

How to Forward your Mitel phone

(without physical access to your phone)

In order to forward your campus phone to another number from off campus, you will need to access the Mitel MiCollab Web software. Instructions are below regarding how to configure your phone.

1. Access the Mitel portal site at <https://micollab.una.edu/portal> and click on the MiCollab Client link (screenshot below). Alternatively, you can access the MiCollab Client site by going directly to <https://micollab.una.edu/ucs/micollab/>.

Mitel | MiCollab End User Portal

[MiCollab Client](#) [MiCollab Audio, Web and Video Conferencing Public Portal](#) [Help](#)

Login ID:

Password:

Remember Me

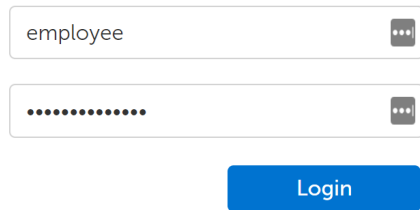
Preferred Language:

Login

Important: [Are you using a pop-up blocker?](#)

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2. Log into the MiCollab Client portal with your UNAPortal username (without @una.edu) and password.

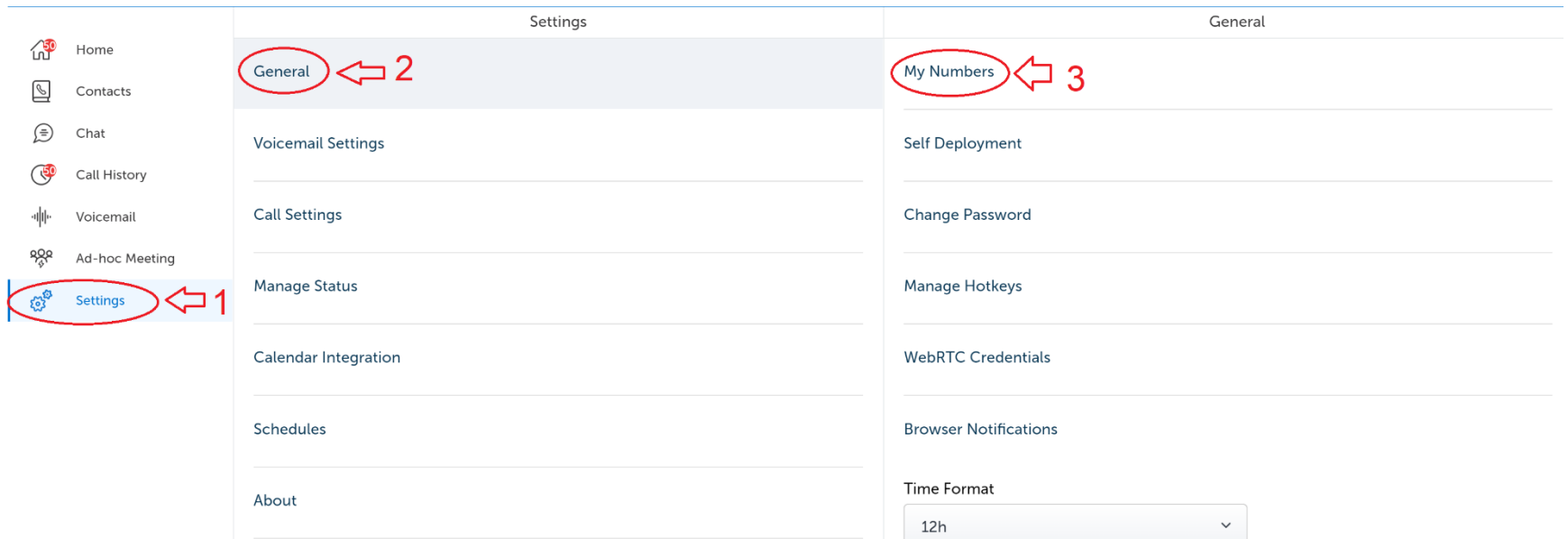


employee

.....

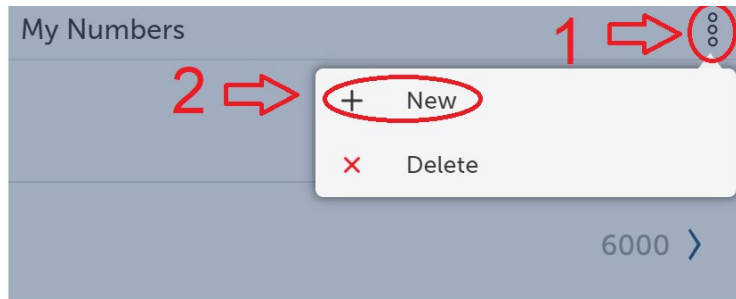
Login

3. After logging in, add your cellular number as an optional call number. To do so, click “Settings”, “General”, then “My Numbers”.

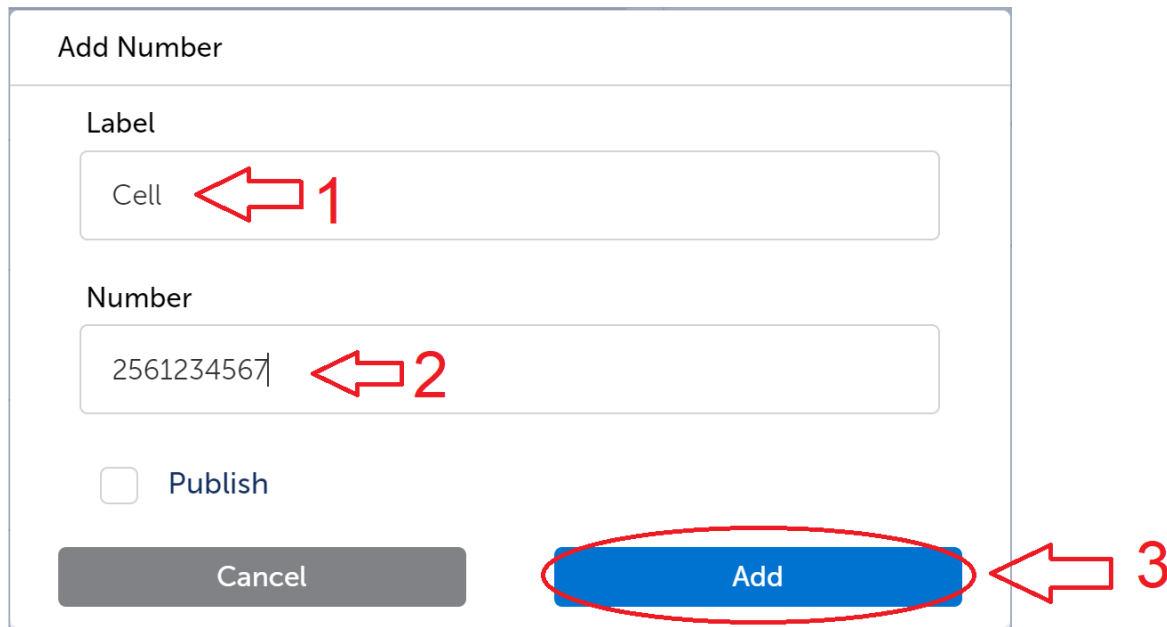


The screenshot shows the MiCollab Client portal interface. On the left is a navigation menu with items: Home, Contacts, Chat, Call History, Voicemail, Ad-hoc Meeting, and Settings. The 'Settings' item is circled in red with a red arrow labeled '1' pointing to it. The main content area is divided into two columns: 'Settings' and 'General'. In the 'Settings' column, the 'General' sub-item is circled in red with a red arrow labeled '2' pointing to it. In the 'General' column, the 'My Numbers' sub-item is circled in red with a red arrow labeled '3' pointing to it. Other sub-items in the 'Settings' column include Voicemail Settings, Call Settings, Manage Status, Calendar Integration, Schedules, and About. Other sub-items in the 'General' column include Self Deployment, Change Password, Manage Hotkeys, WebRTC Credentials, Browser Notifications, and Time Format (set to 12h).

4. After clicking “My Numbers”, a new window should overlay and contain your current numbers. If it does not already exist, add your cellular number as an option. To do so, click the three boxes in the upper right corner for options and click “New” (screenshot below).

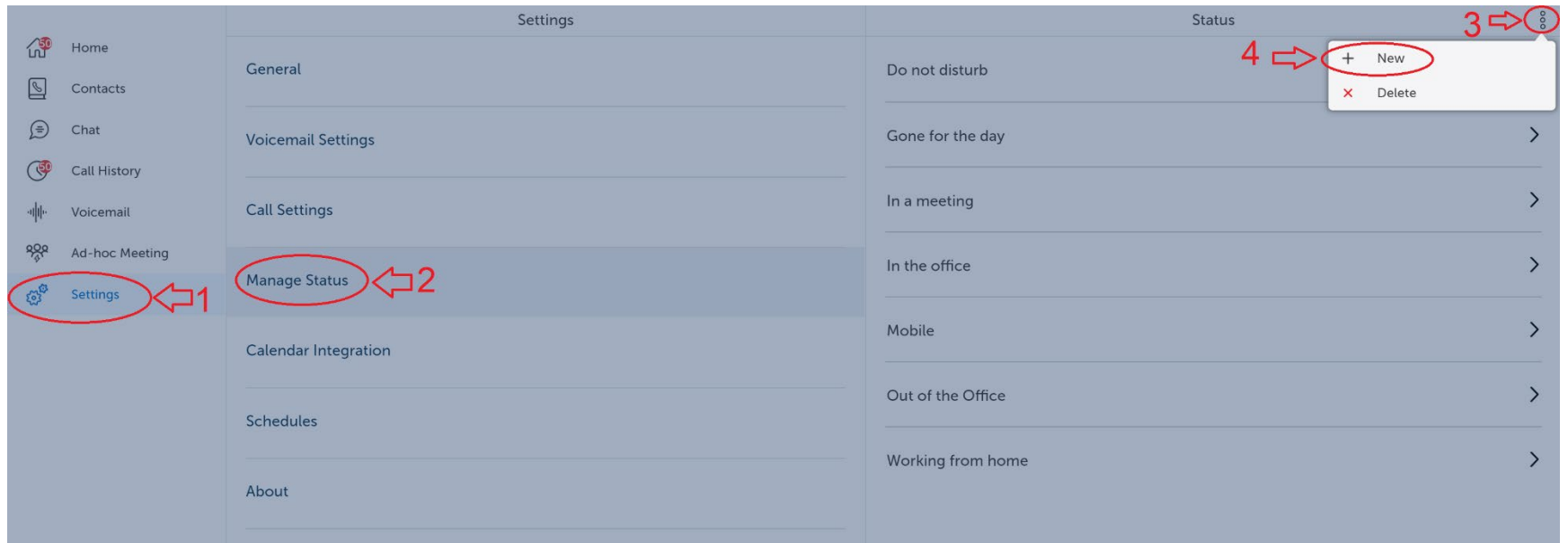


5. A new window will pop-up with options for a label and number. Enter your information and click “Add”.



The screenshot shows a form titled "Add Number". It has two input fields: "Label" with the text "Cell" and "Number" with the text "2561234567". Red arrows labeled "1" and "2" point to the "Label" and "Number" fields respectively. Below the input fields is a checkbox labeled "Publish". At the bottom, there are two buttons: "Cancel" (grey) and "Add" (blue, circled in red). A red arrow labeled "3" points to the "Add" button.

6. Next, add a new status, which will be used to direct calls. To add a new status, click on “Settings”, then “Manage Status”, then the three boxes in the upper right corner for options, then “New” (screenshot below).

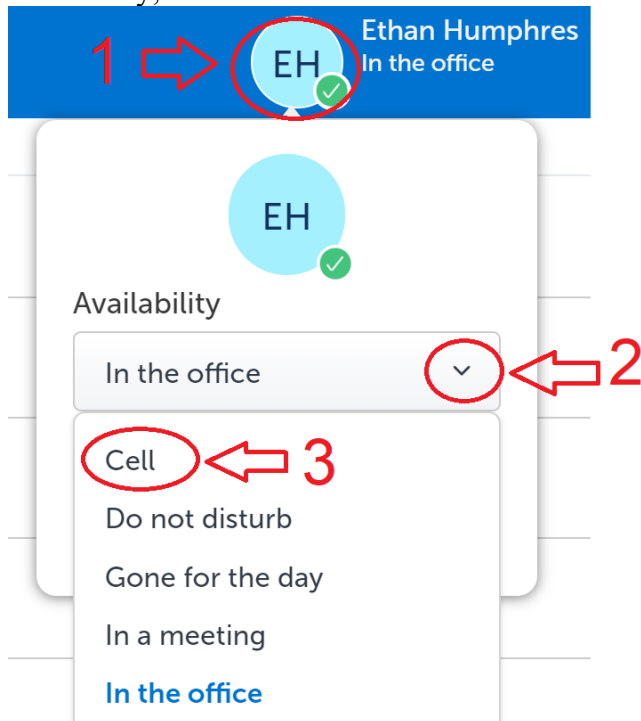


7. Enter a Status Name. Next, from the drop down under “Send my calls to”, select your cell and click “Done”.

The screenshot shows the 'New Status' configuration interface. At the top, there is a back arrow and the title 'New Status'. Below this is a text input field labeled 'Enter Status Name' containing the text 'Cell', with a red arrow and the number '1' pointing to it. The 'Audio Calls' section contains several settings: 'Call Using' set to 'Use Current Setting', 'Send my calls to' set to 'Cell (2561234567)' (circled in red with a red arrow and the number '2'), 'When I am on the phone' set to 'Use PBX Default', and 'If I do not answer' set to 'Use PBX Default'. Below these are three toggle switches for 'Enable Do not Disturb', 'Accept Video Calls', and 'Accept Messages', all of which are currently turned off. The 'Auto Reply' section has a text input field labeled 'Enter auto reply'. At the bottom, there are two buttons: a grey 'Cancel' button and a blue 'Done' button (circled in red with a red arrow and the number '3').

Changing your phone's status

1. To change your phone status, access the Mitel portal site at <https://micollab.una.edu/portal> and click on the MiCollab Client link (screenshot below). Alternatively, you can access the MiCollab Client site by going directly to <https://micollab.una.edu/ucs/micollab/>. Login instructions are above.
2. To change your phone's status, click on your initials/name in the top right corner of the page, then click the drop down under availability, and click the new status.



3. Change your status back (in order to receive calls at your desk phone), simply change the status back to its previous setting (generally, "In the office").
4. To exit the software site, simply close your browser/tab.

ALTERNATE OPTION FOR CHANGING YOUR PHONE STATUS

If you have the MiCollab client software installed and operational on your computer, you can change your phone status by clicking on the dropdown arrow beside the current status and selecting a different status (see screenshot below). To add a new status or modify an existing status, you must utilize the full instructions within this document first.

