College Softphone: Setup & Use

The following article applies to College softphones. For College deskphones, see College Deskphone: Setup & Use.

Before you start, you will need access to the following:

- a Bryn Mawr College account
- a Bryn Mawr College extension (e.g., 610-526-xxxx)
- a device with internet access

The basics

With MiCollab, you can do the following from anywhere:

- Check your voicemail
- Call using your College phone number via your softphone
- Manage your Status for call forwarding
- …and more

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MiCollab

*MiCollab* is the application used to access your College extension and voicemail from anywhere!

**Note:** MiCollab is pre-installed on all College computers. If it missing, you can install it from Software Center.
Attention: Need MiCollab for a personal computer or phone?

First-time setup

Desktop (, )
Mobile (, )
Owlphone.brynmawr.edu

Enable your softphone

Desktop (, )
Mobile (, )
Owlphone.brynmawr.edu

Customize call flow & status

Advertise your availability and change what happens to incoming calls.

- Forward calls to another number
- Send calls to voicemail automatically
- …and more

Change Your Status
Change Your Call Flow
Create a Custom Status

Conference calls

Note: Microsoft Teams and Zoom are also available for conference calling.
1. Open MiCollab
2. In the top of the screen, click the Search or Dial box
3. Enter the first phone number¹ you'd like to dial
   ¹Don't forget to add a “1” before it!
4. Once connected, click/tap the:

![Conference, Handoff, Transfer]

5. Select Conference
6. Enter another phone number and click the
7. Repeat steps 4-6 to add other callers

Check your voicemail

1. Open MiCollab
2. On the left-hand pane¹, click/tap ¹On mobile? Swipe from the left, to the right
3. Click/tap the voicemail(s) you’d like to listen to

Questions?

If you have any additional questions or problems, don't hesitate to reach out to the Help Desk!

Phone: 610-526-7440 | Library and Help Desk hours
Email: help@brynmawr.edu | Service catalog
Location: Canaday Library 1st floor