

ShoreTel Mobile Call Manager – Quick Reference Guide

Introduction

ShoreWare Mobile Call Manager is a ShoreTel application that runs on mobile devices. Mobile Call Manager provides an interface similar to ShoreWare Call Manager, giving you access to common Call Manager features while you are on the go.

Supported Mobile Devices

ShoreWare Mobile Call Manager is supported on the following devices:

- Nokia N78
- Nokia N82
- HTC P6500 Sirus
- HTC Mogul
- HTC TyTn II
- BlackBerry 81xx Series
- BlackBerry 83xx Series
- BlackBerry 88xx Series
- BlackBerry 90xx Series
- Motorola RAZR V3xx
- Nokia E61i
- Nokia E65
- Nokia E71
- Nokia E90
- Nokia N95

Features and Data Entry – Cursor Movement Accessories

Mobile devices use various accessories to move the cursor and submit commands, including trackballs, trackwheels, and entry pads. Refer to the manufacturer's instructions for your specific device.

ShoreWare Mobile Call Manager features available on your device also depend on your device type. Refer to the *ShoreWare Mobile Call Manager User Guide* for information on your device.

Making Calls with ShoreWare Mobile Call Manager

Calls can be placed from your device through QuickDialer, VoiceMail or Call History options. The ShoreTel server places the call and then calls you back on the number you have defined as your Extension Assignment when the connection is established. The default assignment is **Primary Phone**.

Location-based Services

Location-based services (LBS) uses GPS to identify device locations. You can customize Call Handling Modes and External Extension destinations on the basis of the device location. Implementation can be enabled as GPS only, Bluetooth only, or both GPS and Bluetooth.

A waypoint is a data point that associates an action with a specified location. When your device receives a GPS signal in the location specified by the waypoint, while Mobile Call Manager is the foreground application, the action defined by the waypoint is performed. Call Handling Modes or External Extension destinations are associated with each waypoint. Separate waypoints are defined for GPS and Bluetooth. Multiple waypoints can be configured for each.

The Mobile Call Manager Panel displays a satellite icon in the top right corner of the Main Menu when LBS is enabled.

- **Polling Rate:** Specifies the condition and rate under which the device searches for a GPS signal.
- **Enable GPS:** Enables GPS services.
- **Enable Bluetooth Services:** Enables Bluetooth services.
- **Connect to Device:** Connects to Bluetooth device.

Accessing Voicemail

The Voicemail message list displays heard, unheard, and saved voicemail messages in your mailbox. Voicemail icons appear next to each message. These icons are defined below



Deleted messages are in your mailbox until they are periodically cleared by the ShoreTel server.

Select a voicemail message and perform any of the following actions:

- **Play Preview:** This action plays the first 10 seconds of the message. Previewing a message does not change the played status of the message.
- **Delete:** This action deletes the selected message from the voicemail message list.
- **Play Full Voice Mail:** This action plays the message on the mobile device if the current extension assignment is set to Mobile.
- **Call Sender:** This action initiates a call to the address from where the message was sent. This action is available only for messages associated with a valid Caller ID.

Using QuickDialer

QuickDialer provides ShoreTel directory information on all devices. Local PIM information is not supported on certain devices.

Phone Number Retrieval

Enter the name or number of the person you are trying to call and initiate the call. The device displays entries whose First Name, Last Name, extension number, or external contact number match the entered characters.

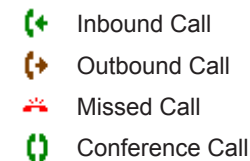
If the device does not display the contact for whom you are searching, select **Getmore** to retrieve another block of contact entries from the server.

Calling a Retrieved Number

To initiate a call, simply scroll to the desired name or number, select **Call**.

Checking Call History

The History Viewer displays information about your most recent 50 calls on the device (inbound and outbound), with the most recent call listed first. Call History icons appear next to each message. These icons are defined below.



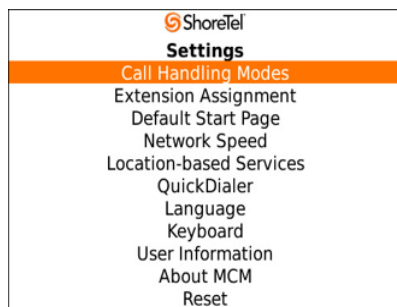
To dial a contact from the History Viewer, navigate to the desired contact and select **Call**.

This action is available only for messages associated with a valid Caller ID.

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Configuring Settings

The Settings screen is accessed by selecting **Settings** from the Main Menu screen.

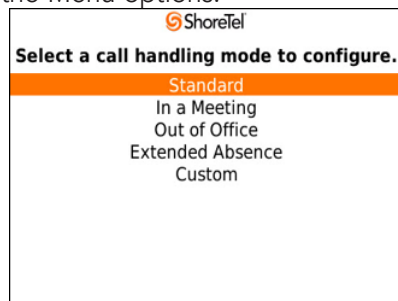


- **Call Handling Modes:** Sets Call Handling Mode parameters.
- **Extension Assignment:** Specifies the Extension Assignment external number.
- **Default Start Page:** Specifies the screen the device displays when you open Mobile Call Manager.
- **Network Speed:** Specifies the size of data blocks retrieved by the device when downloading data.
- **Location-based Services:** Specifies actions based on device location.
- **QuickDialer:** Provides access to directory information.
- **Reset:** Reverts application to factory settings.
- **Language:** Specifies the language in which MCM displays information.
- **Keyboard:** Specifies the keyboard layout.
- **User Information:** Displays the server address, server port, and user extension.
- **About:** Displays current version of MCM loaded on the device.

Setting the Call Handling Mode

To configure any of your five Call Handling Modes, select **Settings** from the Main Menu, select **Call Handling Modes** and select the desired mode.

Call Handling Modes can be changed from the Main Menu by clicking on QuickDialer, Voicemail, or Call History and selecting **Set Call Handling Mode** in the Menu options.



Setting Extension Assignment

This menu allows defining and setting Extension Assignment numbers for QuickDialer, Voicemail, and Call History. Calls are forwarded to the assigned extension.

To add an Extension Assignment:

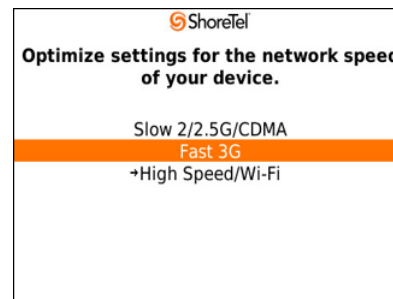
1. Navigate to **Settings** from the Main Menu, select **Extension Assignment**, select **Add Extension** from the Menu options.
2. Enter the external number. Click **Default Extension Assignment**.
3. Choose to accept a call by pressing "1" or by "answering the call."

Extension Assignments can be changed from the Main Menu by clicking on QuickDialer, Voicemail, or Call History and selecting **Set Extension Assignment** in the Menu options.

Setting the Network Speed

The Network Speed menu specifies the size of the data block the device retrieves from the server during each transmission triggered by update requests for QuickDialer, Voicemail, or Call History. The block size is determined by the network speed setting you select. Selecting a faster setting improves efficiency by downloading larger data blocks for each update.

- **Low (Slow 2/2.5G/CDMA):** Device receives blocks containing 10 entries from server
- **Medium (Fast 3G):** Device receives blocks containing 25 entries from server
- **High (High Speed/Wi-Fi):** Device receives blocks containing 50 entries from server



Carrier Support

ShoreWare Mobile Call Manager is supported across carriers that allow installation of third-party applications onto the mobile device.

There are no known restrictions for BlackBerry devices on any network.

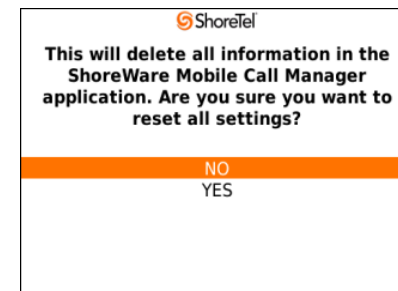
Carrier support and restriction issues for non-BlackBerry devices can be addressed by your service provider.

Resetting Mobile Call Manager

This option reverts the application to factory settings. You should not use this option under normal operating conditions.

From the Main Menu, select **Reset**. The following screen appears:

To use Mobile Call Manager after resetting, you must repeat the initial log in procedure as a first-time user as described in the Mobile Call Manager User Interface Guide. Extension Assignments and Waypoints defined by you are not deleted.



Integrating Address Book Contacts

When you log into Mobile Call Manager, some devices provide an option for integrating contacts stored in the device address book with those stored in your ShoreWare directory.

On non-BlackBerry devices, the opening screen displays: "The application Mobile Call Manager has attempted to read your user data. Would you like to allow this?"

Select **Yes** and QuickDialer displays a contact list generated from your ShoreWare directory and from the device's address book.