

# MiTeam for Enterprise Quick Reference Guide

## About MiTeam

MiTeam is a work stream communications and collaboration tool that provides a highly collaborative and persistent workspace for team-meetings, conversations, content collaboration, and project management.

Using mobile device technology, teams can collaborate in real time, no matter where they are. MiTeam brings remote workers into a conversation, combining group sharing, and document annotation capabilities with text and audio-based chats.

MiTeam is available with MiCollab for PC Client, MiCollab MAC Client, MiCollab Web Client, MiCollab for Mobile Client (Android and iOS), MiCollab Web Client.

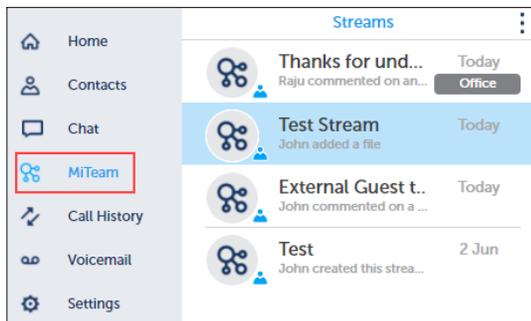
## MiTeam Stream

MiTeam Stream is a collaboration space designed to enable collaboration for teams, projects, and topics. In a Stream, you can chat, store files, add to-do lists, and set up online meetings.

## MiTeam on MiCollab for PC, MAC Client, and Web Client

### Launching MiTeam

1. Log on to MiCollab Client.
  - To log on to *MiCollab for PC Client* and *MAC Client*, click the link provided in the deployment e-mail message or copy the authentication code provided in the deployment e-mail, open the MiCollab Client, and type or paste the authentication code.
  - To log on to *MiCollab Web Client*, open a web browser and enter the URL provided in the welcome e-mail message. Type your login credentials on the login page and click **Login**.
2. Click **MiTeam** from the main menu to view the MiTeam Streams.



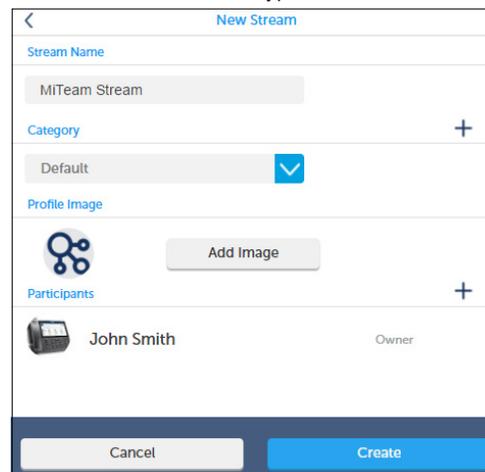
## MiTeam Stream tabs



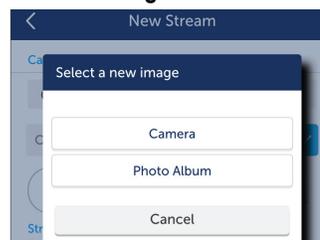
- **Chat:** Exchange text, voice, video clips, and documents.
- **Pages:** Share content such as files and documents, and screen shots, photos, and videos recorded using your camera. You can also upload photos and videos from your Gallery.
- **To-Do:** Create and assign tasks with due dates and custom notes to your team members.
- **Meet:** Host real-time meetings and present Stream pages. You can also share your screen with the participants in real time.

## Create a Stream

1. Open the **MiTeam** menu.
2. Click  and select **Create**.
3. In the **Stream Name** field, type a name for the Stream.



4. (Optional) To select a category, click the drop-down list and select the category for the Stream. To add a category:
  - a. In the drop-down list, click **New Category**.
  - b. In the **New Category** field, type a name for the category and click **Add**.
  - c. Click **Done**.
5. (Optional) To add a picture:
  - a. Click **Add image** under **Profile Image**.



- b. To select an image, click **Photo Album** and select the photo.

6. To invite participants to the Stream:
  - a. Click  and type the participant's name in the **Search** field.
  - b. In the list, select the participant's name.
  - c. Click **Done**.
  - d. Repeat the above steps to invite another participant to the Stream.

**Note:** To invite external guest to the Stream, see “Wi-Fi Only toggle for Next-Generation Clients” on page 6.

7. Click **Create** to create the Stream.

## Manage a Stream

You can delete each Stream or multiple Streams at once.

### To delete Streams:

1. Open **MiTeam** menu.
2. Click  and select **Manage**.
3. Click  to select the Streams to be deleted.



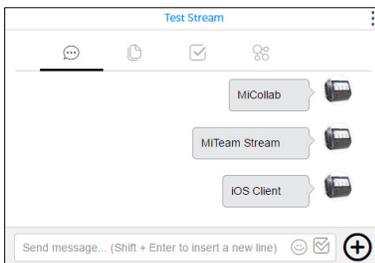
4. Click **Done** to delete the Streams.

## Start a chat session

Chat sessions allow you to send text and voice messages, hold whiteboard sessions, add images, video clips, and create notes. Participants can add comments, annotations on shared files, voice messages to whiteboard sessions, images, videos, and notes. All participants of the Stream receive all chats.

### To start a chat session:

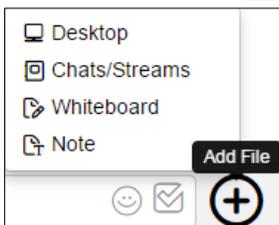
1. Open **MiTeam** menu.
2. Select the Stream for the chat.



3. To send a message, type the text in the **Send Message** box and press the **Enter**.

### To add a file:

1. From the **Add File** menu , select **Desktop**.



2. Select the file you want to share and click **Open** to share the file.

### To post a note:

1. From the **Add File** menu , select **Note**.
2. Type the note text.
3. Click **Save**.
4. Close to send the note.

The note is treated as a page in the Stream.

### To start a whiteboard session:

1. From the **Add File** menu , select **Whiteboard**.
2. Draw using the mouse.
3. Close the whiteboard to send the whiteboard to all participants.

### To share a file from other Streams:

1. From the **Add File** menu , select **Chats/Streams**.
2. Click the Stream and select the file you want to share.
3. Click **Add** to share the file.

## Collaborate on chat posts

You can add annotations, comments, or voice clips to notes, whiteboard sessions, images, or videos during any chat session.

### To add annotations:

- a. Click the **Annotate** icon .
- b. Annotate the content.
- c. Close to save the annotation.

### To add a text comment:

- a. Click the **Comment** icon .
- b. Type a comment and press **Enter**.
- c. Close to save the comment.

### To add a voice comment:

- a. Click the **Create Clip** icon .
- b. Install the voice recorder plugin.
- c. Record your comment and click **End Clip**.
- d. Click **Save** to save the recording.

## Add a mention

Mentions draw attention to messages or comments that you make. When you mention a person by name, the mention is posted and it appears in the Stream's Mentions list.

When adding a message or comment in a Stream, type @ followed by the person's name to add a mention.

For example: @John.

## Add a page

You can add pages and collaborate with team members. When you are ready, share the page or invite people to chat about the content on the page. Any whiteboard content, notes, images, and videos that you add in chats also appear in Pages.

### To add a page:

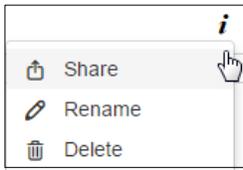
1. Open the **MiTeam** menu.
2. Select the Stream for the chat.
3. Click **Pages** icon .



4. Click **New Folder** at the bottom left corner of the browser window.
5. Type the folder name and click **Create**.

### To add and share files:

1. Select the folder you want to add the files to.
2. Click **+** and select the function from the menu.
3. Click **Desktop** from the **Add File** menu.
4. Select the file you want to add and click **Open**.
5. Hover over the *i* icon and select **Share**.



6. Click **Done** to share the file.

Select **Copy** to copy the web link and share it with the participants.

## Enable notifications

The MiCollab Web Client allows you to select the notifications that you want to receive.

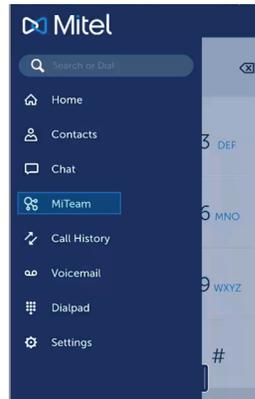
### To enable notifications:

1. Navigate to **Settings > General**.
2. Under **Browser Notifications**, select the notifications you want to receive.

# MiTeam on MiCollab for Mobile Client

## Launching MiTeam

1. Open MiCollab for Mobile Client.
2. Log on to MiCollab for Mobile Client by:
  - Tap **Scan QRG code** and using the mobile device, Scan the QR code (from MiCollab for PC Client, Web Client, or MAC Client).
  - Enter the authentication code provided in the deployment e-mail message.
3. From the MiCollab menu, tap **MiTeam**.



**Note:** To change the MiCollab Client account on the Mobile Client, reset the application to factory defaults (**Settings > General > Factory Reset**) and restart the application or the device to deploy the MiCollab Client with the new account.

## MiTeam Stream tabs

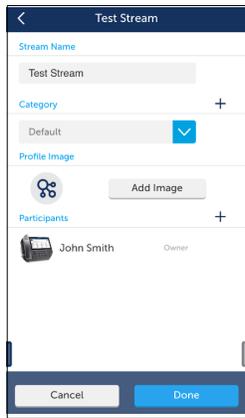


- **Chat:** Exchange text, voice, video clips, and documents.
- **Pages:** Share content such as files and documents, and screen shots, photos, and videos. You can also upload photos and videos from your Gallery.
- **To-Do:** Create and assign tasks with due dates and custom notes to team members.
- **Meet:** Host real-time meetings with audio.

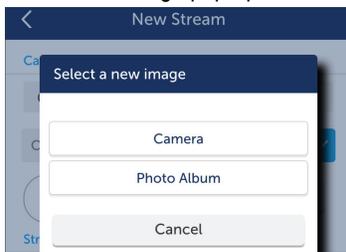
## Create a Stream

1. Open the **Streams** screen.
2. Tap  at the top right of the screen and select **Create**.

- In the **Stream Name** field, type a name for the Stream.



- (Optional) To select a category, open the drop-down **Category** list and select the category for the Stream. To add a new category:
  - In the drop-down list, tap **New Category**.
  - In the **New Category** field, type a name for the category and tap **Add**.
  - Tap **Done**.
- (Optional) To add a picture:
  - Select **Add image** under **Profile Image**.
  - Select a new image pop-up window opens.



- Tap **Photo Album** from the **Select a new image** pop-up window and select the image for the photo album. Use **Camera** to select a new image using your phone's camera.
- To invite participants to the Stream:
    - Tap **+** under **Participants** and type the participant's name in the **Search** field.
    - Select the participant's name from the search results.
    - Tap **Done**.
    - Repeat the above steps to invite another participant to the Stream.

**Note:** For information about inviting external guests to the Stream, see ["MiTeam Guest Access"](#) on page 6.

- Tap **Create** to create the Stream.

## Search a Stream

- Open the **Streams** screen.
- In the search box, type the Stream name you want to search for.
- Tap **Search** on the phone's keypad.

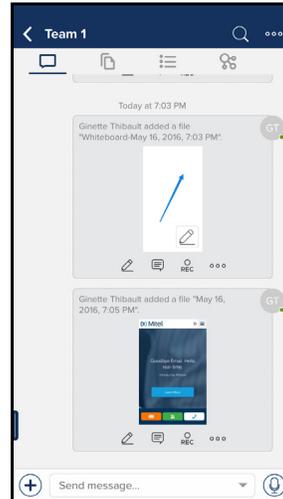
**Note:** Only the Streams that you have created are displayed in the search results.

## Start a chat session and send a voice message

You can use chat sessions to send text and voice messages, hold whiteboard sessions, add images and video clips, add photos, and create notes. Participants can add comments, annotations, and voice messages to whiteboard sessions, images, videos, and notes. All participants of the Stream receive all chats.

### To start a chat session:

- Select **MiTeam** from the main menu.
- Tap the Stream to chat.



- To send a message, type the text in the box and tap **Send** on the phone's keypad.

### To send a voice message:

- Tap the microphone icon.
- Tap and hold the **Hold to Talk** button to record the message. Release the icon when done.
- Tap the keypad icon on the right to get back to the phone's keypad.

### To post a favorite:

- Press and hold the post.
- Select **Favorite** from the pop-up menu.

A yellow star appears to the left of the post.

### To remove a favorite:

- Press and hold the post that is already marked as favorite.
- Select **Unfavorite** from the pop-up menu.

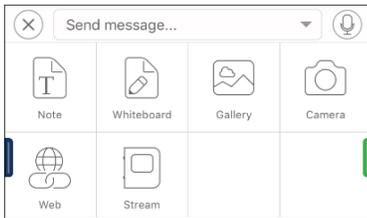
The yellow star is removed from the post.

### To view favorites:

- Tap the search icon at the top right of the Stream page and tap **Favorited Items**.
- Tap a favorite in the list to view it or tap **Back** to return to the menu.

## Add menu

Tap  on the bottom right corner of the phone to access the Add menu options.



### To post a note:

1. From the **Add** menu, tap **Note**.
2. Type the note text using the keypad.
3. Tap **Done**.

The note is treated as a page in the Stream.

### To start a whiteboard session:

1. From the **Add** menu, tap **Whiteboard**.
2. Draw using your finger or a stylus.
3. Tap **Done** to send the whiteboard to all participants.

### To share photos from Gallery or camera:

1. From the **Add** menu, tap **Gallery**.  
Or tap **Camera** to open the camera to create new photos.
2. Select the photos that you want to share.
3. Tap **Import** at the top right corner of the screen to send the photos.

### To share a Web URL:

1. From the **Add** menu, tap **Web**.
2. Open the URL from the search bar.
3. Tap  to send the URL to all participants.

**Note:** You can also send selected snap area  or on-screen video recording  using the Web feature.

### To share a file from other Streams:

1. From the Add menu, tap **Stream**.
2. Open the Stream and select the file you want to share.
3. Tap **Select** at the top right corner to share the file with all participants in the Stream.

## Collaborate on chat posts

You can add annotations, comments, or voice clips to notes, whiteboard sessions, images, or videos during any chat session.

### To add annotations:

- a. Tap the **Annotate** icon .
- b. Annotate the content.
- c. Tap **Done** to save the annotation.

### To add a text comment:

- a. Tap the **Comment** icon .
- b. Type a comment and press **Send** on the keypad to send the text comment.

### To add a voice comment:

- a. Tap the **Create Clip** icon .
- b. Record your comment and tap **Done** to finish the recording.
- c. Tap **Save** to save the recording.

## Add a mention

**Mentions** draw attention to messages or comments that you make. When you mention a person by name, the mention is posted and it appears in the Stream's Mentions list.

When adding a message or comment in a Stream, type @ followed by the person's name to add a mention. For example: @John.

## Add a page

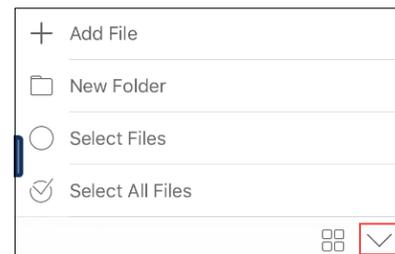
On MiCollab Web and Android Clients, you can add pages and collaborate with team members. You can share a page or invite people to chat about the content on a page. Any whiteboard content, notes, images, and videos that you add in chats also appear in Pages.

### To add a folder:

1. Open the **MiTeam** menu.
2. Select the Stream for the chat.
3. Tap **Pages**.



4. Select **New Folder**.



5. Type the folder name and tap **Done** on your phone's keypad.

### To add and share files to folder:

1. Open the folder.
2. Tap  and select **Add File**.
3. Add the type of file you want to share.
4. Go back to the **Pages** menu.
5. Tap the *i* icon and select **Share** to generate the share link.
  - Select **Copy** to copy the web link and share it with the participants.

### To share a chat post by e-mail:

1. Press and hold the post to share.
2. Select **Share** from the pop-up menu.
3. Tap **Share Link** and select **Email Link**.
4. Select the contacts and tap **Send** to share the chat post.

## Call transfer

1. In the active call window, tap **Transfer**.
2. Type the directory number for which the incoming call must be transferred.
3. After the transferred call is answered, tap **Transfer** again to complete the transfer.

## Wi-Fi Only toggle for Next-Generation Clients

The **Wi-Fi Only** option is available on Android and iPhone Clients only.

If there is no Wi-Fi connection available, then the MiCollab softphone is disabled to prevent excessive mobile data usage.

The administrator sets the initial value (On or Off) for the **Wi-Fi Only** option during client deployment. You can change the setting on the MiCollab Client:

**Settings > General > Wi-Fi only (Softphone).**

## Set up a MiTeam Meet

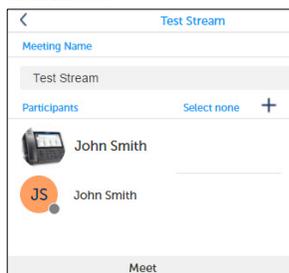
MiTeam Meet enables you to host real-time collaboration sessions in which the participants can join using their mobile phones and browsers. You can share your entire screen or application window from a PC or a Macintosh through MiCollab for PC Client, MiCollab Web Client, or MiCollab for Mac Client.

Web sharing is supported on MiCollab Web Client, MiCollab for Mac Client, and MiCollab for PC Client. The MiCollab for Mobile Client (iOS and Android) allows you to view and participate in meetings, but not share content.

The meeting organizer is the leader. Only the Meet organizer can mute the participants or end the Meet. The participants can only join or leave the Meet.

### To set up a MiTeam Meet session:

1. From the MiCollab menu, select **MiTeam**.
2. Select the Stream for the Meet.
3. Select the MiTeam Meet icon . You can optionally provide a unique name for the meeting. By default, the meeting name is the Stream name.
4. Select the participants.
5. Click **Meet**.



6. Participants will receive an e-mail invitation that contains a link they can use to join the Meet using MiCollab Client. The originator of the Meet does not get an e-mail notification.

**Note:** You can invite up to 50 participants for a MiTeam Meet session.

The originator and participants are prompted to select the audio (softphone or get a callback for the meeting).

**Note:** While you are sharing content of your screen in MiCollab Web Client, clicking **Refresh**  refreshes the sharing but does not stop the audio.

For multiple users to use MiCollab Web Clients from the same computer (not at the same time), each user must clear the session cookies and exit the browser completely before another user can start a session. This prevents subsequent users from connecting to the previous users' Meets or Streams.

## MiTeam Guest Access

Using MiCollab Client MiTeam Guest access feature, you can invite guests who are not licensed for MiTeam, from both inside and outside the company, to a Stream or Meet.

The status information in the Stream participants list indicates whether the participant is a guest user.

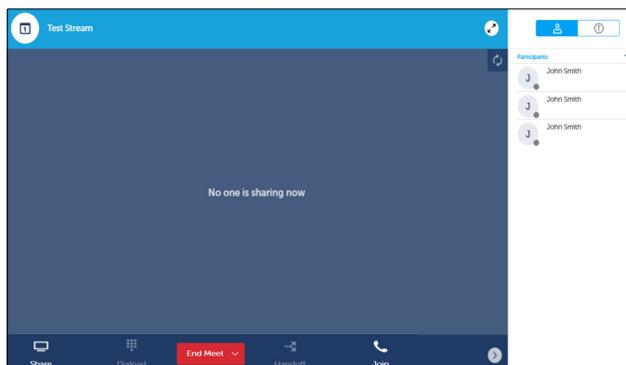
**Note:** The Stream owner must have a valid MiTeam license to be able to invite guests to the Stream. Guests do not require a license to participate in the Stream.

### To invite an external guest into a MiTeam Meet:

1. Open a Stream and initiate a MiTeam Meet.
2. Click **+** to the right of **Participants** and type the guest's e-mail address.  
The status of the guest user indicates the invitation status.
3. The guest user receives an e-mail invitation that contains a URL to join the Meet with a web browser. This e-mail contains provisional log on credentials.

### External guest log on:

1. Log on using provisional credentials received in the e-mail message.
2. Change the password when prompted.
3. The guest user is prompted to select the audio (softphone or callback for the meeting).



Guest users can use all functions of a Stream, such as Chat, Pages, and To-do items.

**Note:** Guest users cannot send meeting invitations, open new Streams, or invite other users to join an existing Stream.

## Web Sharing in MiTeam Meet

Participants using the MiCollab Web Client, MiCollab Mac Client, or MiCollab for PC Client can share the entire desktop screen or a single application window.

**Note:** MiShareApp must be pre-installed with the MiCollab Client for sharing the desktop or application window.

### To share the desktop:

1. Connect to a MiTeam Meet.
2. Click **Share** icon  and select the screen you want to share.
3. Select **Your Entire Screen** or **Application Window** and Click **Share**.

The **MiShareApp** window opens. You can hide this window.

4. To stop sharing, click **Stop sharing** in the **MiShareApp** window.

## Shortcuts Synchronization

You can add shortcuts for contacts, URLs, speed dials, and MiTeam Streams to the home screen of MiCollab Client. If you use your MiCollab Client from multiple devices, the shortcuts are synchronized across all devices.

## MiTeam Connectivity Issues

If the MiCollab for Mobile Client is disconnected from the MiCollab Client server because of network issues, the MiTeam icon is disabled in the MiCollab Client menu and an error message is displayed.

The MiCollab Client automatically tries to reconnect to MiCollab Client server at intervals. For faster reconnection, restart MiCollab Client.