

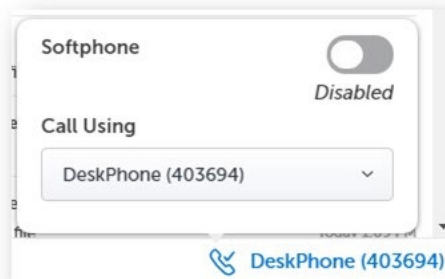


Enabling your Softphone on MiCollab Client

MiCollab softphone can be used to make and receive calls instead of your Mitel desk phone. As a part of the MiCollab PC/Mac, and Mobile client for every user, you simply have to tell MiCollab to use the Softphone feature.

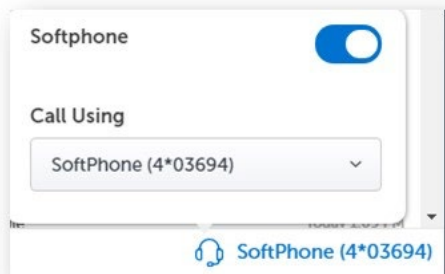
1

On your PC or Mac client simply enable Softphone in MiCollab (lower right.) Click to toggle your Softphone on.



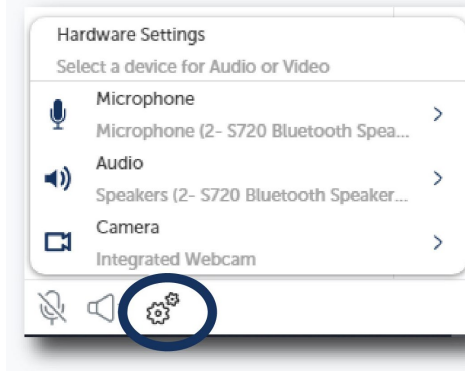
2

Ensure your MiCollab is set to use it to make calls.



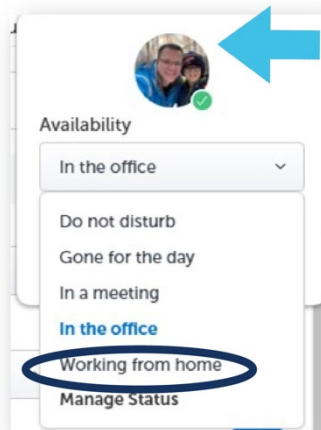
3

To ensure you have the right audio device selected use the **Setup Icon** located on the lower left corner. It can also be located from the menu options on the left-hand side. Note: the options can be changed in an active call.



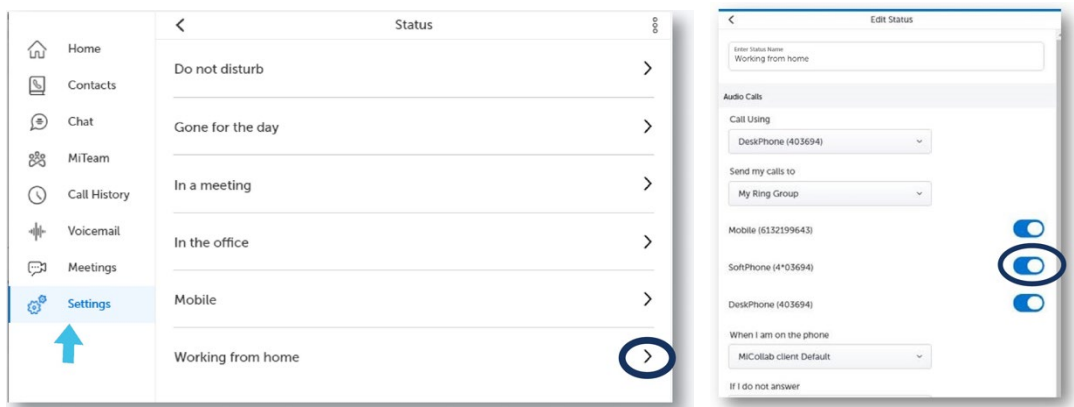
4

You will want to ensure your inbound calls are being sent to your softphone. Click on your picture to manage your status.



5

Ensure the status of your softphone is enabled. If not, click on your preferred status option. Then, toggle the option to ensure incoming calls ring to your softphone.



Softphone on the Mobile Client

You can also use the MiCollab Softphone on your mobile. This is convenient if you do not want to incur call handling charges. Please ensure you are on WiFi to avoid carrier data usage.

To activate Softphone on your mobile, open the MiCollab app on your phone. Swipe the little green tab located on the right side into the middle of the screen to access your availability status. Select the desired availability status and ensure that the softphone option is enabled.

