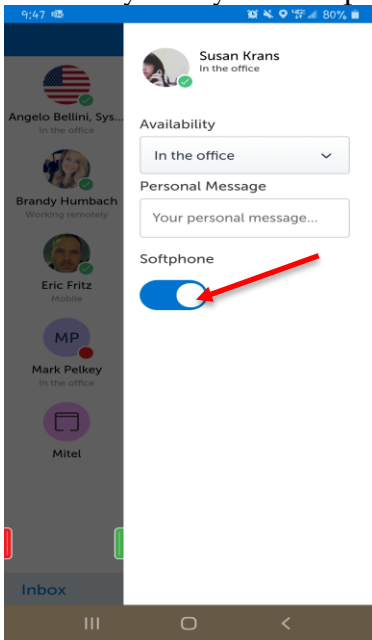


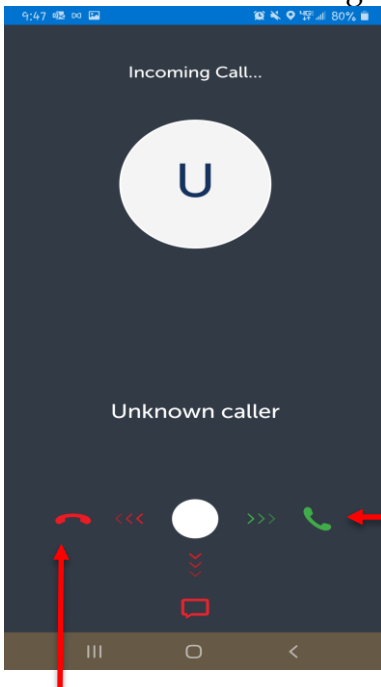
USING THE SOFTPHONE ON YOUR MICOLLAB MOBILE CLIENT

1. Verify that your Softphone is Active



2. Incoming Call Options

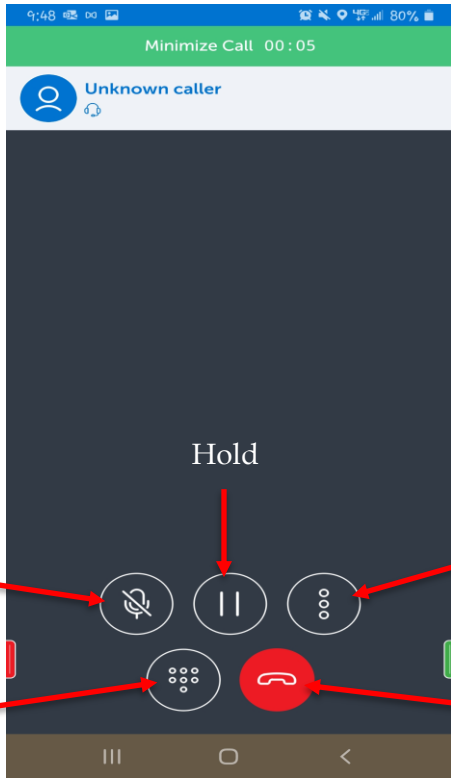
- a. Slide to the Left (Red) to Ignore the Call and Send to Voicemail
- b. Slide to the Right (Green) to Answer the Call



Answer incoming call

Ignore & Send to Voicemail

MID CALL CONTROL FEATURES



Hold

Additional Options
Transfer, Conference, Etc.

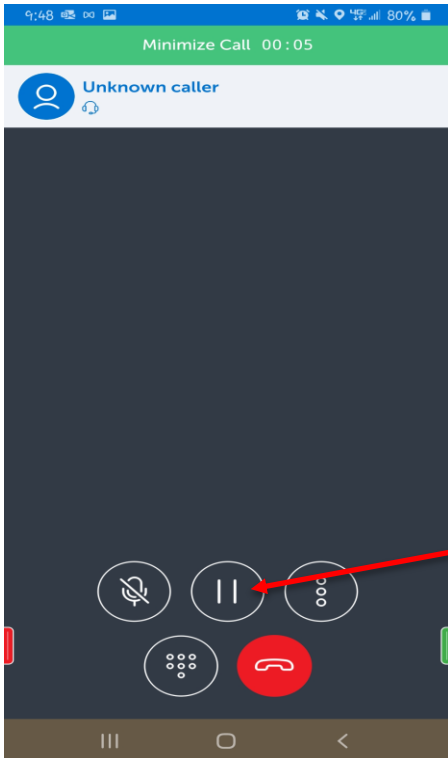
Mute

End Call / Disconnect

Dial Pad

PLACING A CALL ON HOLD

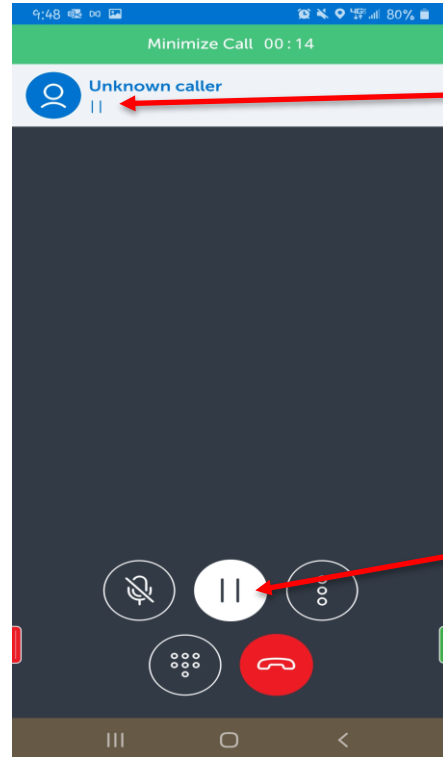
1. Push the Hold  Button



Hold Button

RETRIEVING THE HELD CALL

1. Push the Hold  Button to Remove from Hold

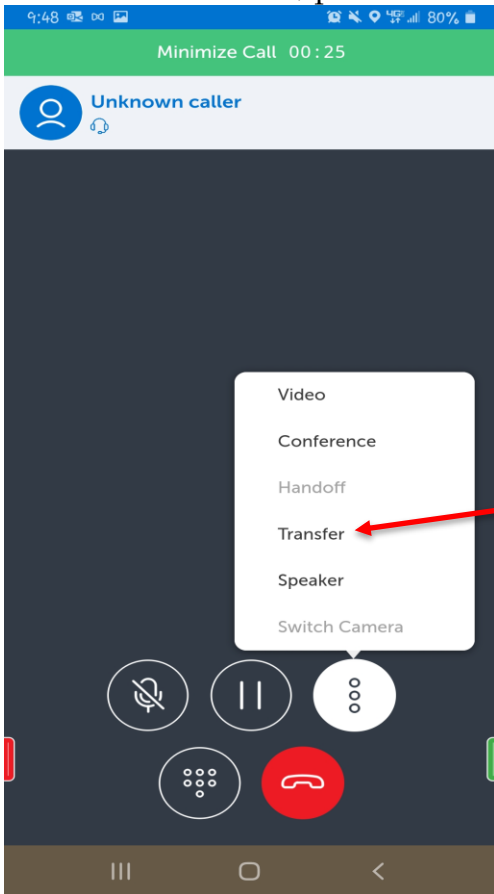


Call on Hold

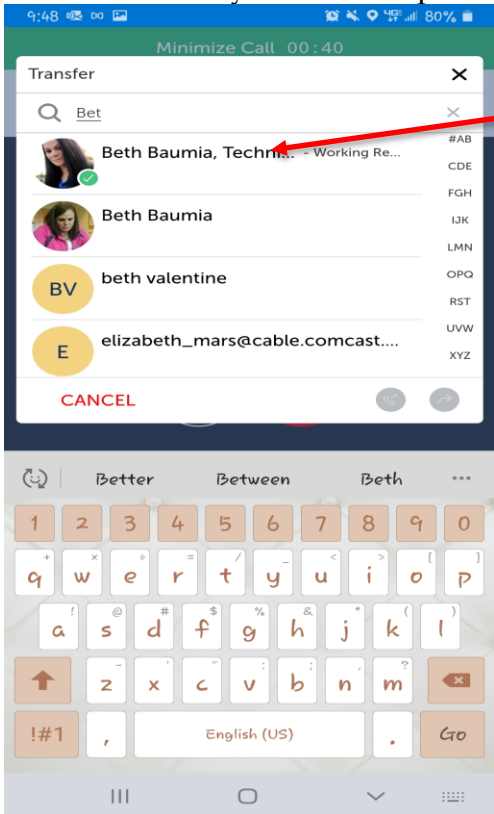
Hold Button

TRANSFERRING CALLS

1. While on the Call, press the 3 Dots on the Right and Select Transfer

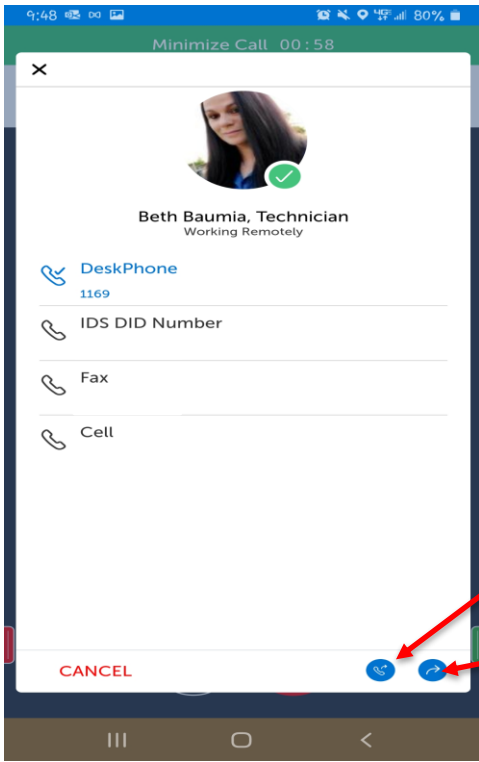


2. The Directory Box will Populate; Using Your Keypad Search for the User by First or Last Name



3. Click on the Users Name that you would like to Transfer to

4. Select the Number to Transfer to and Select Transfer Option



Consultation Transfer /
Announced Transfer

Blind Transfer