MiCollab End-User Quick Reference Guide

About MiCollab

MiCollab unifies Mitel applications into an easy-to-use, cost effective communications solution for small, medium, and enterprise sized businesses.

Users have single point of access to all their Mitel applications through the MiCollab end-user portal, a web-based interface.

Welcome E-mail

After your MiCollab Client account is created, you will receive a welcome e-mail message that provides the following information:

- Mitel communications settings
- MiCollab Client login credentials
- MiCollab end-user portal link
- URL for the MiCollab Web Client
- MiCollab for PC Client download link
- MiCollab for Microsoft Client download link
- MiCollab Microsoft Outlook Plugin download link
- Other important MiCollab Client information

Note: Retain this e-mail message in a secure location for future reference.

Mitel Communication Settings

User

Login ID	Password	Passcode
Use your login ID and password to log in to your Mitel Client (PC, Mac, Web, Mobile) or MiCollab end-user portal.		Use the passcode to log into your voice mailbox, Hot Desk User account, and SIP services (if your profile is configured for these features).

Phone

Number	Registration Access Code	Device Type
Identifies your office extension number(s)	For instructions on how to register your phone contact your System Administrator.	Identifies your device selected (softphone, external phone, and desk phone). For example, for desk phone- MiVoice 6940 IP Phone).

Voice Mail

Mailbox number	Passcode
Identifies your voice mail box number.	After calling the voice mail auto attendant, enter this number to access your mailbox.

Speech Auto Attendant

Access number	
	Dial to call the Speech Auto Attendant.

Useful Links in the Welcome E-mail

MiCollab end-user portal login

Click on the link to open the MiCollab end-user portal web portal. Enter your Login ID and Password to log in.

Quick reference guide links

- MiCollab end-user portal quick reference guide

MiCollab Web Client links

- Click on the link to open MiCollab Web Client. Enter your Login ID and Password to log in.

MiCollab for PC Client download link

- Click on the link to download MiCollab for PC Client.

MiCollab for Microsoft Client download link

- Click on the link to download MiCollab for Microsoft Client.

MiCollab Microsoft Outlook Plugin download link

- Click on the link to download MiCollab Microsoft Outlook Plugin.

Mitel
Powering connections

Managing Application Settings

The following table lists the applications and functionality provided by the web portals.

Web portal	Supported applications	Usage
MiCollab End-User Portal	Settings	Set your personal settings, such as user information, language preference, and phone numbers.
	NuPoint Unified Messaging	• Access and manage voice, fax, and recorded messages from your e-mail or web browser. • Record mailbox greetings. • Create and manage personal distribution lists.
	MiCollab Audio, Web and Video Conferencing (AWV) (formerly known as Mitel Collaboration Advanced)	Schedule and manage conference sessions through MiCollab Audio, Web and Video Conferencing web portal. You can upload documents and present them to the callers during a conference.
MiCollab Client	Home	View your recent activity (chats, calls, and MiTeam Streams).
	Contacts	Provides your list of corporate contacts, favorites, and contact groups. Select a contact to access additional options. You can add, select, delete groups, and add or remove group members.
	Chat	Provides your recent chats. Allows you to chat with the contacts.
	MiTeam	MiTeam provides a persistent workspace for team-based conversations, content collaboration, project management, and meetings. Using the MiTeam capability in your MiCollab Client (PC, Mac, and Web Client), you can collaborate with other MiCollab or guest users in the meeting.
	Call History	View your missed, received, and placed calls.
	Voice mail	List and download your current voice mail and FAX messages.
	Meetings	This function allows you to launch an Ad-hoc Meeting with any of your contacts (with e-mail id). An Ad-hoc Meeting is an instant MiCollab AWV Conference created on all MiCollab Clients (PC, Mac, and Web Client). The meeting initiator must have MiCollab Audio, Web and Video service.
	Settings	Allows you to manage settings such as voicemail settings, call settings, dynamic status, calendar integration, and schedules.
	Dynamic Status	The Dynamic Status view indicates your current Dynamic Status and Presence settings. From the Dynamic Status view, you can change your avatar, Manage Status, and configure Dynamic Status elements.

See *End-User Online Help* for detailed information on MiCollab End-User portal.

See *MiCollab Client End-User Online Help* for detailed information on MiCollab Client.

Accessing User Guides

For instructions on how to use MiCollab applications, see their respective customer documentation in [Mitel Document-center](#).