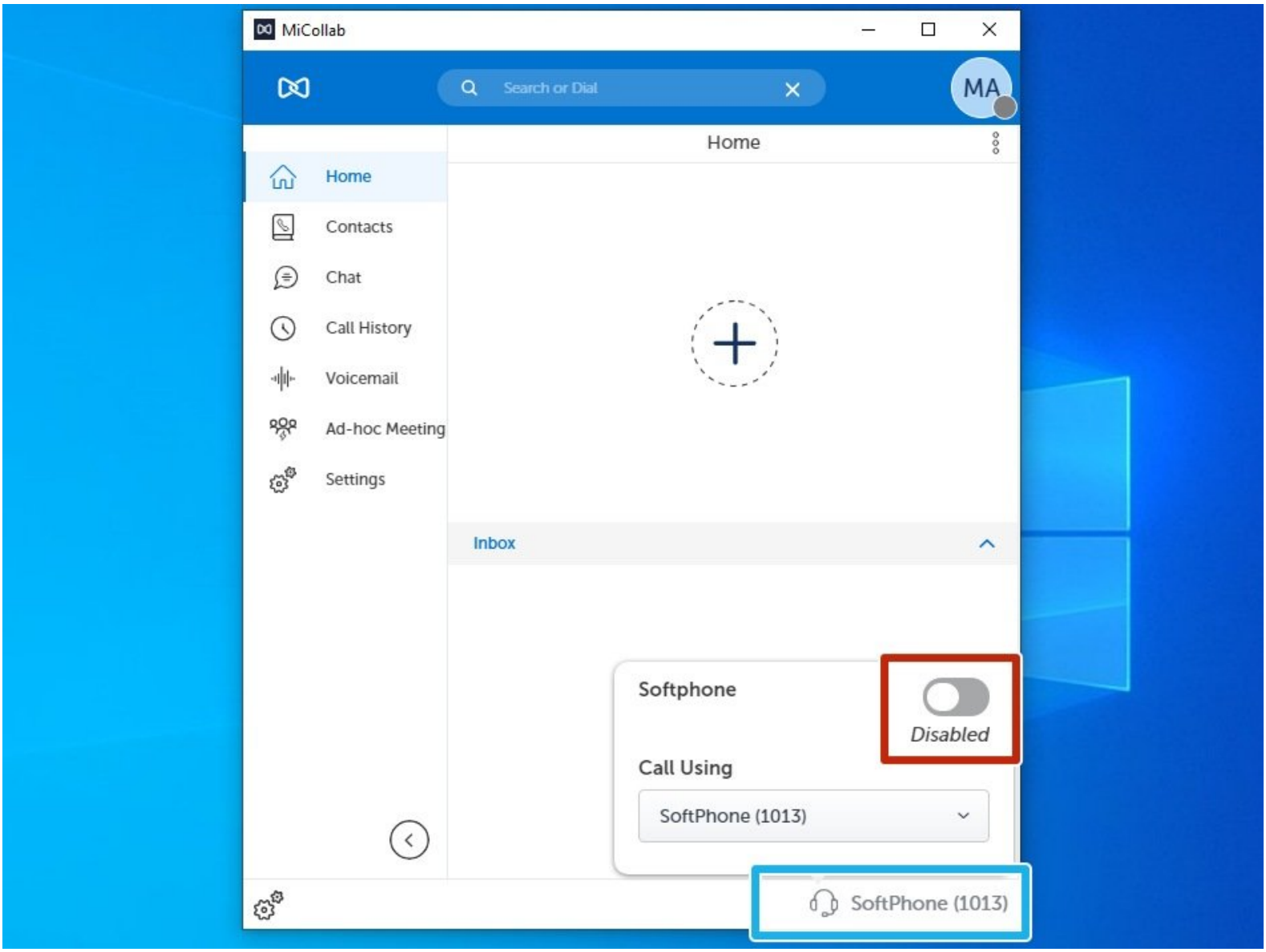
Enabling your Softphone and Changing your Availability

Written By: Brendon Welch



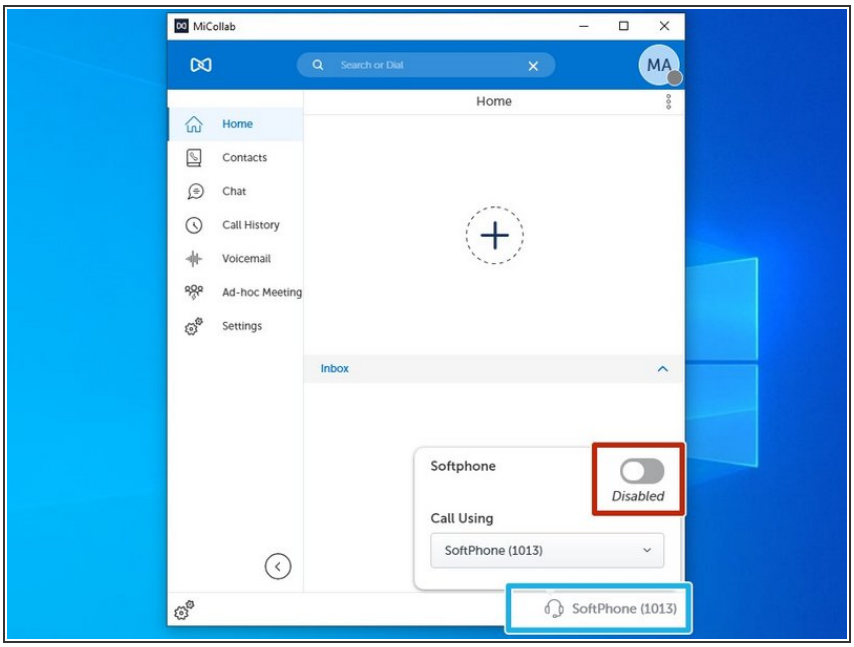
INTRODUCTION

Before you are able to make and receive phone calls, you must “Enable” the “‘Softphone”’ in the MiCollab application.

This process must be followed each time the MiCollab application has been completely closed, and re-opened.

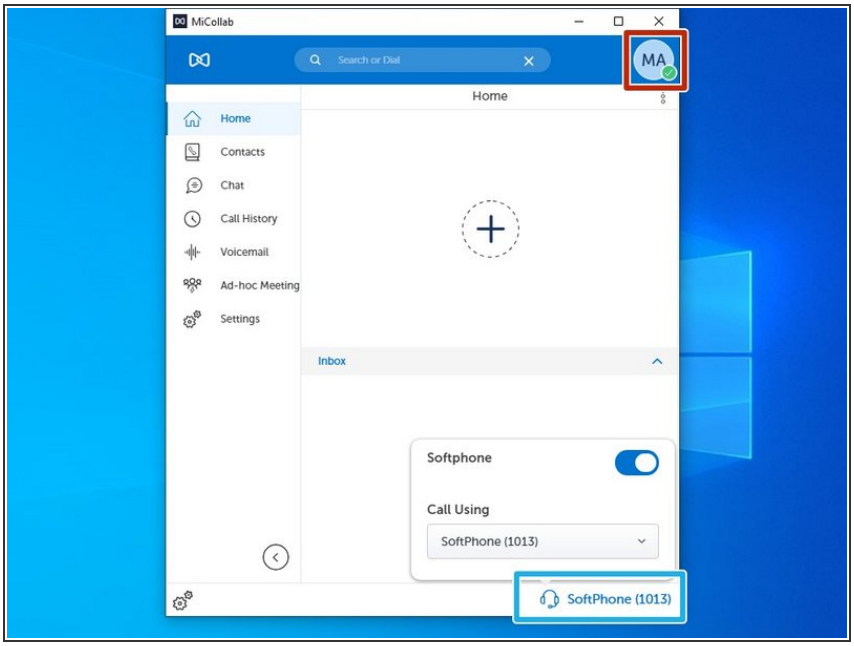
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Step 1 — Enabling your Softphone and Changing your Availability



- Click **Softphone**
- Click the **Softphone Switch** to toggle Enabled/Disabled

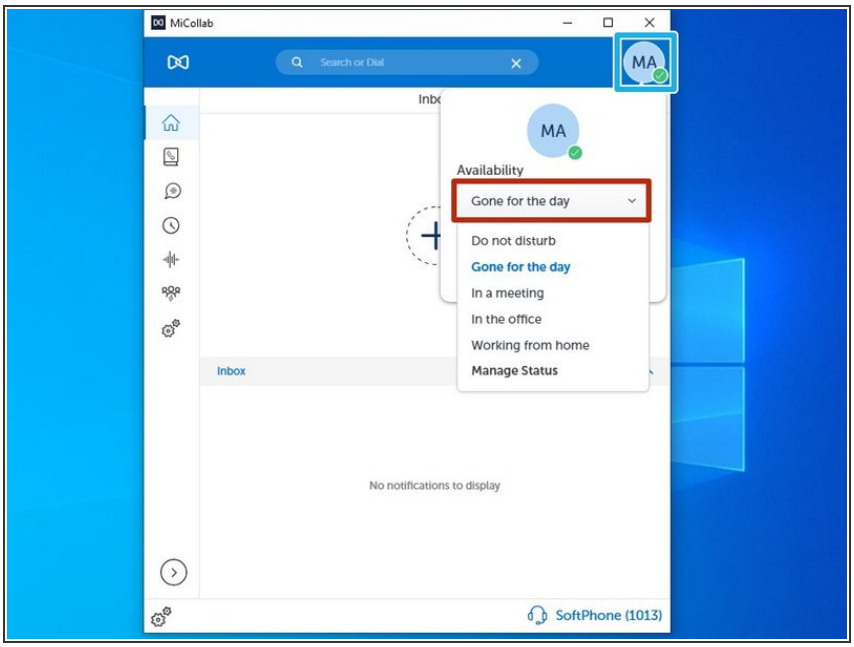
Step 2



- Click **Softphone** to minimize the window
- Your **Status** will show online

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Step 3



To adjust your Availability:

- Click the **Status** icon
- Select the appropriate **Availability**

The MiCollab application is now capable of making and receiving phone calls.

[CLICK HERE to Make an Outbound Call]

[CLICK HERE to Check Voicemails]

[CLICK HERE for Transfers and Three-Way Calling]