

College Softphone: Setup & Use

Last Modified on 10/14/2024 1:42 pm EDT

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:

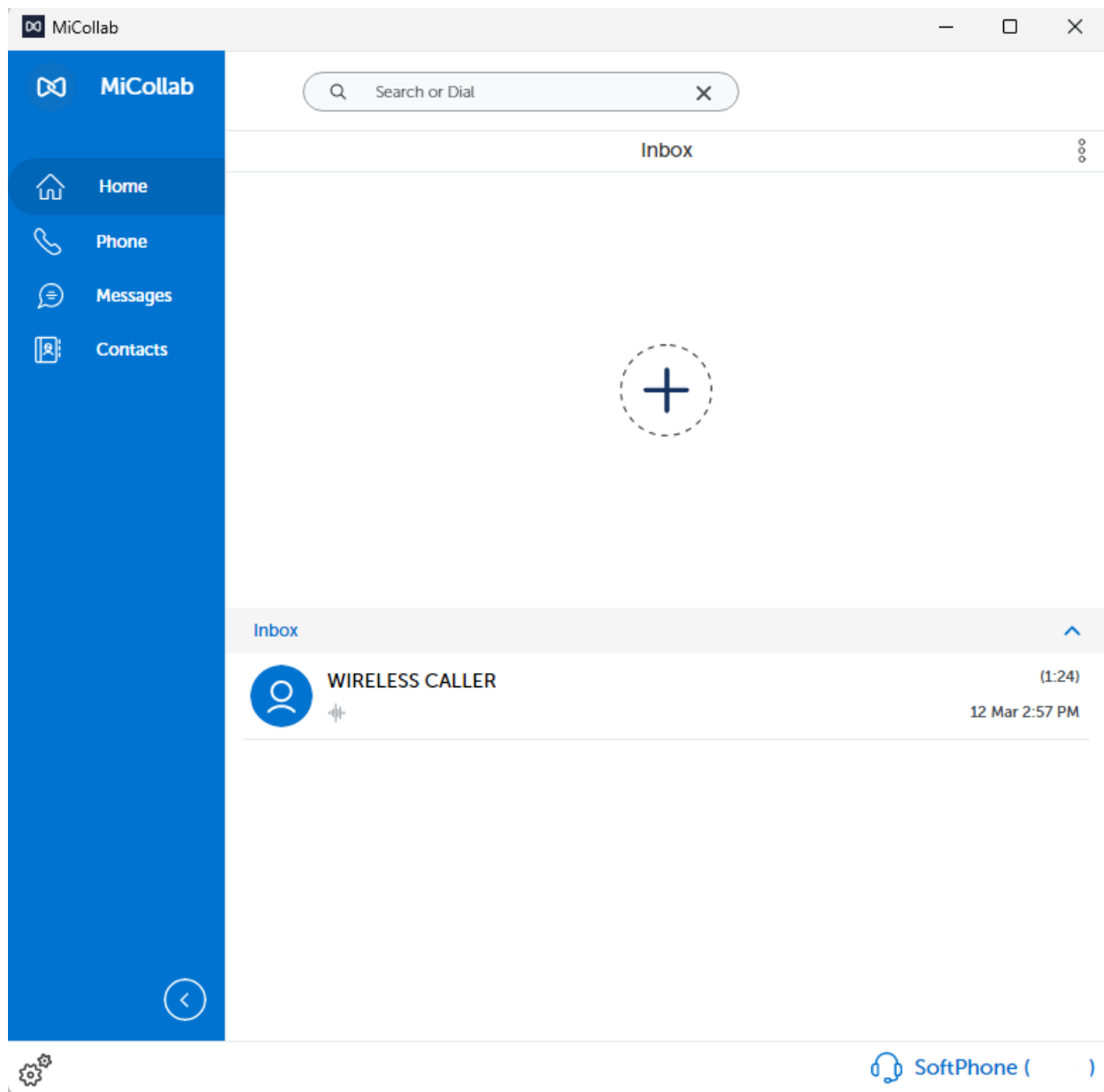
- a [Bryn Mawr College account](#)
- a Bryn Mawr College extension (e.g., 610-526-xxxx)
- a device with internet access

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

Mobile App	Windows/macOS/Web Client
Quick Reference Guide 	Quick Reference Guide 



MiCollab

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

Note: MiCollab can be installed 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

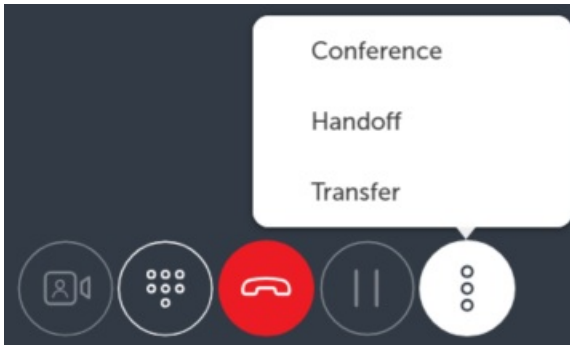
Create a Custom Status



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 number**¹ you'd like to dial
¹Don't forget to add a "1" before it!
4. Once connected, click/tap the 



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](tel:610-526-7440) | [Library and Help Desk hours](#) 

Email: help@brynmawr.edu | [Service catalog](#) 

Location: Canaday Library 1st floor