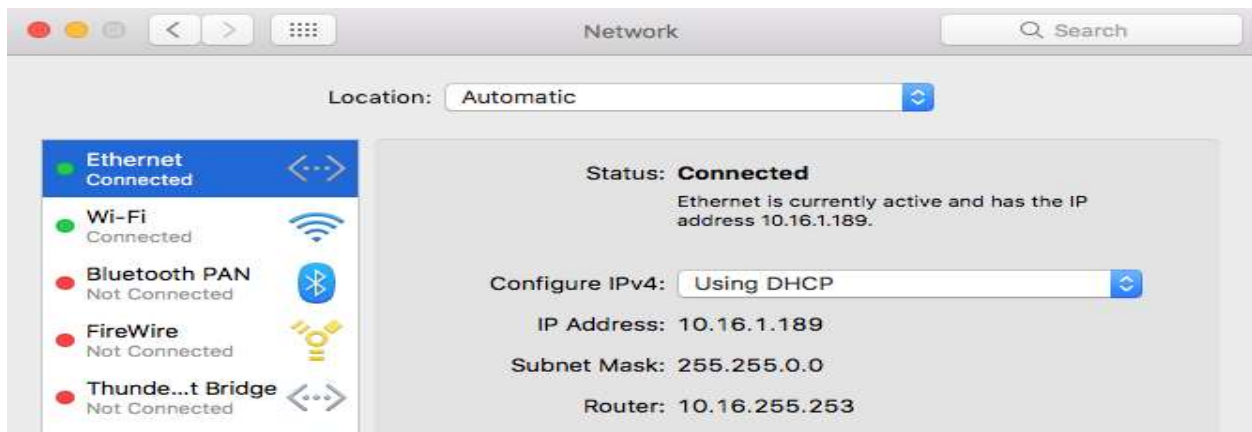


## Micollab softphone instructions for Mac Users:

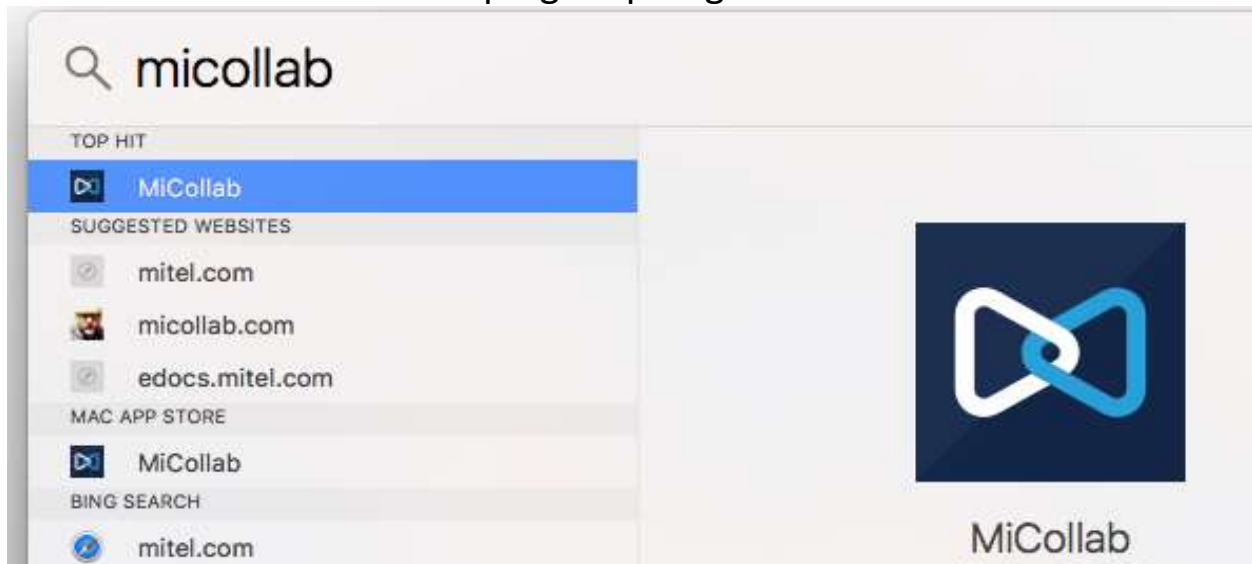
Make sure you're connected to an IP address beginning with 10.16.\*.\*. Connect with either an Ethernet connection, or through ECUAD Wi-Fi. (To connect with ECUAD Wi-Fi use your email user name and password.)

To find your Network Preferences, open Network from Apple menu (top left), and open Network icon.

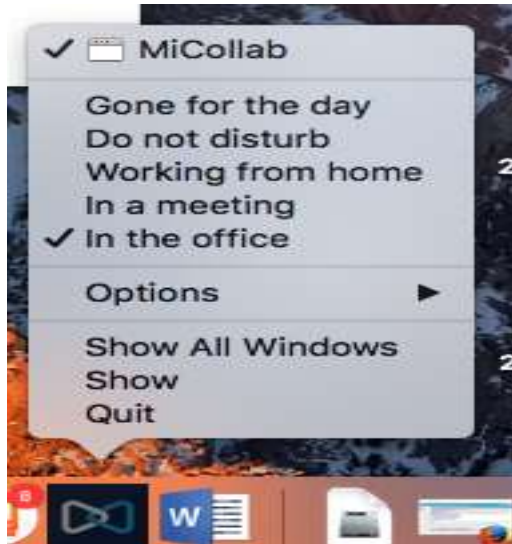
If you're not receiving a 10.16 IP address please contact [ithelp@ecuad.ca](mailto:ithelp@ecuad.ca)



Search for Micollab from top right Spotlight Search icon.



To add Softphone icon to your dock, *hold the control key* and click on *Micollab icon*, then select *keep in dock* from option menu.



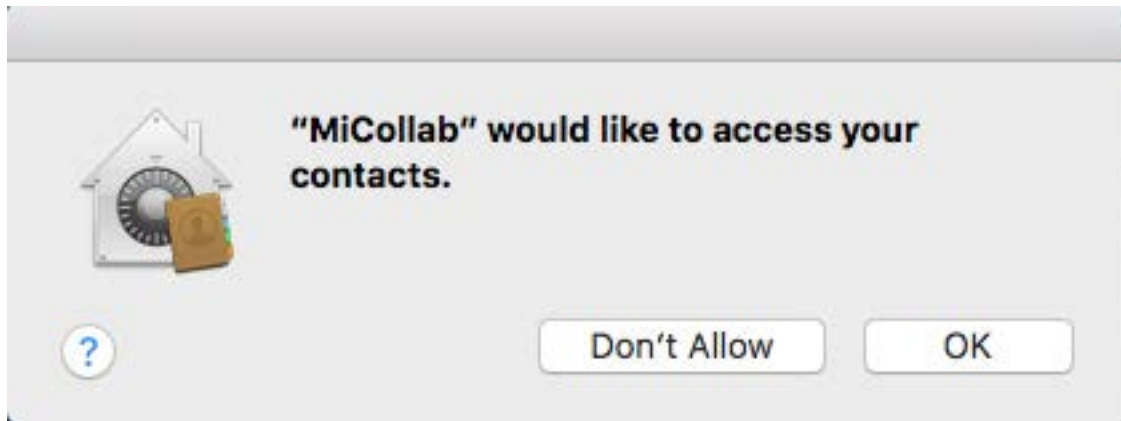
You should have received an email assigning you an *authentication key* from [noreply@mitel.easydeploy.net](mailto:noreply@mitel.easydeploy.net) (if you did not receive this please contact [ithelp@ecuad.ca](mailto:ithelp@ecuad.ca))

**Copy your authentication key from your email and paste in Micollab window.**

e deployment process for your Mitel MiCollab Client. This is the softphone software that will allow you to make ar  
ill request an authentication key. Please use the following key: 4c4f1d6ecb12442c9da648ac46541d80  
w if your primary work computer at your desk is a Mac or PC.  
help desk by email at [ithelp@ecuad.ca](mailto:ithelp@ecuad.ca). You can also come to the help centre in D2375 to ask for help.



Once you've clicked apply in the MiCollab window, you should select **OK to access your contacts.**

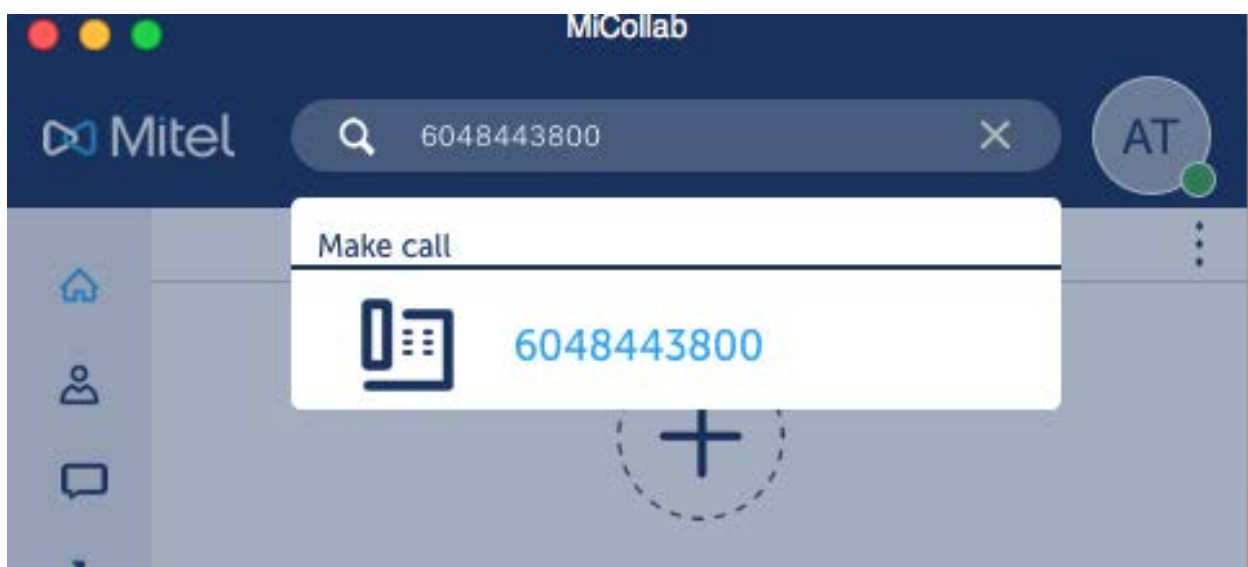


Your Softphone is now ready to use.

To reach ECU staff you can dial by *name*, or *local*. Once entered connect by *pressing either name or number*.

Softphones do not require 9 to connect to outside lines.

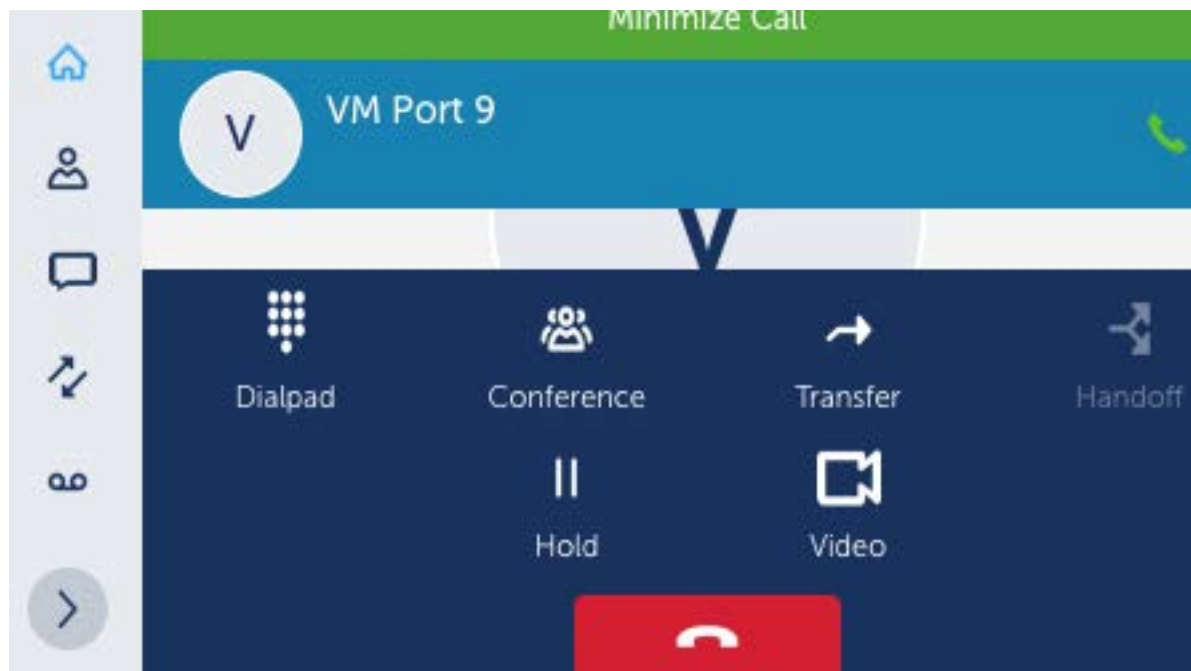
You can use your computer built in mic/speaker or get head set from Information (Reception).




Last step is to configure your voice mail.

Dial Voicemail 4568, or to access from off-campus or from cell phone dial 604 630 4568, *open Dial Pad, Press \*, Enter your local, and immediately press \* again (ie:\*4444\*)*. Enter the assigned temporary password 1111

Follow instructions to configure a new password and record your greetings.



You can also chat with ECU staff by selecting chat icon  , Please keep in mind that not all Softphones have been deployed yet.

Please contact ihelp If you require any assistance [ithelp@ecuad.ca](mailto:ithelp@ecuad.ca)

Thanks