

# ShoreTel Mobile Call Manager – Quick Reference Guide

## Introduction

ShoreWare Mobile Call Manager is an 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 on the go.

## Supported Mobile Devices

ShoreWare Mobile Call Manager is supported on the following devices:

- BlackBerry 8700
- Blackberry 7290
- BlackBerry 8800 Series
- BlackBerry 8300 Series
- BlackBerry 8100 Series
- Blackberry 9000
- Motorola V3
- Motorola V3xx Series
- Nokia E65 Series

## Data Entry – Cursor Movement Accessories

Mobile devices use various accessories to move the cursor and submit commands, including trackballs, trackwheels, and entry pads. This guide uses the term *trackball* for referring to any such accessory on all devices.

## 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 Motorola RAZR V3xx series and Nokia E65 series devices can be addressed by your service provider.

## Accessing Voice Mail

The Voice Mail message list displays the contents of your mailbox. Use the *trackball* to select voicemail messages. You can perform any of the following actions on the selected message:

- **Play Preview:** This action plays the first few seconds. (Not supported on 7290 model.)  
Previewing a message does not change the played status of the message.
- **Delete:** This action moves the message to your *Deleted* folder. Messages are permanently removed by subsequently deleting them from the *Deleted* folder.
- **Play Full Voice Mail:** This action plays the message on the mobile device.
- **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.

## 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.

The opening screen displays: *The application Mobile Call Manager has attempted to read your user data. Would you like to allow this?"*

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

## Using QuickDialer

### Phone Number Retrieval

Enter the name or number of the person you are trying to call and press the *trackball*. 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, press the *trackball* and select **More** 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, press the *trackball* and select **Call** by pressing the *trackball* again.

## Checking Call History

This call history screen displays the ten most recent calls (inbound and outbound), with the most recent call listed first. Call History icons appear next to each message. These icons are defined below.

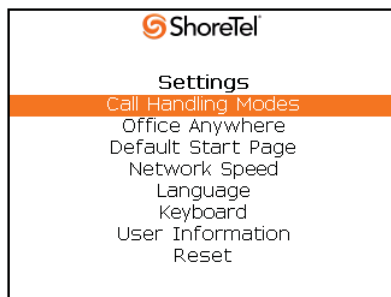
-  Inbound Call
-  Outbound Call
-  Missed Call
-  Conference Call

To dial the contact specified by a Call History entry, select the desired call and select the **Call** soft button.

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## Configuring Settings

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



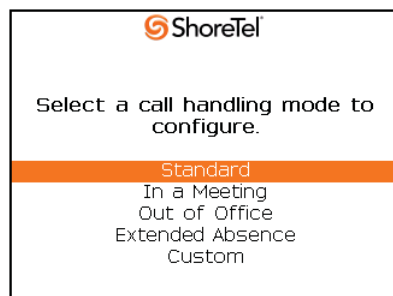
The settings screen accesses and configures the following Mobile Call Manager and device parameters:

- **Call Handling Modes:** sets Call Handling Mode parameters.
- **Office Anywhere:** specifies the Office Anywhere 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 for request updates (QuickDialer, Voice Mail, or Call History).
- **Reset:** removes Mobile Call Manager from the device.
- **Language:** specifies the language in which Mobile Call Manager displays information.
- **Keyboard:** specifies the keyboard layout.
- **User Information:** displays the server address, server port, and user extension.

## Setting the Call Handling Mode

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

Scroll to the desired Call Handling Mode and press the *trackball*.



## Configuring Office Anywhere

To change the Office Anywhere setting to External Assignment:

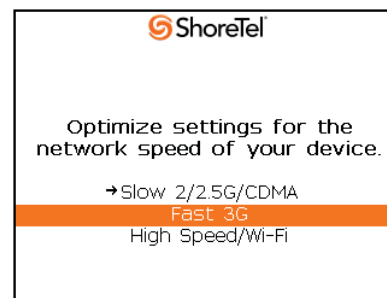
1. Navigate to the Main Menu, press the *trackball* and select **Set Office Anywhere**.
2. Scroll to **External Assignment** and press the *trackball*.
3. Enter the external number (i.e. the phone number associated with this mobile device and not your ShoreTel extension).  
Calls are forwarded to the phone number you enter here.
4. Press the scroll key and select **Next** to complete this operation.

## 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.

When you select a slower speed, the device downloads less information per update request to reduce wait times. Selecting a faster setting, improves efficiency when you are on a faster network 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 100 entries from server



## Resetting Mobile Call Manager

Resetting Mobile Call Manager removes all of your Mobile Call Manager configuration settings from the device

To perform this operation, select **Settings** from the Main Menu, then 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 User Interface Guide.

