MiCollab Quick Start Guide

What Is MiCollab?

Mitel MiCollab is a software phone (softphone) that is being implemented to replace desk phones on campus. It allows you to make and receive phone calls with your campus phone number through your computer or cellphone.

Why Is This Happening?

- **Allows for seamless remote work, where your work line can be answered anywhere.**

- **Keeps personal phone number private by only showing UCI work number when making and receiving calls.**

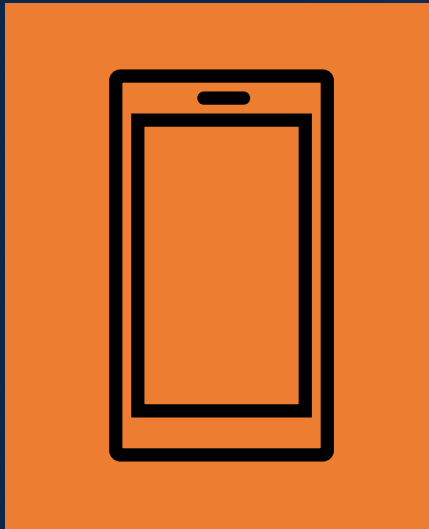- **Promotes work-life balance with ability to mute, pause and turn off call features when necessary.**

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How Will I Know My MiCollab Account is Active?

- **You will receive an email from noreply@mitel.easydeploy.net with installation and activation information after your account is created.**

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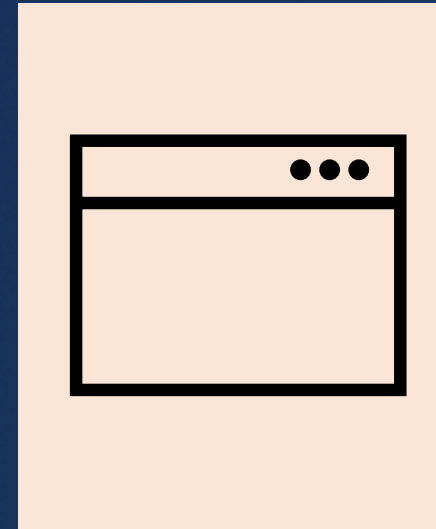
Which Is Best For Me?

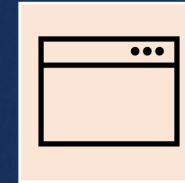**You can choose one, or use them all. Up to 4 devices can be active!**

Phone

- Use MiCollab on the go, when you're away from a workspace.

- Answer calls on a phone and not through your computer.

Computer

- Have limited space for apps on your phone.

- Prefer work to all be done via the computer.

Web

- Need to access MiCollab without phone or personal computer, it can be accessed on any computer through a web browser.

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Using Phone App

- **Click on the appropriate app store button from the email you receive.**

- **Once installed, scan the QR code provided to activate.**

- **That's it, you're in!**
  - **Take a moment now to update the temporary password by going to Settings>General>Change Password.**

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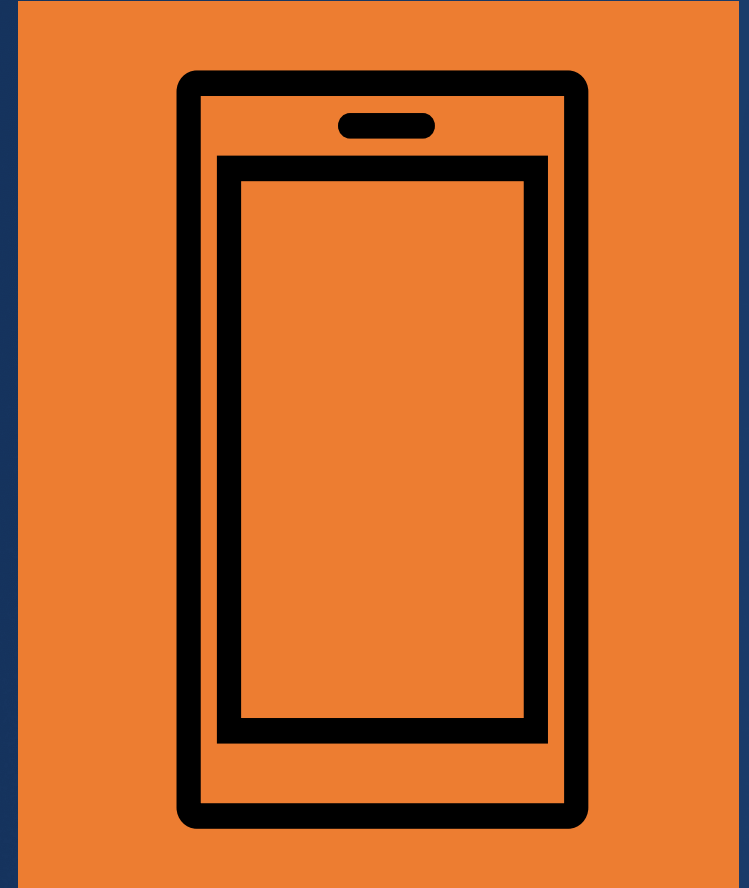
Using Computer App
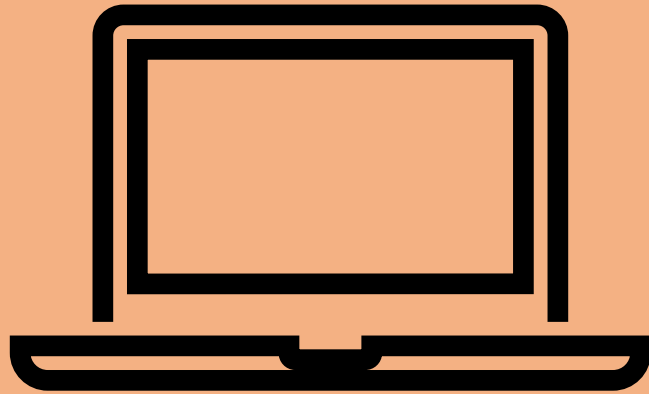
OIT-Managed Windows Computer
1. Search for 'MiCollab' in start window to verify you have the app
2. Click the link in the email to activate your account

OIT-managed Windows users can visit the **OIT BigFix Self Portal** to push the app to their computer. Please note it can take up to 24 hours before it will be installed.

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Using Computer App, Cont.
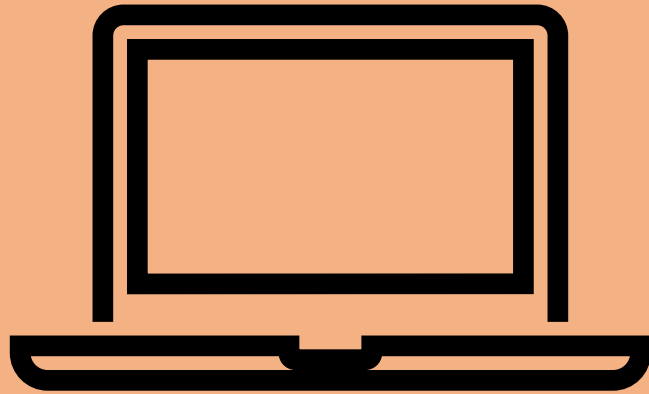
Mac Users
- Click the App Store icon in the email to download.
- Activate with the supplemental link provided.

Non-Managed Users
- Contact your IT administrators to have the app installed on your computer.

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Using Web Browser

- **Visit:** https://mcs.oit.uci.edu/ucs/micollab

- **Use the login id and temporary password provided to you in the email.**

- **That's it, you're in!**
  - **Take a moment now to update the temporary password by going to Settings>General>Change Password**
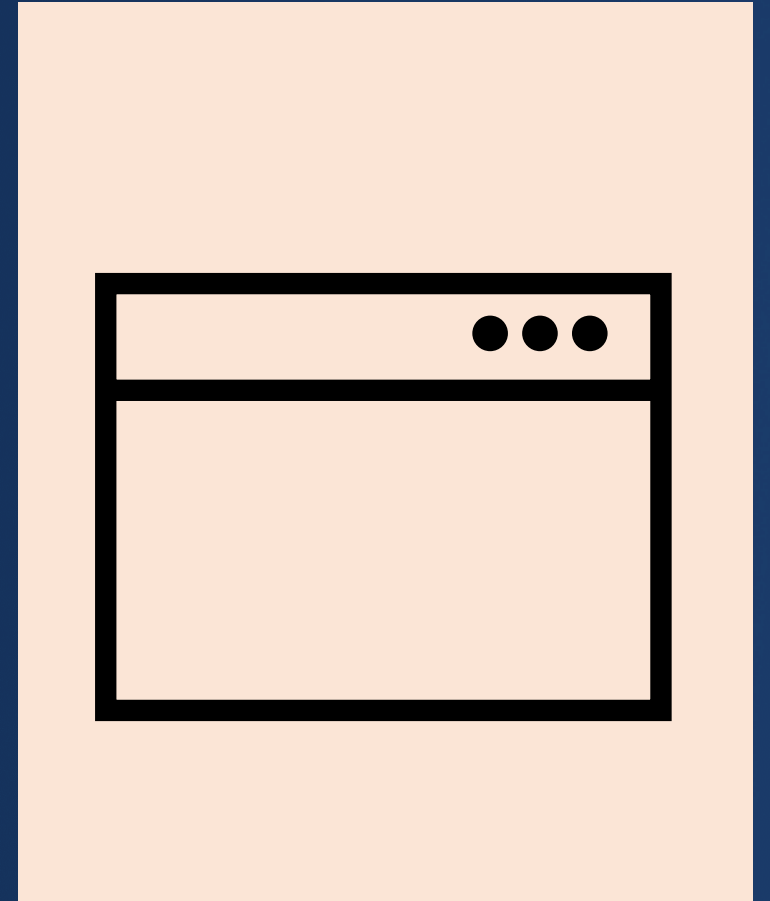
Making Calls

Using Phone App: Open the left-side menu on the app. You can do so by placing your finger on the small tab on the left edge of the screen, and then swiping right across the screen.
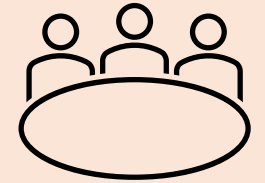
Then, on phone or computer, enter a phone number in the search bar, or select "Dial Pad" to place a call. You will need to dial the number as if you were on campus:
1. **For external numbers, enter 9-(area code)-(xxx-xxxx)**
2. **For internal numbers, enter 4-(xxxx)**

Conference Calls
Note: functionality not available in web browser

1. **During your call, select the button with the three vertical dots. Then on the pop-up menu, select 'Conference.'**
2. **Search for a contact of type in the number you want to add to the call. Then select the blue call button. (original caller will be placed on hold)**
3. **To merge calls, select the blue + button. A loud beep will sound to notify you that the conference call was successfully merged.**

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Turning Call Function On/Off

For Website or Desktop App: Select the phone icon on the bottom-right of the application (It might say "Prompt" or "SoftPhone" next to it).

For Phone App: Open the right-side menu on the app. You can do so by placing your finger on the small tab on the right edge of the screen, and swiping left across the screen.

Then, on either, toggle the SoftPhone option. When the Softphone option is disabled, you will no longer receive calls to your extension. Toggle the option back to enable call receiving again. SoftPhone must be toggled on in order to place/answer calls.
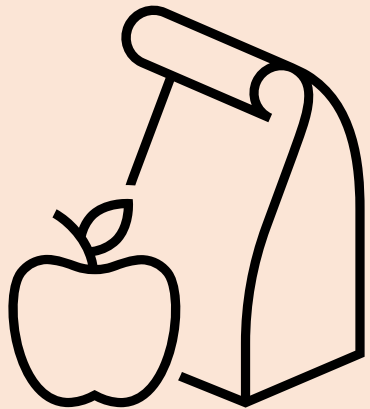
Having the ability to turn your MiCollab phone on and off allows for greater work/life balance.

Be sure to hit the toggle switch when you're on breaks or done working for the day!

Note: Turning the toggle switch off still allows calls to silently ring through to the app. To turn call function off entirely, change your status to 'Not Available' – which will send calls straight to voicemail.

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Setting Up Voicemail For New Users

1.   On MiCollab, dial 48989.

2.   Enter the temporary security code: 654123.

3.   Then your new security code followed by the # sign.

4.   Select 2 to record your First and Last Name.

5.   When prompted, select 2 to record your Greeting.

   • 2 to stop recording

   • 5 to save

   • 6 to review

   • 4 to discard and re-record

*If your voicemail is already set up, please disregard

SAMPLE GREETING: "This is [Your Name] in [Your Department]. Please leave a message with your name and phone number and I will return your call."

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Checking Voicemail

1. Dial 48989.

2. Select the dial pad icon on the screen to open the dial pad. Then, enter your security code.

3. After entering your code, follow the voice prompts to review messages.
   1. 1 to listen to new messages
   2. 2 to record and send a message
   3. 3 for phone manager functions
   4. * or hang up to quit

Additional Voicemail accessibility options are available: Instructions can be found in the MiCollab User Documentation.

Log into the 'Voicemail' option in the app using your 5-digit extension 4-XXXX and voicemail security code. Forgotten VM security codes can be recovered here as well!

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Making Emergency Calls

We recommend using your cell phone or a landline to call 911.

MiCollab is not able to provide precise location to emergency services. If you must use MiCollab to call 911, be prepared to provide your precise location.