# Collaboration 5.0 (MiTeam)

## Introduction to Collaboration

The 'MiTeam' tab in your desktop application provides features for enhanced Collaboration using Chats, Streams, and Meets.

From the 'MiTeam' view, you can create Collaboration sessions with your team members, including participants from outside your organisation. These sessions, called Streams, provide advanced functionality for team interaction.

I offer two collaboration options to meet your customers' needs, regardless of their business size or the way they work.

| FEATURE / FUNCTIONALITY | COLLABORATION | COLLABORATION + |
|---|---|---|
| Group chat | Max 7 | Unlimited |
| Invite guests to group chat | No | Yes |
| Chat history | 1 month | Unlimited |
| File sharing | ✔ | ✔ |
| File storage | 5Gb | Unlimited |
| Upload file size limit (per file) | 5Mb | 300Mb |
| Meet participants | Web: Max 2* | Web: Max 50* |
| Meet time limit | 10 minutes for web Meets, unlimited for voice only Meets | 24 hours |
| Meet video capability | ✔ | ✔ |
| Streams | Cannot create, but can participate in others' streams | Unlimited |

*Number of participants in a voice only/web+voice meet is limited by number of concurrent voice channels in the conferencing settings.

## Terminology

Key concepts in MiTeam are listed below:

| TERM | DEFINITION |
|---|---|
| **Chat** | A Chat is a one-to-one Collaboration session between two contacts. Contacts can be internal or external. Chats with external contacts are marked with EXT sign.<br>Chats are shown and handled in the 'MiTeam' tab. |
| **Stream** | A Stream is a long-term Collaboration session between multiple contacts. Contacts can be internal or external. Streams with external contacts are marked with EXT sign. Streams are shown and handled in the 'MiTeam' tab. |
| **Meet** | A Meet is a MiTeam conference with one or more contacts (internal or external). Meets are started/ scheduled from the desktop application. |
| **Web Meet** | A web Meet is a meeting joined and carried out in your web browser |
| **Timeline** | Timeline is a chronological representation of your Collaboration activities in the desktop application. This includes Chats, as well as Streams and Meets that you have created yourself, accepted to be a participant in, or that you are invited to join. A maximum of 200 Streams are shown in the Timeline. The remaining can be accessed by using search.<br>The Timeline view is shown in the left pane of the desktop application's 'MiTeam' tab.<br>From Timeline you can also view presence information of other contacts:<br>Contact is available<br>Contact is busy<br>Contact no longer exists in system or you do not have permissions to view user presence.<br>The number of unread messages is shown on the respective Chat or Stream avatar.<br>Chats, Meets, and Streams can be visually differentiated based on their default avatars. Profile picture can be changed from 'My profile' in your desktop application and Stream avatar can be changed by going to Stream settings. |

## Behaviour of items in MiTeam Timeline

- Regardless of the filter selected in MiTeam, unread Chats/Streams are always shown in the Timeline.
- Ongoing Meets are always shown regardless of the filter used in MiTeam.
- When switching back to the 'MiTeam' tab, the last selected Stream/Chat is loaded regardless of the filter selected in MiTeam.
- With the 'MiTeam' tab selected, the Timeline will not scroll up if a new Chat is received.
- When the 'MiTeam' tab is not active and a new Chat is received, clicking the 'MiTeam' tab navigates you to top of the Timeline to show the new Chat. Note that the previously selected Chat/Stream is loaded and not the session for the new Chat.
- When the 'MiTeam' tab is not active and no new Chat is received, clicking the 'MiTeam' tab does not navigate you to the top of the Timeline. The previously selected Chat/Stream is the one that is loaded.

## Start a Chat

Individual Chats are always started from the desktop application's 'Contacts' tab.

With Collaboration enabled, you will obtain a set of features for advanced Collaboration. It will provide maintained Chat history in all devices as well as other tools to improve team work.

If the other user has Collaboration capabilities, a new Collaboration Chat will start. If the other user does not have Collaboration capabilities; a basic Chat will start.

When a Chat session with the other user already exists, it will be continued in the same window; otherwise a new Chat session is created.

## To start a Chat with a contact

1. From the ‘Contacts’ tab of your desktop application, hover the mouse over the desired contact (i.e. a Favourite or a searched contact)
2. Click the start Chat ( ) button

The action takes you to the ‘MiTeam’ tab where if the Chat is newly created, it is added to your Timeline. If a Chat session with the contact already exists, it is opened

In the Timeline, you can mark your preferred Chat as Favourite by clicking the star icon (☆). You can then sort your Chats in the Timeline view by using the filter (i.e. all, Unread, Favourites, Chats, Streams).

## Start a Stream

**To start a new Stream**

1. Click create a Stream (+) button on the Timeline toolbar
2. Enter a Stream title and participants
3. Click ‘Create’

The newly created Stream is added to your Timeline.

A Stream with external contacts has a EXT sign visible in it.

Participants invited by phones number are always treated as external users (guests), even if the phone number belongs to an internal user.

In the Timeline, you can mark your preferred Stream as Favourite by clicking on the star icon (☆). You can then sort your Streams in the Timeline view by using the filter (i.e. all, Unread, Favourites, Chats, Streams)

# Group invites

Streams allow for group (or bulk) invitation using a single email address. System users that are in any way associated with the same email address (e.g. a distribution group email address), can be invited by entering only that email address in a Stream or meeting. Everyone then gets an invitation in the apps and is also treated as an internal participant.

## Start a Meet

Meets can be scheduled or ad hoc.

## Scheduled Meets

**To schedule a new Meet**

1. Click the view all Meets button ( ) on the Timeline toolbar
2. Click ‘New Meet’
3. Enter Meet details (listed in table below)
4. Click ‘Schedule’

**To schedule a Meet from an existing Chat or Stream**

1. Click the more options button ( ••• ) on the desired Chat or Stream in Timeline
2. Choose ‘Schedule a Meet’ from the pop-up
3. Fill in the Meet details
4. Click ‘Schedule’

### Meet details

| MEET DETAILS | |
|---|---|
| **Title** | **Title** of the Meet |
| **Starts** | Start time of Meet |
| **Ends** | End time of Meet |
| **Duration** | **Duration** of Meet |
| **Repeat** | frequency of Meet |
| **Time zone** | Time zone of the Meet |
| **Link with** | Linked-to information[1] |
| **Participants** | **Participants** in the Meet[2] |
| **Notes** | Invitation notes |
| **Set reminder** | SMS and calendar reminder |

1. Chat or Stream the Meet is linked to.
2. At least one participant is needed to schedule a Meet.

## Ad hoc Meets

**To start a new ad hoc Meet**

1. Click the Meet now button ( ) on the Timeline toolbar
2. Enter the Meet title and participants. At least one participant is needed to start a Meet
3. Click 'Meet now'

**To start an ad hoc Meet from an existing Chat**

1. Click the more options button ( ••• ) on the desired Chat in Timeline
2. Choose 'Meet now' from the pop-up
3. Click 'Meet now'

**To start an ad hoc Meet from an existing Stream**

1. Click the Meet now icon ( ) on the desired Stream in Timeline
2. Review the participants.
3. Click 'Meet now'

After starting an ad hoc Meet, you are redirected to the web Meet in your web browser where you can join audio. You join audio using call device set in your desktop application. See Join a Meet (see page 12) for more information.

The Meet now ( for Stream or for Chat) button inside a Chat or Stream can also be used to start an ad hoc Meet.

## View all Meets

To view on-going and scheduled Meets

• Click the view all Meets button ( ) in the Timeline pane

For recurrent Meets, only the next upcoming Meet is shown.

For external (guest) users, Meets are shown in the guest's Timeline only if the Meet is created from inside a Stream (using 'Meet now'/'Schedule a Meet') or by creating a new Meet and linking it to the Stream of which the guest is a member.

**To view Meet details**

• Click on the desired Meet in the Timeline pane or use the more options icon ( ••• ) within the desired Meet and choose 'Detailed Information' from the pop-up.

The 'Meet Details' window shows detailed Meet information such as dial-in numbers, participants and more.

## Join a Meet

As a Meet participant, you can join a Meet to which you are invited to from your desktop application or from your email invitation. All Meets have a web and audio portion.

**For External Participants**

External participants (guests) can join the meeting by following their email instructions. Meet dial-in information/direct dial and a web link to Meet is provided in the email invitation. A message is displayed if the web portion of the Meet is not available due to licence restrictions.

A Meet that is about to start within 10 minutes will appear at the top of the Timeline view.

With a UC licence, it is not possible to invite participants from outside your organisation. Inviting external participants are only possible with full Collaboration + licence.

**To join a web Meet from your desktop application**

• Click the join web Meet button ( ) in your desktop application.

The action redirects you to the web Meet in your web browser where you have the possibility to join audio using call back or dial in.

**To join a web Meet from your email invitation**

• Click the 'Join Meet' button in your email invitation.

The action redirects you to a confirmation screen in your web browser where you have the possibility to confirm your identity (using email) before joining the Meet.

If you are joining a Meet using a forwarded Meet invitation, you will only have dial in option (and no call back) to join audio.

**Direct dial**

When using an email invitation there is also an option to join the Meet using dial-in options (phone number and PIN code) or by clicking 'Direct Dial' against your country. Clicking 'Direct Dial' logs, you in to meeting automatically without requiring dialling in and entering a PIN code.

For MAC users: In order to use direct dial for Meet invites, make sure that the default app in your FaceTime is set to <your-desktop-application-name>.app. To do this, go to your FaceTime preferences, and change the 'Default for calls' setting to your desktop application.

When using desktop application call control for desk phones, the user will still need to enter the 'Meet ID'.

**To join audio conference only directly from your desktop application**

• Click the 'Join audio' button or dial into the meeting using number and PIN code.

**Meet plugin**

When you join a web Meet for the first time, you may be prompted to install a plugin for your web browser. Depending on your browser, the plugin may be downloaded automatically or you could be directed to an online store to download the plugin.

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## Tabs

Tabs provide Collaboration functionality from inside a Chat or Stream.

The following tabs are available in Chat or Stream:

- Chat: Where all messages, file uploads and more can be found.
- Files: Where pictures, illustrations and other file uploads are stored and managed.
- To-Do: Where To-Do tasks are created and managed.

## Chat tab

The 'Chat' tab is the primary tab for Chat and Collaboration activities. You can Chat with colleagues and perform additional activities from here.

**To send a Chat message**

- Enter a message in the 'Send message' field and press 'Enter'

**To send an emoticon in Chat**

1. Click the emoticon button (☺) and choose an emoticon
2. Press 'Enter'

**To add files in Chat or Stream**

1. Click the add file (+) button
2. Choose a desired way to share file:
   - Computer: Choose file from your local hard disk
   - Chats/Streams: Choose file from another Chat or Stream
   - To-Do: Create a To-Do item
   - Note: Open a text editor where a note can be created within the Chat
   - Whiteboard: Create a virtual whiteboard within the Chat

**To reply to a specific Chat message**

1. Click the Chat reply button ( ) on the desired message in Chat
2. Write a reply
3. Press 'Enter'

**To copy a Chat message to another Chat or Stream**

1. Click the more options button (•••) on the desired Chat message
2. Click 'Copy to'
3. Choose the target Chat or Stream
4. Click 'Copy'

**To edit a Chat message after sending it**

A sent Chat message can be edited within 30 minutes of sending it

1. Click the more options button (•••) on the desired Chat message
2. Choose 'Edit' from the pop-up
3. Edit the message as desired
4. Click 'Save'

**To delete a Chat message after sending it**

A sent Chat message can be deleted within 30 minutes of sending it

1. Click the more options button ( ••• ) on the desired Chat message
2. Choose ‘Delete’ from the pop-up
3. Click ‘OK’ to confirm deletion

**To move a file within a Chat or Stream**

1. Click the more options button ( ••• ) on the desired file
2. Click ‘Move to’
3. Choose if you want to move the file to the main Chat or Stream (under ‘All Files’ in the ‘Files’ tab) or a specific folder in the Chat or Stream. You can also choose to create a new folder at this step.
4. Add a comment (optional)
5. Click ‘Move’

**To copy a file to another a Chat or Stream**

1. Click the more options button ( ••• ) on the desired file
2. Click ‘Copy to’
3. Choose the desired Chat or Stream to copy the file to
4. Choose if to copy the file to the main Chat or Stream (under ‘All Files’ in ‘Files’ tab) or a specific folder in the Chat or Stream. You can also choose to create a new folder at this step
5. Add a comment (optional)
6. Click ‘Copy’

**To create a To-Do item of a Chat message**

1. Click the more options button ( ••• ) on the desired Chat message.
2. Click ‘Create To-Do’

**To share a file from Chat**

1. Click the more options button ( ••• ) on the desired file.
2. Click ‘Share’
3. Click ‘Copy to clipboard’
4. Use the weblink to share the file

**To add a comment to a file in Chat**

1. Click the target button ( ⌖ ) on the desired file (e.g. picture) in Chat
2. Add a comment
3. Press ‘Send’

Comments are added using a number notation on the file. Once added, you can drag the number to change the comment position on the file. You can also edit and delete comments.

Additional actions possible by clicking on the file include:

- Annotate file
- Record a video clip (done in web browser)
- Add signature
- Use options to fetch file info, download, copy-to Chat/Stream, share, create To-Do, rotate, rename, and delete the file.

**To download a file in Chat**

1. Click the more options button ( ••• ) on the desired file
2. Click ‘Download’

## Files tab

The 'Files' tab shows all files shared in a Chat or Stream. From here you can also add and manage files to share with other contacts.

**To add a file to a Chat or Stream**

1. In the 'Files' tab, click the 'Add' button (ADD)
2. Choose the desired way to add new file:
• Computer: Choose file from your local hard disk
• Chats/Streams: Choose file from another Chat or Stream
• Folder: Create a new folder
• Note: Open a text editor where a note can be created within the Chat
• Whiteboard: Create a virtual whiteboard within the Chat

**To add a new folder to Chat or Stream**

1. In the 'Files' tab, click the 'Add' button (ADD)
2. Click 'Folder'
3. Enter new folder name
4. Click 'Create'

You can then add and move files into the folder.

**To manage shared files**

1. Click the more options button ( ••• ) on the desired file
2. From the pop-up menu, choose the desired manage action as listed in table below:

| ACTION | RESULT |
|---|---|
| **File Info** | View file info, i.e. uploaded by, type of file, and date of creation |
| **Download** | Download file to your computer |
| **Copy To...** | Copy file to another Chat or Stream |
| **Move To...** | Move file in Chat or Stream |
| **Create To-Do** | Create a To-Do |
| **Share** | Share a URL link to the file, which can be downloaded as a zip file |

**Sharing files that aren't in folders from under 'All Files'**

When sharing multiple files individually from 'All Files' (i.e. selecting multiple files for sharing without putting them in a folder), the action merges the files into a single PDF file. It is therefore not recommended to use multiple selections to share audio/video file types since they will be merged into a PDF file and become unplayable. To share audio and video files, it is recommended that you share them as a single file or add them to a folder. For files such as PDF, JPEG, PNG, etc, you may share them as multiple selections.

**The following file types are packaged into a PDF file:**

.jpg, .png, .bmp, .gif, .doc, .docx, .ppt, .pptx, .xls, .xlsx, .pages, .txt, .pdf, .csv.

**Rename -** Rename file name

**Delete -** Delete the file

**To sort files**

1. Click the sort button (⇅)
2. Choose the desired way to view files:
   - By name
   - By date
   - By type
   - By author

To change between list and tiles view

- Click the list button (☰) or tiles button (⊞)

**To-Do tab**

The 'To-Do' tab shows all To-Do items created in the Chat or Stream. From here you can also create and manage To-Do items. The tab also shows open and completed To-Do including their counts.

**To create a new To-Do task in a Chat or Stream**

1. In the 'Add a To-Do' item field, enter the name of new To-Do item
2. Press 'Enter'

**To manage a To-Do task in Chat or Stream**

1. Click on the desired To-Do item
2. Choose the desired manage action from the pop-up.

| ACTION | RESULT |
|---|---|
| Change title | Change the To-Do item's title |
| Add description | Add a description for To-Do item |
| Mark Important | Mark item as important. Shows as flagged |
| Set due date | Set a due date for To-Do item |
| Assign to | Assign to Chat contact |
| Remind me | Set a reminder |
| Copy To | Copy the To-Do item to another Chat or Stream |
| Delete | Delete the To-Do item |
| Add Attachment | Add an attachment to the To-Do item |
| Add a comment | Add a comment on To-Do item |

**To search To-Do list**

- Enter the name of desired To-Do in 'Search To-Do' field to filter the list

**To sort To-Do list**

1. Click the Sort button (⇅).
2. Choose the desired sort way:
   - By importance
   - By due date
   - Alphabetically
   - By assignee

## Web Meets

Web Meets are Meets joined in a web browser.

## Audio

**To join audio in web Meet**

1. Join the Meet from your desktop application or email invitation.
2. Click Join audio in the web Meet

The action prompts your desktop application to join Meet audio using the call device set in your desktop application (via Call Using)

If you have joined the meeting using an email invitation, joining audio will instead ring all audio devices and you can join audio on device of your choice.

External users (guests) can only see the Meet info button after joining a web Meet which they can use to gather dial-in information. The 'Join audio' button is displayed only for internal users.

**To end audio in Meet**

• Click 'End audio'

The action only ends the audio call while keeping the web Meet open.

**To fetch dial-in and Meet ID information for Meet**

• Click 'Meet info'

## Invite

**To invite a contact from web Meet**

1. In an ongoing web Meet, click the 'Invite' button
2. Search for and add the desired contact
3. Click 'Update'

An invitation is sent to the contact (internal or guest) to join web Meet.

## Screen share

To share your screen with other participants

1. Click 'Share Screen'
2. From the pop-up, choose if you want to share entire desktop or a specific window/application.

Upon successful screen sharing, a message "You are sharing your screen now" is displayed.

**Screen sharing actions**

While sharing your screen, you have the following actions available from the floating menu:

| ACTION | RESULT |
|---|---|
| Share | Select a monitor or window to share |
| Control | Give mouse keyboard control to another participant |
| Laser | Activate a laser pointer to follow your mouse |
| Annotate | Bring up annotation menu to start annotating your screen |
| Stop Share | End sharing your screen |

## Share file

**To share a file in a web Meet**

1. Click 'Share File'
2. Choose the desired way to share file, that is:
   - Computer
   - Chats/Stream
   - Whiteboard

You can share either your screen or a file at a time.

## Chat

**To Chat in a web Meet**

- Type your message in the 'Send message' field and press 'Enter'

## Start video

**To start video using your web camera**

- Click 'Start Video'

In 'Video Options', you can choose the camera input device.

## Meet roles

As a host, you can change a web Meet participant's role.
See Meet roles and privileges for more information on what actions host, presenter and participants can perform in web Meets.

**To change a participant's role in web Meet**

- Click on the participant's name and choose 'Change to Presenter' or 'Change to Host'

Following roles are possible in web Meet:

- **Host:** Owner of the Meet
- **Presenter:** Current presenter in the Meet
- **Participant:** An attendee of the Meet

| | Host | Presenter | Participant |
|---|---|---|---|
| View content in Meet | x | x | x |
| Turn on camera | x | x | x |
| Chat in Meet | x | x | x |
| Invite contact | x | x | x |
| Leave Meet | | x | x |
| Share files in Meet | x | x | x |
| Share screen | x | x | x |
| Annotate | x | x | x |
| Make someone else a presenter | x | | |
| Make someone else a host | x | | |
| Switch presenter | x | | |
| End Meet | x | | |

- Only internal contacts can invite.
- Only one person can a share file or their screen at a time. Upon sharing, you automatically become presenter. Click 'End Share' to stop sharing and let another participant become presenter.
- An original host of Meet has the possibility to reclaim the host and presenter role even after making another participant a host or presenter.

## Leave Meet

**To leave a web Meet**

1. Click ‘Leave’
2. Confirm the action

Closing your web browser will make you leave the Meet.

## End Meet

**To end a web Meet**

1. Click ‘End’
2. Confirm the action

Closing your web browser ends the Meet as well as the audio call.

If you join a web meeting as a guest, the session expires after 8 hours. To re-join the web meeting, return to the meeting invitation and click the link again.
As a Meet host you can end the Meet. As a Meet participant you only can leave the Meet.

## Settings

Chat and Stream settings are described in this section.

### Chat settings

Chat settings are accessible from within a Chat.

**To modify notification settings**

1. Click the settings button (⚙) from inside a Chat.
2. Click ‘Settings’ from the drop-down
3. Choose the desired notification setting:
   - **All activities:** Receive notifications for all events
   - **Nothing:** Do not receive notifications

**To change your MiTeam profile image**

1. Go to ‘Tools > My profile’ in your desktop application menu.
2. Click ‘Change photo’ to upload a new picture.
3. Click ‘Save photo’

A default profile avatar is displayed if no profile image exists.

**To delete a Chat**

1. Click the settings button (⚙) from inside a Chat
2. Click ‘Delete’ from the drop-down
3. Confirm the action

You can only delete the Chats started by you. For Chats started by other contacts you can choose ‘Leave’.

**To leave a Chat**

1. Click the settings button (⚙) from inside a Chat.
2. Click ‘Leave’ from the drop-down
3. Confirm the action

## Stream settings

Stream settings are accessible from within a Stream.

**To view all participants in a Stream**

• Click the member's icon showing number of participants from inside a Stream

**To add a new participant to Stream**

1. Click the add contact button (+) from inside a Stream
2. Add a participant
3. Click 'Update'

**To remove a participant from Stream**

1. Click the add contact button (+) from inside a Stream.
2. Remove the desired participant.
3. Click 'Update'

**To change a participant's role in Stream**

Participants in a Stream can be either owner, editor, or a viewer. Only the owner can change roles of other participants.

1. Click the member's icon showing number of participants (for example 3) from inside a Stream
2. Click the more options button ( ••• ) on the desired contact
3. Choose the role from pop-up:

• **Make Viewer**: Can only view Stream activities
• **Make Editor:** Can view and contribute in Stream activities

**To modify Stream settings**

1. Click the settings button ( ) from inside a Stream
2. Click Settings from the drop-down.
3. Change the desired settings (availability depends on if you are participant or owner of Stream):
   - Stream image: Change Stream image
   - Name: Change Stream title
   - Add description: Change Stream description
   - Category: Change Stream category
   - Send notification as: Change notification for Stream events
   - Member approval: Change member approval setting. When set to ON, this requires all new Stream members to be approved by owner before joining.

**To download Stream files**

1. Click the settings button ( ) from inside a Stream
2. Click 'Download' from the drop-down.
3. Wait for download to complete

**To duplicate a Stream**

This function creates a new (duplicate of original) Stream with the specified title. Only files and To-Do items from the source Stream is copied to the new Stream.

1. Click the settings button ( ) from inside a Stream
2. Click 'Duplicate' from the drop-down
3. Enter the new Stream's title
4. Click 'Duplicate'

**To delete a Stream**

1. Click the settings button (⚙) from inside a Stream
2. Click ‘Delete’ from the drop-down
3. Confirm the action

You can only delete the Streams scheduled by you. For Streams scheduled by other contacts, you can instead choose ‘Leave’.

When removing a Stream, all Meets scheduled by the owner are also cancelled.

**To leave a Stream**

1. Click the settings button (⚙) from inside a Stream
2. Click ‘Leave’ from the drop-down
3. Confirm the action

When leaving a Stream, all Meets scheduled by the participant in the Stream are also cancelled.

## Downlink and uplink bandwidth requirements

| Feature(s) | Minimum downlink/uplink bandwidth |
|---|---|
| **Internet Audio** | 24kbps / 24 kbps |
| **Screen Sharing** | 70kbps / 70kbps (based on 1024x1024 screen resolution) |
| **Group Video (3 people)** | 240kbps / 80kbps |
| **Group Video (5 people)** | 400kbps / 80kbps |

MiTeam is not supported on Windows XP, Vista and Windows Mobile Voice Meet functionality requires additional conferencing licences.