VOICE SERVICES

FLIP CONNECT
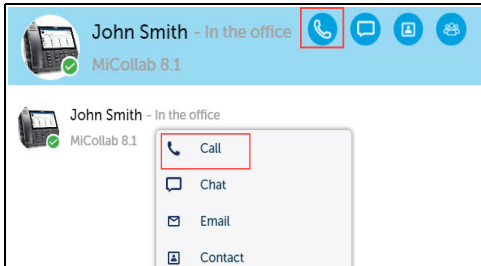Better . Connected

Flip Connect

Mitel MiCollab Client

Quick User Guide

Calls

Place a call

In the contacts list, hover over or right-click the contact you want to call, and then select the Call icon.

If the contact is not in the Contact list:

1. Type the person's number in the search box.

2. Select the number from the **Make call** list to make a call.

> **Note:** To set a preferred device for outgoing calls, see Call Using on page 5.
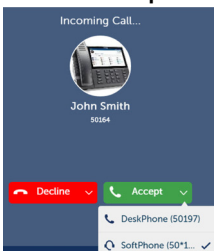
Answer an incoming call

When you receive a phone call from another MiCollab Client contact:

*   If MiCollab Client is running in the background, a notification appears in the lower-right corner of your computer screen. Click the notification to open MiCollab Client.
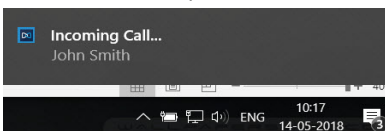
*   If MiCollab Client is running in the foreground, you can **Accept**, the call on **Softphone** or on **Deskphone**.

When an incoming call screen is displayed, you can accept the call, decline the call, or decline the call and send a chat message if the caller is also a MiCollab user.

> **Note:** The answer button will display the selected preferred device. For example, if preferred device is selected as DeskPhone, an incoming call can only be answered on the DeskPhone.

> **Note:** While active on a MiCollab call, if there is a second MiCollab incoming call, the call screen displays the incoming caller ID and you hear a call waiting tone. You can accept or decline the call. The in-call features include hold, retrieve, end call, transfer, conference, and toggle options.

In-Call features

When you are in an active call:

*   you can hover over or right-click the contact ribbon to access chat and contact card options.
*   you can chat with a contact or in a MiTeam stream. The **Chat** panel is displayed beside the Call panel if your MiCollab window is in maximized mode. If you resize the MiCollab window, only the Call panel is displayed. To chat with a contact or in a MiTeam stream, click the corresponding icon in the Views menu. The Call panel is minimized and the **Chat** panel is displayed. You can return to the Call panel by clicking the minimized Call panel displayed above the **Chat** panel.
*   you can click **Transfer** and dial another contact. The new call becomes the active call and the previous call is put on hold. The active call is listed as the last entry in the participants list. To retrieve the previous call, click the Hold/Retrieve icon. The previous call now becomes the active call. You can toggle between the calls by using this feature.
*   the call duration is displayed above the contact ribbon.
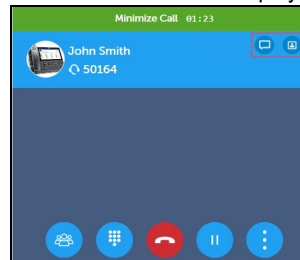
> **Note:** The call duration timer in the MiCollab for PC Client is not in synchronisation with the call duration timer in a deskphone. The Client timer resets when there is a network interruption or if the Client is restarted.

Using call control features

Call Control features are displayed in the Call window. Click any of the following features to access it:

*   Ad-hoc Meeting
*   Dialpad
*   Conference
*   Transfer (Supervised)
*   Handoff
*   Hold/Retrieve
*   Hang-up
*   Mute/unmute (Softphone only)
*   Speaker (Softphone only)
*   Video (Softphone only)
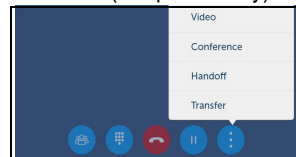
When you minimize an active call or open other options in Client, the **In-Call** floating window opens. Double-click the floating window to return to the call.
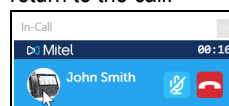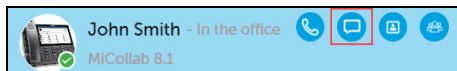
Chat

💬 Chat

The Chat feature allows you to connect in real time to any other MiCollab contact or group of contacts. The chat view displays all existing chats on the left-half of the screen and the selected chat thread on the right-half of the screen. All chats received by the current Client are displayed here until they are deleted.

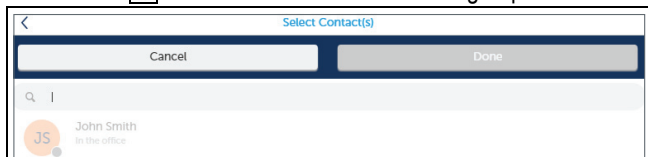To initiate a chat with a contact:

1. Hover over the contact or right-click the contact, and select the **Chat** icon.

2. In the text area, type a message. You can also copy and paste a message from existing chats.

3. Press **Enter** or click **Send**.

To initiate group chat from an individual chat:

1. Open the individual chat.

2. Click the ⋮ icon and add the contacts for the group chat session.

3. Click **Done** to start the group chat session.

Note: MiCollab chat notification sound can be set in the Windows sounds settings. Navigate to **Hardware and Sound** > **Sound** > **Sounds** and select your desired chat notification sound under **MiCollab Client Sounds**.

Note: If you launch a new MiCollab Client when a chat is already in progress on another Client, the chat interactions will not be visible on the new Client as the chat session is already bundled to the previous client. For a new chat session initiated from the new Client, incoming messages will be visible on both Clients while outgoing messages will be visible only on the Client from which the messages are sent.

Meeting

👥 Ad-hoc Meeting

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 Desktop Clients (MiCollab for PC Client, MiCollab MAC Client, and MiCollab Web Client). The meeting initiator must have MiCollab AWV service.

Note: Users on MiCollab for Mobile Client (Android and iOS) cannot create an ad-hoc meeting. If invited, users will be able to join the meeting on MiCollab for Mobile Client as participants only.

Note: Ad-hoc escalation options are displayed depending on the MiCollab server configuration.
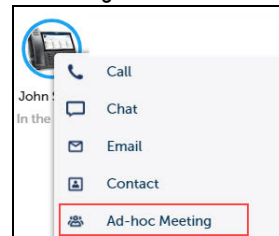
The conference initiator can create an instant MiCollab AWV Conference and add participants.

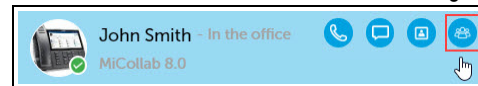To create an Ad-hoc Meeting:

1. Open MiCollab Desktop Client and select Ad-hoc Meeting from the following options:
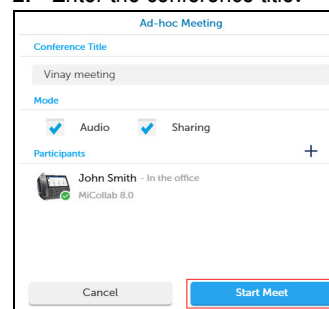   - select **Ad-hoc Meeting** from the main view.
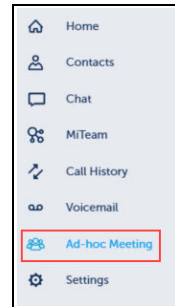
   - right-click on the contact and select **Ad-hoc Meeting**.

   - hover over or right-click the contact from inbox, home shortcuts, **Contacts** menu, contact card, call history, and voicemail to select the ad-hoc meeting option.

2. Enter the conference title.

Note: By default, the conference title is your **first name** appended with **meeting**. For example, **John meeting**.

3. Select the mode of the meeting, **Audio**, **Sharing**, or both.
   - If only **Sharing** is selected, a new browser page will open with the initiator logged on to the conference as a leader.

   Note: Meeting invitation will only have Conference URL. Audio is disabled for the **Sharing** only conference.

   - If only **Audio** is selected, user will get an option to either dial-in or get a call back to the ad-hoc meeting to join the audio portion of the meeting.

   Note: Meeting invitation will only have audio dial-in number details. Web sharing is disabled for **Audio** only conference.

- If both **Audio** and **Sharing** modes are selected, users will get an option to either dial-in or get a call back to join the audio portion of the ad-hoc meeting.

4. To add participants to the meeting:
   a. Click **Participants** (+).
   b. In the search box, enter the name of the participant to invite to the meeting.
   c. From the search results, select the participant name.
   d. Click **Done** after adding each of the participants.
5. Click **Start Meeting** to initiate the ad-hoc meeting.

Invited participants (internal and external) will receive an e-mail that contains the Conference URL and audio dial-in number details.

Note: Non-MiCollab participants are not displayed in an ad-hoc meeting.

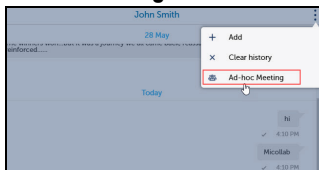You can now escalate an audio call or a chat to an ad-hoc meeting.

1. Click **Ad-Hoc Meeting** icon,
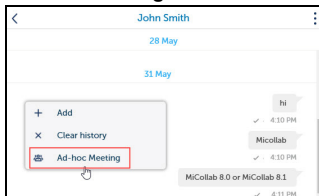- From an ongoing MiCollab call (individual or conference call), click **Ad-hoc Meeting** option.
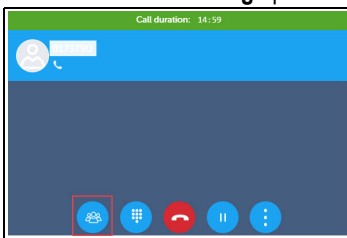
- From a chat conversation (individual or group chat),
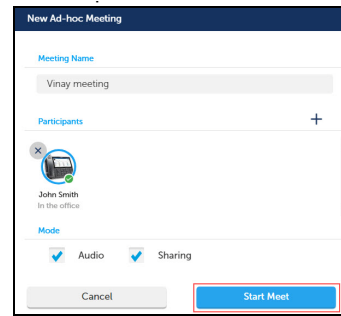 - hover over the contact from chat window and select **Ad-hoc Meeting**.
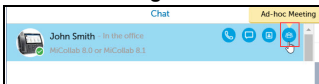
  - click ⋮ within the chat session and select **Ad-hoc Meeting**.

  - right-click within the chat session and select **Ad-hoc Meeting**.

2. A pop-up is opened which allows user to add meeting details and participants for the meeting. Add participants to the meeting if required.

Note: If the meeting is created by call escalation, **Audio** mode is disabled. If the meeting is created by chat escalation, both **Audio** and **Sharing** modes are selected by default.

Click **Start Meeting** to initiate the ad-hoc meeting. To join the ad-hoc meeting:

- **Leader**: When the initiator clicks **Start Meeting**, the MiCollab AWV Conference Web Client opens. The initiator is automatically logged on to the conference as the leader.
- **Participants**: Click the conference URL from the e-mail invitation to open the conference Join webpage in the browser. Enter your name and click **Join** to join the conference using the MiCollab AWV Web Client. Alternatively, click **Join via Windows Client** to use the MiCollab AWV Conferencing Desktop Client.

Note: The conference Join webpage opens in the default system browser.

If you are using MiCollab Client 8.1 and above, you will get real-time meeting invitation (inbox notification) on the Client. Click **Join** to join the MiCollab AWV Conference.


The inbox notification will be automatically removed:

- after two hours of the meeting start time.
- within 15 minutes if all the participants are logged out of MiCollab AWV Web Client. This is valid even if only one participant joins the conference and logs out.

The leader has the option to add new participants to an ongoing ad-hoc meeting. To add participants to an ongoing ad-hoc meeting:

1. Right-click on an ongoing ad-hoc meeting from the inbox notification.
2. Click **Add Participants**.
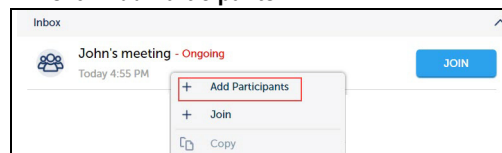
3. Click **Participants** (+).
   a. In the search box, enter the name of the participant or enter the e-mail id to send an ad-hoc invitation to the users.
   b. From the search results, select the participant name.
   c. Click **Add** after selecting the participants.
4. Click **Update** to add the participants to the ongoing ad-hoc meeting.

Note: Non-MiCollab participants are not displayed in an ad-hoc meeting.