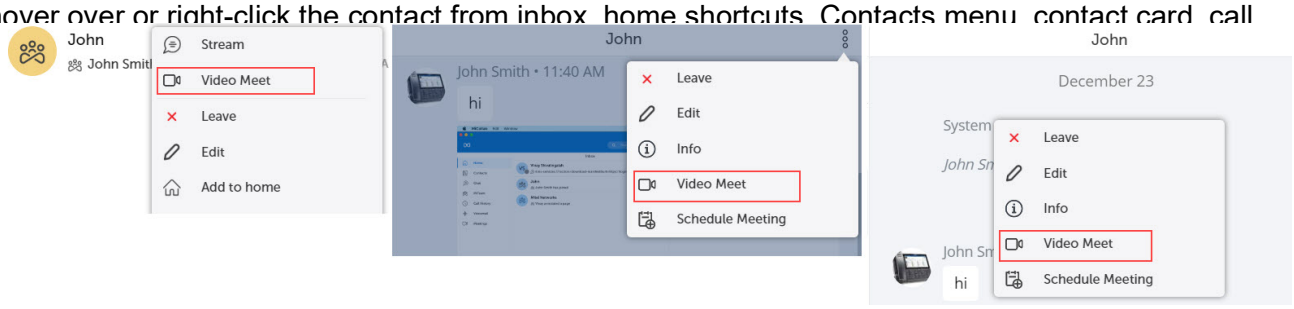
Creating a Meeting (only on PC, Mac, and Web)

To create a Meeting from MiCollab Client:

- right-click the contact and select **Video Meet**.



- hover over or right-click the contact from inbox, home shortcuts, Contacts menu, contact card, call h



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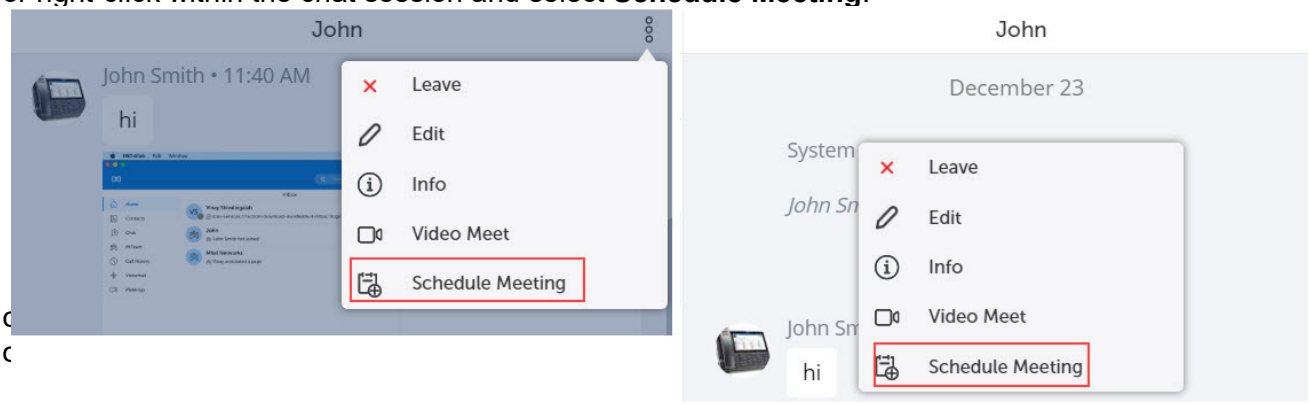
The Meetings application is launched (desktop version-if installed otherwise web version). If you are using MiCollab Web Client, then Meetings web application will be launched.

Scheduling a Meeting (only on PC, Mac, and Web)

To schedule a Meeting from MiCollab Client:

- click within the chat session and select **Schedule Meeting** from the more (⋮) menu or right-click within the chat session and select **Schedule Meeting**.



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NOTE: You can schedule a Meeting within a MiCollab chat conversation only.

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.

Escalating an ongoing MiCollab audio call or a chat to Meeting

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

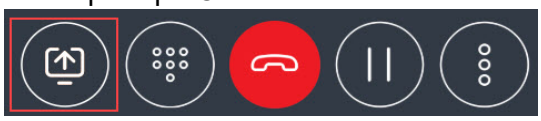
- From an ongoing MiCollab call (individual or conference call), click **Screen Share**. The Meetings application is launched with only screen sharing capability and the audio call will be continued through the MiCollab Client.

  NOTE: Screen share is not available on MiCollab for Mobile Client.

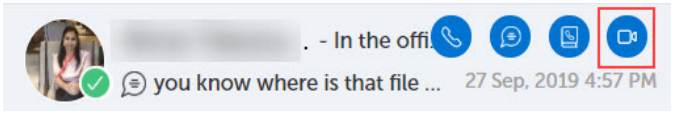
  – For CloudLink chat enabled users, a chat session will be created with all the users in MiCollab audio call and **Join Now** message is displayed in the chat conversation to join the meeting.

  – For non-CloudLink users in the MiCollab call, they will receive a meeting invite in their e-mail inbox.

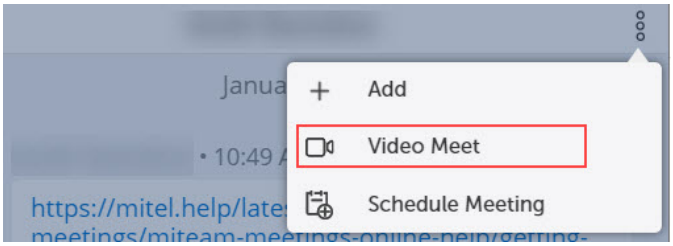
  – For external/guest users, the initiator can invite them through the Meetings application by entering their e-mail address in the invite prompt. OR



- From a chat conversation (individual or group chat), hover over the contact or right-click from chat window and select **Video Meet**. OR



- Within the chat session select **Video Meet** from the more (⋮) menu or right-click 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.

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.

  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.

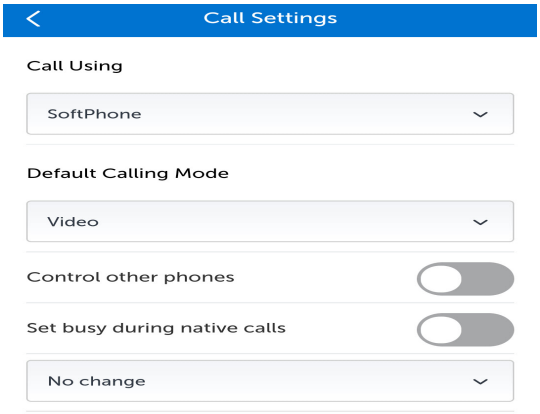
- Non-CloudLink and Guest (personal and external contacts) users will receive a meeting invite in their e-mail inbox. Click the join meeting link to join the meeting.

Settings

Call 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 navigation menu, select **Settings**.
2. Tap **Call Settings**.



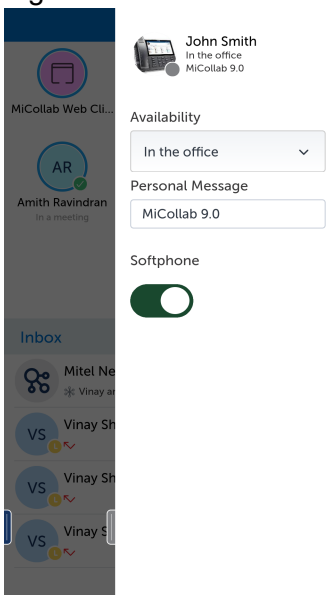
For more information on device selection and call using setting, see *Device selection for outgoing calls (Call Using)*.

Managing your dynamic status

The Dynamic Status view indicates your current Presence and Dynamic Status. Using the dynamic status you can:

- Change your presence status

- Change your custom personal message.



To change the Dynamic Status:

1. Open the Client's right drawer.
2. Select the preferred status from the **Availability** drop-down list.

To add a new dynamic status:

1. Select **Manage Status** from the following options:
   - From the MiCollab navigation menu, select **Settings** > **Manage Status**.
   - From Client's right drawer, select **Manage Status** from the **Availability** drop-down list.
2. Tap the **more** (⋮) menu and select **New**.
3. Enter the status name and select required settings.
4. Tap **Done**.

   NOTE: Tap on the avatar and select a new image to upload a new avatar.

To add/change your personal message:

1. Open the Client's right drawer.
2. Enter a personal message in the **Personal Message** text box..

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 navigation menu, select **Settings**.
2. Select **Schedules**.

   To add a schedule:

   a. From the **more** (⋮) menu select **New**.
   b. Select the preferred status from the **Status** drop-down list.

c. Edit the time for the schedule and select the days for the schedule.
d. Select **Done**.

To edit a schedule:

a. Select a schedule.
b. Edit preferred status, time, and days for the schedule.
c. Select **Done**.

To delete a schedule:

a. From the **more** (⋮) menu select **Delete**.
b. Select the **X** icon on the schedules to delete.
c. Select **Done** and on the **Delete Confirmation** dialog select **OK**.

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.

The following table describes each presence status and what each status means. * Calendar Integration must be enabled.

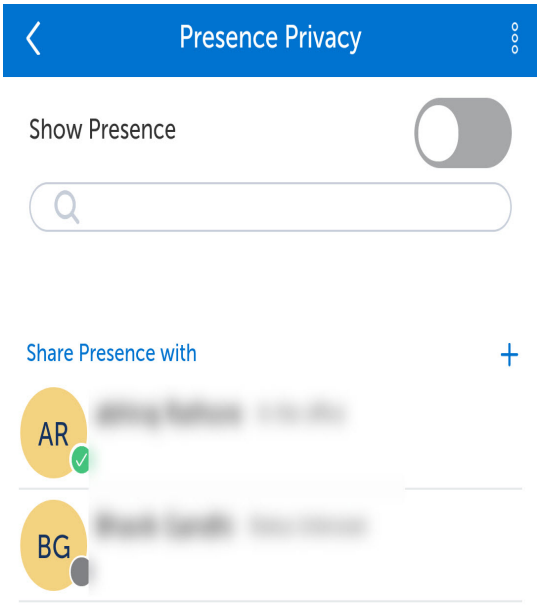
	Available for chat and calls.
	Away or currently locked your system or mobile. Available for chat and calls, but may not answer.
	* **In a Meeting**. Available for chat and calls, but answers may be delayed.
	* On the phone. Available for chat, but answers may be delayed.
	* * **Do Not Disturb**: The contact is not available. Calls are forwarded to voicemail. Chats may be sent and received.
	Not available for chat (Client is offline). Available for calls.
	Not available for chats (Client is offline). Phone is busy for calls or the user is in a meeting.
	Offline: Not available for chat or calls. **Status Unknown**: Presence information is hidden or the user is offline.

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

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. ***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 Client navigation menu, select **Settings**.
2. Tap **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 add contacts to your presence allowed list, tap **more** > **Add Contacts** or tap the **plus** icon. This will allow only the users in the presence allowed list to see your presence information.
     - 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.

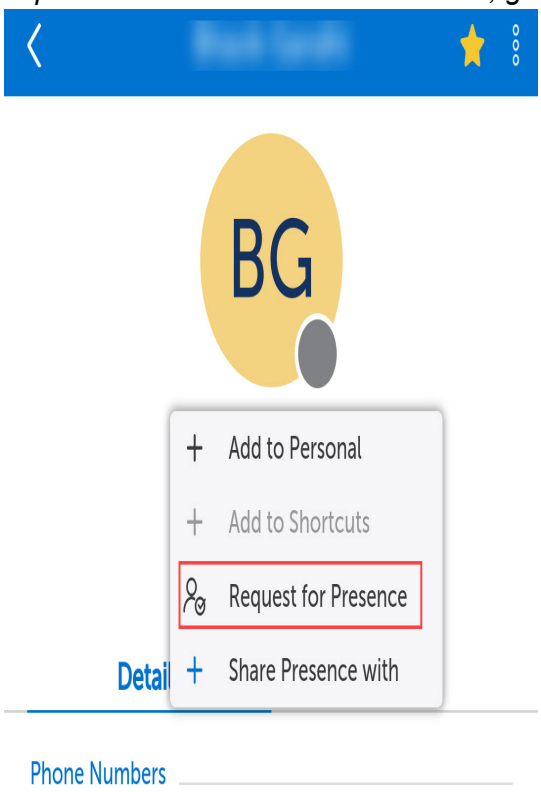
Requesting for presence

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.

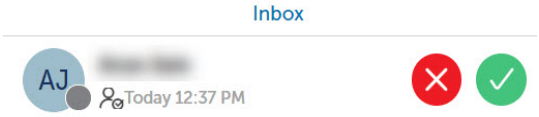
NOTE: *Users cannot request for presence information from MiTeam, groups, or group chat.*



To add users to presence allowed list:

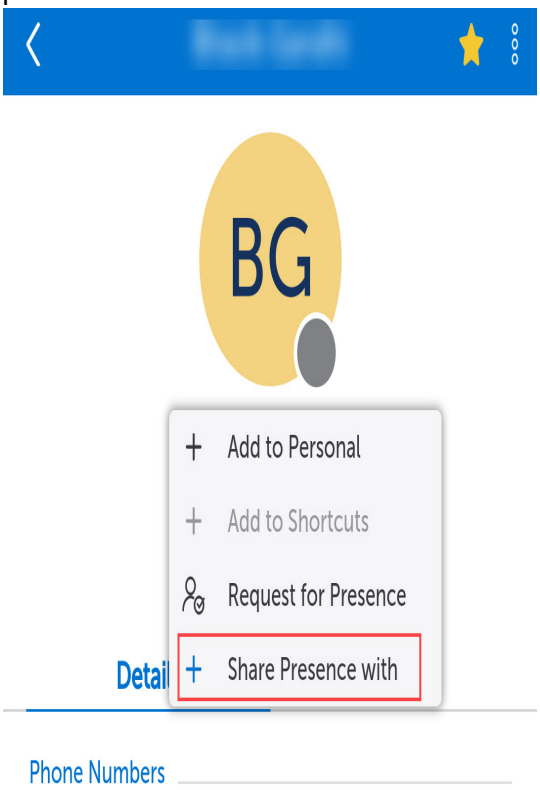
- From the MiCollab Client navigation menu:
  a. Select **Settings** > **Presence Privacy**.
  b. Tap the **more** (⋮) icon and select **Add Contacts**. Also you can tap the plus (+) icon to add contacts.
  c. Select the contacts to add and tap **Done**.

- After a contact sends **Request for Presence**, the user will get a notification in the home screen to either **Accept** or **Reject**.



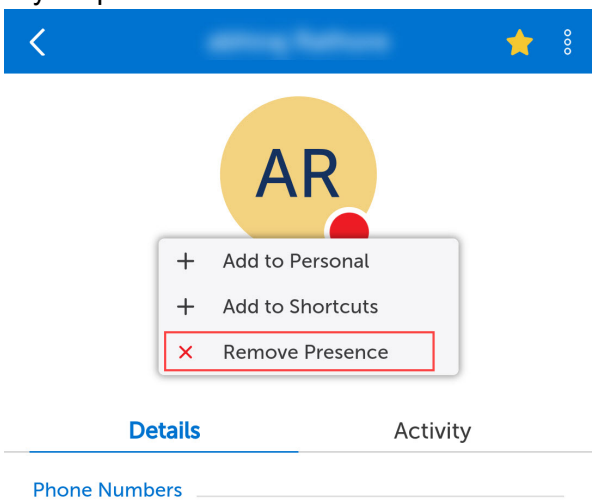
  - Tap **Accept** to add the contact to your presence allowed list.
  - Tap **Reject** to reject the view presence request.

- ***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 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.



To remove users from presence allowed list:

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



- From the MiCollab Client navigation menu:
  a. Select **Settings** > **Presence Privacy**.
  b. Tap the **more** icon and select **Delete**.
  c. Select the contacts to delete and tap **Done**.
-

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. Go to **Settings** > **Call Settings**.

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

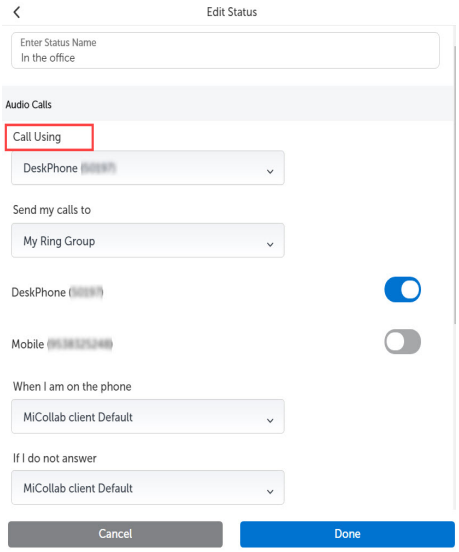
- **Managed by Status**—This option changes the outgoing device to be the preferred device selected in the Dynamic Status. Your default device for outgoing calls changes if you change the Dynamic Status.
- **Prompt**—If you want to manually choose a device before making a call.
- **Mobile**—The mobile 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.

Call Using setting in Manage Status

Default device to be used for outgoing or incoming calls can also be changed based on the selected Dynamic Status. To select a default device:

1. From the MiCollab navigation menu, select **Settings**.
2. Under **Manage Status** and select the preferred status.
3. From the **Call Using** drop-down list, select the device you prefer to make calls from.

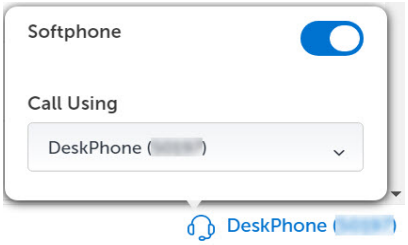
NOTE: From the **Call Using** drop-down list, select **Prompt** to choose a device before making a call.



4. Click **Done**.

Call Using setting in the Client's footer

You can select the default device to manually override the preferred device from the MiCollab Client's footer.



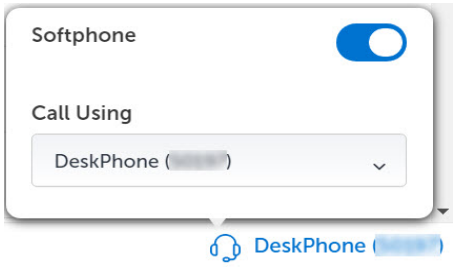
NOTE: This setting will remain until you change the device by applying a new Dynamic Status.

NOTE: **Softphone** toggle only registers the softphone and does not register the Client with the credentials of the controlled device visible in the lower right corner.

Softphone settings

If your system administrator provisioned a softphone for you, you can activate your softphone. To activate your softphone:

1. Open MiCollab Client.
2. Click or icon in the lower right corner of the Client.



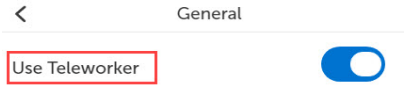
3. Under **Softphone**, click the toggle button to **On** to enable the softphone.

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

Using teleworker

The 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 navigation menu, select **Settings**.
2. Select **General**.
3. Enable the **Use Teleworker** setting.



NOTE: Disable the Use Teleworker setting while connected to a VPN.

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

To enable the notifications on MiCollab Client:

1. From the MiCollab navigation menu, select **Settings** > **General**.
2. Under turn **On** the required notification settings.

Calendar integration

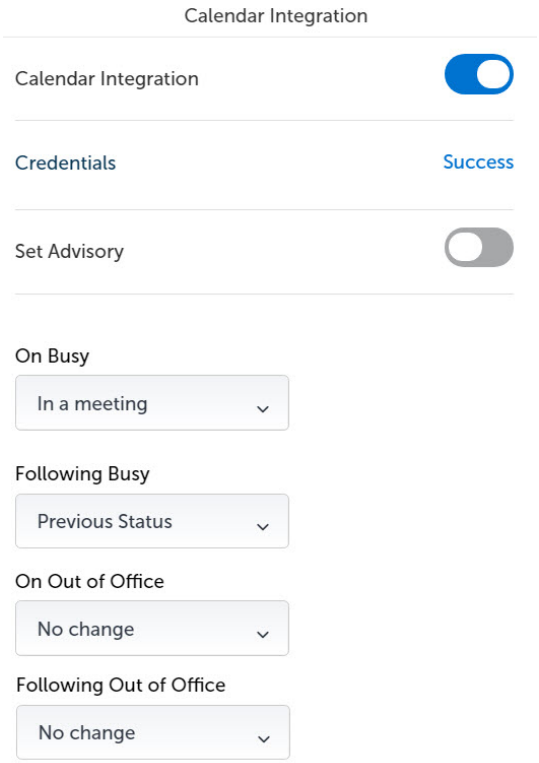
MiCollab Client provides integration with your Microsoft Exchange calendar if supported by your organization.

To enable the calendar integration:

1. From the Client navigation menu, select **Settings** > **Calendar Integration**.
2. Set the **Calendar Integration** toggle to **On**.
3. Click **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. Click **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.

Recommendations while traveling

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

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

Troubleshooting

Send Diagnostics option allows you to create and send a 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 diagnostic report	No network connection	Check internet or network connectivity
The number was not recognized or call failed	Dialed or transferred the call to and 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	• 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
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.

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 navigation menu, select **Settings** > **General**.
2. In the **Send Diagnostics** section, enter a short description of the issue in the first text box.

3. Describe the issue in detail in the second text box.
4. Select **Send**.

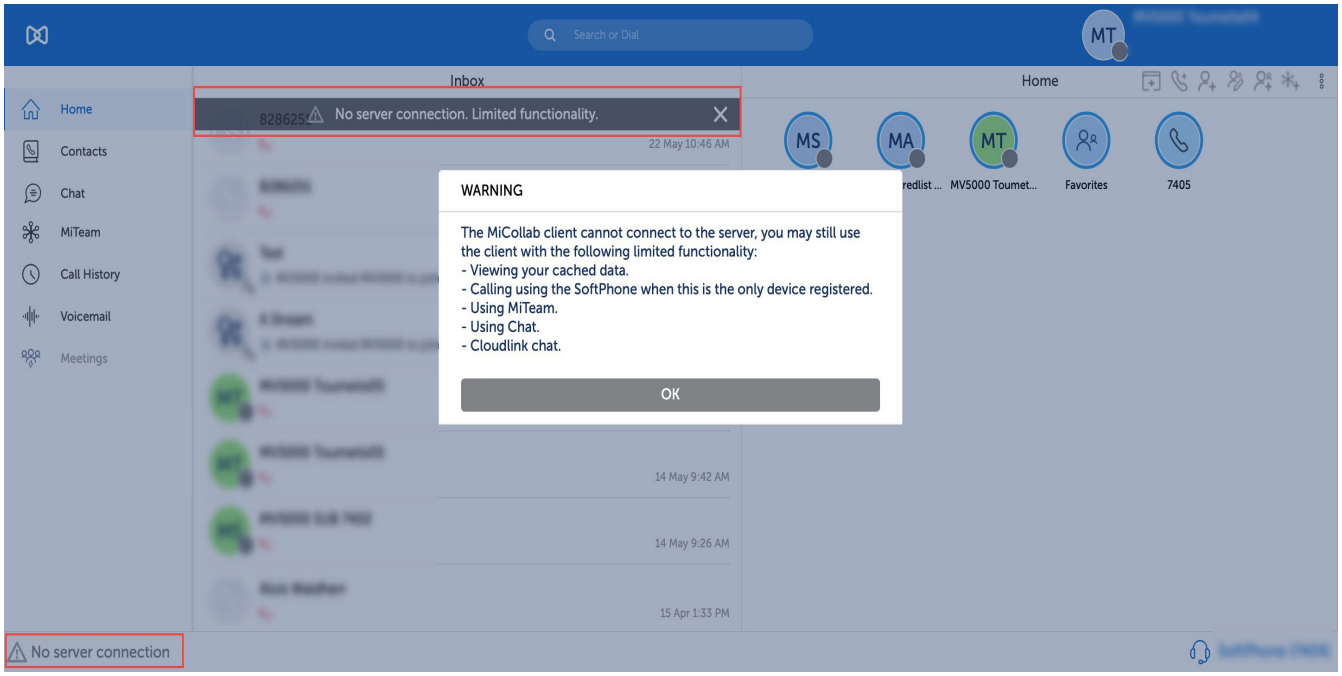
   NOTE: Select **Delete Diagnostics Logs** to delete the diagnostics report.

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 navigation menu, **Preferences** > **General**.
2. Click **Factory Reset** and select **OK** in the dialog box to reset to Client settings to factory defaults and logout MiCollab Client.

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 PC, MAC, and Web Clients:

- A grey banner at the top of the client.
- An indicator in the lower left of the Client.
  Clicking on this indicator will display the warning dialog.

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

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 9.0 Android Client)

Mitel
Powering connections

mitel.com

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