

Product Bulletin

ShoreTel Mobility

ShoreTel Mobility 9 Client Drops IOS 6.X Support

Bulletin Number: PB- 15017

Updated: April 22, 2015

Introduction

This bulletin is to inform ShoreTel field sales and partners that the ShoreTel Mobility client would no longer support iOS 6.X.

Issue

With the release of ShoreTel Mobility 9 Client, ShoreTel maintains support for iOS 7.1.X and above. With this update, we would no longer support iPod Touch 4th generation, as its OS is only upgradable to iOS 6.1.

Resolution

To ensure continued support, upgrade iOS device to iOS 7.1 or above, and upgrade to the latest Mobility Client from the [iTunes App Store](#).

Note to Administrators

To ensure users can successfully re-provision existing devices with the new iOS, verify that “Prevent users from changing devices by re-provisioning” is unchecked on the ShoreTel Mobility Router (SMR) during the upgrade period. This setting is available via Configuration > Groups and Users > Groups > User Options > Provisioning.

Target Customers

All existing ShoreTel Mobility customers and partners running iOS 6.X on their devices are affected by this announcement.

Contact Information

Create a new Service Request (SR) at <http://support.shoretel.com> or contact the technical assistance center at:

- **Chat:** <http://support.shoretel.com>
- **Phone** (For new or existing SRs):
 - North America:** + 1800 742 2348
 - EMEA:** UK Toll Free +44 808 13 49920 or +00 800 4083 3133
 - APAC / ANZ:** Australia Toll Free +61 800 258 533