College Softphone: Setup & Use

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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:

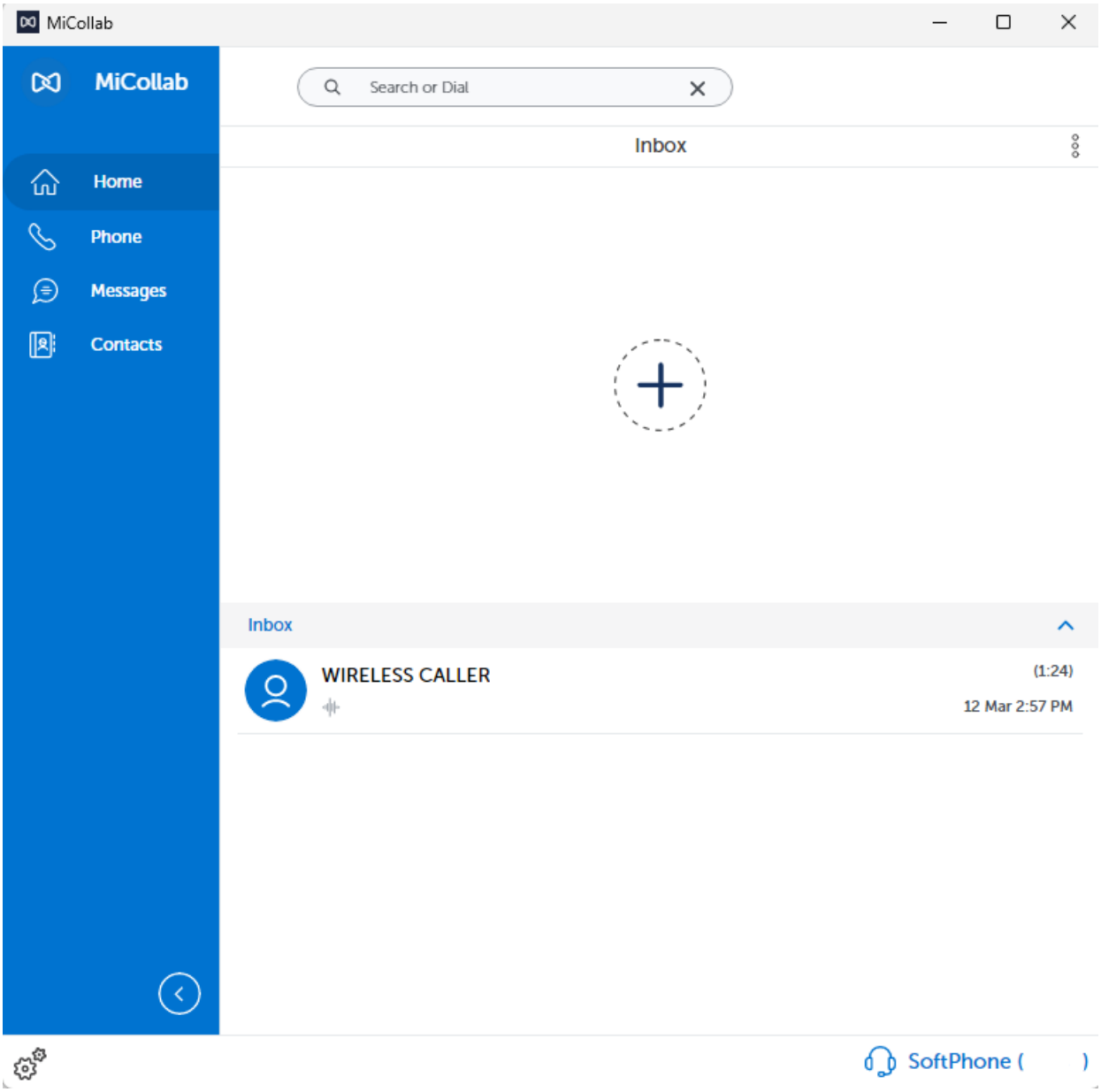
- a Bryn Mawr College account
- a Bryn Mawr College extension **(e.g., 610-526-xxxx)**
- a device with internet access

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 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

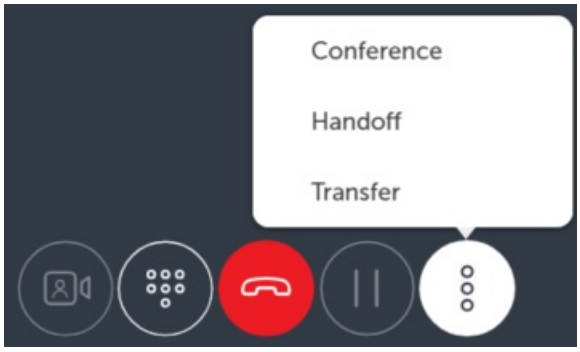
Change Your Status

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 number**[1] you'd like to dial
   [1]*Don'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 pane[1], click/tap
   [1]***On 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
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