USING MICOLLAB BASIC FOR REMOTE USERS.

Mitel's MiCollab server provides an unlicensed desktop client called MiCollab Basic. **Every user can have a Basic no cost client.** The client provides an onscreen call control for end users and provide features like:

- internal instant message
- incoming screen pops
- full system directory, call history
- alternate location status.

The client can also have an external number associated with your extension number.

When the end user chooses that function, incoming calls will be routed out to that alternative phone number. Traditionally people have used this in conjunction with thier cell phone, but any external number can be used**. This can be an effective way to have employees work from remote**. All the PBX features (Extension dialing, Transfer, Conference, Hold, etc.) are still available to the end user even though they are on an external phone line. Also, if they don't answer the call will go to the business voicemail, not their cell phone mailbox or home answering machine

The end user can also return calls using the client and send out their work Caller ID. The client provides an in office experience for end users.

This requires the Mitel MiCollab server application, no end user licenses needed. The server can be stand alone or implemented in a Virtual environment. The MiCollab basic client can be loaded onto the end user's PC as a traditional "thick Client" or access as a URL using a web browser. The server must be accessible from the outside so that routing is the responsibility of the customer.

We recommend purchasing one of our discounted prepaid blocks of hours for the professional service required for this implementation.