



Webinar Guide

Thank you for joining our Webinar, if you are having a problem logging in, please refer to the guide for more information.

If you are unable to find the answer, please email the GRB team at srpassey@grbbank.com.

- Join a Conference.....2
- Popups3
- Screen Symbols and Descriptions4
 - Left Side Navigation 4**
 - Top Navigation 5**
- Troubleshooting6
 - Cannot Connect to MiCollab Audio, Web and Video Conferencing Server 6**
 - MiCollab Audio, Web and Video Conferencing Client Did Not Start 6**
 - MiCollab Audio, Web and Video Conferencing does not launch directly in Chrome 6**
- Computer Requirements7





Join a Conference

There are several methods to join an audio/web or web-only conference, the most common ones are:

- Using the [Launcher](#) to join a conference, join a previous conference or even start an instant conference.
- Clicking the link from an email or calendar invitation and proceeding through the [Join Page](#).
- Entering the conference number access code from the public portal [Welcome Page](#).

NOTE: Google Chrome versions 45 and later do not support Java plugins, or any NPAPI plugin. Therefore, the MiCollab Audio, Web and Video Conferencing join flow changes using the Java Applet are not supported with Chrome Version 45 and later.

NOTE: The first time you join a Web conference you are directed to a page where you can install the [MiCollab Audio, Web and Video Conferencing Client](#) (if you are on a system that supports the installed client) or to launch the MiCollab Audio, Web and Video Conferencing Web Client.

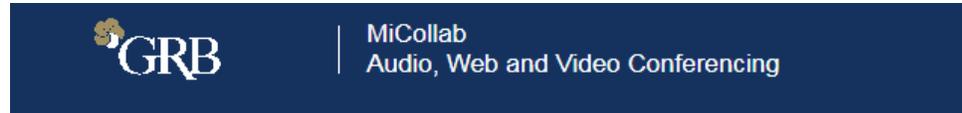
The MiCollab Audio, Web and Video Conferencing Web Client will enable you to join the conference as a participant if there are issues with installing the client (for example, you are not able to run the appropriate ActiveX or Sun Java component OR you are running on a non-Windows based browser).

- Invitation
- Home Tab
- My Conferences Tab



Popups

NOTE: Web client users must allow popups when joining a conference by turning off their popup blocker or allowing the popup when prompted.



Conference(Audio and Web): SmartPay Express

You have joined the conference as Sean (583007).

If you do not see a MiCollab window, pop-ups may be disabled. Please allow pop-ups for this site and click "Join Again".

Click here to Join Again.

Join Again

Audio Instructions

Use the Dial-In Number to call the system. Enter the information provided below when prompted.

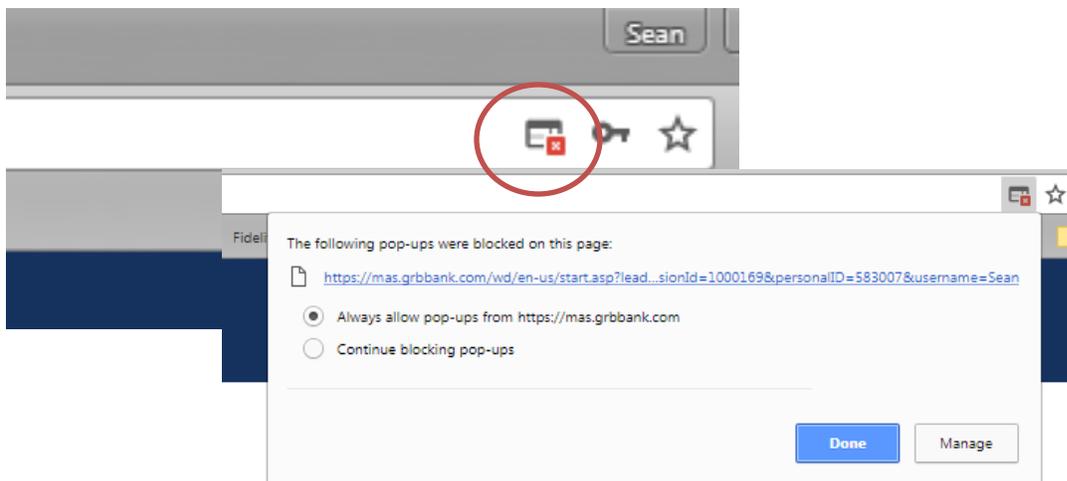
Country Code: 1
Dial-In Number: 1-844-231-3884, 585-267-8820 or 7050
Access Code: 0775194
Personal ID: 583007

To have the system call you:

Call

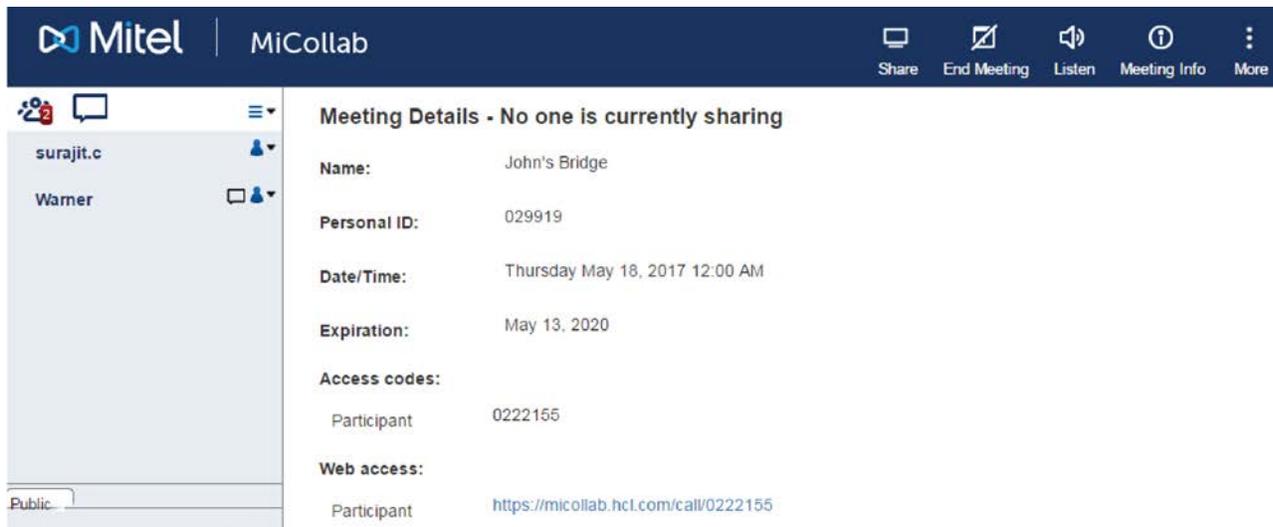
Change Display Language

English (United States) ▼



Screen Symbols and Descriptions

Once your browser has connected to the conference, the Web Client screen is displayed with a list of participants and functions.



Left Side Navigation

- **Conference Participants:**  Also shows the number of conference participants.
- **Chat:**  Also shows the number of chat conversations containing unread messages (Chat not supported on Android Tablets).
- **Options** 
- **Show Participants**
- **Meeting Details:** Provides an overview of the Webinar session

Top Navigation

- **Share** : Shares application or desktop.
- **End Meeting** : Ends the meeting for all participants.

NOTE: End Meeting option is available for Leader only.
- **Listen** : Play/Stop audio in Listen-only mode (1-way audio), mute and unmute audio.

NOTE: The volume is controlled by your computer volume setting (there is no volume setting on the MiCollab Audio, Web and Video Conferencing web client).
- **Meeting Info:** Click  to display Meeting Details.
- **More** : Displays additional options available for the participants.
 - **Viewer** : Pull-down options to adjust screen for best viewing (25% to 150%), default **Best Fit**.
 - **Logs** : Provides the instructions to collect and share the web sharing logs for the current meeting, with your system administrator.
 - **Join as Leader** : Allows a participant to join the meeting as a Leader.
- **Warning** (optional): Click  to display warning message.



Troubleshooting

This information provides some basic troubleshooting tips to help resolve common issues you could experience with the MiCollab Audio, Web and Video Conferencing product. If the problem persists or is not listed, contact the MiCollab Audio, Web and Video Conferencing administrator or your local network administrator.

Cannot Connect to MiCollab Audio, Web and Video Conferencing Server

Some third-party security, anti-virus, or firewall suites can cause connection problems to the MiCollab Audio, Web and Video Conferencing server that could prevent the installation of the MiCollab Audio, Web and Video Conferencing Client on your computer. It is not possible for Mitel to maintain specific instructions to configure all these third-party applications to work with the MiCollab Audio, Web and Video Conferencing products because of their variety and diversity. If you cannot connect to the MiCollab Audio, Web and Video Conferencing server, contact your local network administrator or IT personnel for assistance.

Mitel does not recommend that you turn off your security, anti-virus, or firewall programs. However, it may be necessary to temporarily turn off your anti-virus software to allow the download and installation of the MiCollab Audio, Web and Video Conferencing Client.

MiCollab Audio, Web and Video Conferencing Client Did Not Start

The MiCollab Audio, Web and Video Conferencing Client you have installed is an older version than the MiCollab Audio, Web and Video Conferencing server has, or it is not installed. To start the MiCollab Audio, Web and Video Conferencing Client automatically, MiCollab Audio, Web and Video Conferencing needs to run our Active X control (Java Applet for Firefox). Active X (or Java) may not run because of security settings or third-party security programs.

MiCollab Audio, Web and Video Conferencing does not launch directly in Chrome

MiCollab Audio, Web and Video Conferencing client launched through Chrome will launch directly if Java is enabled. However, if Chrome determines that Java is out of date, the MiCollab Audio, Web and Video Conferencing client will not launch directly and the launcher will have to be downloaded. This is not an issue if Chrome determines that Java is the correct version.

It may be necessary to configure your Web browser to properly work with MiCollab Audio, Web and Video Conferencing. Common issues include:

- Add MiCollab Audio, Web and Video Conferencing to Trusted Sites
- Configure Internet privacy

For instructions on how to configure Web browser settings, contact your local network administrator or refer to the application documentation.





Computer Requirements

To use MiCollab Audio, Web and Video Conferencing and the MiCollab Audio, Web and Video Conferencing Client application, your computer must meet these requirements:

Component	Requirement
Collaboration Client (Windows Desktop)	
Hardware	Dual Core, 1.6 GHz processor or higher RAM: 2 GB minimum (4 GB or more recommended). Performance may decline if running other applications in conjunction with MiCollab Audio, Web and Video Conferencing. Performance may decline if broadcasting HD video.
Operating System	<ul style="list-style-type: none"> • Windows 7.1 • Windows 8.0, 8.1 (Desktop mode) • Windows 10
Web Client	
Web Browser	<ul style="list-style-type: none"> • Microsoft Edge 20 • Internet Explorer® (IE) 10 and 11 • Mozilla® Firefox® 40 or higher • Google Chrome™ 45 or higher • Apple Safari 9.0 or higher • Apple iPad™ (third generation) iOS 8.X (as Web Clients only) • Android™ 5.0, 6.0 (as Web Clients only)
E-mail Client	<ul style="list-style-type: none"> • Microsoft Outlook® 2007, 2010, 2013 and 2016 • Google Gmail™

