

Cloud VoIP Mitel MiCollab Client User Guide

PURPOSE

This document will guide you through the basic use and features of the Mitel MiCollab Client. Should you have additional MiCollab Client use questions or require assistance beyond the scope of this document, please contact Fuse Networks Support at 1-888-676-3873.

Overview

The MiCollab Client is a software communications product integrated with the advanced call management features of the Fuse CloudVoIP platform.

The MiCollab Client converges the call control capabilities of the Fuse CloudVoIP platform with contact management, Dynamic Status, and collaboration to simplify and enhance real-time Communications.

Requirements

To access the MiCollab Client, use a supported Web browser to navigate to the URL provided in the Fuse CloudVoIP Welcome Email. The following web browsers are supported:

- Microsoft Internet Explorer (IE) 9.0, 10.0, 11.0
- Mozilla® Firefox® 41 or higher
- Apple® Safari 9.0
- Google Chrome™ 46 or higher
- Microsoft Edge

(Note: If you are prompted to allow the use of additional data storage, you must accept. Otherwise, your web client will not function. In addition, your browser session must not be in private browsing mode)






Features

The MiCollab Client provides an intuitive interface with access to the following features:

- **Dynamic Status:** Displays your current status and allows you to change, add, edit, and delete Dynamic Statuses.
- **OfficeLink:** Allows you to place calls from the Web Client using one of the devices configured for your MiCollab Client account.
- **Call History:** Provides call history information for your missed, received, and placed calls.
- **Corporate Contacts and Contact Grouping:** Provides a list of corporate contacts, a search function, and a way to view contact details as well as grouping options to suit your needs.
- **Messages:** Provides a list of your current voice mail messages, and a way to download them to your device.
- **Settings:** Provides a way to edit your Dynamic Extensions, update your password, and change
- **Chat and Chat Notifications**
- **Other Main Menu items:** About MiCollab Client, Send Problem Report, Help and Exit commands

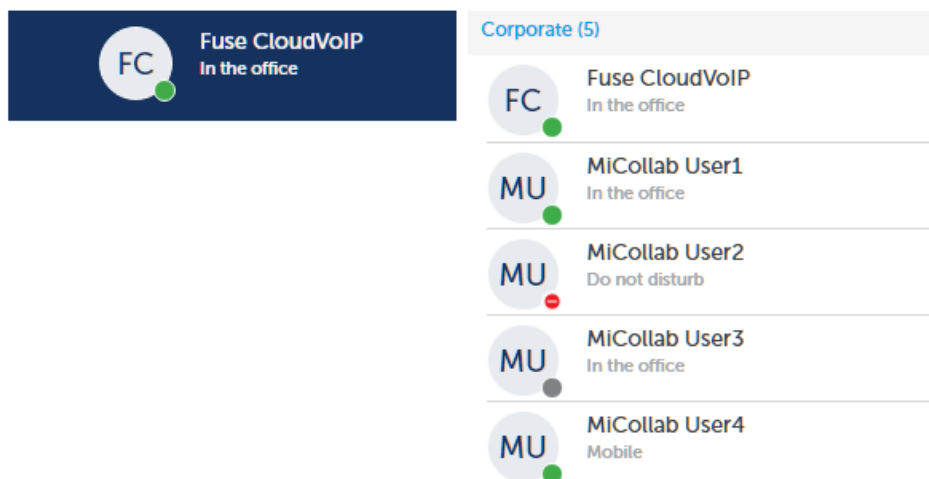
Views

The views in the MiCollab Client's main window provides access to various MiCollab Client features.







	Home: Allows you to add a new URL, Speed Dial or a Contact and provides a summary of your call and chat details in the Inbox.
	Contacts: Provides your list of corporate contacts, favorites and contact groups. Double click on a contact to access additional options.
	Chat: Allows you to chat with your list of contacts.
	Call History: Provides call histories for your dialed, received, and missed calls. Right-click a number to access additional options.
	Settings: Allows you to manage call settings, statuses and schedules, change your password, set the time format, send and delete diagnostic logs and Factory Reset.

Presence

The MiCollab Client provides real-time telephony information for the contacts you are currently monitoring by provides the ability to monitor phone presence for your own account, and for other corporate contacts.



The screenshot displays a presence view in the MiCollab Client. On the left, there is a dark blue header for 'Fuse CloudVoIP In the office' with a white 'FC' icon. To the right, a list of contacts is shown under the heading 'Corporate (5)'. Each contact entry includes a circular icon with initials, the contact name, and their current status. The contacts are: Fuse CloudVoIP (In the office), MiCollab User1 (In the office), MiCollab User2 (Do not disturb), MiCollab User3 (In the office), and MiCollab User4 (Mobile).

	Fuse CloudVoIP In the office
	Fuse CloudVoIP In the office
	MiCollab User1 In the office
	MiCollab User2 Do not disturb
	MiCollab User3 In the office
	MiCollab User4 Mobile

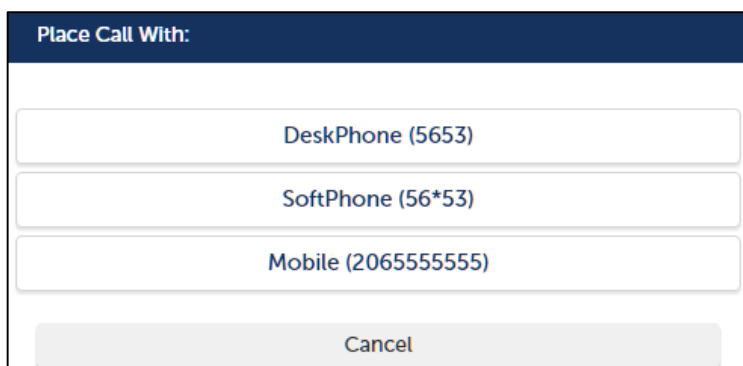
Basic Call Use

To place a call with the client using one of your devices (e.g. DeskPhone, Mobile Twinned Device, Softphone) simply key in a 10-digit external number, or 4-digit internal extension in the Search or Dial Window and press enter.



(Note: An additional leading “9” to reach an outside line is not required, and will cause your call to fail when using the client)

You are prompted with a call window, which allows you to select one of your available devices to make the call from.



(See the “CloudVoIP Phone User Guide” and CloudVoIP Twinning Guide” for additional details on use and configuration of these devices)

- If using your DeskPhone, the call will immediately be placed using the device’s speaker phone
- If using your Mobile Twinned Device, the call will appear as an incoming call on your mobile; when you answer, the call is transferred to the number entered in the Search or Dial Window.
- If using your SoftPhone, the call will immediately be placed using the softphone within browser. (See SoftPhone section below for more details)

Mid Call Features

The MiCollab Client supports the following mid-call features that can be initiated direct from the MiCollab Client:

- End a Call
- Hold a Call
- Enter Dual Tone - Multi Frequency (DTMF) signals using the Dialpad
- Perform an unsupervised (blind) transfer
- Handoff calls to alternate devices
- Perform an ad-hoc multi-party conference

Softphone

If equipped the softphone will be present in your client, and is accessed directly from the web browser of the client. (minimum required license for the Softphone feature is the CloudVoIP Entry UCC User with Softphone Uplift)

The softphone supports audio calls using your PC microphone and speakers and allows you to perform the following basic features:

- Make an outgoing call
- Answer an incoming call
- End a call
- Mute and un-mute a call
- Enter Dual Tone - Multi Frequency (DTMF) signals using the Dialpad
- Perform an unsupervised (blind) transfer
- Receive ring back on outgoing calls
- Handoff calls to alternate devices
- Activate and deactivate the softphone.

(Note: Mozilla Firefox 46 + or Google Chrome 50 + browsers are required when using the integrated softphone in browser. Internet Explorer (IE) is not a supported)