SUNCO
COMMUNICATION AND INSTALLATION LTD

Mitel MiCollab Client
Quick Reference Guide

Table of Contents

Sunco is your Trusted Telecom Systems Integrator Making business communication *easier* for you

From modest beginnings as a home-based, family-run business, Sunco has grown over the past 20 years into the trusted telecommunications partner for over 1,600 businesses across Canada. We are a proud, Canadian company with the love of business communication at the very core of what we do.

Our team lives, breathes and works with these technologies on a daily basis, and understands how complex they can be. That's why we're committed to making business communication *easier* for your organization. How do we do this? By being an *Integrator*. We fit all the pieces of your voice/data systems together into a unified whole - giving you superior design, support and management all through one point of contact. This strategy ensures you get the technology and services your business needs, delivered in a way that is coordinated, convenient and just *easier*.

No more confusing network service contracts, overseas call centres, long wait times and impersonal service. We promise honest advice and personal support delivered in a way that reflects our core values:

- **We Embrace Change**
- **We Do What It Takes**
- **We are Accountable to the Outcome**
- **We do the Right Thing**
- **We Bring Out the Best in Each Other**

The Sunco team is ready to help.   Leverage our Integrator strategy to help make business communication *easier* for your organization. Optimize your time to focus on what matters most **-** *growing* **your business.**

Need to reach us? We're ready to help!

Service: To enter a service call, please email service@sunco.ca and a ticket will be auto-generated in our system.

Client Portal: To receive log-in credentials for our self-service payment and service portal, please call Tammy Klemmer at (780) 809-1786 or 1 (888) 782-9357

After-hours Emergency Service: To reach our after-hours on-call technician, please call (780) 809-1786 or 1 (888) 782-9357 and leave a message.

Accounting: For questions regarding invoicing, please call Tammy Klemmer at (780) 809-1786 or tammy.klemmer@sunco.ca

Mitel MiCollab Client Quick Reference Guide

About MiCollab Client

Getting Started

After your system administrator creates your MiCollab Client account, you will receive a welcome e-mail message that provides your MiCollab Client account. This includes your MiCollab Client login credentials, Web Client URL, and other information. **Retain this e-mail message in a secure location for future reference.**

Deployment E-mail

You will also receive a deployment e-mail that contains instructions on authenticating your Client with the system. The deployment e-mail contains a link to start the deployment process, an authentication code, and an option to scan a QR code to deploy MiCollab Client.

Once authenticated, MiCollab Client allows you to log on to the system without entering your credentials.

How to Load MiCollab on a Mobile Device

Follow the below instructions to load MiCollab on your mobile device.

1. On your mobile device, download the **MiCollab for Mobile** app from the app store.

2. Once the app has downloaded, open the app and **Allow** notifications.

3. When MiCollab asks about accessing your location, select **Always Allow.**

4. Read the terms and conditions and select **Accept**.

5. On the login page in the MiCollab Mobile App, select **Scan QR Code**.

6. Select **OK** when MiCollab prompts for Camera Access.

7. Open the **MiCollab** app on your computer.

8. In the Views menu, select **Settings**.

9. Select **General** and then select **Self Deployment**.

10. Take your phone and align the square on your phone display with the QR code on the MiCollab desktop app.

11. Your MiCollab mobile app with load with your account information.

Mitel MiCollab Client Quick Reference Guide

Chat

The chat feature in MiCollab allows you to connect in real time to anyone else in the company.
This is a great alternative to a long drawn out email or walking over to someone's desk.
There are many ways to begin a chat in MiCollab. Please see below to see an example.

How to Chat

1. Navigate to the Views menu along the left-hand side of MiCollab and select Chat.

2. Select the three dots and select New.

3. Input the contact that you would like to chat with (For a group chat, add multiple contacts.). Select Done and begin chatting.

Contacts

In MiCollab, there are several ways to views contacts. The home page is a convenient location to store your most frequently used contacts and groups of contacts. You can also store your most frequently visited websites and personal speed dials.

How to Add Contacts to your Home Page

1. On the home page, navigate to the far right of MiCollab and if the MiCollab window if minimized, select the three dots and select **Add Contact** OR if the window if maximized, select

2. Enter the [icon] name of the contact you are looking to add and select done.

    The contact is now on our home page and I can call, view their contact card by gliding over her avatar on the home page.

Mitel MiCollab Client Quick Reference Guide

## How to Add Groups of Contacts

1. On the home page, navigate to the far right of MiCollab and if the MiCollab window if minimized, select the three dots and select **New Group** OR if the window if maximized, select

2. Enter the name of the group that you would like to create. (Example: Sales Department.)

3. Next to participants, select the plus symbol and enter the names of the participants you would like to add. Once all participants have been added, select **Done**.

4. Select **Create** to finalize the creation of your new group.

The group contact is now created and if I glide over their avatar, I can chat or view their contact information.


Corporate Directory

In our Views menu, if we navigate to contacts we can view the **Groups** we have created. If we select **Personal**, this is where our Outlook Contacts would appear. Select **Corporate** if you would like to search for anyone within the company. From here, you can call, chat or create a meeting with them by gliding over their contact information.

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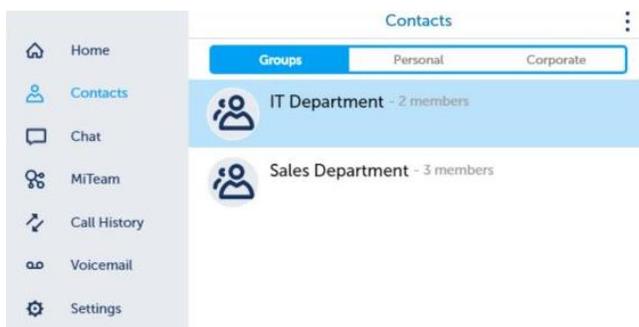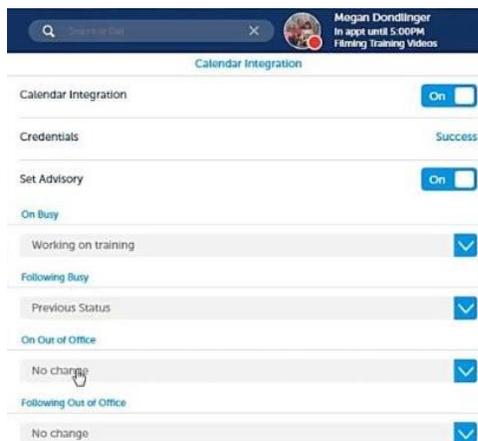
Mitel MiCollab Client Quick Reference Guide

How to Manage Your Status
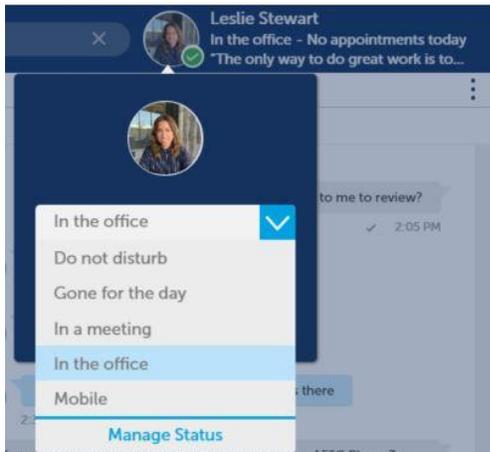
In MiCollab, if we select our avatar on the top right corner, we can manually create and alter status details for availability and inbound communications handling. Alternatively, we can use MiCollab to change our status for us with **Calendar Integration**. **Calendar Integration** provides automatic updates to your status based on the events in supported calendars such as: *Google Calendar, Exchange, Outlook, or Lotus Notes calendar*.

How to Enable Calendar Integration

1. Navigate to settings and select **Calendar Integration**.

2. Enable the Calendar Integration switch.

Mitel MiCollab Client Quick Reference Guide

Now MiCollab will sync with our supported calendar. In the **Calendar Integration** window, we can decide what we would like our status to say when an event is in our calendar. When **Set Advisory** is on, we can have calendar advisories displayed (Example: In meeting until 2 PM).

In the above screenshot, we see '**On Busy,'** which would mean, *when an event is in our calendar, what do we want our status to say?* We can select the drop down and select the preferred status so it will change accordingly.

We also have '**Following Busy'** which would mean, *what do you want your status to say once the calendar event has ended?*

In *Outlook or Exchange calendars*, there is also '**On Out of Office,**' in which we can decide *when Out of Office is on, what do we want our status to say?* Lastly, once the out of office dates has ended, we can decide what our status says when we return.

Call Handling

In the MiCollab app, you can initiate a call by selecting a number from Call History, Contacts, Chat or on the home page. Please see below for a guide on how to place a call to an internal contact and an external contact.

How to Place a Call an Internal Call

1. Hover your mouse over the avatar of the person you wish to call.
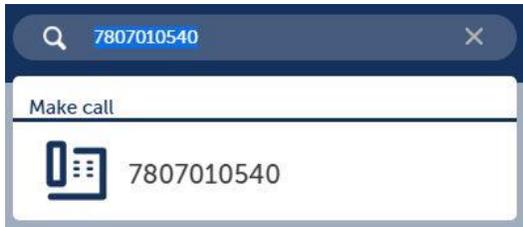
2. Select the call icon.

3. Depending on your call settings, a popup may display prompting you which to decide which device to user to place a call with. Select accordingly.

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## How to Place an External Call

1. Navigate to the search bar along the top of the app and enter in the phone number of the person you wish to call.

2. Hit the Enter key or select the destination number in the **Make call** field.

3. Depending on your call settings, a popup may display prompting you which to decide which device to user to place a call with. Select accordingly.

How to Answer a Call

Upon receiving an incoming call, select whether you would like to **Decline** or **Accept** the call.
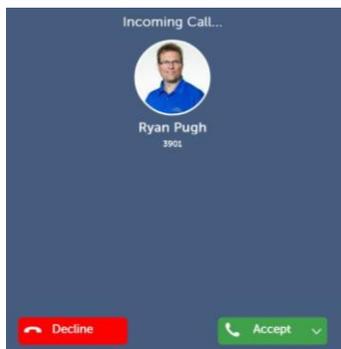
How to Transfer a Call

When transferring a call in MiCollab, we are deciding if we want to perform a supervised or blind transfer. This would involve whether we want to introduce the call to the person we are transferring to or not. Please see below on how to perform both methods.
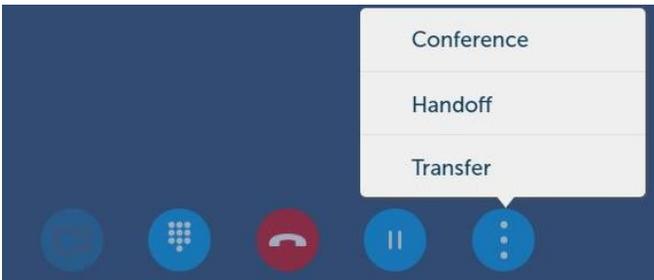
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Supervised Transfer

A supervised transfer waits for the called party to answer before completing the transfer. Based on the called party's response, you can then complete or cancel the transfer.

How to Complete a Supervised Transfer

1. While on an active call, select the More button (three dots) and select Transfer.

2. In the transfer window, search and select a user.

3. Select the **Consultation Call** button and wait on the line to introduce the call to the user.

4. Once the user consents to receiving the call, select the **Complete Transfer** button to complete the supervised transfer.

Blind Transfer

A blind transfer transfers the call immediately to the selected contact and automatically disconnects the call from your phone.

How to Complete a Blind Transfer

1. While on an active call, select the More button (three dots) and select Transfer.

2. In the transfer window, search and select a user.

3. Select the **Blind Transfer** button to complete the blind transfer.

Conference Calling

When you would like to add a third party to a call, this is when we would initiate a conference call. Please see below on how to add an internal third party and an external third party to an active call.

Mitel MiCollab Client Quick Reference Guide

How to Add an Internal Third Party

1. While on an active call, select the More button (three dots) and select Conference.

2. In the Conference window, input the name or extension of the user you are looking for. Glide your mouse over the user and select the Consultation call button.

3. Once the third party has answered the call, select, select the plus symbol   to join the calls.
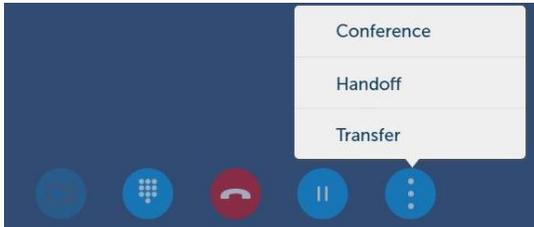
How to Add an External Third Party

1. While on an active call, select the More button (three dots) and select Conference.

2. In the Conference window, input the external phone number of the third party you are looking for.

3. Select the Consultation Call button.

4. Once the third party has answered the call, select, select the plus symbol   to join the calls.

Voicemail

How to Setup Voicemail

1. Pick up your handset and select the voicemail button on   your desk phone.

2. Enter the pin provided by your system administrator. The automated tutorial will then guide you through setting up a new unique PIN, greeting, and the name of your voicemail box. Make sure to save your changes.

3. Your Voicemail is now set up.

How to Check Voicemail

After your Voicemail is setup, you can check your voicemail a couple ways.
Voicemail to email is enabled so voicemails that are left will be sent to your email as an audio file.

Mitel MiCollab Client Quick Reference Guide

To check voicemails in MiCollab, we would navigate to the **Voicemail** page in the Views menu and after we have entered our Voicemail PIN, we can observe Visual Voicemail.

Select **Play** to play back your voicemails, **delete** to delete voicemails, and **Call Back** if you would like to call the person who left the message back.

How to View Missed Calls

1. Navigate to the **Call History** in the Views menu.

2. To view missed calls, select _____

Ad-hoc Meeting

From MiCollab, we can create an ad-hoc meeting. This would be an impromptu meeting created as a result of a chat conversation with a colleague.

How to Launch an Ad-hoc Meeting

1. In the Views menu, select **Ad-hoc Meeting**.

2. In the field **Meeting Name**, enter what you would like to call the meeting.

3. Under Mode, select if you would like to have **Audio** and **Sharing** in the Conference.

4. Add the participants that will be joining you.

5. Select **Start Meeting**.

6. Depending if Audio was chosen, a popup may display prompting you which to decide which device to place a call with. Select accordingly.

Mitel MiCollab Client Quick Reference Guide

Selecting either option will open the web conference. In the web conferencing client, you can **share your screen**, **chat**, and **listen to audio**. If you would like to utilize such features as **video**, **remote control**, and **recording a conference**, we would select the link in the web conference and then select **Join via Windows Client**.
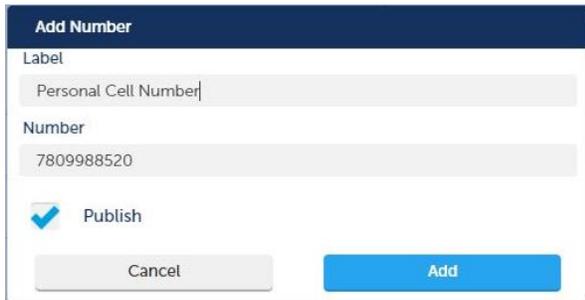
My Numbers

In MiCollab, the default phone numbers that display on your contact card are your extension, direct number, and work email. However, did you know you can configure other numbers to be seen on your contact card and allow incoming calls to be sent to these added numbers? Follow the below instructions on how to add **My Numbers**.

How to Add My Numbers

1. In the Views menu, navigate to **Settings**.

2. Select **General**.

3. Select the three dots in the far-right corner and select **New**.

4. In the **Add Number** window, under **Label**, enter the name of type of phone number you are adding.

5. Under **Number**, enter in the dialable number.

6. Select **Publish** if you would like this number to appear in the Corporate Directory.

7. Select **Add** to save your changes.

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Now your newly added number will appear on your contact card as an additional way to reach you.

How to Send My Calls to My Numbers

Now that we have added a phone number that we feel is the best way to reach us, we can change our settings so all incoming calls will go to this phone number.

1. In the Views menu, navigate to **Settings**.

2. Select **Manage Status**.

3. Select a status.

4. Under **Edit Status**, select the dropdown for **Send my calls to.**

5. Select your newly added phone number and select **Done**.

Going forward, whenever your status is 'In the Office,' all calls will go to the newly added number.
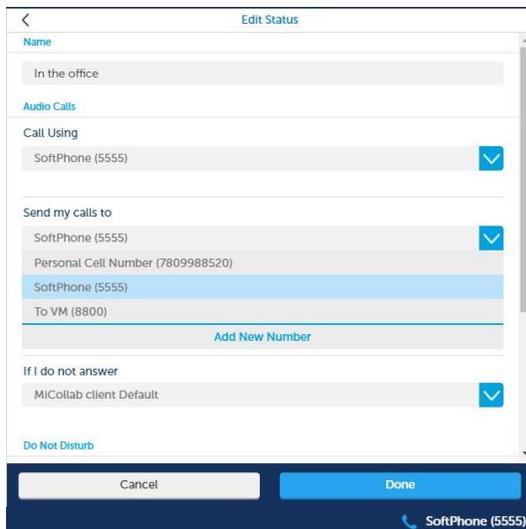
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We embrace change
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