



ShoreTel Connect for iPhone User Guide

January 22, 2016

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Before You Start

About This Book

This guide is for people who use the iPhone or iPod Touch with the ShoreTel mobility Solution. You should have a basic understanding of the native system features and functionality of your device so that you can use this guide effectively.

The procedures in this guide may vary slightly depending on your device.

Conventions

This guide uses the following advisory notices:



WARNING!

Pay special attention to this information.



Note

This information is extra, or supplementary.



Tip

This information may be helpful to you.

This guide uses the following text conventions:

Marking	Meaning
Bold text	Objects, such as buttons and menus, that you select on your mobile device or computer.
<code>Command text</code>	Text examples that you need to type.
<i>Italic text</i>	Document titles or words with special emphasis.
Menu > Command	A menu item that you select.

Related Documentation

The ShoreTel mobility solution suite includes the following other documents:

- *ShoreTel Connect Mobility Router Administration Guide*
- *ShoreTel Connect Release Notes*
- *ShoreTel Connect Mobility Router Platform Support Guide*

Online Knowledge Base

The ShoreTel online knowledge base provides more information about the current release or to resolve issues with the ShoreTel system. This password-protected, online database is available for authorized users through the ShoreTel support site at <http://support.shoretel.com>.

CHAPTER

1

Installing ShoreTel Connect for iPhone

Using ShoreTel Connect for iPhone, you can make and receive calls; view your call history; open Contacts; use Bluetooth and speed dialing; and also use enterprise telephony features, such as conferencing or forwarding or enterprise directory lookup of contacts.



Note

Handover from Wi-Fi to the cellular network and from the cellular network to Wi-Fi is not supported on the iPod touch.

Some versions of the iPod touch do not have a microphone, so you need a headset for voice communications on these devices.

If you pair a Bluetooth device, your device automatically uses the Bluetooth device. Unpair the Bluetooth device to use the iPhone earpieces for audio. When using Bluetooth in a call, select **Speaker-phone** on the iPhone to switch the call to the speaker-phone. Select **Speaker-phone** again to return to Bluetooth mode.

Use this chapter to install ShoreTel Connect for iPhone, as follows:

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Before You Begin

Before you install the ShoreTel Connect for iPhone, you may need the following items and information:

- Data connection— See [Connecting to a Wi-Fi Network](#) on page 11 for more information.
- Wi-Fi access point credentials—if setting up a Wi-Fi access point on your mobile device, any applicable name or password, as well as the security mode (for example, WPA or WPA2).
- User name and password—user name and password required for authentication with the ShoreTel Connect Mobility Router.
- SIM card—a working SIM card inserted in the mobile device (for GSM devices only, and not required for the iPod Touch).
- Settings—time, date, and time zone set on the device before you provision ShoreTel Connect for iPhone.

Connecting to a Wi-Fi Network

When you enable Wi-Fi on your mobile device, it scans for available Wi-Fi networks in the area. If the mobile device has never connected to an enterprise Wi-Fi network, choose it when prompted. You may need to provide the security key. After the mobile device connects to the Wi-Fi network, verify that the Wi-Fi connection icon appears on the mobile device. For more information, refer to the documentation for your mobile device.

You must set up at least one enterprise Wi-Fi access point before installing the ShoreTel Connect for iPhone. Before setting up a Wi-Fi access point on your mobile device, make sure that you have the following information:

- Name of a Wi-Fi access point in your enterprise network
- Credentials for the Wi-Fi access point (used for authentication with the access point)
- Security mode used by the Wi-Fi access point (for example, WPA or WPA2)

To set up a Wi-Fi access point on your mobile device:

1. From the Home screen, touch Settings > Wi-Fi.
2. Select the network for which you want to set up an access point.

Installing & Provisioning the ShoreTel Connect for iPhone Application

To download and install the ShoreTel Connect for iPhone on your mobile device, select the link in the email that you receive from the ShoreTel Connect Mobility Router. You can also download and install the ShoreTel Connect for iPhone using either the App Store or iTunes.

To download and install the ShoreTel Connect for iPhone via email message:

1. When you receive an email message from your ShoreTel Mobility administrator, select the link for downloading and installing the ShoreTel Connect for iPhone, as follows:
 - If you are on-site, you are directed to a web page on your mobile devices which guides you through downloading and installing the ShoreTel Connect for iPhone from the App Store.
 - If you are installing the ShoreTel Connect for iPhone remotely, copy the link from the email message, paste the link into your mobile device's browser, and go to that web site for instructions.
2. Follow the instructions in the email message to download and install the ShoreTel Connect for iPhone from the App Store.
3. When prompted, touch OK to allow the ShoreTel Connect for iPhone to use your current location.
4. After you install the ShoreTel Connect for iPhone, select the provisioning link from the ShoreTel email message and follow the prompts to provision your mobile device.



Note

You will be prompted with options to allow certain behaviors, including participating in enhancing and improving the application, using the device's built-in microphone, and more. Touch **Yes** or **No** accordingly.

5. If prompted, enter your enterprise password.
6. Select the ShoreTel Connect for iPhone icon to open the application.



Note

The ShoreTel Connect for iPhone uses the native device method for determining location. The ShoreTel Connect for iPhone identifies which country your phone is in before making an outbound cellular call, in the following priority (only one is required):

- Cellular radio location (such as MCC)
 - GPS or Wi-Fi based location
 - manual input from you about your location when you are prompted for it
-

To download the ShoreTel Connect for iPhone via the App Store:

1. From the Home screen, select the **App Store**.

2. Enter **ShoreTel** in the **Search** field. Locate the ShoreTel Connect for iPhone (ShoreTel Mobility Client) application and select **Install**.
3. Enter your **Apple ID** and **Password** and select **OK**.
4. When the Emergency Call Warning pop-up message appears, press the **Accept** button to continue.
5. Open ShoreTel Connect for iPhone, and enter the following information in order to login:
 - Server Address—Enter the server address
 - Username—ShoreTel Log In Username (email address)
 - Password—ShoreTel Log In Password (alpha numeric)
6. Press **Next**.

**Note**

If you are provisioning remotely, enter the Remote Server Address.

7. The ShoreTel Connect for iPhone retrieves the user information. You will be guided through the last stage of provisioning and displays the following information:
 - Device Label (mobile phone model)
 - Mobile Phone number
 - Enterprise Extension
 - Enterprise Full Number
8. Press **Next**.
9. If all information is correct, a message will be displayed notifying you that your device has been successfully provisioned.
10. Your phone will now register with the Mobility server (this may take a few minutes). You will be notified when the ShoreTel Connect for iPhone has registered with the server, at which point you may begin using the application.

To Download ShoreTel Connect for iPhone via iTunes:

1. On your Mac or PC, launch iTunes®.
2. In the iTunes store, enter **ShoreTel** in the **Search Store** field.
3. Locate the ShoreTel Connect for iPhone (ShoreTel Mobility Client) application and select the **Application** button.
4. Select the **Free App** button to download.
5. Enter your **Apple ID** and **password** in the application popup and select **Get**. The application automatically downloads into the local iTunes applications folder.

6. Connect your iPhone to your computer.
7. From iTunes, select the iPhone device in the left pane.
8. Click on the **Applications** tab.
9. Check the **Sync Applications** box.
10. Check the **ShoreTel** box.
11. Click **Apply**. The ShoreTel Connect for iPhone downloads to your iPhone.
12. Check your iPhone applications to verify that the ShoreTel Connect for iPhone has synced and downloaded correctly.
13. Open ShoreTel Connect for iPhone, and enter the following information in order to login:
 - Server Address—Enter the server address
 - Username—ShoreTel Log In Username (email address)
 - Password—ShoreTel Log In Password (alpha numeric)
14. Press **Next**.

**Note**

If you are provisioning remotely, enter the Remote Server Address.

15. The ShoreTel Connect for iPhone retrieves the user information. You will be guided through the last stage of provisioning and displays the following information:
 - Device Label (mobile phone model)
 - Mobile Phone number
 - Enterprise Extension
 - Enterprise Full Number
16. Press **Next**.
17. If all information is correct, a message will be displayed notifying you that your device has been successfully provisioned.
18. Your phone will now register with the Mobility server (this may take a few minutes). You will be notified when the ShoreTel Connect for iPhone has registered with the server, at which point you may begin using the application.

Selecting a Notification Type

Set up how the ShoreTel Connect for iPhone application uses your phone's notifications. (Refer to your device documentation for more information regarding notification types.)

1. From the Home screen, select **Settings > Notifications**
2. Select the ShoreTel application.
3. Select the notification type you want.

Reprovisioning

If you have the ShoreTel Connect for iPhone running on a device and you see a prompt that it requires provisioning or that it is “Not Provisioned,” reprovision it as follows:

1. Connect to a Wi-Fi network or if your ShoreTel Mobility user account is configured to access Secure Enterprise Services using cellular data, you can provision while connected to a cellular data network.
2. From the main ShoreTel Connect for iPhone screen, touch the menu icon in the upper left corner to open the options menu.
3. Select **Settings > Advanced > Provisioning**.
4. Read and **Accept** the **Emergency Call Warning** page to continue. If you do not accept the Emergency Call Warning, the ShoreTel Connect for iPhone exits without provisioning.
5. If you are connected to your enterprise local Wi-Fi network, select **Next** and continue to the next step. Otherwise, enter your password and set **Remote Provisioning** to **ON** and select **Next**.

When you are provisioning remotely, for example not connected directly to your local enterprise Wi-Fi network, enter the public IP address and port number of the ShoreTel Connect Mobility Router and select **Next** to continue.

6. Select **Replace an existing device** from the list of earlier provisioned devices. If more than one of your devices is provisioned against this ShoreTel Connect Mobility Router, a list of your devices appears, with the Primary Device listed first during provisioning.
7. If you want to make this device the Primary Device, select **Yes**. The default is **No**. Select **Next** to continue.
8. Fill in the phone number in the Mobile Number field. The **Enterprise Extension** and **Enterprise Full Number** fields are populated from the ShoreTel Connect Mobility Router.
9. Select **Next**.
10. Read the Provisioning message, and select **OK** to automatically exit the ShoreTel Connect for iPhone application.

Updating to the Latest ShoreTel Connect for iPhone Application

New updates appear in iTunes or the App Store when they become available. Update your ShoreTel Connect for iPhone when you see an alert on your screen.



Note

If you see the following error message, update your ShoreTel Connect for iPhone to a newer version:

“Provisioning Error - Your account is prohibited to add device with old Version (below 6.0).”

To update your ShoreTel Connect for iPhone, check the App store or iTunes to find the latest version.

Uninstalling the ShoreTel Connect for iPhone Application

You can uninstall the ShoreTel Connect for iPhone as follows:

1. From the Home screen, touch and hold the ShoreTel Connect for iPhone. An **X** appears next to the application.
2. Touch **X** next to the ShoreTel Connect for iPhone application. You see a popup warning about deleting the application.
3. Touch **Delete** to remove the application.

Using Your Mobile Device with the ShoreTel Dock

If you have a ShoreTel Dock, when you insert your mobile device into it, the ShoreTel Connect for iPhone automatically opens and uses the dock's connections and speakers. If you insert your mobile device into the dock, but you do not have the ShoreTel Connect for iPhone installed, you are prompted to install it.

CHAPTER

2

Getting Started

Use this chapter to familiarize yourself with some of the basics of how the ShoreTel Connect for iPhone is integrated with your mobile device, including the following topics:

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The ShoreTel Connect for iPhone Application User Interface

When you first open the ShoreTel Connect for iPhone, you see the keypad screen.

- When the ShoreTel Connect for iPhone is active, touch the menu icon in the upper left corner or drag the screen to the right to open the ShoreTel Connect for iPhone options menu to see the following options:
- **Search bar**—Touch the search bar at the top of the options menu to search your Favorites, Contacts, Recents, and more. Touch **Continue Search on Enterprise Directory** to search for a person in the enterprise directory.
- **Title bar**—Displays your extension number, availability state, and location.
- **Common Settings**—Touch your extension at either the top of the keypad or the top of the Title bar to open Common Settings. Set your common settings for Availability State, Location, Do Not Ring Mobility, Personal Mode, Communicator Controlled Device, Call Routing, Connection Status, Extension Assignment, and Video Settings.
- **Favorites**—View contacts that you have marked as favorites.
- **Contacts**—View your contact list.
- **Keypad**—Open the ShoreTel Connect for iPhone dialer to make calls.
- **Recents**—View the most recent activity in the call log.
- **Voicemail**—Access enterprise voice mail.
- **Groups**—Displays only when Presence is enabled for a user. If a user in the Groups list is online, a green bubble chat icon is displayed. If a user is offline, a grey bubble chat icon is displayed.
- **Messages**—Set your instant messages. It displays the presence of the sender with a bubble chat icon. If the sender is online, a green bubble chat icon is displayed. If the sender is offline, a grey bubble chat icon is displayed.
- **Today**—If enabled, access your calendar items for the day. Directly dial into conferences, if your calendar event has a phone number.
- **Settings**—Access the following settings and advanced options:
 - **Preferences**—Set your preferences for Call Handling, Call Routing, Presence, Voicemail, Calendar, Video Settings, and Location Services.
 - **Advanced**—View your mobile device's configuration, ShoreTel Connect client settings, Setup, Provisioning, Troubleshooting, and Customize Menu.
- **Help**—Get help, watch tutorial videos, and see version information about ShoreTel Connect for iPhone. For more information, see [Getting Help](#) on page 56.

The following table lists the ShoreTel Connect icons.

Table 1: ShoreTel Connect Icons











Icon	Name	Description
	ShoreTel Connect Application	You have installed the ShoreTel Connect application.
	Enterprise Services	Your mobile device can use enterprise services, such as directory query.
	Enterprise VoIP	Your device can make VoIP calls using the enterprise Wi-Fi network.
	Not Registered	Your device is not registered.
	Wi-Fi Call	Your device can make VoIP calls using the enterprise Wi-Fi network.
	VoIP Call over Cellular Data	Your device can make VoIP calls using the cellular data network.
	Audio Call	You have an active audio call.
	Video Call	Select to make a video call.
	Video Call in Progress	You have an active video call.
	Instant Message	You have an active instant message.
	Personal Dial	Personal Dial mode is on and active.
	Voice mail	You have voice mail.
	Available	Status is Available.

Table 1: ShoreTel Connect Icons (continued)

Icon	Name	Description
	In a Meeting	Status is In a Meeting.
	Out of Office	Status is Out of Office.
	Vacation	Status is on Vacation.
	Do Not Ring Mobility	Status is Do Not Ring Mobility.
	Custom	Status is a custom message.
	Home	Location is Home.
	Work	Location is Work.
	On the Road	Location is On the Road.
	Reset	You can reset your location.

Exiting the ShoreTel Connect for iPhone Application

1. Press the Home button to return to the Home screen.
2. Double-tap the Home screen to see a list of running applications.
3. Touch and hold the ShoreTel application until it wiggles and the – sign appears.
4. Touch the – sign next to the ShoreTel application.
5. Touch the Home button twice to return to the Home screen.

CHAPTER

3

Audio Calls

Using the ShoreTel Connect for iPhone application dialer feels the same as using your device's dialer. Just as before, you can put a call on hold and take another call, switch between active calls, transfer calls to another number or your desk phone, access enterprise and cellular voice mail, and make conference calls, as explained in the following sections:

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Receiving Calls

The main ShoreTel Connect for iPhone icon appears when you have an incoming call. You also see an icon indicating whether the call is a VoIP or cellular call. You may also see icons for other in-call options which may be different from your mobile device's native dialer options.

When you receive an incoming call, choose one of these options:

- **Answer**—Touch the **Audio Answer** key.
- **Ignore**—Touch the **Decline** key or **Decline & Message** to add a message.

Your mobile device's screen becomes active when you answer the call.

If you receive a call while the application is running in the background, a notification appears on the screen.

Touch the notification to respond, as follows:

- **Answer**—The call is immediately answered and the in-call options appear.
- **Ignore**—The call is ignored and listed in your call log as a missed call, or send directly to voice mail, if your voice mail is configured.

If receiving a call while the device is locked, choose one of these options:

- **Answer**—Select **Slide to Answer**. If appropriate, enter your password. The call is immediately answered and the in-call options appear.
- **Ignore**—Press the On/Off (Sleep/Wake) button on the top of your mobile device. The call is ignored and placed into your call log as a missed call.

Accepting or Declining a Call While on Another Call

If you receive a second call while you are on a call, you hear a call waiting tone, and the screen indicate that there is another incoming call.

To answer a call while on another call:

- Select **Answer Audio & Hold** to answer the incoming call and put the first call on hold. The incoming call becomes the active call.

- Select **Answer Audio & End** to answer the incoming call and end the first call.
- For information about switching between calls see [Switching Between Calls](#) on page 27.

To decline a call while on another call:

- Select **Decline** to decline the incoming call.

To reject incoming calls before your device rings, touch your extension on the dialer to turn on **Do Not Ring Mobility** (or select **More > Settings > Call Settings > Do Not Ring Mobility**). To go back to allowing incoming calls to ring the device, touch **Do Not Ring Mobility** on the dialer to display your extension number, or select **More > Settings > Call Settings** to turn **Do Not Ring Mobility** off.

You can also use other apps on your mobile phone while on a call. Just touch the Home key to put the ShoreTel Connect for iPhone into the background. To return to your call when you are done, touch the bar at the top of your screen.

Receiving a Call while Paired with a Bluetooth Device

When you pair a Bluetooth device, after you touch **Answer**, a pop up message appears showing the names of the available devices. Select your audio device name to continue. If you do not select anything, the default device is used. The message window closes after five seconds.

Placing Calls

Place a call by using the keypad to enter numbers or by selecting a contact from your contacts, groups, or recent calls.

If you are using the ShoreTel Connect for iPhone application to make a call over the cellular network, the call is initially routed to the enterprise before being placed to the number you are calling. Refer to [Call Routing Preferences](#) on page 47 for details.

The following types of calls are not routed through the enterprise:

- Direct call number defined in the ShoreTel Connect Mobility Router's dial plan (for example, 411).
- Calls with numbers starting with an asterisk (*) or the pound sign (#) (for example, *646# to check remaining cellular plan minutes).
- Emergency calls. Refer to [Making Emergency Calls](#) on page 30 for specific information about placing an emergency call and the conditions under which these calls are allowed.

Complete the following steps to make a call:

1. From the keypad screen, enter the phone number for the audio you want to call.
2. Touch the **Call** key or touch the **Call Using** key to the left of the Call key to select how you want to place the call (over **Wi-Fi**, **Cellular Voice**, or **Personal Dial**, for this call only).

Placing an Active Call on Hold

To place an active call on hold:

1. Select **Hold**.
2. To make the call active again, select **Hold** again.

Adding a Call While on an Active Call

To make another call while on an active call:

1. Select **Add**. The keypad opens.
2. Enter the new number and select **Call**.



Tip

To return to the first call without adding a new call, select the red **Touch to return to call** bar at the top of the screen.



Note

If you are on a call using the enterprise network and enter a direct call number as defined in the ShoreTel Connect Mobility Router's dial plan (for example, 411) or a phone number that starts with an asterisk (*) or pound sign (#), the call on the enterprise network is dropped.

Calls to non-routable three-digit numbers (such as 911, 411, N11) or numbers starting with an asterisk or pound sign are placed directly using the cellular network and not routed through the application. You cannot simultaneously have an enterprise network call and a call routed directly through the cellular carrier's network on the mobile device.

If you have an active call and a call on hold, you can switch between the calls. For more information about switching between active calls, see [Switching Between Calls](#) on page 27.

Adding Video to an Existing Audio Call

To add video to an existing audio call:

1. Select **Add Video**.
2. A popup "Connecting Video..." displays. Refer to [Video Calls](#) on page 31 for functional details of the ShoreTel Connect for iPhone video feature, and refer to [Placing Calls](#) on page 23 for specific information on how to initiate a video call.



Note

Adding video to an existing audio call is supported when both parties have video enabled. Refer to [Video Settings](#) on page 49 for more information.

Placing a Call while Paired with a Bluetooth Device

When you pair a Bluetooth device, after you touch **Call**, a pop up message appears showing the names of the available devices. Select your audio device name to continue. If you do not select anything, the default device is used. The dialog closes after five seconds.

Ending an Active Call

Touch **End Call** to end an active call.

Using Personal Dial (Dual Persona™) Mode

By default, **Business Dial** is enabled, which means when you place a call with your mobile device while running the application, the call is routed through the enterprise, and your caller ID is your enterprise phone number. Business dial through the enterprise gives you access to one enterprise phone number, enterprise telephony features, conference calling, transfer-to-desk-functionality, and so on.

Switch to **Personal Dial (Dual Persona)** mode when you want to place a call directly over the cellular network (not routed through the enterprise) and use your mobile device's phone number as the caller ID.

For example, if your enterprise phone number is 919-8000, this number is used as the caller ID when you make phone calls that are used in **Business Dial** mode. If the phone number of your cell phone is 555-4442, when you place a call with **Personal Dial** enabled, the caller ID used is 555-4442, and the call is directly placed over the cellular network.



Note

Personal Dial mode stays on until you select Business Dial again.

Enabling/Disabling Personal Dial

Business Dial is the default mode. To enable Personal Dial, enter the number you want to dial, and then touch the icon in the lower left corner. In the popup menu, select Personal Dial.

You can also touch your extension in the icon bar at the top to open Common Settings and set **Personal Mode** to **ON**. After enabling **Personal Mode**, you can place a call as you normally would. Personal Dial mode stays on until you switch it off.

Using Contacts and Recents to Place Calls from ShoreTel Connect for iPhone

You can use the Contacts and Recents on your mobile device with the ShoreTel Connect for iPhone .

Using Contacts to Place Calls

1. From the application main menu, select **Contacts**.





Note

Refer to your iPhone documentation for instructions on how to sync groups from other sources, including email, and enable those groups so that they display on this screen.

2. Select a **Group**.
3. Select a **Contact** to show details, then select the number to **Call**.

Using Recents to Place Calls

1. From the ShoreTel options menu, select **Recents**.
2. Select **All** to view all recent call activity, or select **Missed** to view only missed calls.
3. Touch  to view the available calling options. Touch  to make a call. For information on how to place a video call, refer to [Placing Calls](#) on page 34.

Using the Speaker

While you are on an active call, select **Speaker** to use the phone in hands-free mode.



WARNING!

Do not hold the mobile device to your ear while the Speaker is on.

- To turn on the loudspeaker, select **Speaker**.
- To turn off the Speaker, select **Speaker** again and hold the device to your ear again.

Muting a Call

While you are on an active call, you can mute your line so that the other party cannot hear you.

To mute an active call, select **Mute**.

- To unmute an active call, select **Mute** again.

Switching Between Calls

If you have one active call and one call on hold, you can switch between the calls. To switch between calls:

- Select **Swap**.

If you have one active call and one call on hold, moving out of range of the enterprise Wi-Fi network, drops the call on hold.

Transferring Calls

While you are on an active call on your mobile device, you can transfer the call to a specified phone number or another one of your devices.

By default, transferring a call to your desk phone transfers to your enterprise extension. For more information, see [Call Handling Preferences](#) on page 46.

1. During the active call, select **Transfer**. The call is put on hold.
2. Select **Move to my other device**, **Transfer**, or **Transfer Consult**.
 - Select **Move to my other device** to transfer this call to your desk phone.



Note

Depending on your IP PBX, if you have more than one device, the call rings all other devices. You can answer any of these other devices, including your desk phone. Contact your ShoreTel Mobility administrator for details about your configuration.

- Select **Transfer** to transfer this call to a contact. Enter the contact's number or select **Contacts** and then the name of the contact from the list.
3. Select **Transfer Consult** to transfer a call after introducing the call to a recipient. Enter the contact's number or select **Contacts** and then the name of the contact from the list. The original call goes on hold. After you have finished talking with the recipient, select **Transfer**. You are no longer on the call after you select **Transfer**. To end the original call before transferring, select **End Call**.

Transferring a Call While on the Cellular Network

1. To transfer a call while on a cellular call, press the Home button.
2. Touch the ShoreTel Connect for iPhone icon.
3. Select **Transfer** and continue as in [step 2](#) of [Transferring Calls](#) on page 27.

Managing Conference Calls

You can merge two VoIP calls into a conference. You can start conference calls while connected to the enterprise Wi-Fi network or while using the cellular network as long as the outgoing calls are routed through the enterprise and you are using Secure Remote Voice.



Note

You cannot make a conference call using the cellular network.

To make a conference call:

1. Place a call to one of the conference call members.
2. While the call is active, touch **Add**. This call is put on hold.
3. Use the keypad to enter the number of the other conference call member, or select a Contact, Buddy, Favorite or Recent. Select **Merge calls**.
4. Select **End Call** to end the session.

Changing the Network While on an Active Call

You can set the default network used to place and receive calls using the Network Preferences tab. Refer to [Call Routing Preferences](#) on page 47 for more information.

Changing from Wi-Fi to Cellular

After placing or receiving a call on Wi-Fi, touch **Handover**. The call is moved to the cellular network. The dialer application appears.



Note

If your call fails to connect more than once due to a weak connection, you are prompted to switch back to Wi-Fi.

Changing from Cellular to Wi-Fi

1. After placing or receiving a call on the cellular network, and with a Wi-Fi network available, double-tap the Home button, or select the Home button > **ShoreTel**. The green bar at the top of the screen indicates a call is in progress.
2. Select **Handover**. The call is moved to the Wi-Fi network. The green bar is replaced by the application bar.



Note

If your call fails to connect more than once due to a weak connection, you are prompted to switch back to cellular data.

Accessing Voice Mail

You can access enterprise (corporate) voice mail from your mobile device:

If ShoreTel Connect client features are enabled, refer to [Using Visual Voice Mail](#) on page 53 to access visual voice mail. Visual voice mail allows you to view all (undeleted) voice mails at a glance, and enables you to choose which voice mail to listen to. See also [ShoreTel Connect client](#) on page 51 to be sure ShoreTel Connect client is enabled.

Accessing Cellular Voice Mail

To access cellular voice mail:

1. Activate Personal Dial mode. See [Enabling/Disabling Personal Dial](#) on page 25.
2. Touch and hold the 1 key on the keypad.

Accessing Enterprise Voice Mail

To access enterprise voice mail:

1. Activate Business Dial mode, if it is not already active. See [Enabling/Disabling Personal Dial](#) on page 25.
2. Press and hold the 1 key on the keypad.

If ShoreTel Connect client features are enabled, you can see and listen to individual voice mail messages in your enterprise voice mail using the voicemail tab. Refer to [ShoreTel Connect client](#) on page 51.

Making Emergency Calls

To make a call to an emergency number, dial the emergency number as you normally would. Calls that you make to emergency numbers are not routed through the enterprise.



Note

If **Enable Emergency calls over VoIP** is set on the ShoreTel Connect Mobility Router, you can make 911 calls over Wi-Fi or cellular data network. Check with your System Administrator for more information. However, no matter what the ShoreTel Connect Mobility Router's settings are, if you are on the cellular network and coverage is detected, the application uses this method to make emergency calls.



WARNING!

If **Enable Emergency calls over VoIP** is not set (disabled) on the ShoreTel Connect Mobility Router, and your mobile device *cannot access the cellular network*, you cannot make emergency calls.

If you are on a call using the enterprise Wi-Fi network and make a call to an emergency number, the non-emergency call is dropped.

On GSM devices, you can also make emergency calls even if there is no SIM card in the mobile device if your cellular service provider supports this feature.

CHAPTER

4

Video Calls

The ShoreTel Connect for iPhone video option features many of the same functions as the audio feature. Video calls supported over local or remote Wi-Fi and cellular data in both VGA (640x360) and HD (1280x720) modes.

You can make or receive video calls put a video call on hold and take or make another call, switch between active calls, transfer calls to another number or your desk phone, access enterprise and cellular voice mail, and use Contacts, Groups, Recents and Favorites as your starting point, just as you might with an audio call. In addition, video-specific features include selecting the front or back camera lens, displaying in portrait or landscape orientation, drag movable thumbnail of local camera, adding video to existing voice calls or revert video calls to voice-only, pausing video without pausing audio, and adding video to existing VoIP audio call.

Refer to [“Video Settings” on page 7-49](#) for information on enabling or disabling video.

This section includes information on the following:











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In-Call Video Functions

The following table lists the ShoreTel Connect for iPhone video icons.

Table 2: ShoreTel Connect for iPhone Icons

Icon	Name	Description
	Video Call	Select to make a video call.
	Video Call in Progress	You have an active video call.
	Hold	Place a video call on hold.
	Local Video	Enable/disable the local video feed. The audio call continues, but you can not be seen.
	Flip Camera	Flip the camera from front-facing to the rear of the device.
	Revert to Audio Call	Stop video communication and continue call in Audio mode only.
	Mute	Mute the call.
	Minimize/Maximize Screen	Shrink or enlarge the video screen. Minimizing the screen allows you to see the left panel features including Contacts, Calendar, etc.
	Use Keypad	Use the Keypad during a video call.
	End Call	Select to end the video call.

Receiving Calls

When you receive an incoming call, choose one of these options:

- Answer with video —Touch **Answer Video**.
- Answer with audio only —Touch **Answer Audio**. The sender's display pops-up a message indicating video has been rejected.
- Ignore—Touch **Decline** or **Decline & Message** to add a message.

Your mobile device's screen becomes active when you answer the call.

If you receive a call while the application is running in the background, a notification appears on the screen.

Touch the notification to respond, as follows:

- **Answer**—The call is immediately answered and the in-call options appear.
- **Ignore**—The call is ignored and listed in your call log as a missed call, or send directly to voice mail, if your voice mail is configured.

If receiving a call while the device is locked, choose one of these options:

- **Answer**—Select **Slide to Answer**. If appropriate, enter your password. The call is immediately answered and the in-call options appear.
- **Ignore**—Press the On/Off (Sleep/Wake) button on the top of your mobile device. The call is ignored and placed into your call log as a missed call.

Accepting or Declining a Call While on Another Call


If you receive a second video call while you are on a call, you hear a call waiting tone, and the screen indicates that there is another incoming call.

To answer a call while on another call:

- Slide the green **Answer** bar. The first call is put on hold and the incoming call becomes the active call.
- Select **Answer + Hold** to answer the incoming call and put the first call on hold. The incoming call becomes the active call.
- Select **Answer + End** to answer the incoming call and end the first call.
- For information about switching between calls see [Switching Between Calls](#) on page 27.

To decline a call while on another call:





- Select **Decline** to decline the incoming call.

You can also use other apps on your mobile phone while on a call. Touch the Home  key to put the ShoreTel Connect for iPhone into the background. To return to your call when you are done, touch the bar at the top of your screen.

Placing Calls

Place a video call by using the keypad to enter numbers or by selecting a contact from your contacts, groups, favorites or recent calls.


Complete the following steps to make a call:

- **Keypad:** Enter the phone number you want to call and tap the video icon .
- **Contacts, Favorites, or Groups:** Tap the name. Tap .
- **Recents:** Tap  to view the available calling options. Touch  to make a video call.

Features

Placing a Video Call on Hold

To place an active video call on hold:

1. Tap **Hold** .
2. Tap **Hold** again to make the call active again.




Note

If the call you placed on hold is on the enterprise Wi-Fi network, and you move out of range of the network, the call becomes active again while the call is moved from the wireless to the cellular network. After the call is moved to the cellular network, the person that you were talking to can hear you.


Changing from Video to Audio Mid-call

To put the video portion of the call on hold:

1. Tap the **Local Video** icon  to disable local video. The call continues on audio only.
2. Tap the icon again to make the video feed active again.


Muting the Call

To mute the call:

1. Tap **Mute**  .
2. Tap the icon again to make the call audible again.


Reverting the Video Call to Audio Only

To make an active video call audio only:

1. Tap the **Stop Camera**  icon. The audio portion of the call remains active. This function differs from [“Changing from Video to Audio Mid-call”](#) in that this function discontinues the video portion of the call.


Flipping the Camera

To flip the camera from front-facing to rear-facing:

1. Tap the **Flip Camera** icon  .
2. Tap the icon again to revert to front-facing.

Shrinking the Screen

To minimize the video screen:

1. Tap the **Shrink Screen** icon  .
2. Tap the icon again to revert full screen.

Moving the Thumbnail View

The thumbnail view of the local video can be moved anywhere on the active screen.

1. Touch and hold the thumbnail.
2. Drag and release the thumbnail view when appropriate.

Ending an Active Video Call

To discontinue a video conversation:

1. Tap the **End Call** icon  .

CHAPTER

5

Secure Remote Access

Depending on how your account is configured, you may have access to the following secure remote access features:

- **Secure Remote Voice** (if licensed): You can securely place and receive calls using a Wi-Fi or VoIP over cellular data network outside of the enterprise. Secure Remote Voice uses Secure Sockets Layer (SSL) to ensure that your calls are secure. You can use Secure Remote Voice from home or any location with data connection and have access to enterprise and desk-phone features, just as you do when you are in the enterprise.
- **Secure Enterprise Services**: You can access services, such as directory query from any Wi-Fi or cellular data network also outside your enterprise.

Contact your ShoreTel Mobility administrator if you are not sure whether you have secure remote access enabled on your account.

This chapter contains the following sections:

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Verifying the Connection	38

Before You Begin

To use Secure Remote Voice and Secure Enterprise Services, perform the following actions:

- Create a Wi-Fi access point on your mobile device for a non-enterprise Wi-Fi network. Refer to [Connecting to a Wi-Fi Network](#) on page 11 for details.
- Enable data access over Mobile network on the device.
- Configure and connect to a non-enterprise Wi-Fi network using your mobile device. This is optional if using cellular data.
- Add the non-enterprise Wi-Fi network as a preferred connection in the application. Optional if using cellular data.
- Verify that Voice and Data Services are accessible with your Mobility user account. Refer to [Verifying the Connection](#) on page 38.

If you are using a Wi-Fi from a hotspot or similar network, you might need to access a public Web page after creating a Wi-Fi access point on your mobile device so that you can enable access to the Internet. After you have established Internet connectivity, you can then add the access point as a preferred connection in the application.



Note

Before you prepare to use Secure Remote Voice or access Secure Enterprise Services, verify that your Mobility user account is configured to use these features. If you are not sure whether you are authorized to use these features, contact your System Administrator.

Verifying the Connection

Touch the VoIP registration  icon > **Connection Status** to display the connection status.

- Green indicates connection.
- Red indicates no connection.



If there is no connection or if the device is not provisioned, the following notification icon is displayed in the Title bar to indicate that your device is not registered.



CHAPTER

6

Searching for People, Places, and Things

The ShoreTel Connect for iPhone allows you to search the corporate directory from your mobile device when connected to the enterprise Wi-Fi network. You can search the corporate directory if your company uses an LDAP-based corporate (enterprise) directory server and your system administrator has configured the ShoreTel Connect Mobility Router to search that directory server.

If you are outside the enterprise Wi-Fi network, you can search the corporate directory only if your system administrator has configured your ShoreTel Mobility user account to access enterprise services using a cellular data network.

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Using the Corporate Directory outside of the Enterprise

You can use the following networks to search the corporate directory when outside of the office:

- Cellular data network

Use the data network of your cellular service provider to access the corporate directory. The network depends on your service provider and the networks your mobile device supports. If you search the corporate directory using a cellular data network, you may incur data charges as described in your service plan. For information about your mobile device and cellular service plan, contact your cellular service provider or your system administrator.

- Wi-Fi network outside of the enterprise

If you can establish a connection to a Wi-Fi network with your mobile device, you can search the corporate directory.

For information about how to set up your mobile device to access Secure Enterprise Services, see [Secure Remote Access](#) on page 37.

Searching Groups, IM History, and More

You can search for names and numbers in your Groups, IM history, recent calls, meetings, voice mail numbers and more.

To search using the ShoreTel Connect for iPhone:

1. Select the menu button in the upper left of the main screen, and then touch **Search** at the top of the menu.
2. Begin typing the name or number that you want to search for, and then select the magnifying glass to perform the search.
3. When you see a list of search results, touch an item to see its details.

Searching the Corporate Directory

If your mobile device is connected to the enterprise Wi-Fi network, you can search the corporate directory just as if you were using your desk phone. If you have access to Secure Enterprise Services, you can also search the corporate directory using a remote Wi-Fi or cellular data network.

To search the corporate directory:

1. Select the menu button in the upper left of the main screen, and then touch **Search** at the top of the menu.
2. Begin typing the name or number that you want to search for in the corporate directory, then select the magnifying glass to perform the search.
3. Touch **Continue Search on Enterprise Directory**.

If a search matches a large number of records in the directory, you may not see not all records on your screen. If any names in the directory match the string that you typed, those names appear. For example, entering "joe" displays all users with first name or last name that start with this string.

Viewing Directory Search User Information

If your search finds a match, you see any associated information that a user has chosen to display in the corporate directory (for example, home number or personal cell number).

The contact information that is listed depends on the information that is in the corporate directory. For example, if a person does not enter a home phone number in the corporate directory, you do not see a home phone number for that person in the additional contact information.

To see more details about a search results match:

1. From the list of Directory Search matches, scroll to the person's name.
2. Touch the name to see more details.

The information you see for each person depends on what information the person has registered on the enterprise server.

Placing a Call Using Directory Search

You can call a person in the directory search match list using the contact information from the list instead of manually dialing the person's phone number.

To place a call using a directory search match:

1. From the search results, select the person to see their details, including the numbers they have registered on the server.
2. Touch a number to call it.

Adding a Directory Search Match to Contacts

You can add contact information from any directory search match to your mobile device's local contacts.

To add a Directory Search match to your contacts:

1. From the list of directory search matches, touch the person that you want to add to your contacts.
2. Select **Add to Contacts**.

3. Scroll the bottom of the contact information and touch either **Create New Contact** or **Add to Existing Contact** if you already have a different entry for that person.

Adding a Favorite

To add a Directory Search contact to Favorites:

1. Search the directory for a person, as described in [Viewing Directory Search User Information](#) on page 43.
2. Add the person to your contacts, as described in [Adding a Directory Search Match to Contacts](#) on page 43.
3. After you add the person to your contacts, touch their name to see their details.
4. Touch the star to the right of the person's number to add the person to your favorites.

Deleting a Favorite

1. From the ShoreTel Connect for iPhone options menu, touch **Contacts** and locate the contact you want to remove from your favorites.
2. Touch the contact to see the person's information.
3. Unselect the star next to the person's number to remove them from your favorites.

Adding a Personal Contact

When you mark a contact as Personal, calls that you make to or from that contact use the native cellular network, bypassing the ShoreTel Connect Mobility Router. Complete the following steps to add a contact as personal:

1. Select **Contacts** and choose a contact.
2. Select and hold the contact name to view a popup of options.
3. Select **Add as personal**. When you select this option, all calls to and from the contact are considered personal and are not routed through the ShoreTel Connect Mobility Router.

Press the contact name and hold again for the option to **Remove from personal**.

CHAPTER

7

ShoreTel Connect for iPhone Settings

You can modify general, and network preferences and advanced ShoreTel Connect for iPhone settings.

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Changing Preferences

You can modify the following preferences:

- Set how to handle your calls.
- Set how to route your calls and data.
- Change Presence or Message status.
- Change or verify voice mail numbers.
- Set calendar options for dialing conference calls.

To change preferences: Select the menu button in the upper left of the main screen, and then touch **Settings > Preferences**, and choose from the following settings:

- **Call Handling**—Set all of your call handling preferences, such as personal dial, call forwarding, and transfer options. For more information, see [Call Handling Preferences](#) on page 46.
- **Call Routing**—Set whether to use Wi-Fi (when available), cellular data, and cellular roaming. For more information, see [Call Routing Preferences](#) on page 47.
- **Presence**—Set your Presence so your groups can find you. For more information, see [Presence Settings](#) on page 48.
- **Voicemail**—Set or verify your enterprise and cellular voice mail numbers.
- **Calendar**—If enabled, you can select a conference phone number in your daily calendar to directly call into a conference. For more information, see [“Calendar Settings” on page 7-49](#).
- **Video Setting** —Select to enable/disable video, enable/disable the self-camera, and to set Wi-Fi and Cell Data preferences.
- **Location based service** —Select **On** to allow your geographical location to be identified. Select **On** for **Auto-Detect Location** to allow your location to be automatically detected. If **Off**, you can choose to manually enter your location.

Call Handling Preferences

You can change ShoreTel Connect for iPhone call settings. Select the menu button in the upper left of the main screen, and then touch **Settings > Preferences > Call Handling**, and then choose from the following options.

- **Specify Do Not Ring Mobility**—Select **ON** to set your desk phone rings but your mobile device does not ring when you have an incoming call. Select **OFF** to revert to allowing incoming calls to ring your device.
- **Personal Mode**—Place calls directly over the cellular network (not routed through the enterprise) and use your mobile device’s phone number as the caller ID.
- **Forward call to voice mail**—Forward all calls to voice mail.

- **Forward call to**—Forward all calls to a specified phone number. Enter the phone number to forward calls to.
- **Transfer to Desk Number**—Set the enterprise phone number to use when you transfer calls to your desk phone. By default, the extension of your enterprise phone number is used when transferring an active call from your mobile device to your desk phone.

If the PBX for your enterprise uses a phone number other than your extension to transfer active calls to your desk phone, you can specify that number. If you need more information about which number your PBX uses to transfer calls, contact your system administrator.

- **Reverse Dial**—In cases where Wi-Fi is unavailable, this parameter controls whether the call is initiated from the mobile device or from the ShoreTel Connect Mobility Router.

In cases when it is cheaper to call from a landline rather than placing a call from a mobile device, the Reverse Dial setting helps control costs. Normally, outbound calls are dialed from the mobile device. When in Reverse Dial, outbound calls are placed from the ShoreTel Connect Mobility Router to the mobile device. You still enter the number to be dialed as normal, however, based upon your settings, the system determines how to place the call.

- **On**—Reverse Dial is always used when not on Wi-Fi. When you make a call in this mode, the system calls you. A popup prompts you to answer. Select **Answer** to continue. Note that even though it appears you dialed an outbound call, the system “reverses” this action and calls you instead. You are prompted to select any number on the keypad to continue.
- **Off**—Reverse Dial is never used. Calls initiated in this mode are always treated as standard outbound calls.
- **Auto**—When there is no Wi-Fi available, Reverse Dial mode is always used when out of your home country, and never used when in your home country. When you make a call in this mode outside of your home country, the system calls you. A popup prompts you to answer. Select **Answer** to continue. Note that even though it appears you dialed an outbound call, the system “reverses” this action and calls you instead. You are prompted to select any number on the keypad to continue.

Call Routing Preferences

1. Select the menu button in the upper left of the main screen, and then touch **Settings > Preferences > Routing**.
2. For **Allowed Data Networks**, choose from the following options:
 - **Wi-Fi**—When enabled, you can use Wi-Fi networks to connect to the ShoreTel Connect Mobility Router. If Wi-Fi is enabled and connected, the Wi-Fi network is used instead of cellular data whenever possible.
 - **Cellular Data**—When enabled, you can use a cellular data connection to the ShoreTel Connect Mobility Router. (Your account has to be enabled for cellular data access on the ShoreTel Connect Mobility Router.)
 - **Cellular Data Roaming**—When enabled, a cellular data connection may be used also while roaming. (Your account has to be enabled for cellular data roaming on the ShoreTel Connect Mobility Router.)

3. Select **Preferred Wi-Fi Connection** to view a list of configured access points. Select **Any** to automatically select an access point or **Preferred network** to manually select an access point. Select an access point from the list and touch **Save**.
4. For **Audio Call Routing** preferences, choose from the following options:
 - **Wi-Fi**—Use Wi-Fi networks for voice calls whenever possible.
 - **Cellular Data**—Make voice calls using a cellular data connection. Voice calls over cellular data require a 3G or faster data connection.
 - **Cellular Voice**—Place enterprise calls as cellular voice calls when you cannot use a data connection. The enterprise call is still connected via the ShoreTel Connect Mobility Router. Disable this option to prevent cellular voice calls from being used for enterprise calls. This option is only available if your account has been enabled for cellular voice calls on the ShoreTel Connect Mobility Router.
 - **Cellular Data Roaming**—Place voice calls using a cellular data connection, including when roaming. This option is only available if your account has been enabled for cellular data roaming on the ShoreTel Mobility Server.
 - **Cellular Voice Roaming**—Place enterprise calls as cellular voice calls, including when roaming. This option is only available if your account has been enabled for cellular voice roaming on the ShoreTel Connect Mobility Router. Disable this option to avoid incurring cellular voice costs when traveling to other countries.
5. For **Video Call Routing** preferences, choose from the following options:
 - **Wi-Fi**—Use Wi-Fi networks for voice calls whenever possible.
 - **Cellular Data**—Make voice calls using a cellular data connection. Voice calls over cellular data require a 3G or faster data connection.
 - **Cellular Data Roaming**—Place voice calls using a cellular data connection, including when roaming. This option is only available if your account has been enabled for cellular data roaming on the ShoreTel Connect Mobility Router.

Presence Settings

1. Select the menu button in the upper left of the main screen, and then touch **Settings > Preferences > Presence**.
2. You can modify the following settings:
 - **ShoreTel SMS**—Turn ShoreTel SMS **ON** or **OFF**.
 - **Presence**—Turn Presence **ON** or **OFF**.
 - **Presence User Name**—The user name provisioned on the device can be different than the Presence User Name. For example, if someone borrows your device, touch this option to change the user name.
 - **Message History**—Select the appropriate option for the amount of history you want to display.

- **New Message Notifications**—Set whether to receive notifications for new messages.
- **New Message Notifications Sound**—Set whether to hear a sound when you receive a new IM.
- **Message Preview**—Set whether to view a preview window of the IM.

Voicemail Settings

Set or verify your enterprise and cellular voice mail number.

Calendar Settings

Accessing your calendar lets you view your meetings and dial in to meetings. After you accept a meeting invitation, it appears on your Today screen.

Enable **Calendar Conference** to view conferences in your Today screen.

Select **Reminder** to set the reminder notification time frame.

To dial from a calendar event:

1. From the ShoreTel Connect for iPhone options menu, select **Today** to see a list of your next appointments.

If the meeting or appointment has dial-in information, such as a phone number and passcode, you see a **Join** button next to it. If the meeting starts within the next 15 minutes, the Join button is green.

2. Select **Join** to call into the meeting. The conference passcode is automatically entered.



Note

This feature is supported in the English language only.

Video Settings

1. Select **Enable Video** to have a video conversation.
2. Select **Show self-camera** shows a thumbnail of you in the larger video area. This thumbnail can be dragged to any area of the active screen when enabled. Refer to [“Moving the Thumbnail View” on page 4-35](#) for instructions on moving this thumbnail.

Refer to [“Call Routing Preferences” on page 7-47](#) for more information on In-Call Wi-Fi and Cell Data settings.

Changing Advanced Settings

You can modify the following advanced settings:

- View general **Configuration** settings.
- View ShoreTel Connect client settings.
- View or change your Connect **Setup**.
- **Provision** or reprovision a device.
- Set up calling from a **Calendar** event.
- Turn on logging to help with **Troubleshooting**.

To change advanced settings:

1. Select the menu button in the upper left of the main screen, and then touch **Settings > Advanced**, and choose from the following settings:
 - **Configuration**—Verify the settings. These fields are read-only and can only be changed by re-provisioning the device.
 - **ShoreTel Connect client**—Set up ShoreTel Connect client options. See [ShoreTel Connect client](#) on page 51 for more information.



Note

ShoreTel Connect client integration is intended for users whose sole device is the ShoreTel Connect for iPhone . Extension reassignment is not supported. ShoreTel may extend the capabilities of integration to include extension reassignment in a future release.

- **Setup**—Choose from the following setup options:
 - Select **Echo Cancellation** and specify **On** (enabled) or **Off** (disabled).
 - For **Keep Wi-Fi Connected**, specify **On** (enabled) or **Off** (disabled). ShoreTel recommends enabling this option to ensure calls are received on the Wi-Fi network when the device has been idle for a long period of time.
 - Select **Primary Device** to change the setting to **Yes** and to make this device primary. (The device that you have with you most often.)
 - Select **Connect client Controlled Device** to control a device from ShoreTel Connect client. This option is visible only if it has been enabled by an Administrator. If enabled, refer to [“ShoreTel Connect client Controlled Device” on page 7-54](#).
 - Select **Synchronize Configuration** to retrieve recent settings changes from the ShoreTel Connect Mobility Router. Settings from the ShoreTel Connect Mobility Router are automatically retrieved at regular intervals. Use this function to immediately retrieve the latest settings, without waiting for the automatic synchronization to occur. A Wi-Fi or cell data connection is required.

- Select **Data Collection** to allow the collection of data from your device to help improve and enhance ShoreTel Connect for iPhone. All data collected is anonymous.
 - **Provisioning**—You do not need to reprovision a device unless you get a new one, switch between devices that use the same User ID, or unless your ShoreTel Connect for iPhone user account gets deleted from the ShoreTel Connect Mobility Router. After you install the ShoreTel Connect for iPhone application, you can reprovision the device.
 - **Troubleshooting**—If you have problems, you can upload various types of logs to the ShoreTel Connect Mobility Router. Turn **Enable Logging ON** and select either **Upload** or **Send log via email**. For the type of logging to use, contact your ShoreTel Mobility administrator for advice. For more information, see [Troubleshooting](#) on page 55.
2. Select **Advanced > Settings** and then touch the menu button to save changes and return to the main ShoreTel options.

ShoreTel Connect client



Note

This feature is available only with ShoreTel IP-PBX. In addition, ShoreTel Connect client integration is intended for users whose sole device is the ShoreTel Connect for iPhone . Extension reassignment is not supported. ShoreTel may extend the capabilities of integration to include extension reassignment in a future release.



Note

In most cases, your ShoreTel Connect client and Presence server's user name and password are the same, enabling ShoreTel Connect client to automatically log on. The login displays **Remember password**. Check the box to save the password without needing to enter it again (unless it changes). If not checked, the password is remembered while the application is running, but you are prompted again if the application is restarted



Note

ShoreTel Connect client integration is not supported for cellular network calls.

ShoreTel Connect client is typically automatically enabled when the device is provisioned. If credentials cannot be determined automatically when the application launches the first time, a popup prompts you for Username and Password.

After provisioning, you can manually enable or disable ShoreTel Connect client.

1. Select **Settings > Advanced > ShoreTel Connect client**.
2. Toggle **Enable** to **On**.

3. Enter the Connect client **User Name**.



Note

If you change your username in **Settings**, any previously saved password is cleared. You are prompted for this information at the next login.






Note

If an Active Directory account is used, the user name must contain the Windows Domain, followed by a backslash character and the login name, e.g. 'DOMAIN\user'.

When ShoreTel Connect client is enabled, the following features are available on your mobile device:

Table 3: ShoreTel Connect client Functions

Function Name	Icon	Description
Extension Assignment		Provides a list of phone numbers that you can use as alternate numbers instead of your desk phone for routing incoming calls. Refer to Configuring Extension Assignment on page 52.
Visual Voice Mail		Displays the number of voice mail messages in the voice mailbox, and displays textual information of messages, such as date, time and duration. Refer to Using Visual Voice Mail on page 53
Availability State		Changes the Availability State on the ShoreTel Mobility client. Refer to Specifying Availability State on page 54

Enabling ShoreTel Connect client

1. Select the menu button in the upper left of the main screen, and then touch **Settings > Advanced > ShoreTel Connect client**.
2. Toggle **Enable** to **On**.
3. Enter the ShoreTel Connect client **User Name**. This is the user name assigned to your Enterprise extension in ShoreTel Connect client for Mobile.

Configuring Extension Assignment

The active Extension Assignment (EA) is an alternate phone number you can use to answer calls coming into the ShoreTel extension. For example, set EA as your home phone number to route all incoming calls to the ShoreTel extension to your home phone. When the EA is set to something other than your desk phone, the desk phone displays “Anonymous” on the screen. Calls placed from the desk phone in this state show “Caller ID unknown” on the called party’s display, since it is no longer assigned to you.

The default is Primary Phone (desk phone).

**Note**

Define EA numbers in ShoreTel Connect client. Refer to your device-specific ShoreTel Connect <for Platform>User Guide for more information. All additional EAs that you define in ShoreTel Connect client display on the ShoreTel Connect for iPhone. **Set EA** in the ShoreTel Connect for iPhone selects/enables the active EA.

Use the following steps when ShoreTel Connect client is enabled.

To select an Extension Assignment:

1. From the ShoreTel Mobility options menu, touch your own information at the top of the menu to open Common Settings.
2. Touch **Extension Assignment**.
3. Select **Primary Phone** to have incoming calls routed to your primary phone (in most cases, a desk phone). Select another EA in the list to have incoming calls routed to that phone number. In this case, the primary phone becomes "Anonymous".

When anything other than Primary Phone is set, you will not receive incoming enterprise calls on your mobile device.

Using Visual Voice Mail

When you receive a voice mail message, select **Voicemail** from the ShoreTel Mobility options menu to play and manage voice mail messages. A number indicates how many unheard messages you have. In your voice mail list, a message that you have not listened to appears in bold. After you listen to it, it is no longer bold. You can return the call or delete the message.

**Note**

Visual Voicemail is not available for the Extension Only user.

Checking Voice Mail

When ShoreTel Connect client is enabled, check your visual voice mail as follows:

1. From the ShoreTel options menu, select **Voicemail**.
2. Select/highlight a voice mail message from the list.
3. Select this message again (play button) to hear the voice mail.

You can play, pause, or re-listen to a voice mail message. If you receive a call in the middle of listening to a message, the message pauses until you are finished with the call. If you leave the voice mail screen during message playback, the messages pauses until you return to the screen. Note that you cannot check voice mail during a VoIP call.

Returning a Message

If a caller is one of your contacts or has caller ID enabled, you can call them back when they leave you voice mail message.

To return a call from a voice mail message:

1. Select the voice mail message from the list.
2. Touch **Call Back**.

Deleting Messages

To delete a voice mail message:

1. Select a voice mail message from the list.
2. Touch **Delete**.

Specifying Availability State

Availability State sets how to handle your inbound calls. One mode is always active.

ShoreTel Connect client Controlled Device

A ShoreTel Connect client Controlled Device (CCD) is a device that you can control from ShoreTel Connect client. When CCD is enabled, the following in-call functions are supported on the ShoreTel Connect for iPhone:

Enabling ShoreTel Connect client Controlled Device

1. Select the menu button in the upper left corner of the main screen, and then touch **Settings > Advanced > Setup > Connect client Controlled Device**.
2. Select enable or disable.

Table 4: ShoreTel Connect client Supported Call Functions

Function Name	Description
Dial	Make call.
Answer	Accept call.
Hang up	Discontinue call.
Mute/Unmute	Listen to party without being heard/return to normal conversation.
Hold/Unhold	Suspend current call without hanging up/return to normal conversation.
Blind Transfer	Transfer call without introduction to the recipient of the transfer.
Consult Transfer	Transfer call after introducing the call to the recipient.
Mailbox Transfer	Transfer call to recipient's voice mailbox.

Table 4: ShoreTel Connect client Supported Call Functions

Function Name	Description
Voice Mail Transfer	Transfer call to your voice mailbox.
Transfer to AA	Transfer call to Auto-Attendant.
Blind Conference	Add a participant.
Consult Conference	Add a participant after introducing the conference to the participant.
Drop a Conference Participant	Remove a participant from a conference.
Conference Hold/Unhold	Suspend current conference without hanging up/return to normal conference mode.
Transfer Intercom	Transfer a call to a phone's intercom.
Transfer Whisper	Transfer a call and introduce the call without the 3rd party hearing the introduction.
Intercom	Make a call to a phone's intercom.
Conference Intercom	Add a participant to a conference using the participant's phone intercom.
Conference Intercom	Add a participant to a conference using the participant's phone intercom.
Overhead Page	Make a call to a paging system.
Whisper Page	Intervene in a call and speak to your colleague without the other party knowing. In this mode, you are unable to hear the other caller, as well; you are not listening in on the conversation but just communicating with your colleague.
Transfer to Voice Mailbox while Ringing	Transfer a call to voice mailbox while the call is still ringing.
Call a Voice Mailbox	Leave a voice mail message rather than speak to the recipient.
Record Call	Record your call.
Record Extension	Record someone else's call.

Troubleshooting

Your mobile device can collect logs while making and receiving calls. If a problem occurs, you can upload the logs along with a short description of the problem to the ShoreTel Connect Mobility Router for evaluation. You need a Wi-Fi or cellular data connection to upload troubleshooting logs. Alternately, you can email logs to ShoreTel Customer Support.

1. Select the menu button in the upper left of the main screen, and then touch **Settings > Advanced > Troubleshooting**.
2. Set **Enable Logging ON**.
3. Touch **Upload**.

4. Optionally, enter a brief description of the nature of the error in the **Subject** field, and then touch **Send** to upload the log.
5. Select **Delete** to clear the log and return to the **Debug Options** screen.

**Note**

If the upload fails, touch **Send log via email** instead.

Getting Help

The ShoreTel Connect for iPhone has help topics and tutorials available to help you if you have questions or problems.

To get help:

1. From the ShoreTel Connect for iPhone options menu, touch **Help**.
2. Choose one of the following options:
 - **Help Screens**—See the overlayed tips and pointers when you look at the main Connect screens.
 - **Tutorial Videos**—Watch videos for some of the main features of the Connect.
 - **Contacting Support**—Select **On** to enable your device to call your support center. You may optionally view the support center's contact information, and/or send an email with an attachment of the issue's log file. In this case, touch **Send Log**. Your device's email application automatically pops up with the log information populating the email. Send the email to complete the operation.
 - **About**—See what version of the Connect you have. Check to see if updates are available.