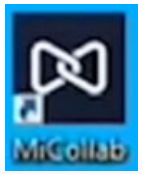
Using the MiCollab Client

Logging Into MiCollab Client



Launch MiCollab Client

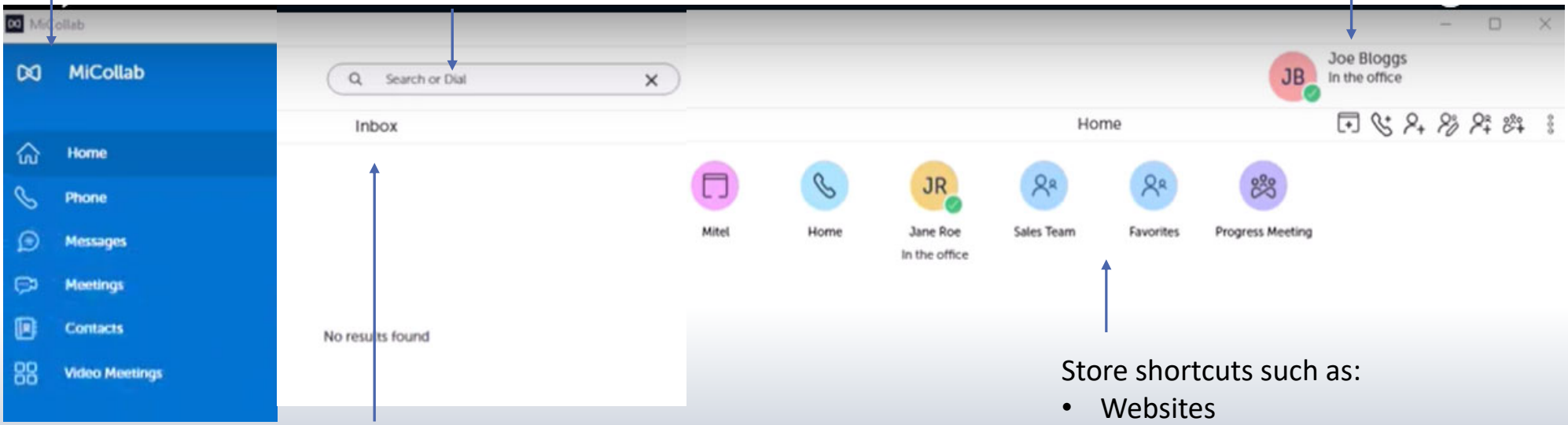
Enter in Username and password (your network credentials)

Overview

Quick Access to MiCollab Areas

Search Area

Personal Information/Status



Inbox provides summary of messages, calls and meetings

Store shortcuts such as:

- Websites
- Speed Dials
- Frequently used contacts
- Contact groups

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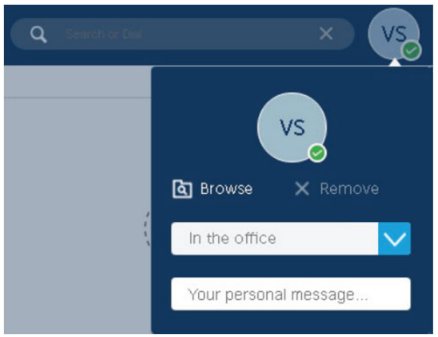
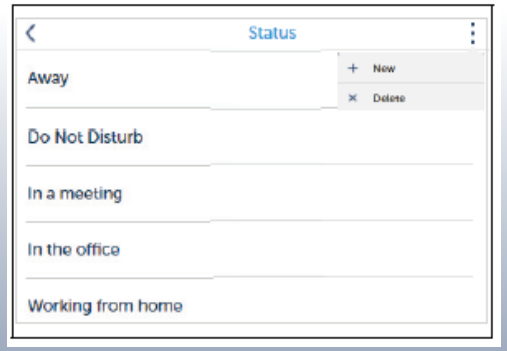
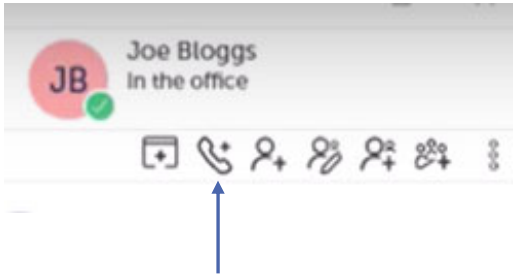
Personal Information and Status

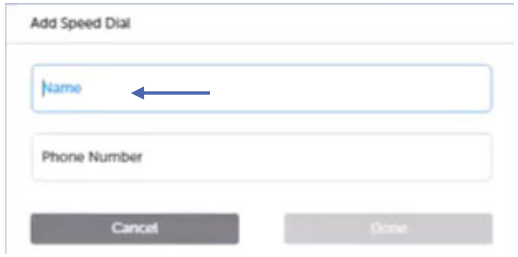


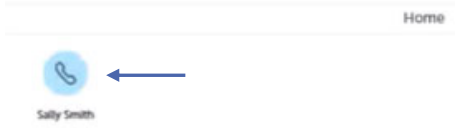


Click on	Click on your icon in upper right corner
Click on	Click on the drop down box to select a status or create a new status
Enter in	Enter in a personal message in addition to your status

Outbound Speed Dial







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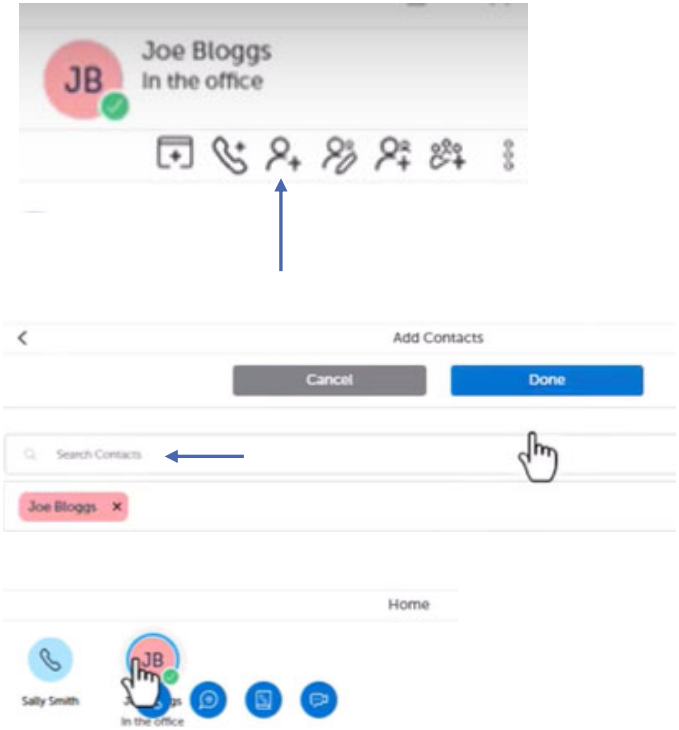
Click on speed dial icon

Enter in name and phone number. (You do not need 9 in front of the outside number. Then click done.

Click on new icon to place call on your home page

Internal Contact



Click on add contact icon → Search for contact user, select and then click done

Hover new contact icon and you can choose between:

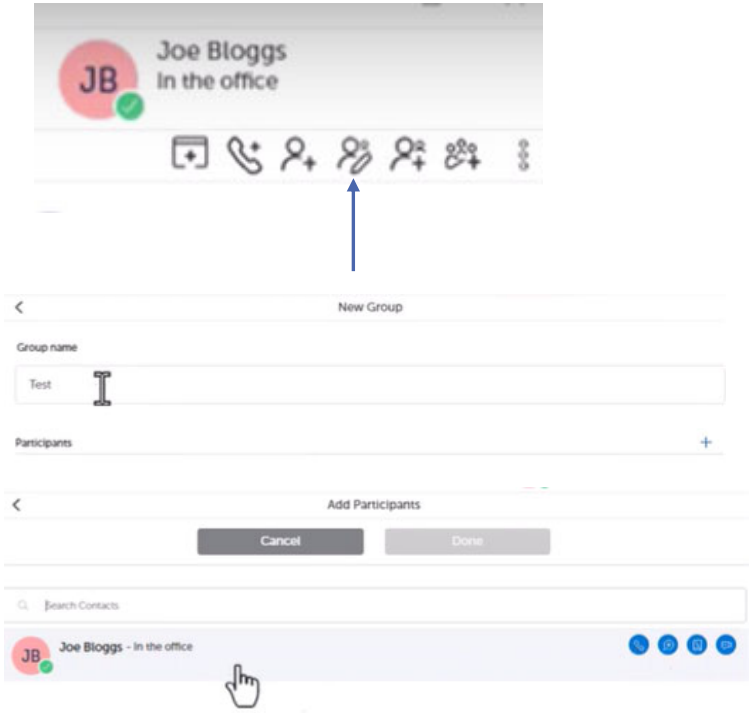
Calling

Sending message

Review contact info

Start a video meeting

Contact Grouping



Click on New Group icon

Enter in group name and then select the plus to add contacts

Search for contact and select. Search or additional contacts, then click done and create

Hover new Group icon on home page and you can choose between:

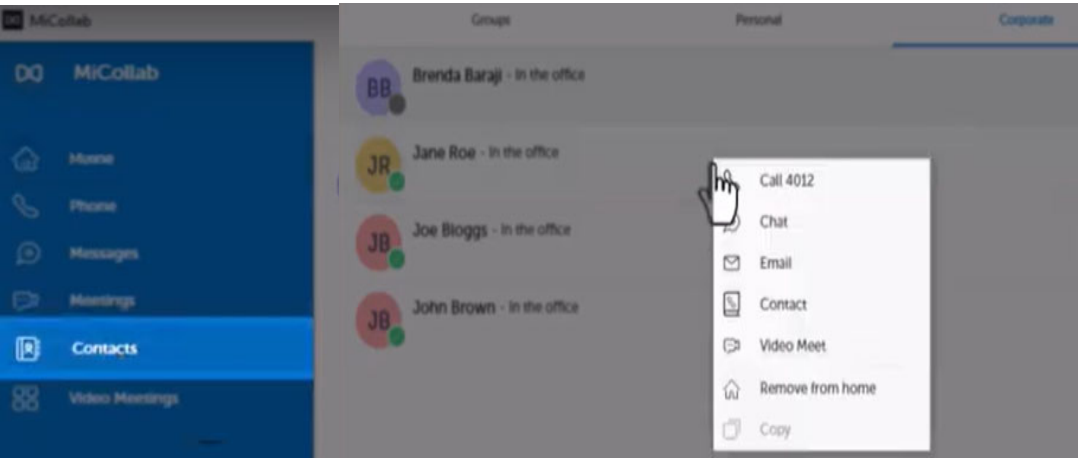
Sending message

Review contact info

Start a video meeting

vertical COMMUNICATIONS

Contacts

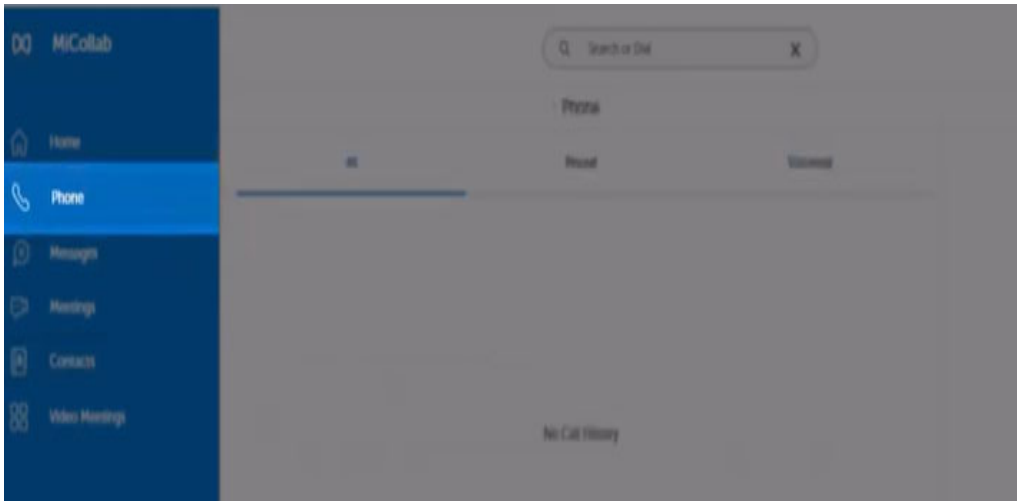


Provides access to Groups, Personal and Corp Contacts

You can hover over the contact for quick access icons

Right click on contact for other options such as call, chat, email, video meet

Phone

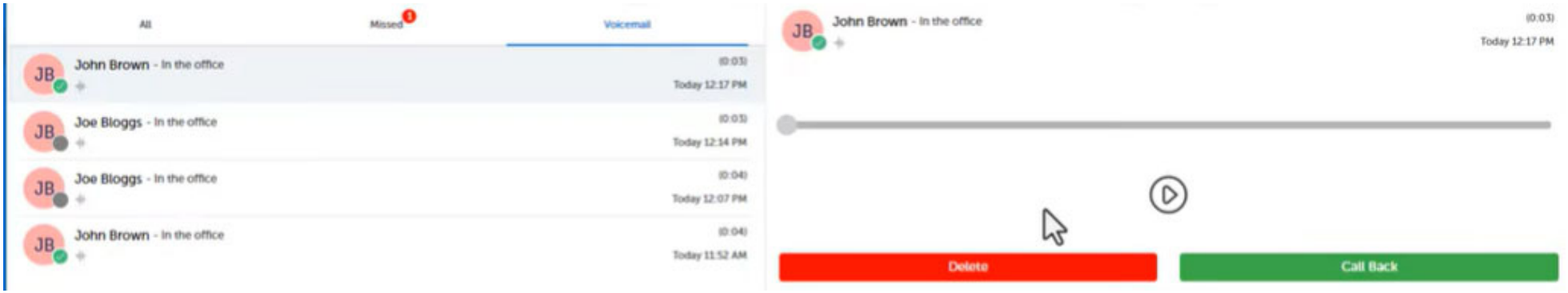


Provides list of all calls

Access to voicemail

List of all missed calls

Voicemail



Click on the voicemail to play → You can move the bar to rewind or fast forward → Click Call Back or Delete

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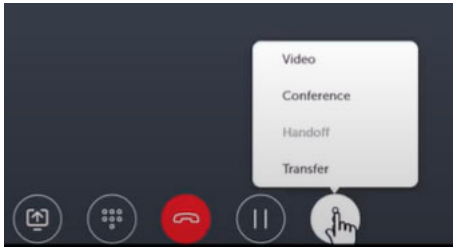
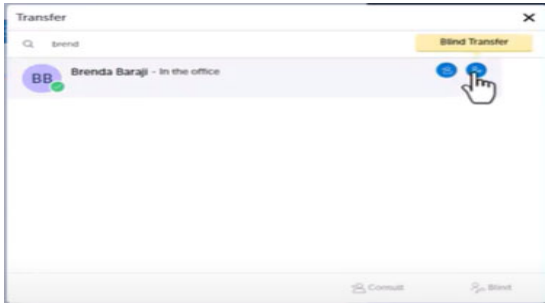
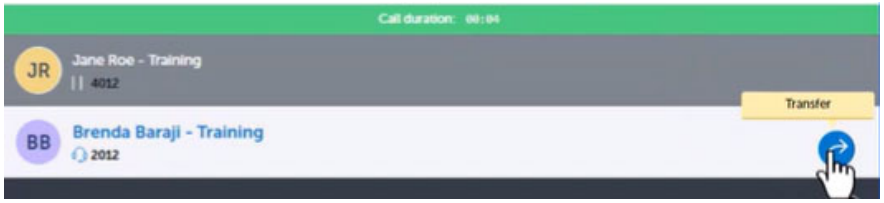
vertical COMMUNICATIONS

Call Transferring







While on a live call click on the 3 dots and select transfer → Search for contact

Search for contact → Select either Blind transfer or Consult to announce the call → Click transfer to complete the transfer

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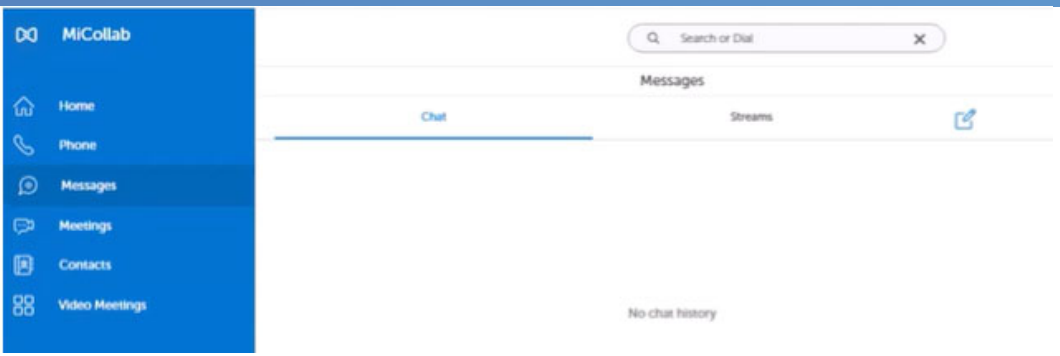
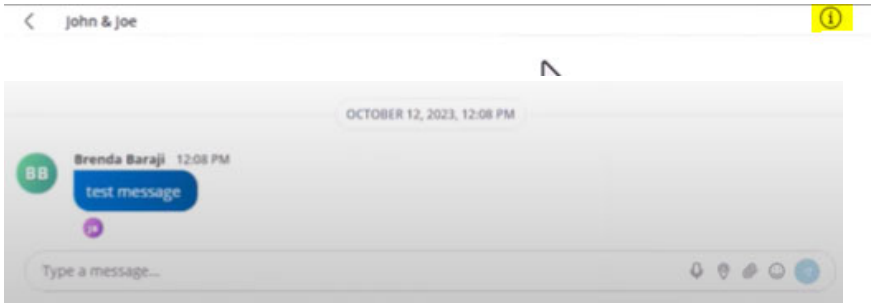
Messages



Search for contact → Hover over name and click message icon



You can add additional participants in a chat. Click on the information button → Search for users, then click done to begin

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