UBCO Softphone Service (MiCollab Client)

QUICK REFERENCE GUIDE

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Getting Started

The UBCO Softphone service provides voice services over the Internet through an application called MiCollab Client. This application is used for making calls, controlling a desk phone, managing contacts, reviewing call history, and checking voicemail.

The UBCO Softphone Service is supported on the following MiCollab Clients:

- MiCollab for PC Client.
- MiCollab Mac Desktop Client.

When the UBCO Softphone service is created a deployment e-mail will be sent to you with instructions for downloading, installing, and authenticating your MiCollab Client.

MiCollab Client Requirements

- An internet connection with good signal strength if using wireless.
- A computer with Windows or MacOS.
- A headset or built-in speaker and microphone. See **Softphone Tips and Troubleshooting** in this article for more info.
- You will be required to read and agree to the "UBC Okanagan Softphone and Teleworker 911 Terms of Service" and return the waiver. This form will be e-mailed to you.

Important Voice Service Changes

The UBCO Softphone service has different functionality and features than a Desk Phone. Please note the following important changes to your voice service:

- To make and receive calls using the UBCO Softphone service you need to change your status in the MiCollab Client to *Working from home*. To use your Desk Phone when working in the office you will need switch your status back from *Working from home* to *In the office.* See **Softphone Tips and Troubleshooting** in this article for more info.

- Your long-distance account code is no longer required when making long-distance calls. To make a long-distance call do one of the following:
    - Desk Phone: First dial prefix 8 followed by the long-distance number you are dialing.
    - Softphone: Dial the long distance number as if you were dialing from a mobile phone.
- When using your UBCO Softphone the prefix 8 is not required when dialing an off-campus number including long-distance. Dial the number with your MiCollab Client similar to dialing with a mobile phone.
- Your voicemail passcode may reset to default. Please try using your current voicemail passcode. If this does not work then the default passcode is your phone extension (i.e. 7xxxx).

Softphone Tips and Troubleshooting

Switching between Softphone and Desk Phone

1. Your status in the MiCollab Client determines whether you are using your Softphone or Desk Phone. Within the MiCollab Client you will find at the top-right of the main window beneath your full name your current status.
    a. In *Figure 1* the status is *In the office* which means the Desk Phone will be the main active phone. You can confirm the Desk Phone is active by looking at the currently selected phone on the bottom-right of the window.
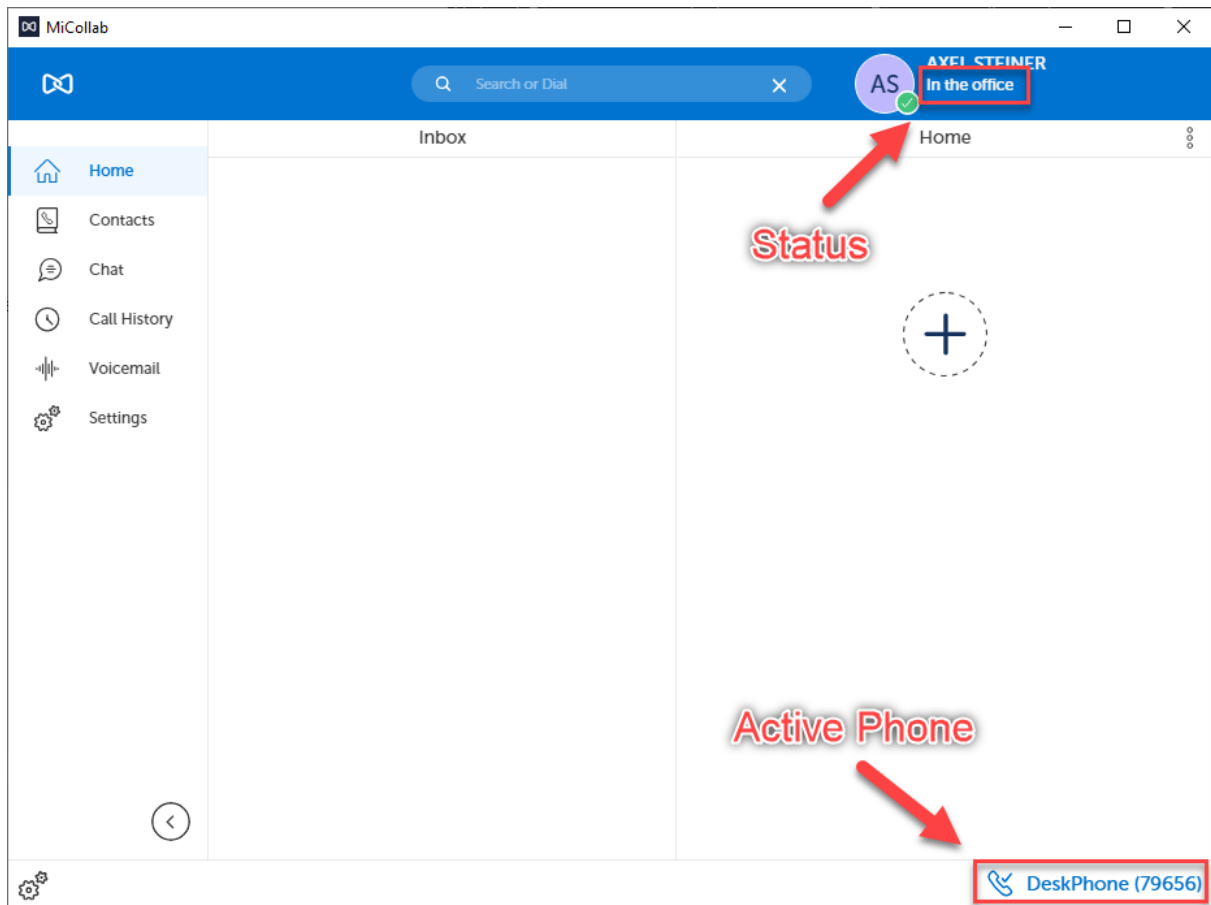
Figure 1 - MiCollab Client Status and Currently Selected Phone

2. Follow these steps to use the Softphone service (see *Figure 2*):
   a. Change your status by clicking the current status title.
   b. Click the drop-down menu button under *Availability*
   c. Click *Working from home*.
   d. The status should now show *Working from home* and the active phone should show *Softphone* (see *Figure 3*).
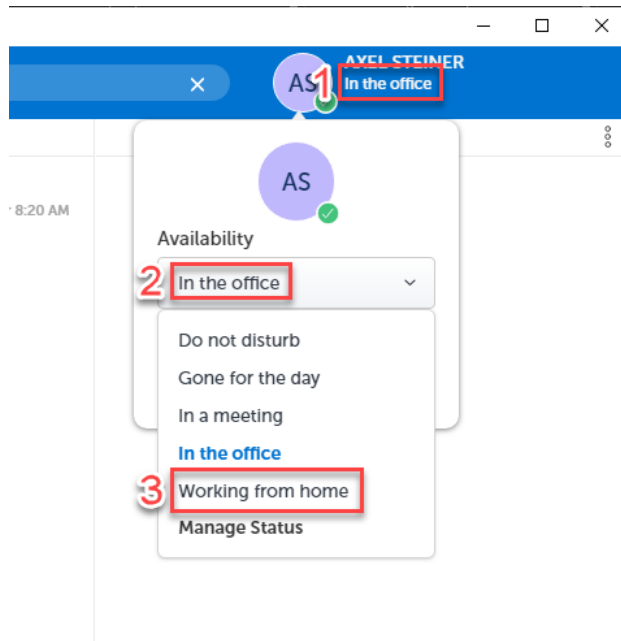
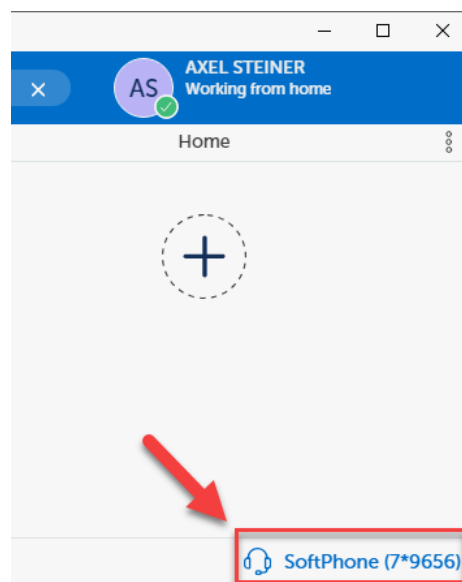Figure 2 - Changing Status to Use Softphone

Figure 3 - Current Phone

3. To change the active phone to Desk Phone follow the same steps under **Step 2** and select *In the office* as your status instead.

Making a Call

Calls in MiCollab Client are made using the *Search or Dial* bar at the top of the window.
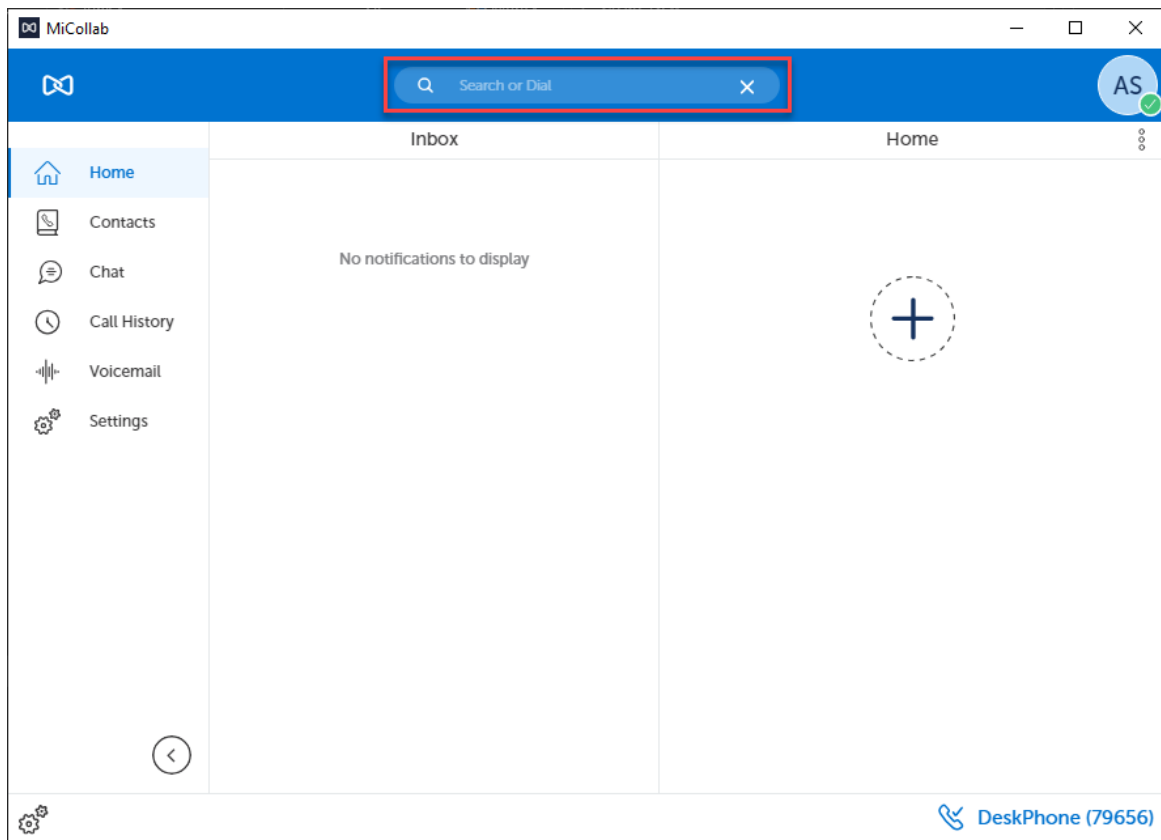

Figure 4 – Search or Dial Bar

Enter the number you wish to dial and press **Enter** on your keyboard or click the *Make call* option that appears in the dropdown window. You can also search by name if they are in the Corporate Directory or are saved as a contact.
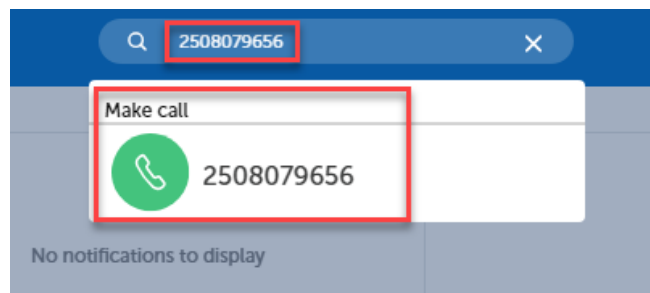

Figure 5 – Making a Call

When the call is started a new sidebar will appear on the right showing the active call. If you need to dial additional numbers (e.g. an extension) click the *Keypad* button to open the keypad.
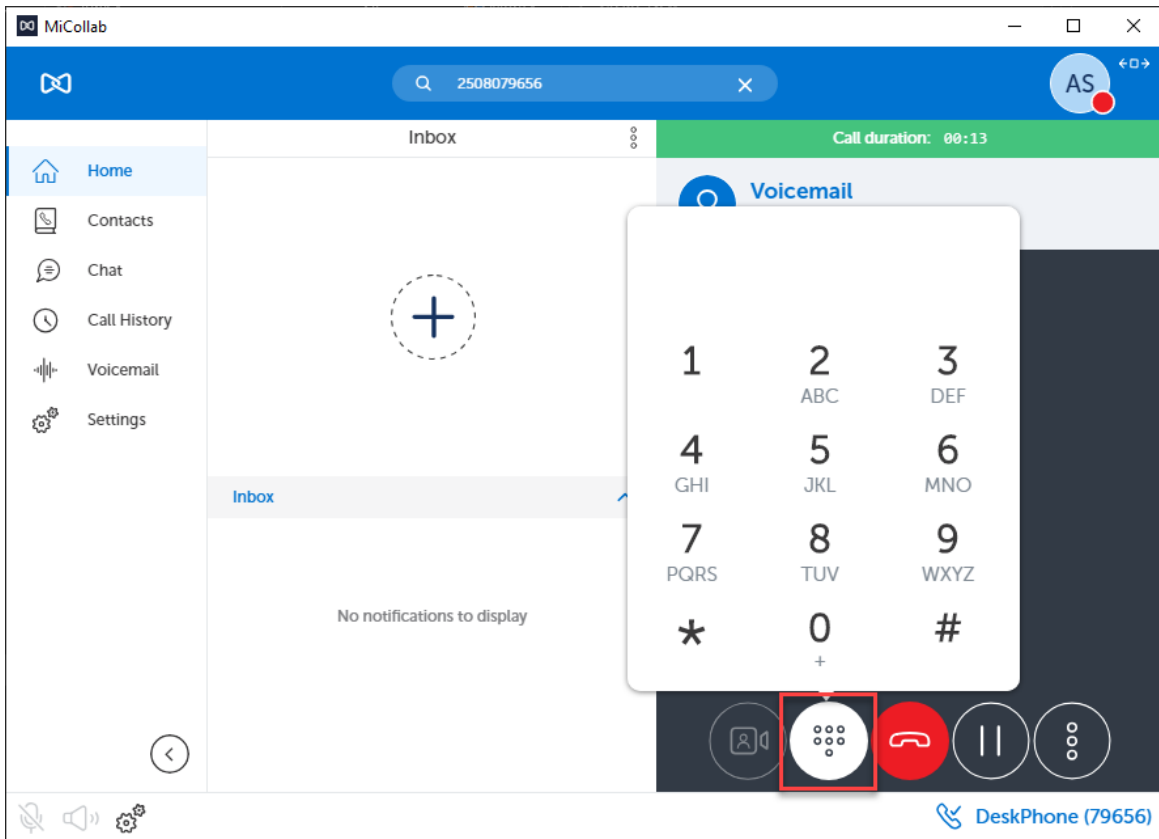
Figure 6 – Opening the Keypad

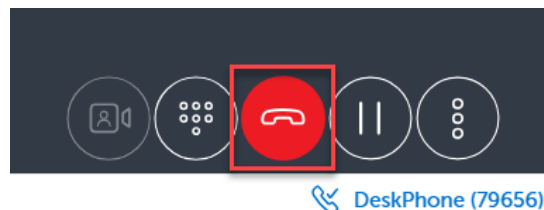When you are finished simply click the centre red button to end your call.

Figure 7 – Ending a Call

Headsets

The most popular vendors that Mitel recommends for wired and wireless headsets are Poly (formerly Plantronics), Jabra, and Sennheiser. The vast majority of headsets should be compatible; however, UBCO IT cannot guarantee that your selected or current headset will be fully compatible with your MiCollab Client. It is recommended to select a headset that has "UC" or "Unified Communications" as a feature which improves functionality between the headset and the MiCollab Client (e.g. using the headset mute button, volume controls, etc).

If you are still unsure if your selected headset is compatible you are welcome to ask a Sales Representative at the retail location or online merchant you've selected if the headset is compatible with MiCollab Client.

Service Support Information

UBCO IT will provide support for softphone setup and troubleshooting for UBCO provided laptops that are on-site at the campus. Any troubleshooting outside of the campus (e.g. at home) is not provided including troubleshooting home network issues, peripheral devices and non-UBCO hardware.

After confirming the softphone works on-campus but are still having issues while at home you will need to contact your Internet Service Provider for further assistance.

It is highly recommended to only use the MiCollab for PC Client as this client has been thoroughly tested and verified to work at the UBCO campus and with UBCO hardware. Support for MiCollab Mac Desktop Client is currently best effort while it undergoes further testing. UBCO IT does not provide support for the mobile client of MiCollab on either Android OS or iOS. If you choose to use the mobile client of MiCollab you do so at your own risk.