

# ICT & Corporate Policy

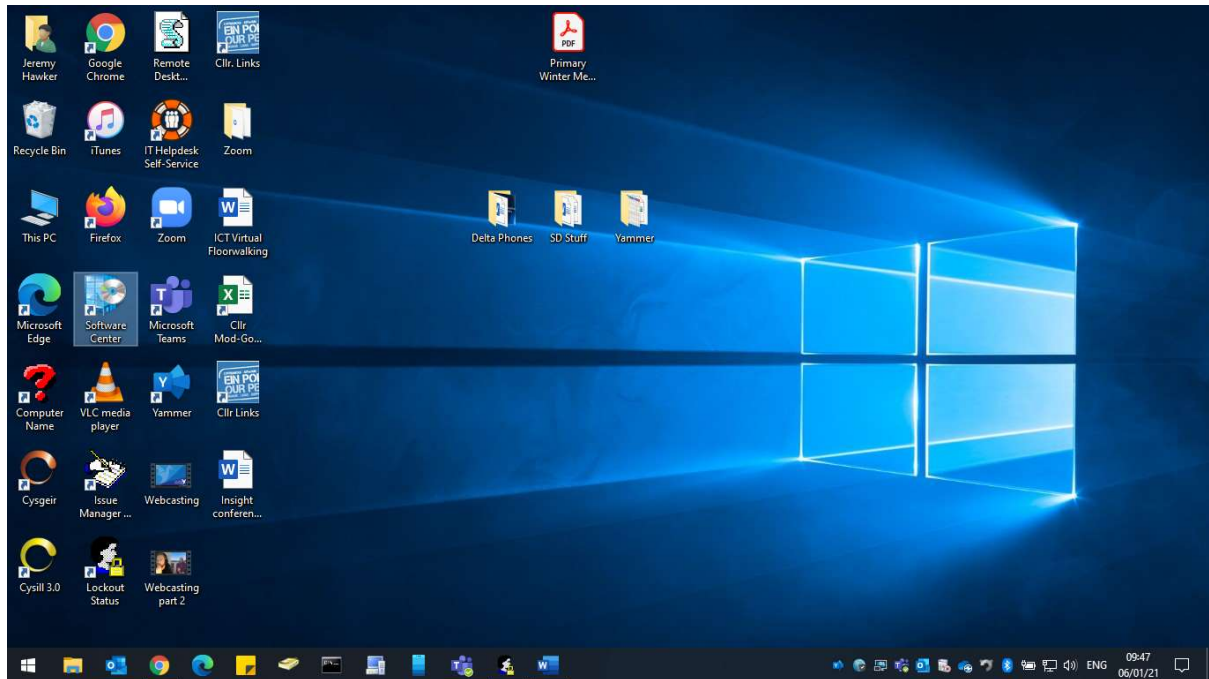
## MITEL MICOLLAB

enterprise collaboration software

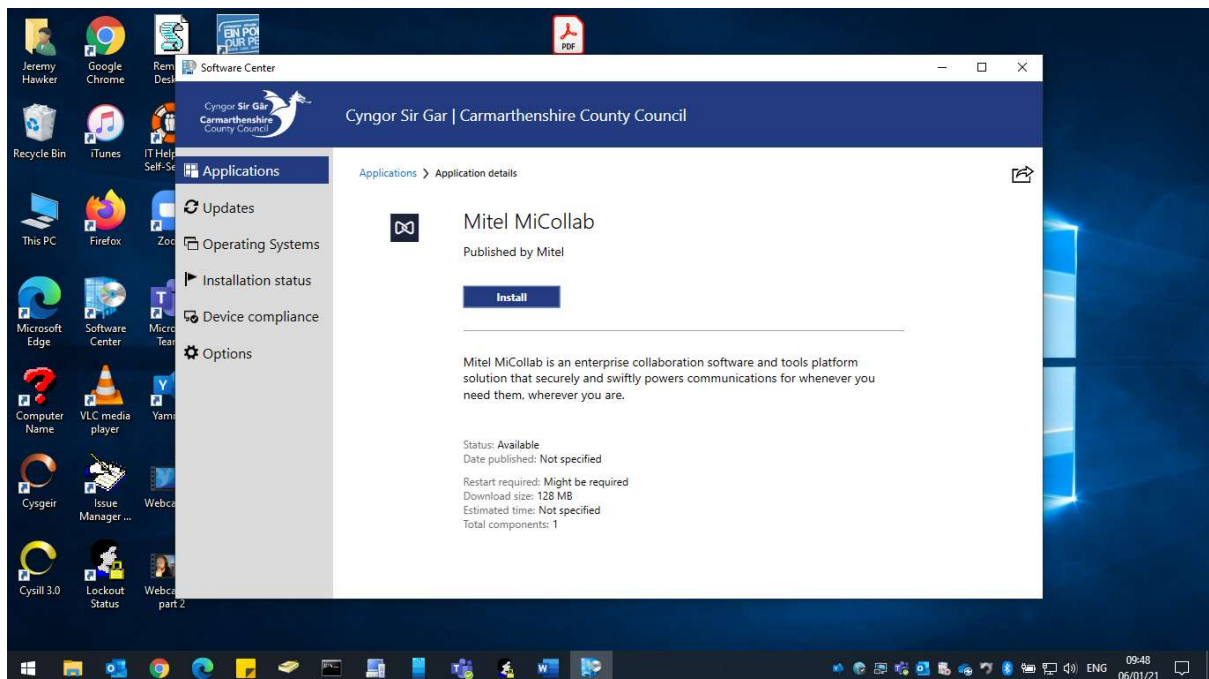


## Installing the Mitel MiCollab SoftPhone application in Windows 10.

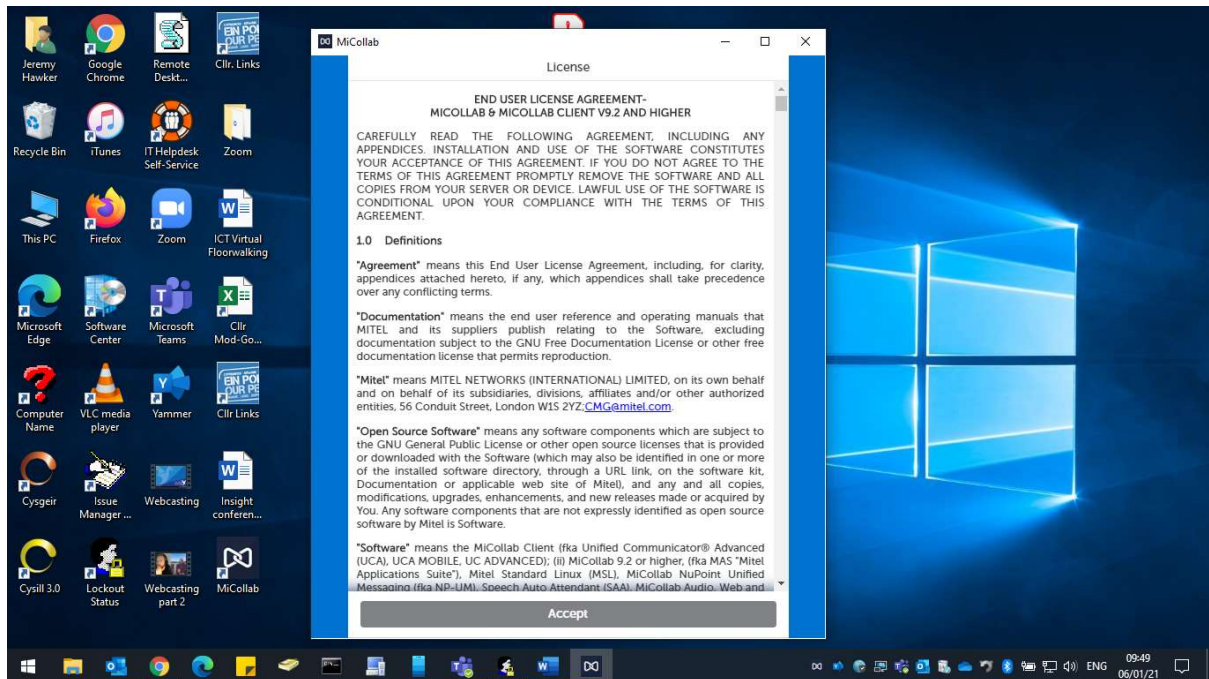
Open the Software Center icon on your desktop.



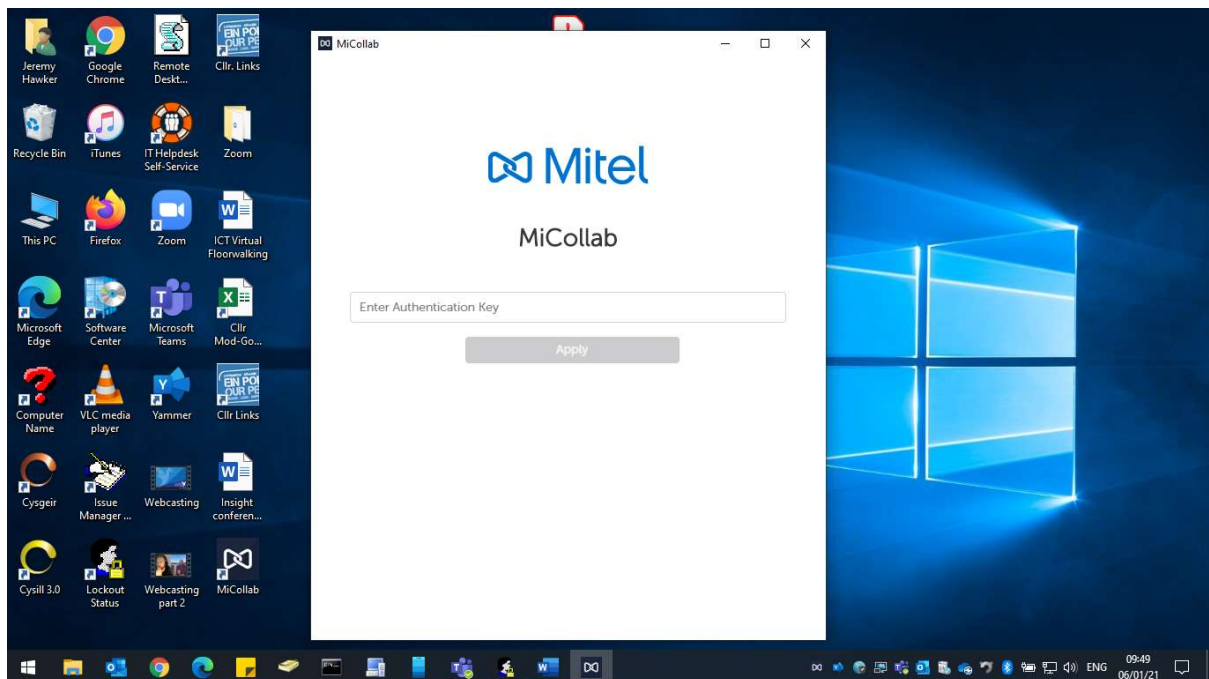
Install the Mitel MiCollab application from the Applications tab.



Once installed, open the MiCollab software from the Start Menu and Accept the license agreement.



You will receive several emails during registration of which you can ignore all but the last two. One of these will contain your unique Authentication Key which you need to enter in the screen below.

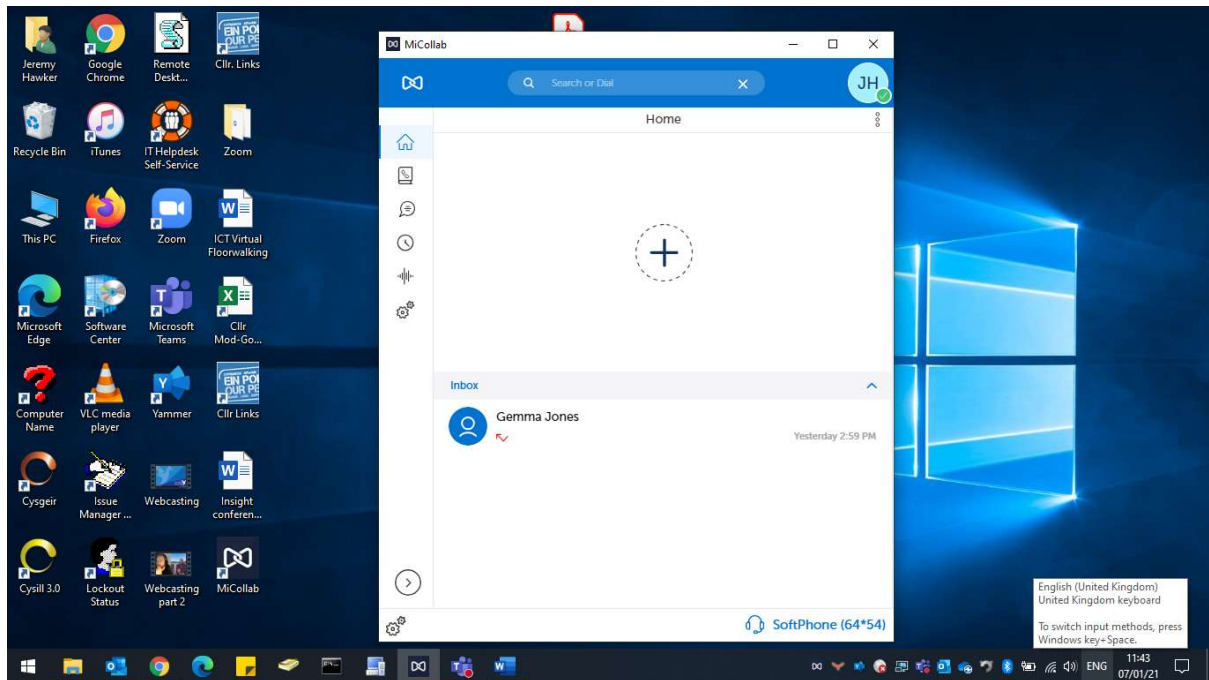


Once entered and applied, MiCollab will start up for the first time.

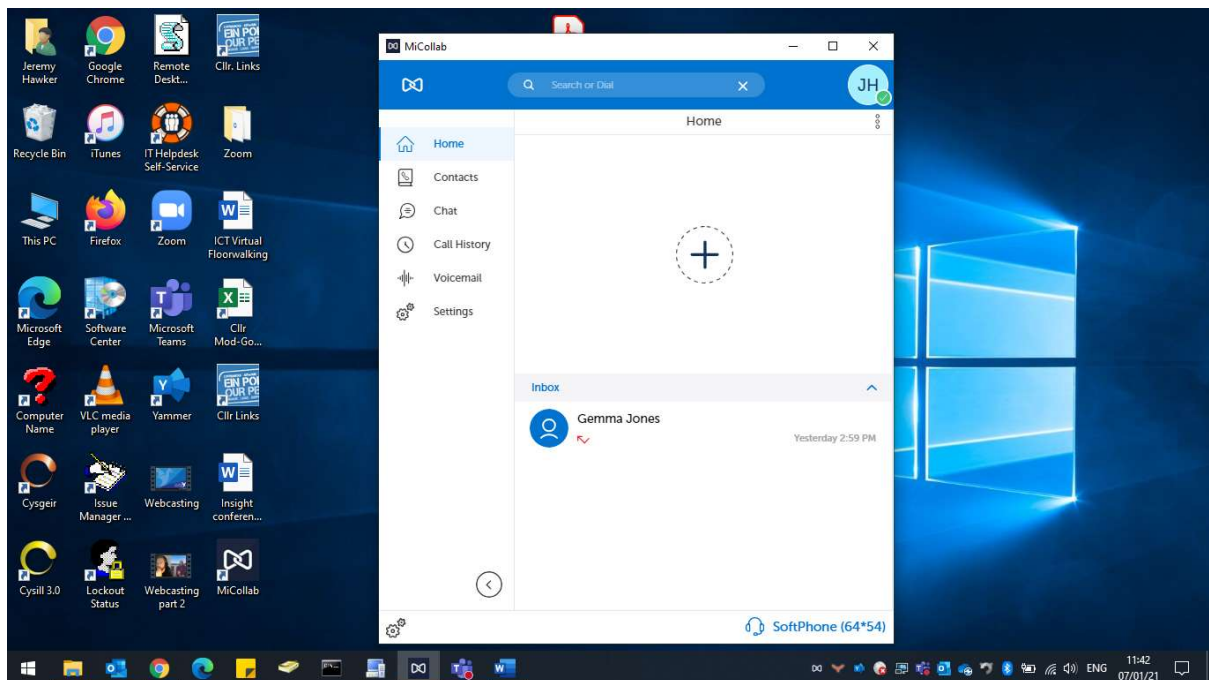
*Before you do anything else, click on your initials and change your availability to **Working from home** and check that you are set to **SoftPhone** in the bottom right.*

## How to use the Mitel MiCollab softphone application.

This is the Home screen with the menu on the left.



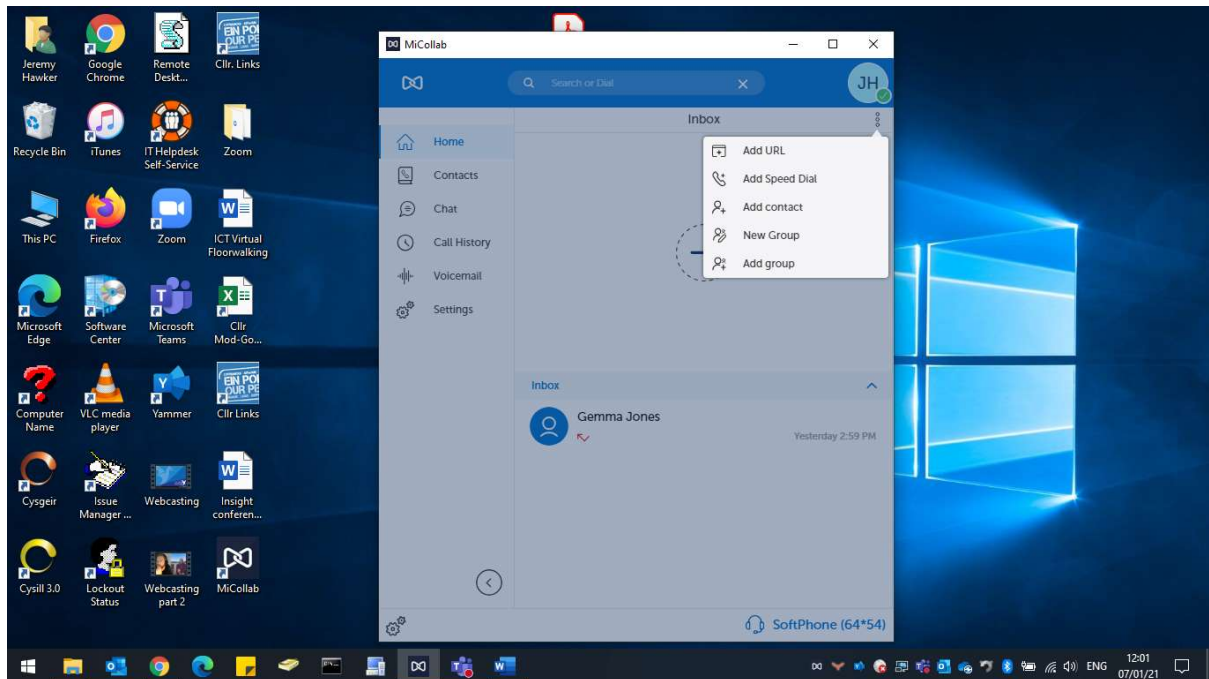
Click on the Arrow (bottom left) to expand or condense the menu.



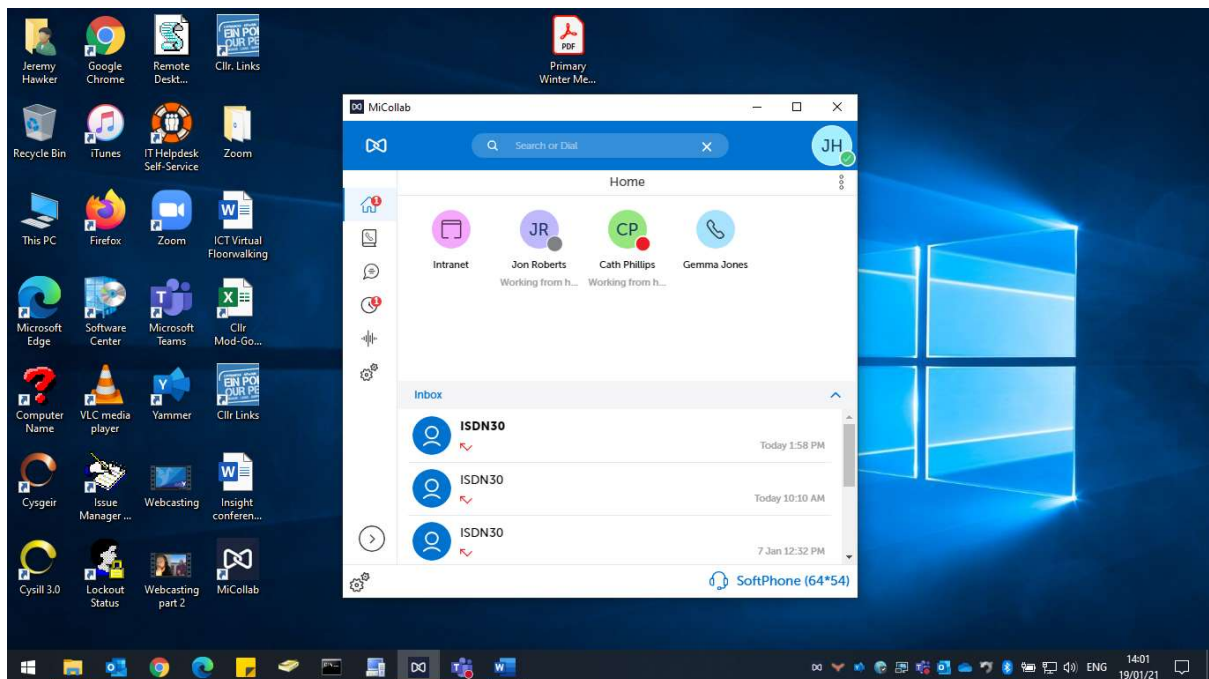
In the Search box you can find people or enter a telephone number to dial. Any calls made or received will appear in the Call History.



You can use the 3 dots under your initials to Add a URL (website), Add Speed Dial, Add Contact/s or set up a Group.



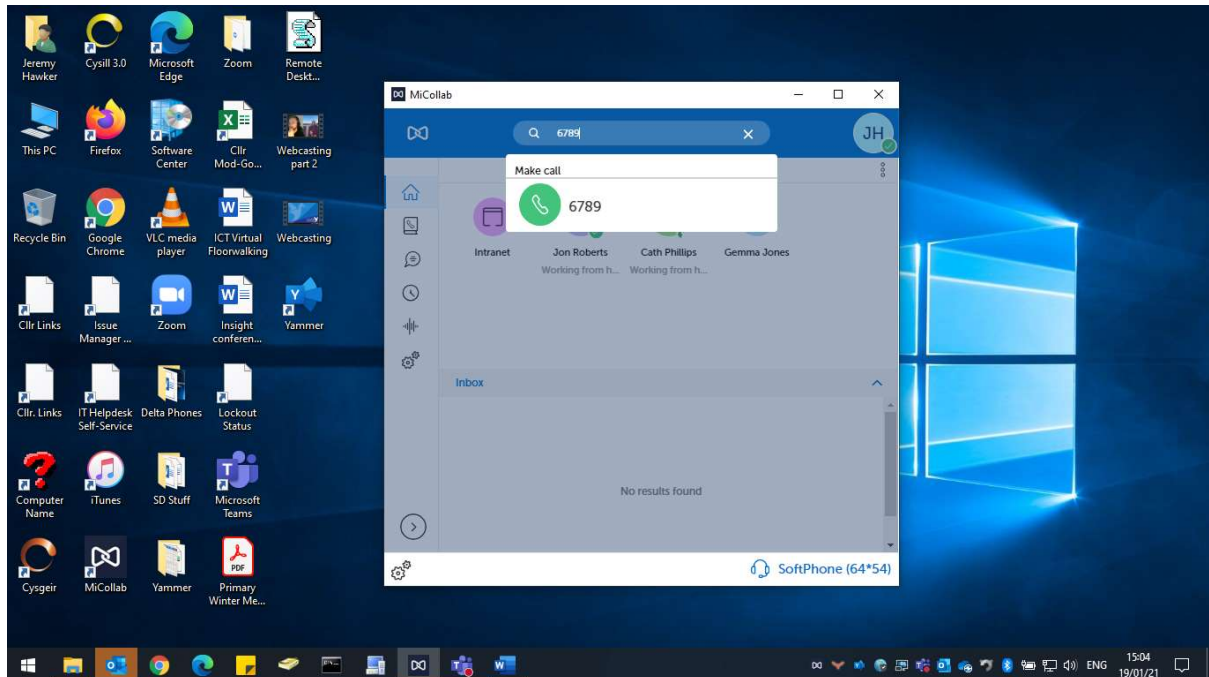
Your Home screen will display any changes you have added.



## Call Handling

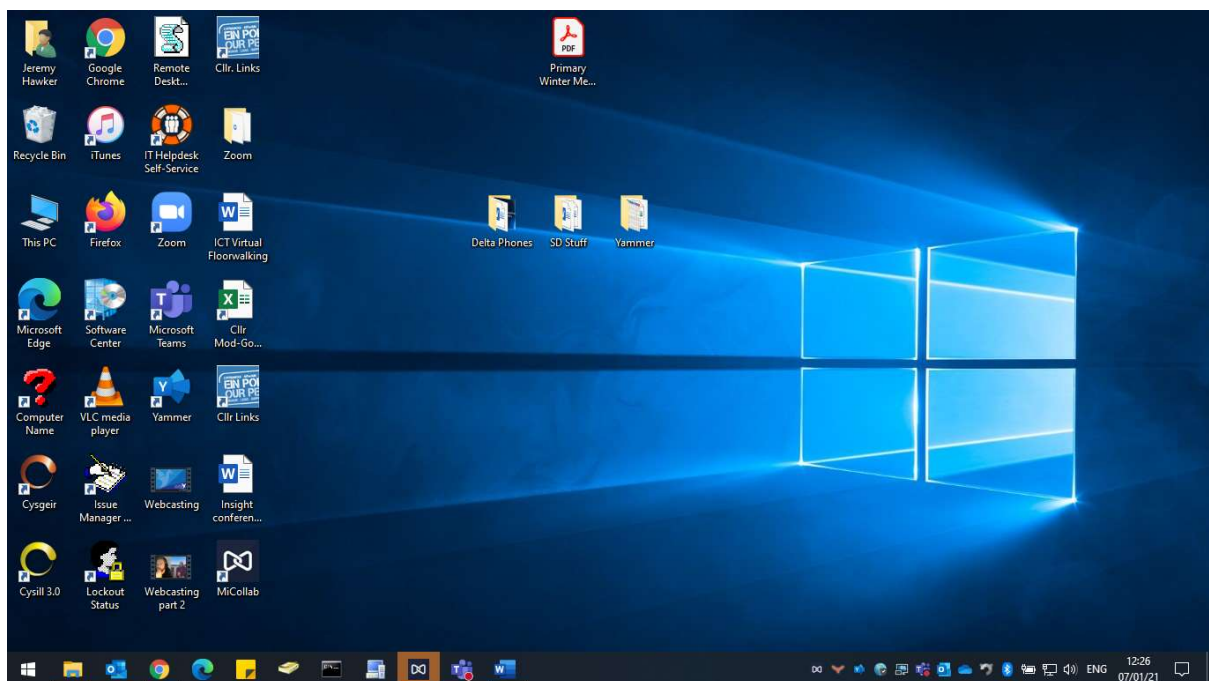
### Making a call

Enter the number you wish to dial in the search box and then click on **Make call**.

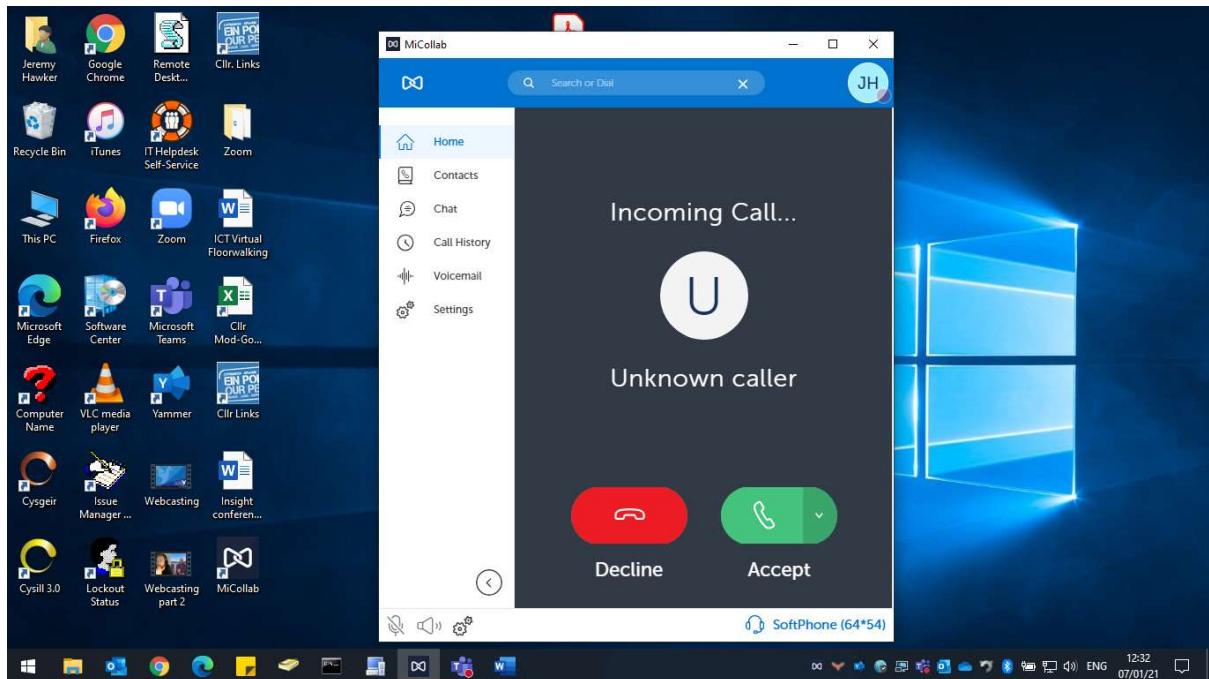


### Answering a call

If you receive an incoming call you will hear a ringtone coming through your laptop speakers or headset and the MiCollab icon on the taskbar will flash.

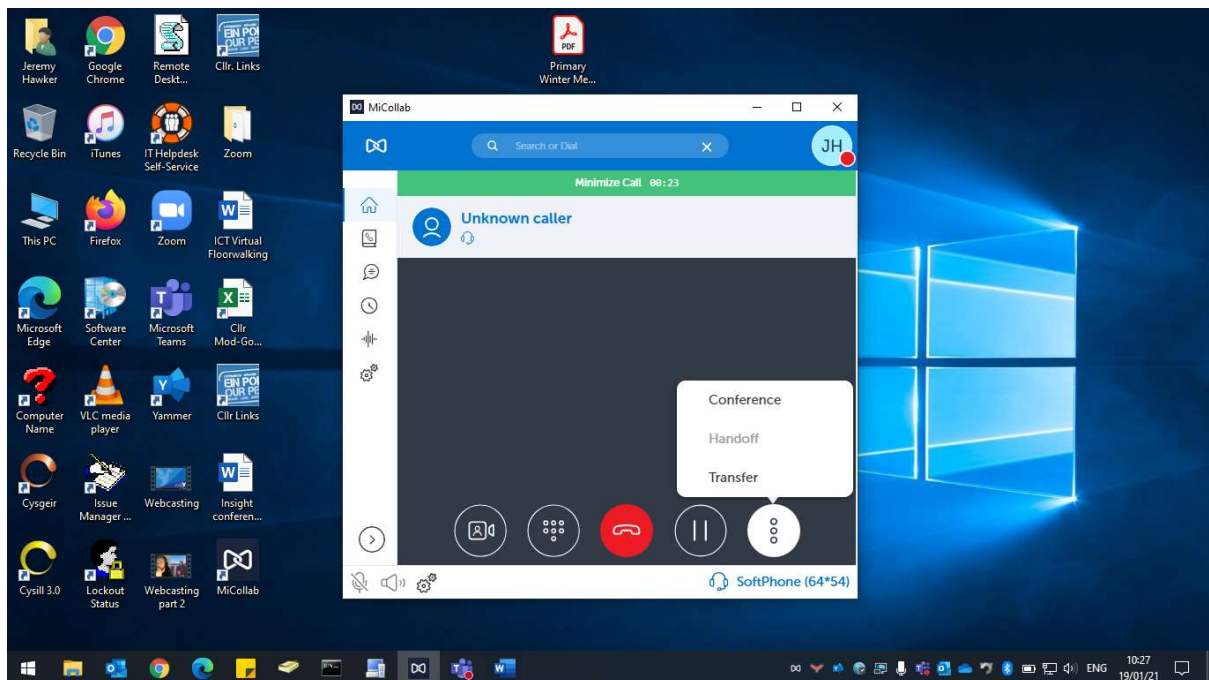


Click on the flashing icon to see who is calling and Accept or Decline the call.



## Transferring calls

Transfer a call by clicking on the 3 dots and then transfer to another number.

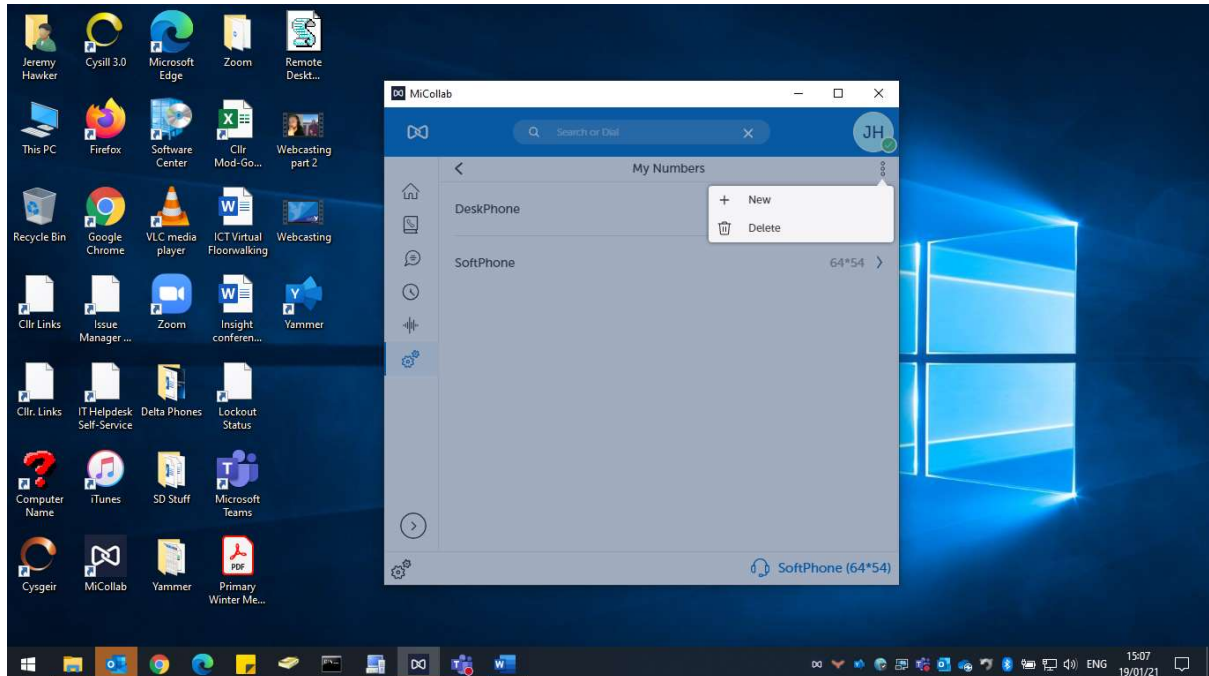




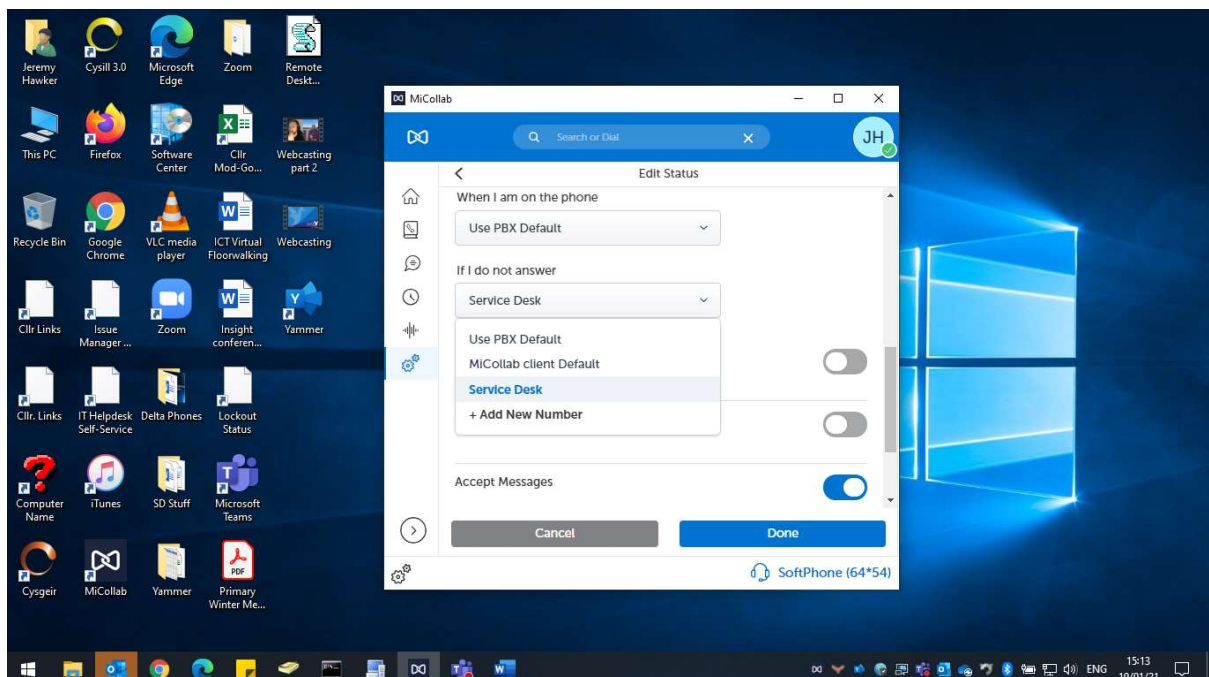
## Diverting calls

To divert calls you need to do the following:

- Go to Settings – General – My Numbers.
- Click on the 3 dots under your initials, click New and add the name and number.

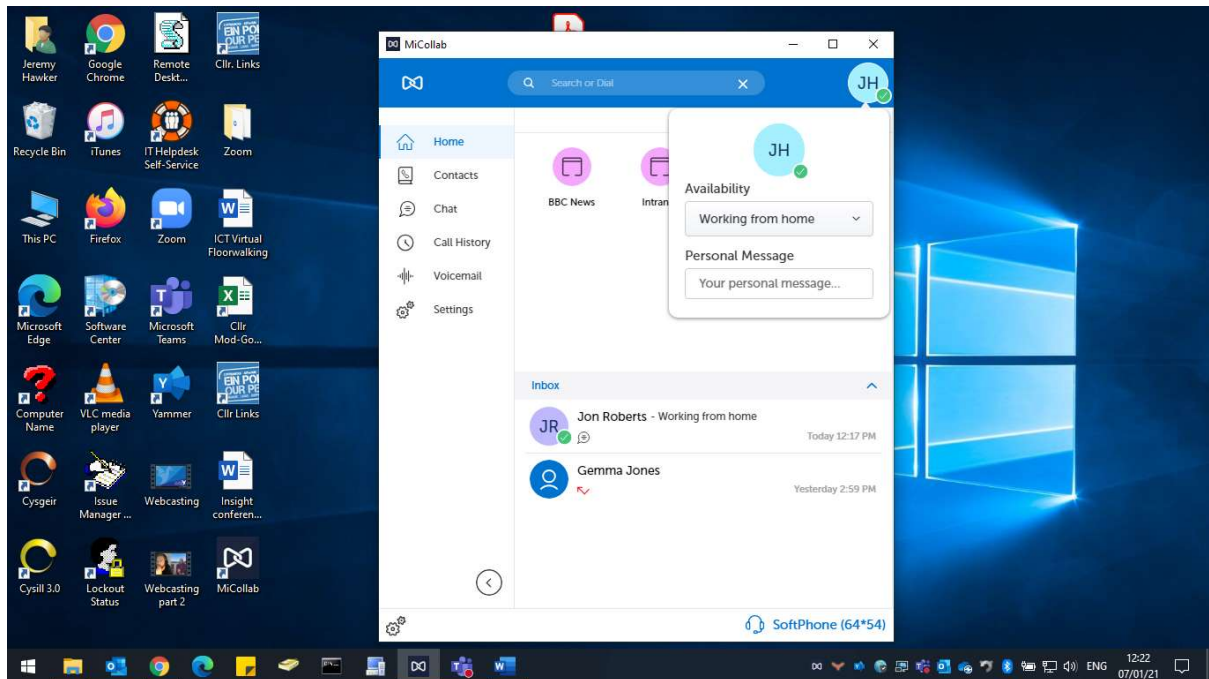


- Go back to Settings – Manage Status – Working from home.
- Scroll down to "If I do not answer" and change it to the new number entered earlier and click Done.
- To turn off the Divert go to Settings – Manage Status – Working from home.
- Scroll down to "If I do not answer" and change it back to the **MiCollab Client Default**.





You can set your Availability by clicking on your initials. ***Please note that this is not linked or related to your Teams Presence. If you are in a Teams meeting you will still receive calls to your extension.***



## MiCollab on Corporate Android and IOS devices.

The MiCollab App can also be deployed to Corporate mobile devices. You would need to check the same email for the Authentication Key or QR code to register the App.

The App itself looks the same on either platform and has the same functionality as the Windows application.

To access the App menu and Availability options, just swipe in from either side of the screen.

To make a call you can use the magnifying glass to search or dial a number.

