

## MiCollab for Mobile Client

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# About MiCollab Client

The MiCollab Client application provides a suite of advanced communication features and integrates with your enterprise's call manager to provide you full control of your communication experience. Whether you are in the office or away, MiCollab Client allows you consistent full-feature access to the MiCollab unified communications and collaboration environment on a variety of devices.

MiCollab Client is available on the following devices:

- MiCollab for Mobile Client—Android®, iPhone™
- MiCollab for PC Client—Windows 7 and Windows 10
- MiCollab MAC Desktop Client—Macintosh®
- MiCollab Web Client—Internet Explorer®, Google Chrome™, and Mozilla® Firefox®

MiCollab Client enables you to:

- Control your phone from your desktop—make calls, answer calls, and invoke mid-call features.
- Control your Dynamic Status to direct calls to wherever you are, at any time of the day.
- Chat with individuals and groups of contacts.
- Review your voicemails.
- Launch Audio, Web and Video conferences with contacts.

**Note:** This guide describes the installation and configuration steps for MiCollab for Mobile Client. For information about other MiCollab Clients, refer to *MiCollab for PC Client*, *MAC Client*, and *Web Client Quick Reference Guide*.

## Getting Started

After your system administrator creates your MiCollab Client account, you will receive a welcome e-mail message that provides your MiCollab Client login credentials, Web Client URL, and other information. Retain this e-mail message in a secure location for future reference.

## Deployment E-mail

You will also receive a deployment e-mail that contains instructions on authenticating your client with the system. The deployment e-mail contains a link to start the deployment process, an authentication code, and an option to scan a QR code to deploy MiCollab Client.

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

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

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

# MiCollab for Mobile Client

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

## Requirements

MiCollab Client	Requirements
MiCollab for Mobile Client (Android and iOS)	<ul style="list-style-type: none"><li>• Android OS version 6.0 or later</li><li>• iPhone OS version 10.3.3 or later</li></ul>

## Installing 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. Download and install the Client from the application store.

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

When prompted for an authentication code, authenticate the Client as described in [Authenticating MiCollab for Mobile Client on page 2](#).

## Authenticating MiCollab for Mobile Client

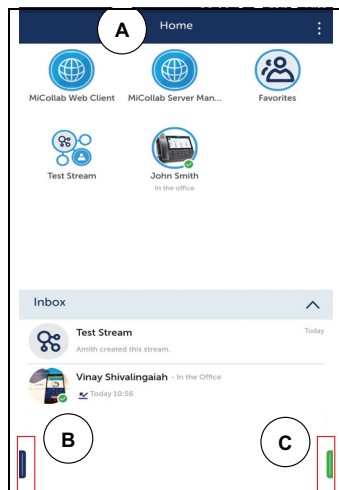
To authenticate MiCollab for Mobile Client, use one of the following methods:

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

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

## MiCollab for Mobile Client overview

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

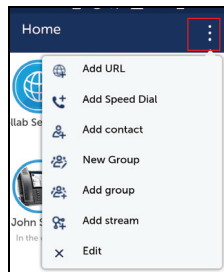


- A. Home menu**—Displays your recent chats, calls, shortcuts added to home menu, and Stream list.
- B. Left drawer**—Displays the basic Client navigation menu for MiCollab. Only the features you are licensed to use are displayed.
- C. Right drawer**—Displays your personal information, presence status, availability, and a softphone toggle button.

### Home menu

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

Tap the icon at the top of the screen to access the options to store these details. You can also long-tap the empty space in the screen to access these features.



- 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:** Allows the user 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.

**Edit:** Use to reorder or delete the items in the home menu. A user can enter the edit mode also by long-tapping any item.

Tap on the items in the home menu to view the corresponding communication options.

### Left drawer

#### Views Menu



Home

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



Contacts

The **Contacts** page provides access to all corporate contacts, groups, and personal contacts.

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



Chat

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

To initiate a chat with a contact:

1. Long-tap the contact's avatar or tap the contact, and select the Chat icon.

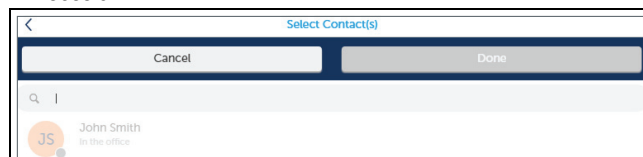


2. In the text area, type a message. You can also copy and paste a message from existing chats. To copy a message, long-tap on the message, tap **Copy**, and **Paste** it in the text area.

3. Tap **Send**.

To initiate multichat from an individual chat:

1. Open the individual chat.
2. Tap the icon and tap **Add** to add the contacts for the multichat session.



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



Call History

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



Voicemail

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



## Dialpad

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




## Settings

You can to manage the following settings:

<b>General</b>	Allows you to change password, set the time format, send or delete diagnostic logs, and use Factory Reset.
<b>Voicemail Settings</b>	Allows you to change the mailbox PIN.
<b>Call Settings</b>	Allows you to set the calling mode.
<b>Manage Status</b>	Allows you to change, add, edit, and delete Dynamic Status.
<b>Calendar Integration</b>	Provides automatic updates to your Dynamic Status based on your Google Calendar, Exchange, Outlook, or Lotus Notes calendar entries.
<b>Schedules</b>	Allows you to manage your schedules and your Dynamic Status is updated accordingly.
<b>About</b>	Provides information about the End User License Agreement, and the MiCollab Client-MiCollab Server versions.

## Schedules

You can manage your Dynamic Status by creating schedules for the desired date and time in the MiCollab Client. By turning On the created schedule, your Dynamic Status is updated accordingly. To create a schedule:

1. Select **Settings > Schedules** on MiCollab for Mobile Client.
2. Tap the  icon and select **New**.
3. Select the preferred Status from the drop-down list.
4. Tap on the time that is displayed and edit it as preferred.
5. Select the Days for the schedule to be active.
6. Tap **Done**.
7. Tap the toggle button on the created schedule to turn **On** the schedule function.

## Right drawer

### Dynamic Status

Your Dynamic Status allows you to direct calls to any or all your devices. Your Client is preconfigured with a number of statuses such as **In the Office**, **In a Meeting**, and so on. By default, all Dynamic Statuses are programmed to route calls to the External Hot Desk extension (mobile phone) and other devices, but not to the softphone.

To change the configuration of a Dynamic Status, perform the following on MiCollab for Mobile Client right drawer:

1. Open MiCollab for Mobile Client, tap **Availability** drop-down list, and then select **Manage Status**.

2. Select the Dynamic Status to configure. In the **Send my calls to** drop-down list, select **My Ring Group**, and then select your preferred configuration by checking the devices to which calls must to be routed.

**Note:** If your softphone is enabled on your mobile phone, we recommend that you select either **Mobile phone** (External Hot Desk DN) or **Softphone**; but not both. This ensures that there are no incoming call conflicts on your mobile device between your GSM cellular phone and MiCollab softphone. For MiCollab for Mobile iOS Client, both devices (Mobile phone and Softphone) can be enabled and the system chooses whichever device is answered first.

### Softphone

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

1. Open MiCollab for Mobile Client.
2. From the right drawer menu, under **Softphone**, tap the toggle button to **On** to enable the softphone.

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

## Meeting



MiTeam provides a persistent workspace for team-based conversations, content collaboration, project management, and meetings.

See *MiTeam Quick Reference Guide* for more information. MiTeam is a licensed feature within MiCollab. Contact your system administrator to know more about configuring MiTeam.

### Ad-hoc Meeting

Users on MiCollab for Mobile Client (Android and iOS) cannot create an ad-hoc meeting. If invited, users will be able to join the meeting on MiCollab for Mobile Client as participants only.

### Call Using

MiCollab Client enables you to specify the device used for outgoing calls. The **Call Using** field specifies the device used for outgoing calls. You can modify the setting to specify the default device for outgoing calls. Go to **Settings > Call Settings**. The following options are available:

- **SoftPhone**—The softphone will always be used to make outgoing calls. By default, **SoftPhone** is selected as the default device for outgoing calls
- **Prompt**—If you want to manually choose a device before making a call.
- **Mobile**—The mobile device will always be used to make the call.
- **DeskPhone**—The deskphone will always be used to make outgoing calls.

**Note:** If you select **Mobile** as the default device for outgoing calls, the mobile device will receive a call. After answering, the call will be made to the other party. Therefore, outgoing calls made using this method will appear to the mobile device as an incoming call.

**Note:** If the mobile number configured as Mobile or Remote Extension (with Call Through enabled) is set as the default device for outgoing calls, a native mobile call is placed using the mobile number. For more information on Call Through functionality, see [In-Call features](#) on page 5.

By default, **Managed by Status** is active. The outgoing device selection is based on the settings in the Dynamic Status. But you can also manually select the device to use as the default calling device on your Mobile Client.

## Calls

### Starting a call

In the contacts list, tap the contact you want to call, and then select the Call icon. You can also long-tap on the avatar, and then select the Call icon.



*If the contact is not in the Contact list:*

1. Type the person's name or number in the search box.
2. Tap the number from the **Make call** list to make a call.

### In-Call features

When you are in an active call:

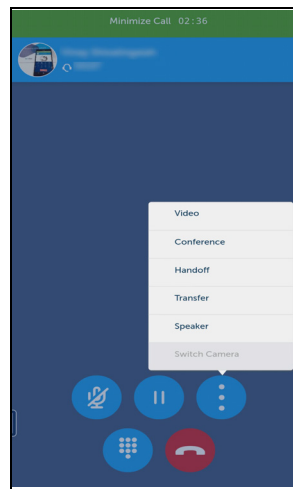
- you can chat with a contact or in a MiTeam stream. To chat with a contact or in a MiTeam stream, tap the corresponding icon in the Left drawer. The Call panel is minimized and the **Chat** panel is displayed. You can return to the Call panel by tapping the **Return to Call** panel displayed above the **Chat** panel.
- you can tap **Transfer** and dial another contact. The new call becomes the active call and the previous call is put on hold. To retrieve the previous call, tap the Hold/Retrieve icon. The previous call now becomes the active call. You can toggle between the calls by using this feature.
- you can tap **Conference** and dial another contact. A conference call is created with the contacts in the call.
- you can tap **Video** to start a video call with the contact. Tap on the video to view it in full screen. Tap the video again to return to the standard window size.
- the call duration is displayed above the contact ribbon.

### Using call control features

Call Control features are displayed in the Call window. Tap any of the following features to access it:

- Dialpad
- Conference
- Transfer (Supervised)
- Handoff
- Hold/Retrieve
- Hang-up
- Mute/unmute
- Speaker

### • Video



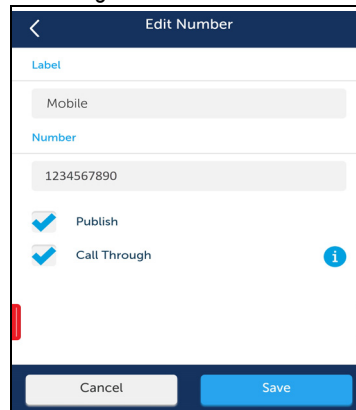
### Call Through functionality

Call Through allows you to make a call directly to any contact using your mobile phone. In contrast to the Callback method, Call Through makes an outgoing call to your company's telephone switch whereby the call is routed to your contact.

**Note:** When you are using Call Through functionality, call charges from mobile carrier may apply.

To enable Call Through:

1. In MiCollab for Mobile Client, go to **Settings > General**
2. Select **My numbers** and tap **Mobile** or **Remote Extension** if configured.



- For Mobile, tap **Call Through** to enable the setting.
- For Remote Extension, tap **Call Through** and select the configured mobile number from the prompt to enable the setting.

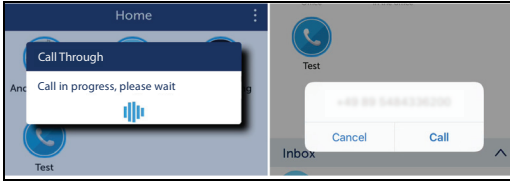
3. Tap **Save**.

### Initiating a call using Call Through functionality

1. Tap the contact you want to call, and then select the Call icon. You can also long-tap on the avatar, and then select the Call icon.

**Note:** Make sure the configured number is selected for outgoing calls under **Call Settings > Call Using**. If Call Using is set as **Prompt**, select Mobile while initiating a MiCollab call.

2. Select the configured mobile number from the prompt. Call Through in progress message appears.



3. Depending on mobile operating system, select Call from the native mobile call pop-up to initiate the call through.

**Note:** Call window will display the number being dialed as the dial-in number and not the destination number.

Once the call is established:

- for iOS device, user will get a **Call succeeded** notification (optional depending on the settings). Tap the **Call succeeded** notification to switch to MiCollab Client.
- for Android device, native dialer will switch to MiCollab Client.

Following mid-call features are available for use in the call window:

- Conference
- Transfer
- Handoff
- End call

**Note:** The MiCollab Client call history will show the destination that the user had placed the call to using the MiCollab Client and not the dial-in number. The native dialer's call history will show the call being placed to dial-in number due to limitation of the mobile OS platforms. It is recommended to create a contact on your mobile phone that identifies the dial-in number (configured access number).

**Note:** If the user is on a softphone call and does a handoff to Remote Mobile Extension, callkit will display the incoming native call. The user has the option **Answer&End** and **Answer&Hold**. If the user selects **Answer&End** the softphone call is ended before the native call gets answered and the handoff therefore fails.

## Answer a Remote Mobile Extension call and manage calls on remote devices

MiCollab for Mobile Client provides call control for incoming calls to remote devices in your ring group.

### For Remote Mobile Extension calls

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

### For incoming calls on remote devices

Enable **Control other phones** setting (**Settings > Call Settings**) for Mobile Client to provide an in-call screen. If the **Control other phones** setting is disabled, Mobile Client displays a green banner that has a **Take Call** option which will pull the 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 remote call.

## Self-Deployment

You can deploy and configure the MiCollab for PC Client, MAC Client, and Mobile Client. You can deploy the account on another mobile device or desktop device without administrator assistance. The Mobile Client can be deployed from a MiCollab for PC Client, Web Client, MAC Client, or Mobile Client.

### Self-deploying MiCollab for Mobile Client

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

1. Select **Settings > General > Self Deployment** on MiCollab Client.
2. A temporary QR code is generated on the Client and displayed on the screen.
 

**Note:** The code expires after 10 minutes. Click **Refresh** to regenerate the code.
3. If you have multiple extensions configured, the list of softphone extensions is available from the drop-down list on the **Self-Deployment** screen. Select the appropriate extension to be deployed.
4. Open the MiCollab for Mobile Client to self-deploy the Client.
5. In the **License Agreement** screen, Tap **Accept**.
6. Tap **Scan QR code** and scan the QR code generated in step 2. The Client is automatically deployed and configured on the device.

## Changing Dynamic Status based on your locations

You can change your Dynamic Status automatically by configuring your location. To set location:

1. Open MiCollab for Mobile Client.
2. Go to **Settings > Locations**.
3. Add a **New** location. Tap the toggle button to turn **On** the location.

## iOS device

### Using push notification—iOS device

MiCollab for iOS Client displays a system notification whenever new data is available. Notifications are pushed to the device even when the Client is in the background or the iOS device is locked.

Notifications are displayed for the following:

- Chat messages
- Voicemail messages
- Incoming calls
- Incoming Remote Mobile Extension calls
- Missed calls
- MiTeam Stream and MiTeam Meet invites

The push notification feature is enabled by default. You can choose to disable this feature in the MiCollab for Mobile iOS Client. By default, chat previews are displayed in full or in part in the notification depending on the length of the message. You can disable chat-preview display from **General > Notifications** settings in the Mobile Client.

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

## iOS CallKit integration

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

1. Answer an incoming MiCollab call from the lock screen.
2. Tap **MiCollab** from the call control options.



3. Enter the native phone's password, if security password is turned On. The MiCollab Client window opens.
4. Answer an incoming GSM call:
  - **End** the active MiCollab call and answer the GSM call, or
  - **Hold** the active MiCollab call and answer the incoming GSM call.
5. Tap **Swap** to toggle between GSM and MiCollab call.

**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:** Only one call is presented to the user at a time. 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.

## Android device

### Accepting or rejecting calls on lock screen—Android device

This feature enables you to accept or reject incoming calls when the Android device is locked.

It also provides you with the option to reject an incoming call and initiate a chat with the caller. You need to unlock the screen before initiating the chat.

## Displaying GSM line status on Android devices

By default, this option is disabled. Enable this option on the MiCollab Client: **Settings > Call Settings** to make your GSM line status visible to other MiCollab users.

In the MiCollab Client, the presence indicator on your avatar indicates the line state status. If this option is enabled, your MiCollab line state displays **busy** as soon as your phone engages a GSM call.

## 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.

## Supported headsets and audio devices

MiCollab Client for iOS 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.

For MiCollab Client for Android, the headset buttons for call accept, end, mute, and volume control do not work.

**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.

## Logging off from MiCollab for Mobile Client

To log off 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.