College phone: Online access with MiCollab

The following article covers how to **set up MiCollab** on your devices and use it to access your College phone and voicemail from anywhere.

See also:

- College phone: Making calls
- College phone: Using voicemail

Before you start, you will need the following:

- A Bryn Mawr College account
- A Bryn Mawr College phone extension
- A device with internet access, like a phone or computer

What is MiCollab?

MiCollab is an online service by Mitel that allows you to make calls, check your voicemail, and set your status for call forwarding.

MiCollab can be accessed on:

- An **internet browser**, at owlphone.brynmawr.edu
- A **College computer**, by installing the MiCollab app in Software Center
- A **personal computer**, using the Windows or macOS installers
- A **mobile device**, by installing the MiCollab app on the App Store or Google Play Store

First-time setup

If you are using the MiCollab app on any device, **you will need to sign into owlphone.brynmawr.edu** to complete the deployment process:

1. Open the **MiCollab app** on your device

2. On your laptop or desktop, navigate to owlphone.brynmawr.edu📄
3. Log in with your **full College email address** and password
4. If prompted, accept the Terms and Conditions
5. In the top-right corner, click your name then select**Settings**
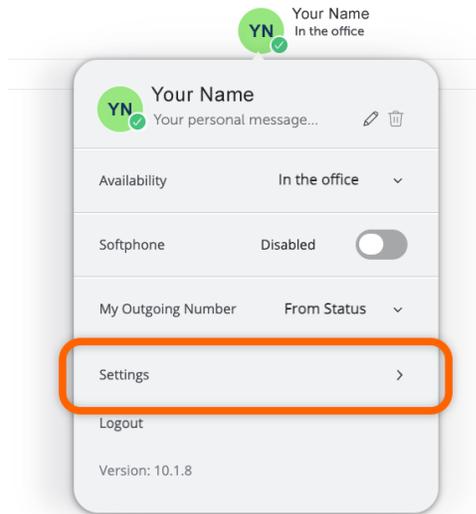
6. On the right-hand side of the menu, select**Self Deployment**
7. Click the drop-down, select **SoftPhone (XX*XX)**, where *XXXX* is your extension
8. Click or scan the **QR code**, depending on your device type:
   - **Desktop:** Click the QR code and allow your browser to redirect you to the MiCollab app
   - **Mobile:** Select **Scan QR code** in the MiCollab app then scan the QR code on your computer screen
9. In the MiCollab app, enter your College password and click**Next** to finish logging in

Enable your SoftPhone

To use MiCollab to place and take phone calls, you will need to**enable the SoftPhone feature** inside the app or on the website.

Enable on desktop

Enable on mobile

Enable on the website

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. At the top of the screen/window, click the 🔍 icon or the **Search or Dial** box
3. Enter the **first phone number** you'd like to dial
   - You must use the correct formatting for dialing out
4. Once connected, select the ⋮ **three-dot icon**
5. Select **Conference**
6. Enter **another phone number or user** and click **Consult**
7. Once connected, press ⊕ **Add to conference**
8. **Repeat steps 4-6** to add other callers
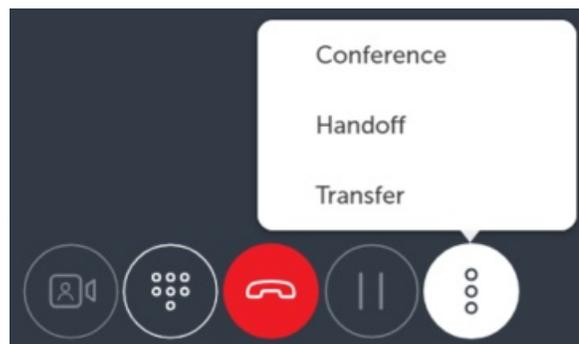
Questions?

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
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