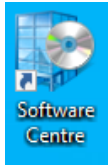


How to install the MiCollab Client

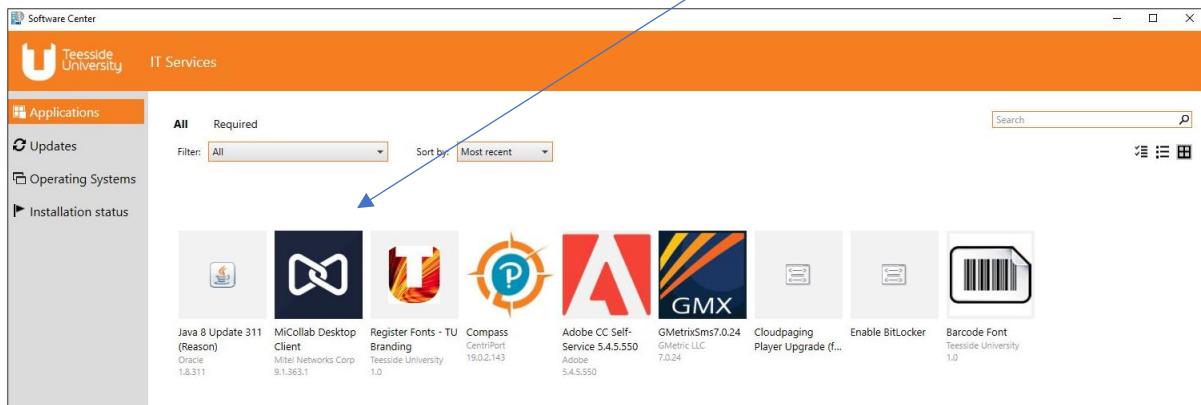
In this guide, you will learn how to install the MiCollab Client, which can be used to make internal and external calls using the Mitel Phone System on your device.

Step by Step Guide

- Go to your desktop.
- Double click the Software Centre icon (*normally left-hand side of desktop*).



- From the Applications Menu on left hand side, click on the **MiCollab Desktop Client**.
- An install option will appear.
- Click install.

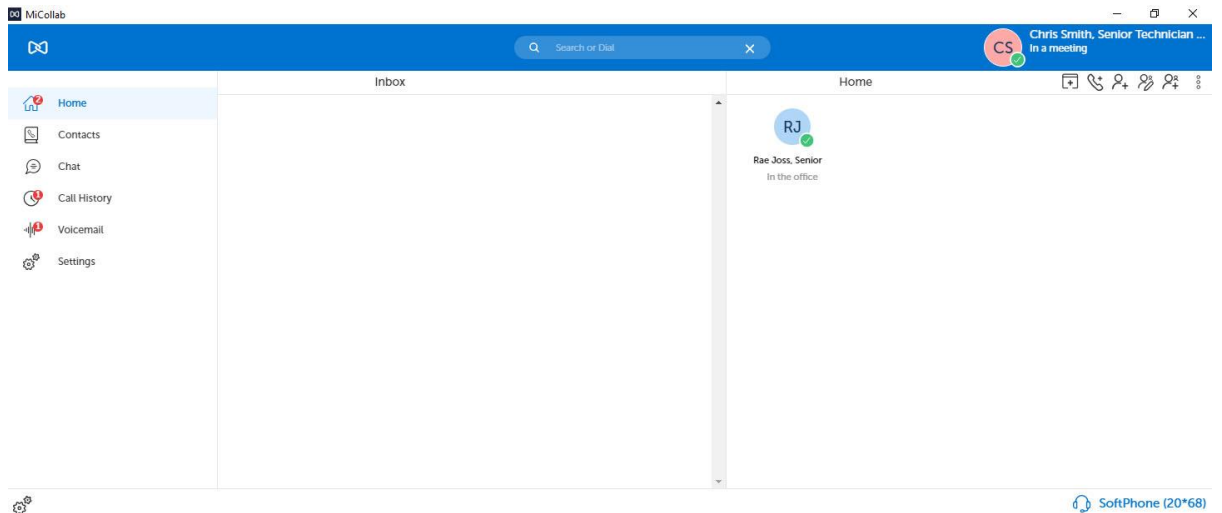


- Accept the terms and conditions.
- This will then forward you to the next step, which will request a serial key.

Note, The Serial Key will have been emailed to you from the email address noreply@mitel.easydeploy.net with a heading title of “MiCollab Client configuration ext no. XXXX for user XXXX”

- If you cannot find your Serial Key, please request it from ITHelp@tees.ac.uk.
- Enter the Serial Key go to the next screen.
- Enter your TU Password (*the one you use to sign onto your PC*) when requested.

- The installation will now be complete.
- You will be forwarded to the MiCollab Client home screen – see below.



- **You are now ready to use the phone.**
- For more information on how to use the phone system [click here](#)

Troubleshooting

- On occasions, you may not be able to hear or speak into the phone system.
- If so, then:
 - Click in the Magnifying Glass (*next to the windows symbol– bottom left*).
 - Choose Settings.
 - Choose System.
 - Choose Sound.
 - Choose Advance Sound Options.
 - Set up the MiCollab to your required settings i.e., headphones.