

Product Bulletin

ShoreTel Mobility

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INTRODUCING SHORETEL MOBILITY FOR THE APPLE WATCH

It Is Here! ShoreTel Mobility for the Apple Watch

By extending ShoreTel Mobility to the wrist, accessing your enterprise UC system is literally as simple as checking the time. This is emblematic of our commitment to providing an unrivaled experience to our users.



SUMMARY

This bulletin is to inform ShoreTel field sales and partners that the ShoreTel Mobility client now supports the newly released Apple Watch. Along with this support, the ShoreTel Mobility client support iOS 8.3 the latest version iOS.

KEY MESSAGES

- Wearable technology is a fascinating frontier for the mobile professional. ShoreTel is leading the way by extending the core UC capabilities of ShoreTel Mobility to the Apple Watch.
- The ShoreTel Mobility Watch Application is created to boost workforce productivity and keep the mobile professional connected

CORE CAPABILITIES

Calling

- Trigger an enterprise call from easily viewable call history or favorites list.
- Answer or reject incoming enterprise calls, or easily redial a missed enterprise call.

- Be reminded of and join a meeting with just a single touch.

Messaging

- Be notified of and view incoming enterprise Instant Messages.
- Create or respond to Instant Messages by either selecting from a configurable list of canned responses, or by simply speaking into the Watch.

Presence

- Change enterprise presence and availability on the fly.
- Be reminded of current Call Handling Mode through the Glances screen.

VALUE PROPOSITION

Customer

- Employees are becoming more tech-savvy, demanding a choice in the solutions they use. ShoreTel Mobility on the Apple Watch is a BYOD enabler – allowing users to leverage their BYOD device as a communication endpoint.
- ShoreTel Mobility for the Apple Watch allows the mobile professional to view and respond to the most critical signals while filtering out the noise and keeping their phone in their pocket.

VAR/VAD

- ShoreTel Mobility gains a competitive advantage through release of an enterprise UC application on the Apple Watch.
- This application extension shows ShoreTel's passion for innovation and quick reaction to the ever evolving Mobile UC space.

FAQ

Product Overview

Q When will watch support be available?

A Coming April 24th, 2015, the ShoreTel Mobility client with Watch support will be available for beta testing through the AppStore.

Q How does the ShoreTel Mobility Client for Apple Watch work?

A Think of Watch applications as extensions of the associated iPhone app. The iPhone app provides actionable notifications, informational glances, and interactive remote views to the end user's Apple Watch, over the paired connection or shared Wi-Fi network.

Q How does the end user download the ShoreTel Apple Watch Application?

A After a user pairs the Watch with their iPhone, the extension to the Watch will automatically install. All that is required from the end user is that they download the latest Mobility Client (version 9.0.51.107).

Q Is the ShoreTel Mobility Client for Apple Watch available to all ShoreTel customers?

A Yes, all premises and Sky customers can update to the latest ShoreTel Mobility client, which includes the Apple Watch Integration.

Q How does the end user participate in the Monitored Release/Beta?

A To participate in the Monitored Release/Beta, the end user just needs to navigate to the store and download the latest Mobility Client (version 9.0.51.107). This beta program is self-selecting: unlike other beta programs, no beta participation agreement is required, and customers report issues through normal channels.

Q Why is the release a Monitored Release/Beta and not a full release?

A We have used Apple's Watch simulator to do our quality testing of this application, and while we are confident that the quality is superb, we need run time on the actual device before we can move to General Availability.

Q I do not have (or plan on getting) an Apple Watch. Should I even update the Mobility Client?

A The latest version of Mobility Client includes the Apple Watch integration, but also includes other fixes and or improvements for the end user not affiliated with the Apple Watch. Details of the update can be found on the [iTunes App Store](#).

Q Which versions of iOS are supported on the newest release?

A The latest Mobility Client is available only to iOS 7 and iOS 8 users, as iOS 6 support has been dropped. ShoreTel maintains support for iOS 7.1.X and above.

Licensing/ Ordering/ Provisioning

Q If I am an existing ShoreTel Mobility customer, is there additional licensing needed for the ShoreTel Mobility client on the Apple Watch?

A No! Watch support is part of the standard Mobility license.

Q In what countries is ShoreTel Mobility for the Apple Watch available and orderable?

A Support is available in all currently supported countries for ShoreTel Mobility.

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