# How to Configure your MiCollab Softphone on your Computer

1. Follow the instructions you received in an email from Mitel (Subject: MiCollab Client configuration) to install the MiCollab client on your computer.

2. The MiCollab app will run in the background. To open the application, click on the MiCollab icon in your system tray. (It looks like a bowtie.) If you can't find it in your system tray, use the search bar next to the Start button to find MiCollab.
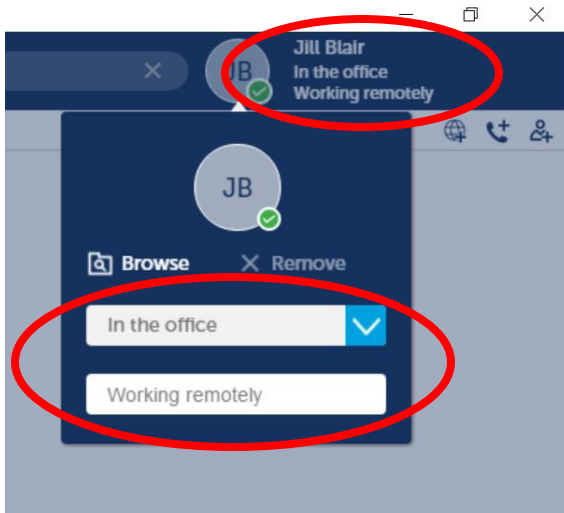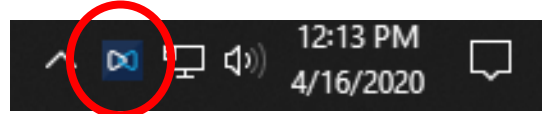
3. Once the program window opens, click your name in the top right corner to update your availability status. (You may have to maximize the window to see as shown.) It is recommended that you default to "In the office" when you are available. You can add a "personal message" in the box below your status to indicate you are working remotely.

    Note: If you choose to use another status as a default or create a custom status, check the special instructions in step 7.
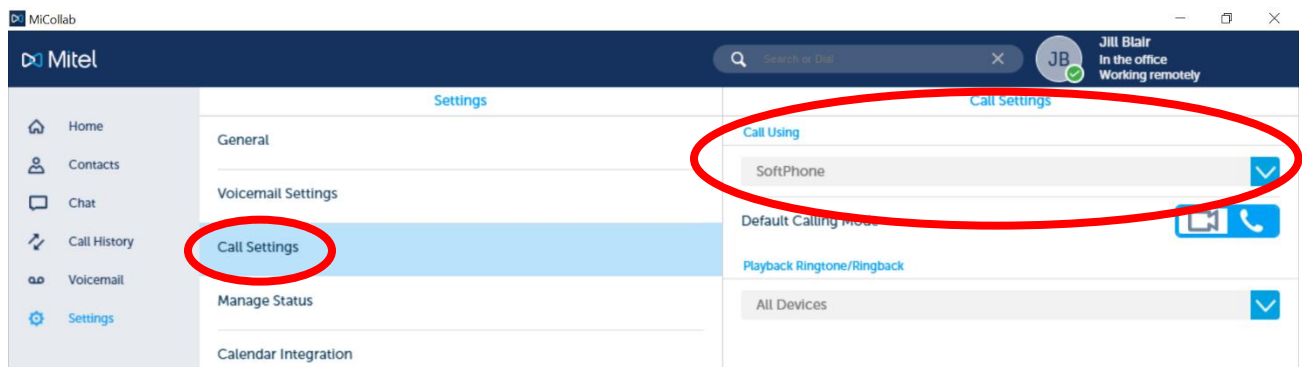
4. Click the phone option in the bottom right corner to set your phone status. "Softphone" should be turned on and "Call Using" should be set to "SoftPhone."
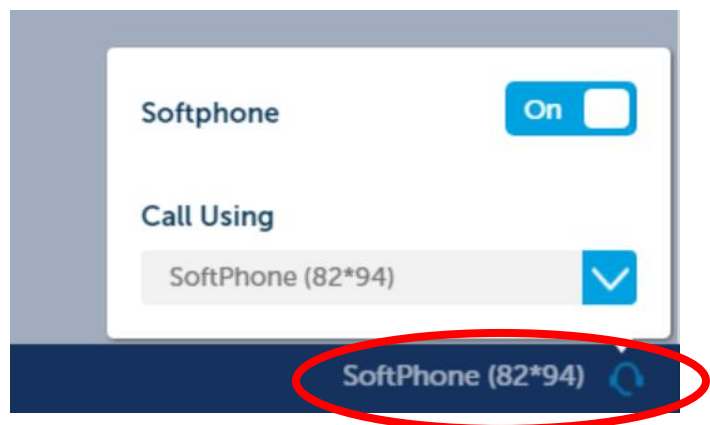
5. Click "Settings" in the menu on the left side of the screen, and then choose "General." Make sure that "Use Teleworker" is turned on.
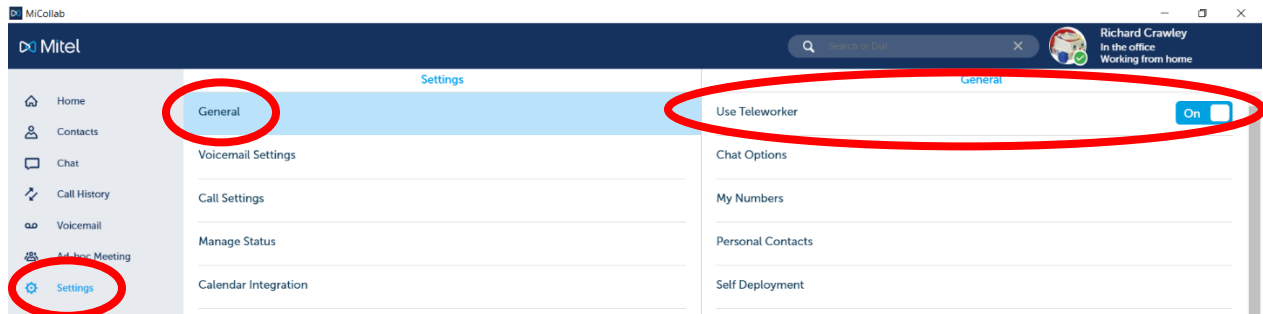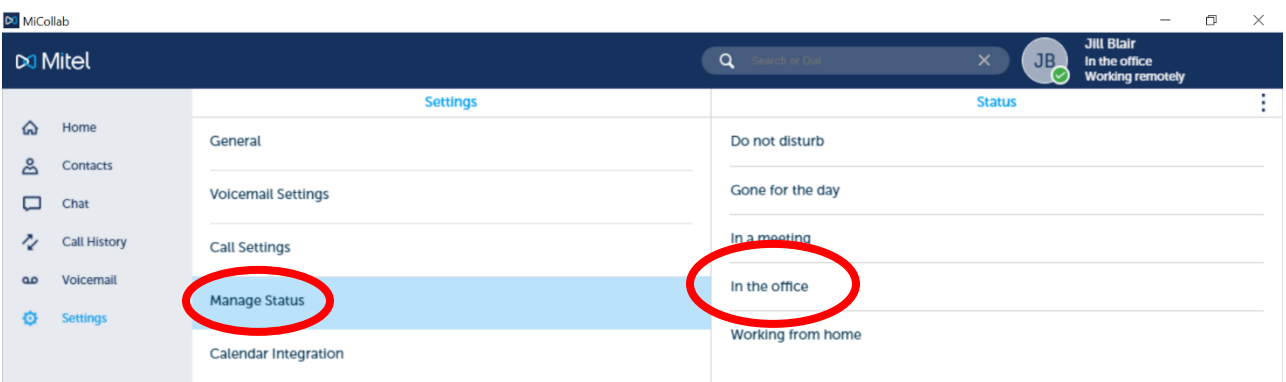

6. Click "Call Settings" and make sure "Call Using" is set to "SoftPhone."

7. Click "Manage Status" from the list of settings and select "In the office."

> Special Instructions: If you choose to use another status as a default or if you created a custom status in step 3, choose that status from the list.

8. Set "Call Using" to "SoftPhone."

   "Send my calls" should be set as "My Ring Group."

   Make sure "DeskPhone**"** and "SoftPhone" are **both** checked.

   Set both "When I am on the phone" and "If I do not answer" to "To VM (6200)."

   After setting these configurations, click the "Done" button.

   > *Note: By applying these settings, whenever you choose this status (In the office), your softphone will ring with each incoming call unless you are on the phone. If you are on the phone, or If you don't answer, the call will be sent to your voicemail.*

9. To place a call from your softphone, enter a 10-digit number in the search field to the left of your name. You **should not use 9, 91 or 1 before the phone number** (e.g. 2177327321).

   Once you have entered the phone number, press the "Enter" key on your keyboard to dial.

10. To check your voicemail, click on "Voicemail" on the left-side menu. Click the play button to listen.