

MiCollab Basic Features

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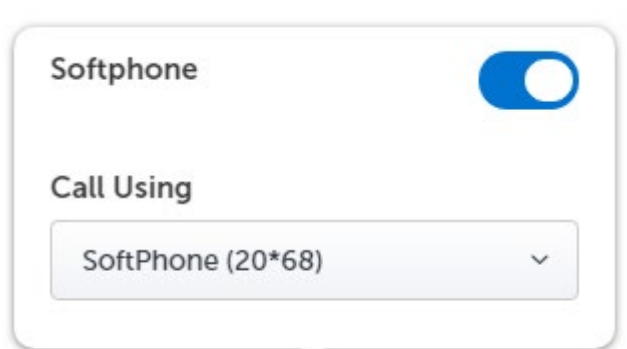
How to make a call with the MiCollab Softphone Client

On this guide, you will learn how to make a call using the MiCollab Softphone Client.

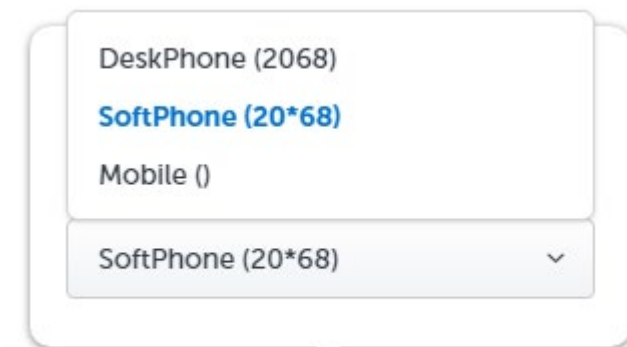
First, ensure the Softphone is enabled by clicking on the Softphone icon at the bottom right of the screen.



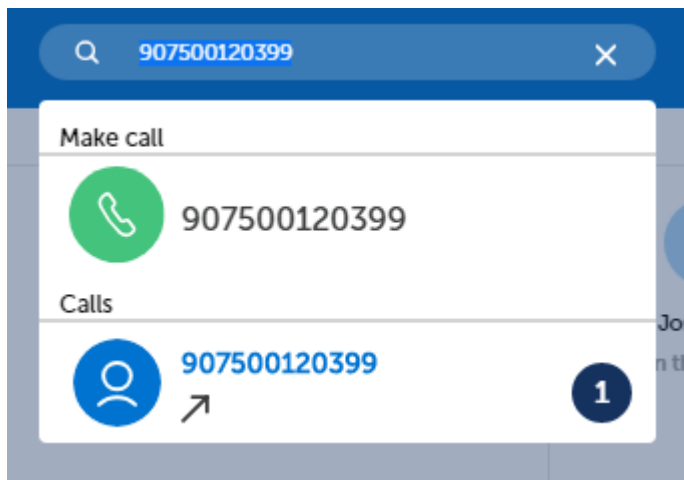
You will need to slide the Softphone selection to the right.



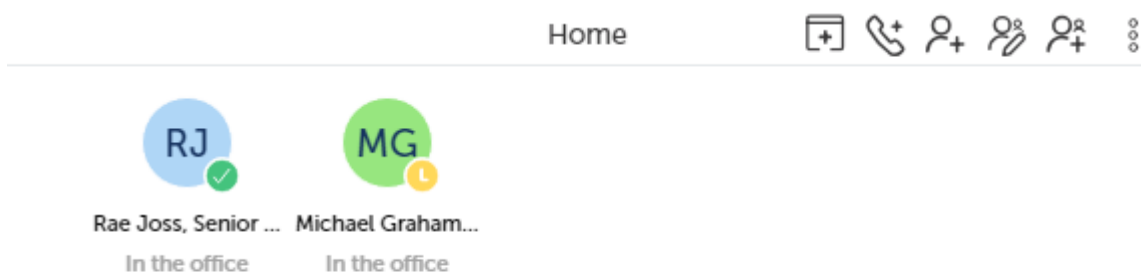
From the Call Using drop down selection, ensure the Softphone is selected.



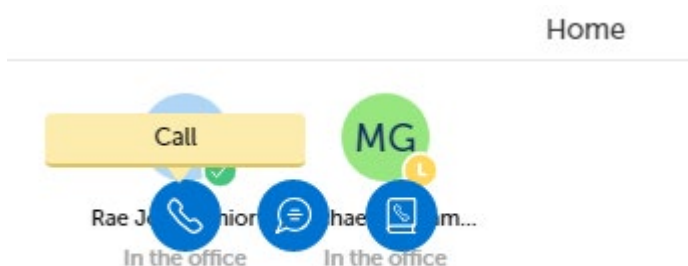
Now that your Softphone is enabled, and you wish to make a call, you can do so by entering the number at the top of the screen and pressing the green 'Make call' option.



Or, if you prefer to call one of your saved contacts



Hover the person you wish to call and simply press the call option. Note, you could also choose the chat feature selection if you would prefer to send them an instant message.



Note: if you are unable to make external calls using certain international or area codes, check with our Unified Communications team to query if any restrictions are in place. Restrictions may be placed on your extension that restrict your access to long distance area codes or dialling prefixes.

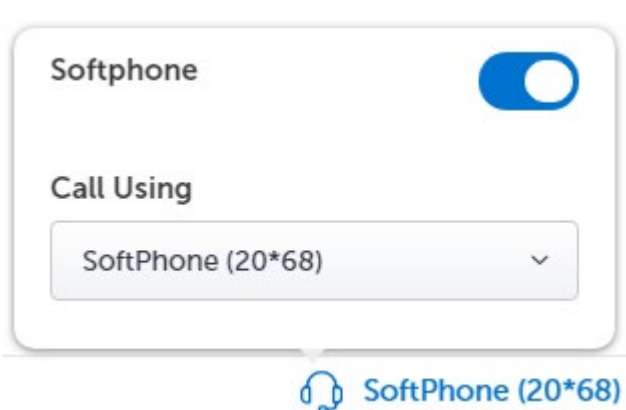
How to answer a call with the MiCollab Softphone Client

On this guide, you will learn how to receive a call using the MiCollab Softphone Client.

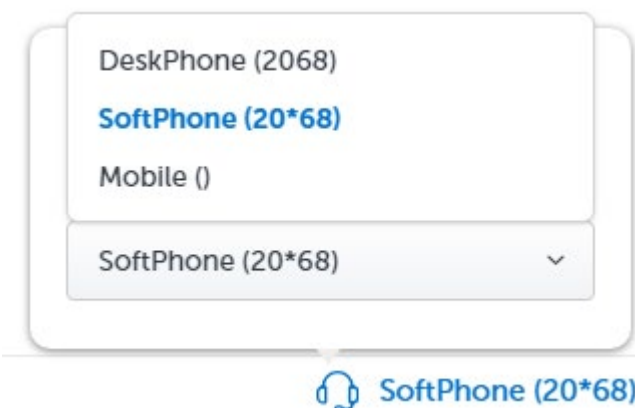
First, ensure the Softphone is enabled by clicking on the Softphone icon at the bottom right of the screen.



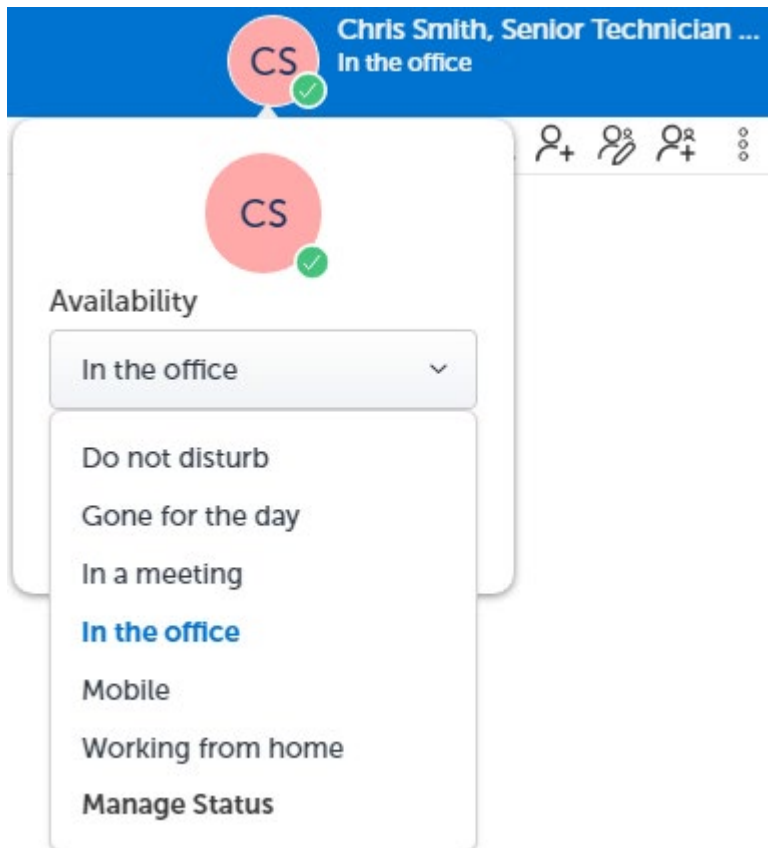
You will need to slide the Softphone selection to the right.



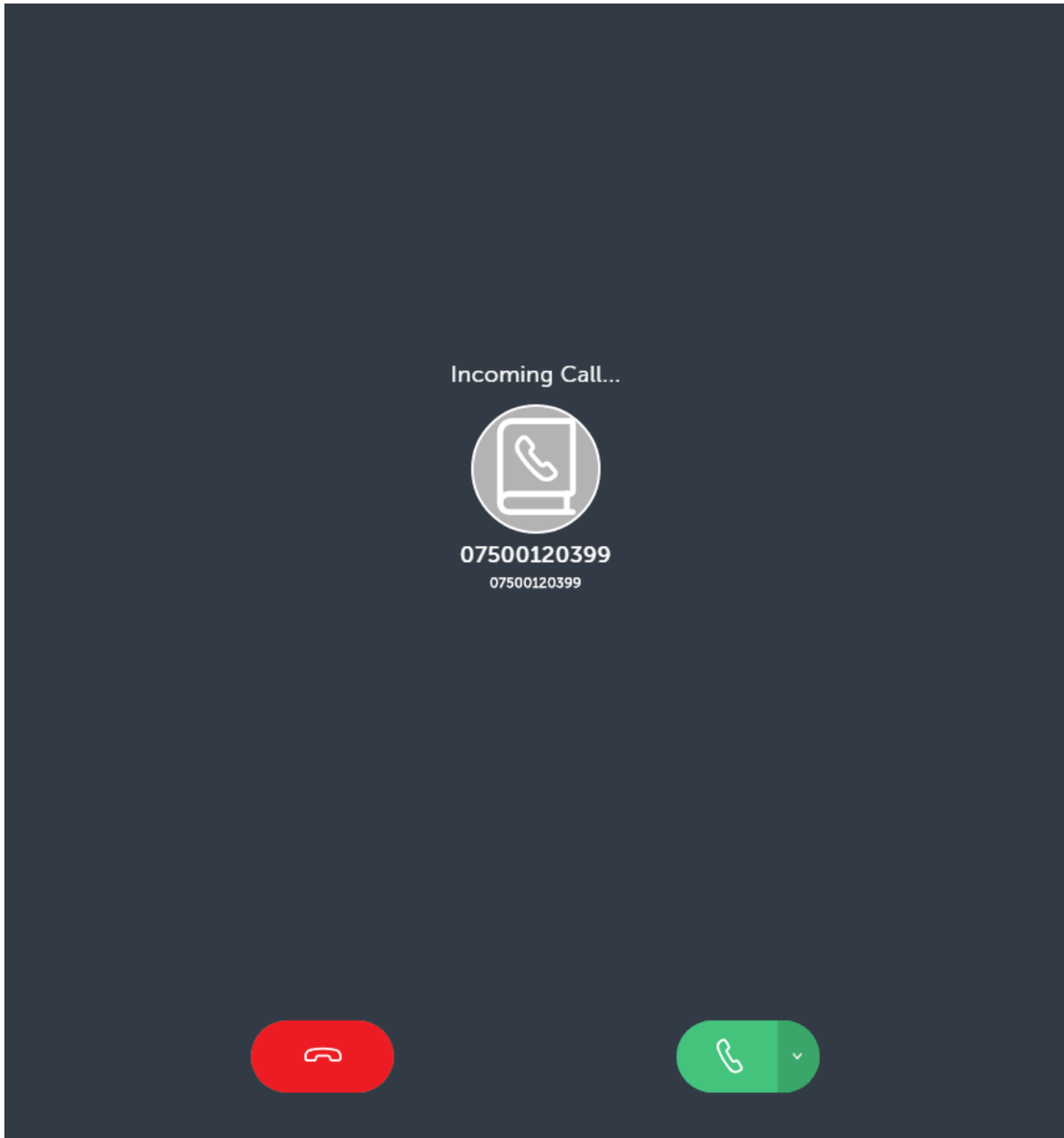
From the Call Using drop down selection, ensure the Softphone is selected.



Once you have ensured that your Softphone is enabled, it's time to check you are available by checking your availability. To do this, click on your initials at the top right of the screen and select 'In the Office' from the drop-down menu selection.



Now that your status has been updated, any incoming calls can be answered. To accept an incoming call, press the green handset key.



Note, the duration of the call is disabled at the top of the screen, and the call can be ended at any time by pressing the red handset key.

Call duration: 00:05



07500120399



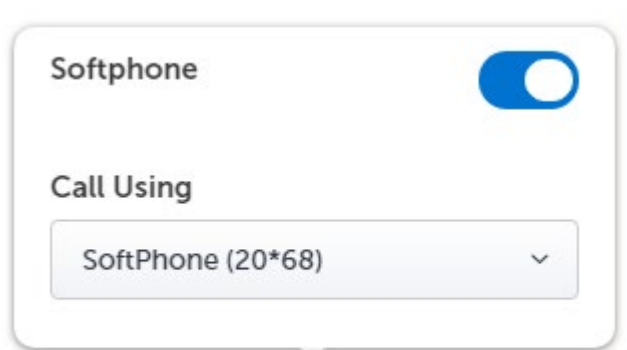
How to place a caller on Hold/Mute with the MiCollab Softphone Client

On this guide, you will learn how to place a caller on Hold or Mute using MiCollab Softphone Client.

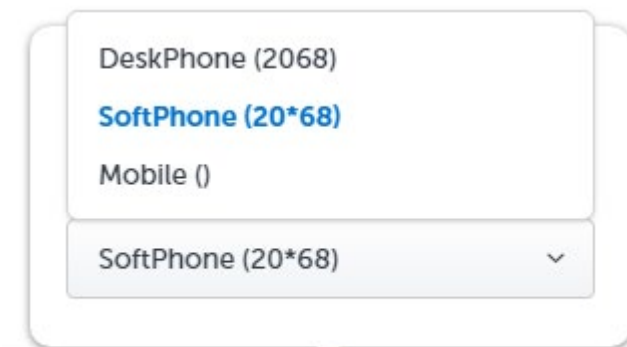
First, ensure the Softphone is enabled by clicking on the Softphone icon at the bottom right of the screen.



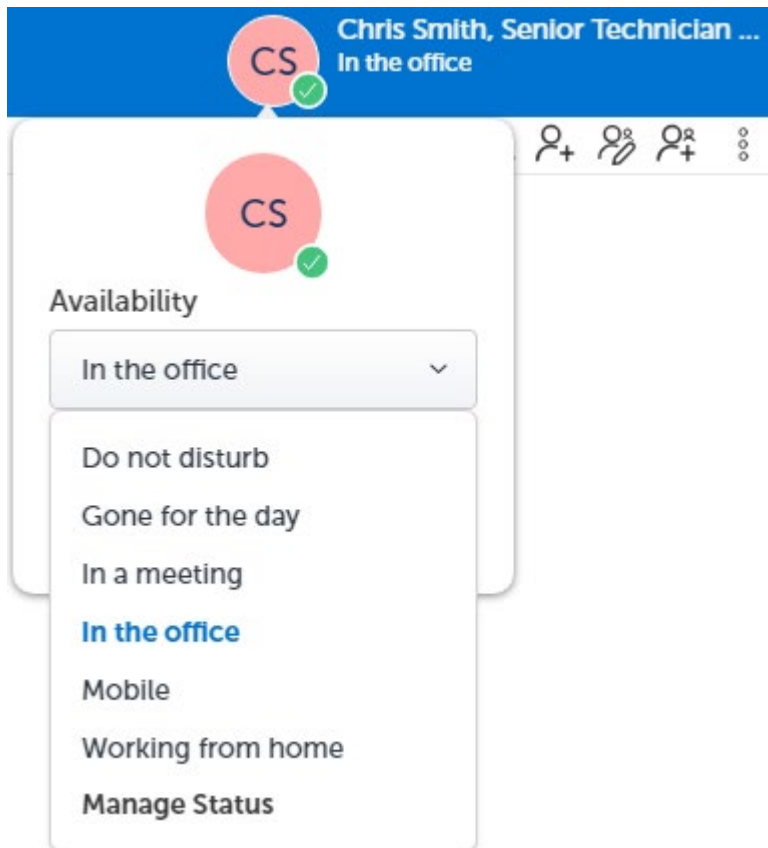
You will need to slide the Softphone selection to the right.



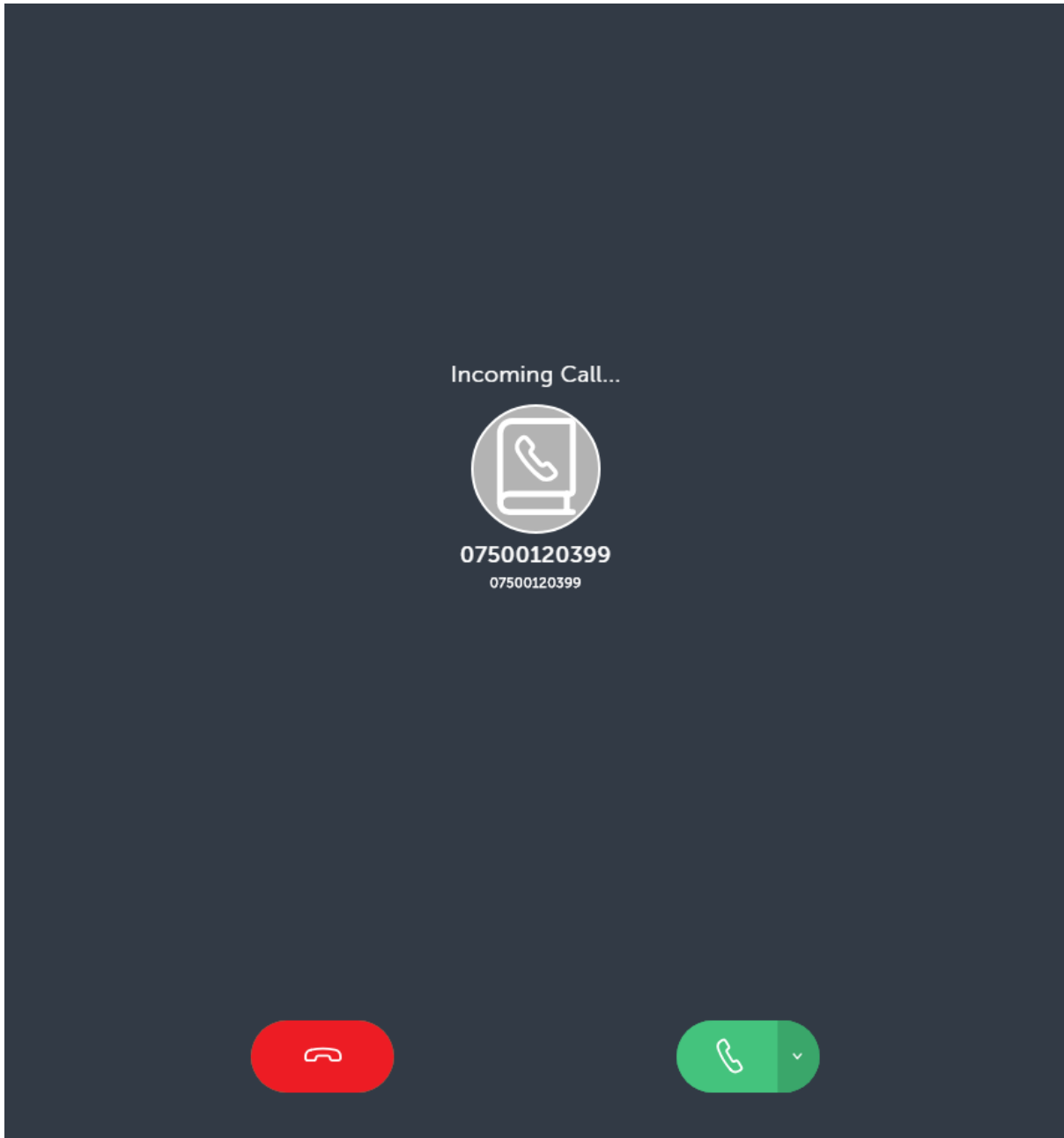
From the Call Using drop down selection, ensure the Softphone is selected.



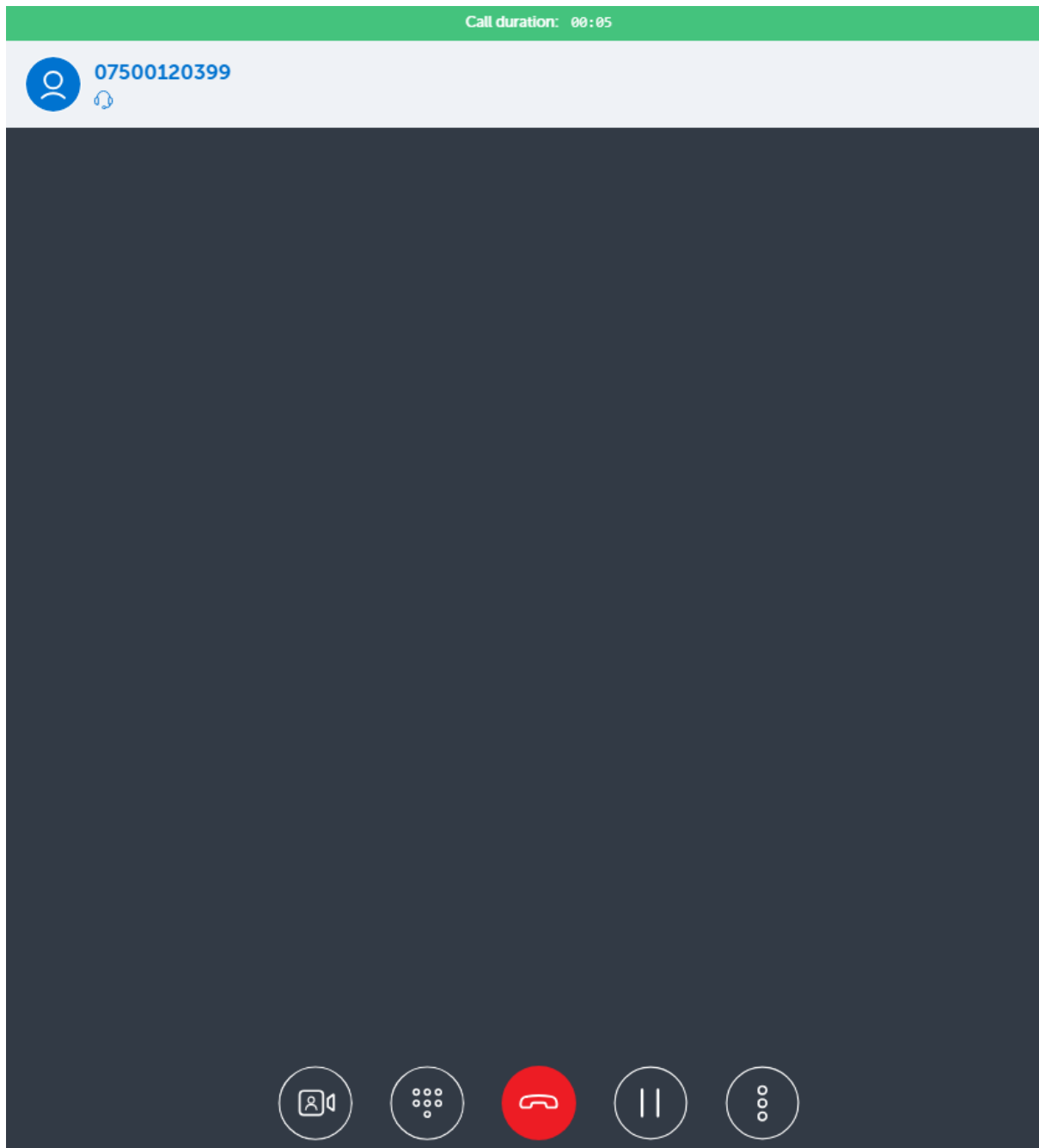
Once you have ensured that your Softphone is enabled, it's time to check you are available by checking your availability. To do this, click on your initials at the top right of the screen and select 'In the Office' from the drop-down menu selection.



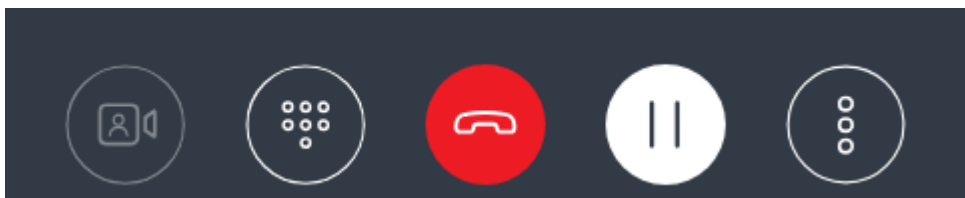
Now that your status has been updated, any incoming calls can be answered. To accept an incoming call, press the green handset key.



Note, the duration of the call is disabled at the top of the screen, and the call can be ended at any time by pressing the red handset key.



To place a caller on hold, press the hold key.



To retrieve the call, re-press the hold key.

How to transfer a call with the MiCollab Softphone Client

On this guide, you will learn how to transfer a call using the MiCollab Softphone Client

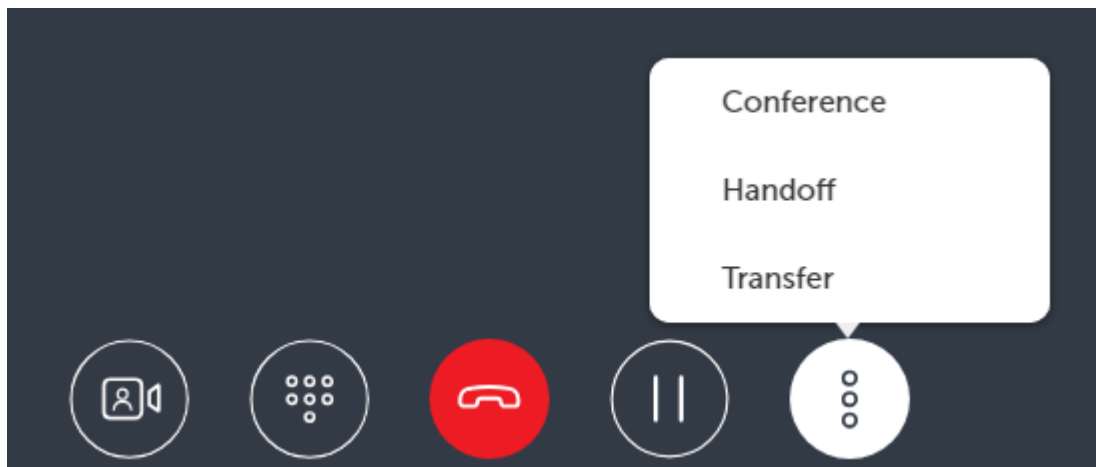
There are two types of call transfers that can be performed on the MiCollab Softphone Client.

Blind Transfer: A Blind transfer is when you transfer a call directly to another extension without consulting with the person receiving the call.

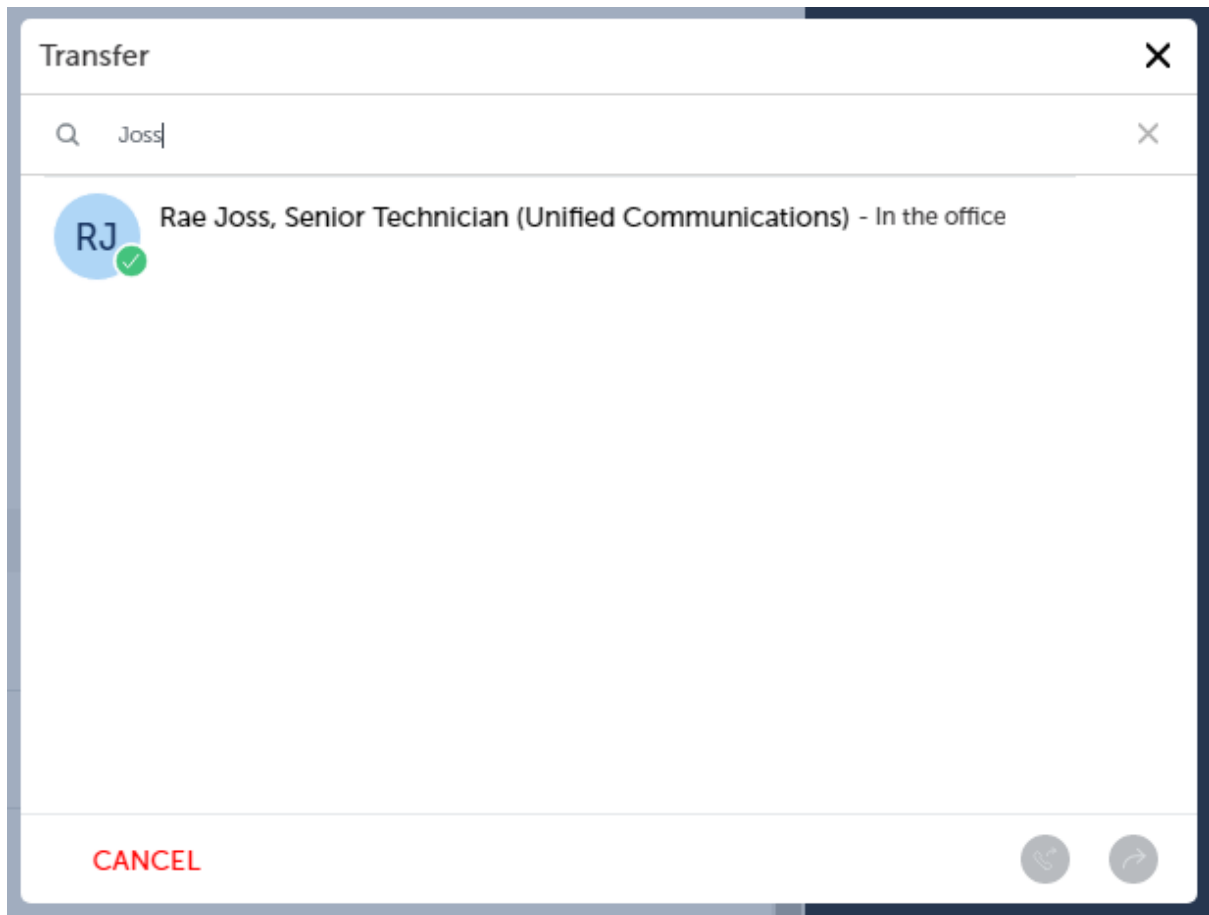
Consultation transfer: You also have the option to consult with the person to which you are transferring the call, before you complete the transfer. To do this, remain on the line until the receiving party answers the call. After consulting with the receiving party, you can either complete the transfer or cancel the transfer to go back to the original call.

To transfer a call:

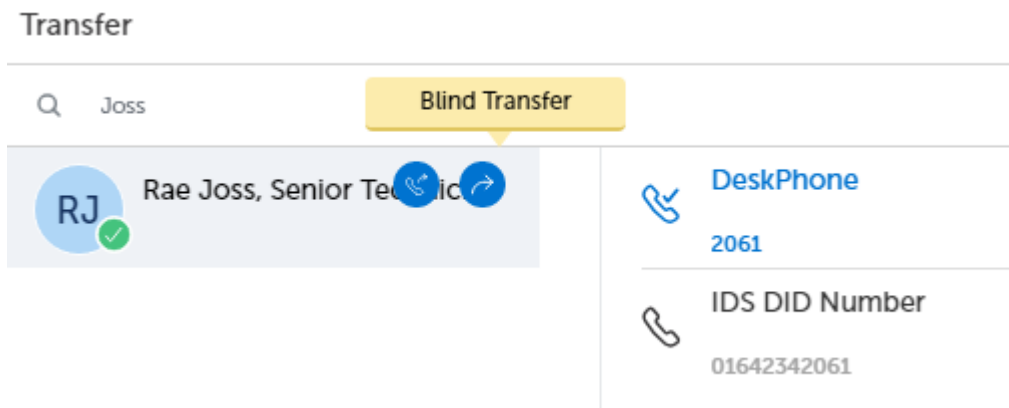
1. Ensure you are on active call with the party you wish to transfer.
2. Press the Transfer option and the active call is placed on hold.



3. Enter the transfer recipient's details in the search field.



4. Press the **Blind Transfer** option to transfer and end the call.



5. Press the **Consultation Call** option, wait for an answer, consult, and then press the red handset key to complete the transfer.

Transfer

Q Joss

Consultation Call



Rae Joss, Senior Technician



DeskPhone

2061



IDS DID Number

01642342061