

# 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 may need access to the following:

- a Bryn Mawr College account
- a Bryn Mawr College extension (e.g., 610-526-xxxx)
- a laptop/desktop/mobile 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
<a href="#">Quick Reference Guide</a> ↗	<a href="#">Quick Reference Guide</a> ↗

## MiCollab setup

Don't have MiCollab installed?

Desktop (🪟, 🍏)

Mobile (📱, 🍏)

Owlphone.brynmawr.edu

# Enable your softphone

Desktop (Windows, Apple)

Mobile (Android, Apple)

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**

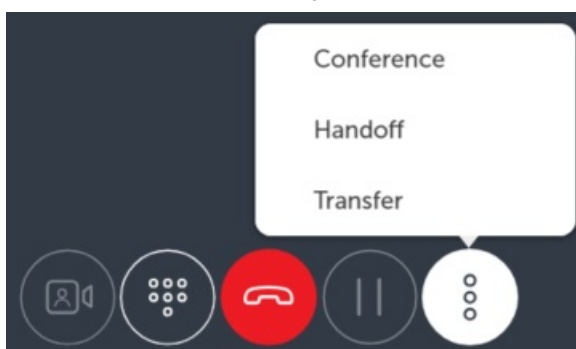
**Change Your Call Flow**

**Create a Custom Status**

## Conference calls

[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**<sup>1</sup> you'd like to dial  
*<sup>1</sup>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<sup>1</sup>, click/tap    
<sup>1</sup>*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](#)

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

**Location:** Canaday Library 1st floor

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