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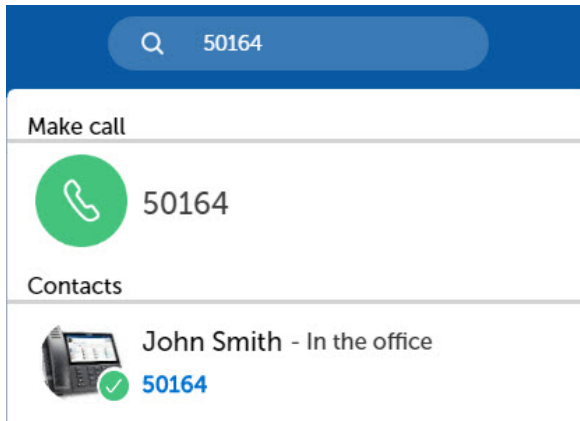
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MiCollab User Documentation for Web/Desktop (Extended)

Making a MiCollab call using the Search or Dial field

To make a voice call using the Search or Dial field:

1. Enter the telephone number or name of the contact in the Search or Dial field.
2. When entering the telephone number, remember to insert a preceding “9” for off campus calls and click the Call button (Green receiver icon) or press the ENTER key on keyboard.
3. From the search results, perform one of the following steps:
 - Select the number from the Make call



- Hover over the contact card, click the Call button (Green receiver icon) to dial the primary telephone number for this contact.

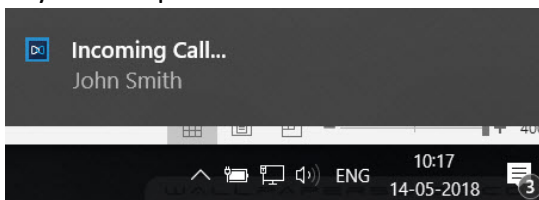
An in-call window is displayed with the caller's name, telephone number, and picture (if available).

When finished, click the Close button (Red receiver icon), or press the ESC key on your keyboard.

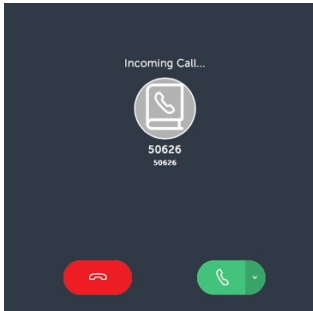
Handling calls

To accept a MiCollab call:

- If the MiCollab Client is running in the background, a notification appears in the lower-right corner of your computer screen. Click the notification to open MiCollab Client.

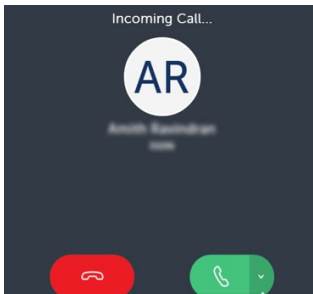


- If MiCollab Client is running in the foreground, you can accept the call, by pressing the **Green receiver icon**.



To decline a MiCollab call:

- Decline an incoming MiCollab call, click **Red receiver icon** and the call will go to your voice mail.



Placing & Retrieving a call on hold

To put an active MiCollab call on hold:

- from the call window, select the **Hold** (⏸) icon.

To retrieve a call on hold:


- select the **Hold** (⏸) icon.

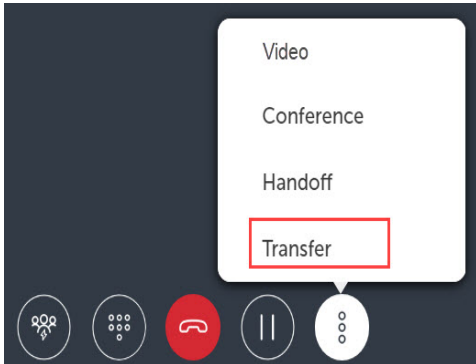
Transferring a call

Use the Transfer feature to transfer a MiCollab audio call from one user to another user. MiCollab Client supports two modes of call transfer; Supervised transfer (Consultation) and Unsupervised transfer (Blind) from the call window.

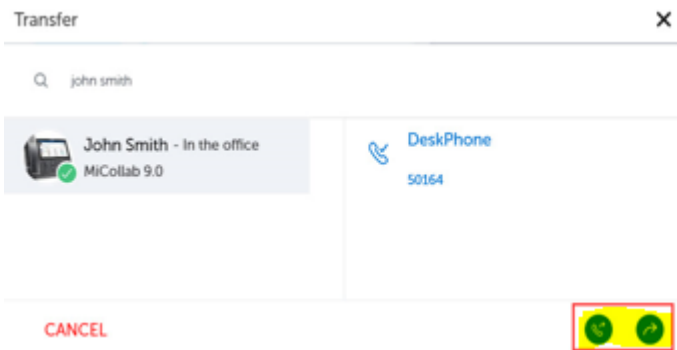
- Supervised transfer (Consultation): Is when you talk to the person you transfer to before you make the actual transfer.
- Unsupervised transfer (Blind): Is when you make the transfer without checking if the person receiving the transfer answers the call or not.



To transfer an active MiCollab audio call:

1. While on an active MiCollab audio call, select Transfer from the more () menu.



2. Choose a contact or enter a name or telephone number in the search box.




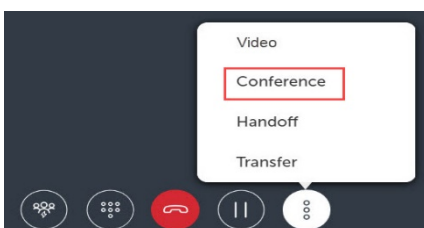
3. Select the required contact and click Consultation Call () for a Supervised transfer or Blind Transfer () for an Unsupervised transfer.


Call Transfer complete message is displayed, and the call is successfully transferred.

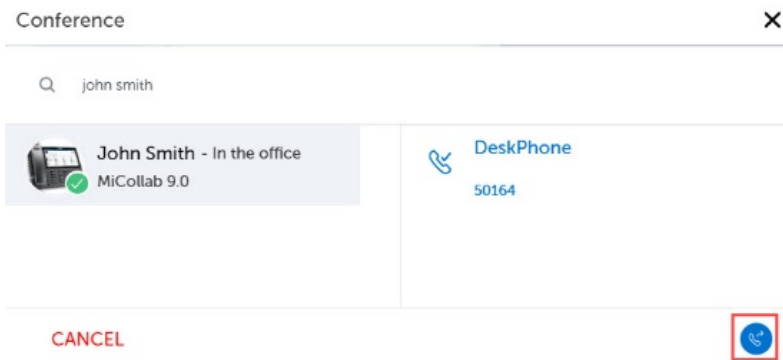
Initiating a conference call

To initiate a MiCollab conference call:

1. Initiate a MiCollab call or during a MiCollab
2. Select Conference from the more () menu.



3. Choose a contact or enter a name or telephone number in the search box and select Conference () from the bottom of the Window.

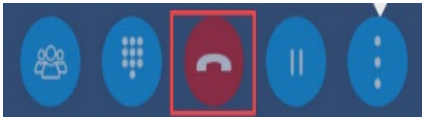


The active call is put on hold and a new call is initiated.

4. Once the third party answers the call, select the Conference icon to initiate the conference call.

Hanging up a call

To hang up a call, select the **End** button (Red receiver icon) in the in-call window.



Chat features

Note: The MiCollab Client application must be logged in to receive chats and chat notifications. The application can be running in the background (open and not visible), but if the app is closed, you will not receive any notifications.

Also, Chat can **only** be used with other MiCollab users.

Chat message history

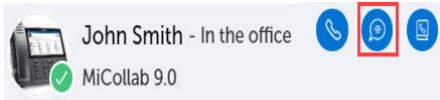
The Messages screen displays a list of the individual and group contacts with whom you have chatted. Each item in the list also indicates the date and time of the last chat message that was sent to or received from that contact.

Selecting an item in the list opens the chat screen for that individual or group contact displaying messages from previous conversations including the time of day and top banner with the date for each chat message.

Initiate a 1:1 chat

To initiate a 1:1 chat with a contact:

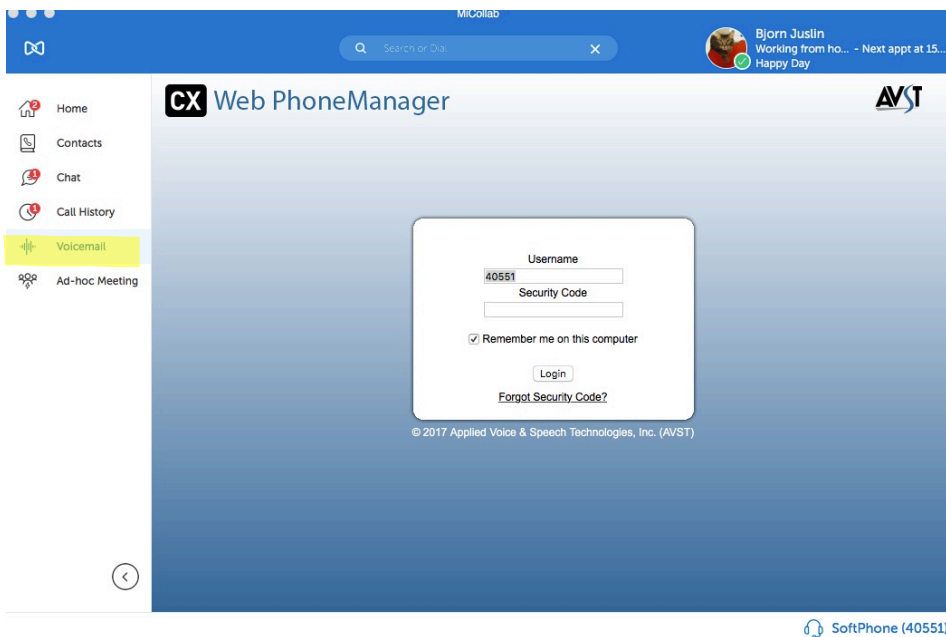
1. From the navigation menu, select Chat to see the recent chat conversations and then select a chat.
2. Hover over the contact, right-click the contact and then select the Chat icon.



3. In the text area, type a message. You can also copy and paste a message from existing chats.
4. Press Enter or click Send.

Accessing Voicemail via MiCollab:

When you click on the Voicemail in the right-hand menu you will get:



Username: is your voicemail extension

Security Code: is the code you enter when you call into voicemail at 48989.

Note: Select Remember me on the computer so you do not need to enter the extension every time.

Forgot Security code: You will need a valid email setup in Voicemail. Click on the link and follow the instructions.

Web Phone Manager

With Web Phone Manager, you can play, reply to, forward, and save voice mail messages as well as manage your personal settings. All you need is an internet connection and a web browser.

LOGGING IN

To login, go to <https://webvoicemail.oit.uci.edu/wpm/>

and enter your 5-digit mailbox number and security code

Mailbox

Security Code

Remember me on this computer

Login

Or

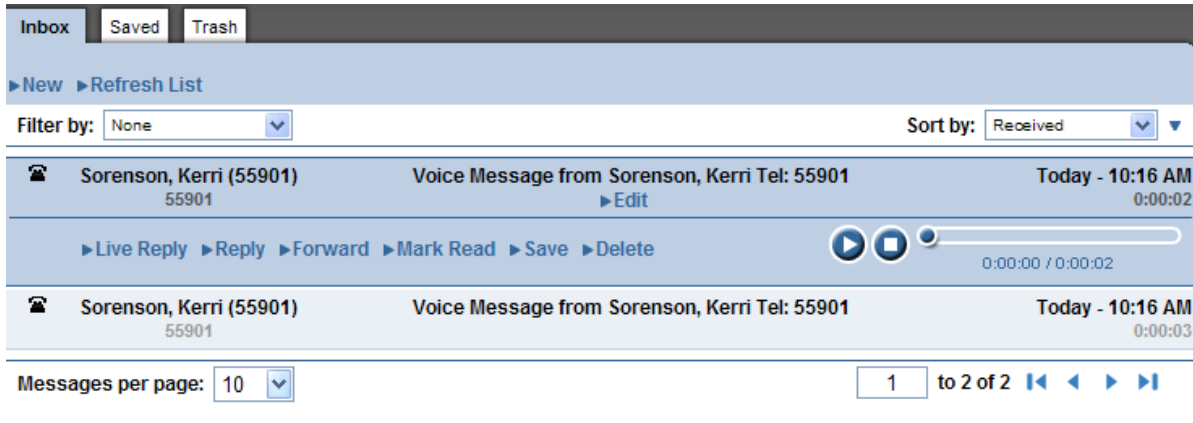
Click on the Voicemail Icon on the righthand side menu in MiCollab



THE INBOX TAB

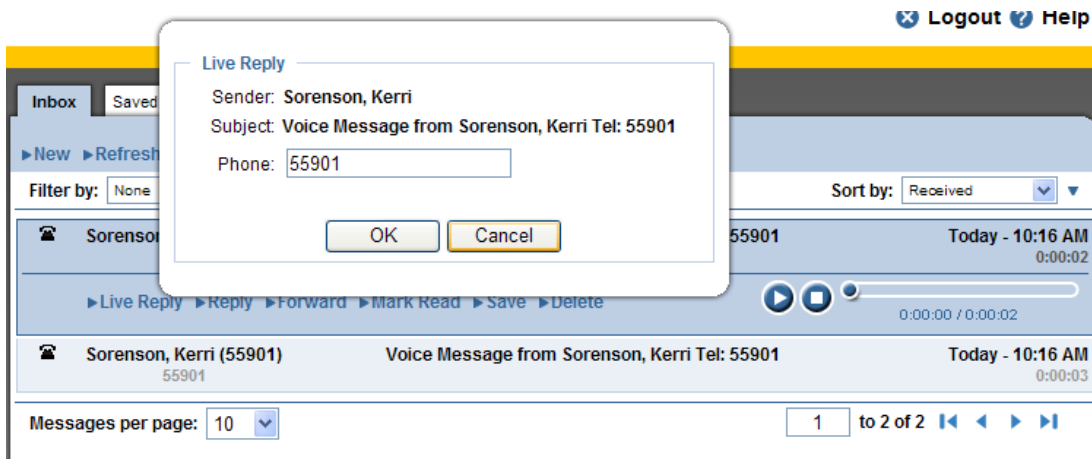
After logging in to WPM, you will be taken to your Inbox by default. Your voice mail messages are sorted with the most recent on top (you can resort with the Sort by dropdown) and unread messages are shown in bold.

To view the options for a message, simply click on it.



LIVE REPLY

Live Reply can only be used if the caller is a campus user. Click Live Reply and a dialog prompt will appear with the users' name and extension. Click OK. Your phone will ring. Pick it up and the user will be automatically dialed (Note: If the user happens to be on the phone, the system will redirect you to the caller interface).



REPLY

Reply allows you to record a message through your phone and send it from within WPM. To reply to a message, click Reply.



Record your introduction



Message Recipients

training Search

Available Mailboxes	Selected Mailboxes
Athletics Training Roo (54660) Child Welfare Training (57363)	I.T.S. Training Room, (52858)

- Click the Record button.  Your phone will ring and a beep will sound.
- Begin recording your message.
- When you are done, hang up and click the stop button. 
- In the Message Recipients field, type the username(s) you would like to reply to and click
- Search.
- When the user appears in the Available Mailboxes window, select it and click Add. It will appear in the Selected Mailboxes window.
- To send, click the Send button in the upper left corner.

Other options allow you to Forward an item or Mark it Unread.



SAVING MESSAGES

Any messages you save will be stored on the Saved tab. These will be stored for 60 days or until you delete them.

DELETING MESSAGES

Items deleted will be stored on the Trash tab. Note that any items deleted, but not emptied from the trash will automatically delete in upon logout.

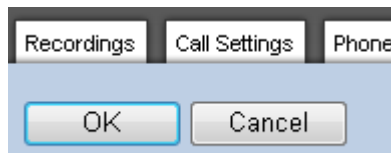
RECORDINGS

To Record your mailbox name, click Recorded Name > Record button 

Record Name



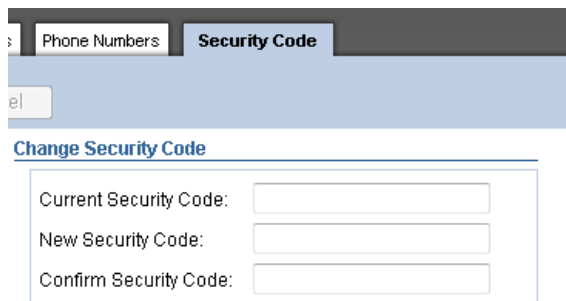
- Your phone will ring. Pick it up.
- After a 3 second pause, a beep will sound. This is your cue to begin recording.
- When finished, click the Stop button in WPM.
- Click OK



You can follow this same process to record your **Standard Greeting, Busy Greeting and Out-of-Office Greeting**. To enable the out of office greeting, mark the checkbox. To disable it, uncheck it.

SECURITY CODE

To change your Security Code, enter your **Current Security Code**, the **New Security Code** and Confirm it. Click **OK**.



MESSAGE SETTINGS

See the screenshot below for the recommended settings:

Message Presentation/Playback

Auto Play Envelope <input type="radio"/> None <input checked="" type="radio"/> Before <input type="radio"/> After	
Envelope Content <input type="radio"/> Complete Envelope <input checked="" type="radio"/> Date/Time Only	
Options <input checked="" type="checkbox"/> Sort Urgent First <input type="checkbox"/> Listen by Type	Order <input checked="" type="radio"/> Newest First <input type="radio"/> Oldest First
Language Initial Text-To-Speech: <input type="text" value="Default"/> Client Display: <input type="text" value="English"/>	

AUTO PLAY ENVELOPE

The envelope contains information on who called, and what day and time. Select **None** to not play the envelope information. Select **Before** to play it automatically before every message or **After** to play it after the message.

ENVELOPE CONTENT

Select **Complete Envelope** to play who the call came from in addition to the date and time. Select **Date/Time Only** to only play that information.

OPTIONS

To have messages marked Urgent always appear at the top of your inbox, check **Sort Urgent First**.

ORDER

Automatically sort messages to see the **Newest First (FIFO)** or the **Oldest First (LIFO)**.

NOTIFICATION SETTINGS

See the screenshot below for the recommended settings:

The screenshot shows a dialog box titled "Forwarding" with an "E-Mail" tab selected. At the top are "OK" and "Cancel" buttons. Below them is a checkbox for "Enable Automatic Message Forwarding" which is unchecked. A "Forward To:" field is empty with a search button "...". The dialog is divided into two main sections: "Options" and "Time".

Options:

- Notify Status:** Radio buttons for "Urgent" (unchecked) and "All" (checked).
- Specific Sender:** A checkbox for "Forward Specific ID:" is unchecked, followed by an empty text field and a search button "...".
- Message Types:** Checkboxes for "Include Voice Msgs" (checked) and "Include FAX Msgs" (unchecked).

Time:

- Hours:** "Start:" is set to 00:00 and "Stop:" is set to 23:59.
- Days:** Checkboxes for "Mon", "Tue", "Wed", "Thur", and "Fri" are checked. Checkboxes for "Sun" and "Sat" are unchecked.

FORWARDING

In the event of a vacation or extended absence, you can forward voice mail messages using the Forwarding option.

Click the ... button to search the directory. Type a user's name and click **Search**. When the username appears, select it and click **OK**.

You can specify the days and hours for forwarding to occur. When finished, click **OK**.

EMAIL

Simple Unified Messaging:

Simple unified messaging allows users to receive a voicemail, not only in your voice mailbox, but also in your email inbox. Messages will be sent with a .wav file attachment and you can listen via your computer.

Enable simple unified messaging by checking the box on the email tab.

The screenshot shows a dialog box titled "Simple Unified Messaging". It contains the following settings:

- Checkbox "Enable Simple UM Notification" is checked.
- "E-Mail Address:" field contains "ksorenso@csulb.edu".
- "Simple UM Provider:" dropdown menu is set to "simple um".
- Checkbox "Include WAV Attachment" is checked.

Note: A deleted UM message in your email inbox does not remove it from your actual voice mail box. You must delete a message from within the TUI or WPM for it to be removed.

PLAYBACK

You can select a method for message playback through WPM.

- Under Playback Settings, select Telephone to have WPM ring your phone when you click on a message.
- Select Download to save and launch a .wav file to your computer.
- Click OK save your selection.

Logging Out

To log out of MiCollab, click the Logout button in the upper right corner from anywhere in WPM.

 **Logout**

Help Resources

Use the Help button located in the upper right corner for additional online help.

For live assistance, call OIT Helpdesk at x42222.