

# ShoreWare Mobile Call Manager



Helping mobile employees maximize their productivity—through unified communications



## BENEFITS

- Improves mobile phone users' productivity with seamless remote access to voicemail, corporate directories and address books, call history, extension assignment settings, and Call Handling Mode settings
- Easily deployed without additional application servers
- Integrates enterprise communications with support for BlackBerry, Nokia, Motorola and Microsoft Windows Mobile devices

Mobile employees need seamless remote access to corporate communications tools, so they can communicate effectively and work more productively. ShoreWare® Mobile Call Manager gives mobile employees visual access to office extension capabilities directly from mobile devices—a much faster, more intuitive connection than traditional dial-in access to corporate voicemail. Mobile Call Manager is an integral part of the ShoreTel unified communications (UC) system—and can transform the way people communicate.

### Meeting the needs of on-the-go employees

Today, the definition of employee mobility is broader than ever, encompassing not just employees who work outside of the office—such as outside salespeople, telecommuters, and field technicians—but individuals within the building who are frequently away from their desks. ShoreWare Mobile Call Manager helps improve productivity in many ways:

- Active workers can instantly switch their extension to a mobile phone, depending on their activity and location.
- Account executives can tailor call handling modes to be accessible to their most valuable customers.
- Executives can quickly access their most important messages in any order using visual voicemail, enabling a rapid response in any business situation.
- Travelers can quickly find any contact in the corporate directory and their address books.
- Telecommuters and occasional at-home workers can change Office Anywhere destination phone numbers to a mobile phone, home phone, and any other telephone.
- Field technicians can return customer calls and show a corporate Caller ID instead of a personal mobile phone number.

ShoreTel Mobile Call Manager further streamlines communications with:

**Fast access to voicemail:** ShoreWare Mobile Call Manager provides a visual display and audio message preview to help users prioritize messages. The message list displays mailbox contents as well as key information for each message. Users can listen to each full message, play message previews, and return calls with the simple click of a button.

**Direct connection to the phone directory and calling history:** The QuickDialer function helps users to quickly find the right contact from enterprise and personal directories, and connect instantly.

QuickDialer displays contact information and initiates phone calls without requiring complete names or numbers. Users can narrow down the list by entering the first letters of their contact's first and last name.

### "On-the-go" changes to personal

**options:** From mobile devices, users can change Call Handling Modes, Office Anywhere settings, and remotely forward office phone calls to another number.



## SPECIFICATIONS

### Visual voicemail features

#### Voicemail information:

- Caller ID
- Date and time of receipt
- Duration
- Played status

#### Voicemail actions:

- Play voicemail preview over the speakerphone or earphone without placing a call
- Play the whole message on the mobile device or the device assigned to the extension
- Call sender
- Delete message
- Enter the voicemail system and perform any regular voicemail operation

### QuickDialer

- Access the mobile device's address book
- Access to ShoreTel Directory
- Filter contacts using the first letters of the first and last name
- Enter phone numbers

### Call history information

- Caller ID
- Date and time of receipt
- Duration
- Played status

### "On-the-go" functions

- Call Handling Modes settings
- Office Anywhere settings
- Status indicators (missed calls, unheard voicemail)

### Connectivity requirements

- A Blackberry Enterprise Server or a reverse proxy server to allow the secure communication between the ShoreWare server and the Mobile Call Manager clients

Requires ShoreTel 9 or higher

Mobile Call Manager is available for the following devices:

- BlackBerry® Bold 9000
- BlackBerry 8700
- BlackBerry 7290
- BlackBerry 88xx series
- BlackBerry 83xx series (Curve)
- BlackBerry 81xx series (Pearl)
- Motorola® Razr v3
- Motorola Razr v3xx
- Nokia® E61i
- Nokia E65
- Nokia E90
- Nokia N95
- Sprint® PPC-6800 (HTC Mogul)

### Supported languages:

- English (UK and US)
- Portuguese (Portugal and Brazil)
- Danish
- Dutch
- French
- German
- Italian
- Norwegian
- Spanish
- Swedish



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## Key components

**Mobile Call Manager Server (MCMS)**, a ShoreWare® server component, manages all communications with Mobile Call Manager clients.

**The Mobile Call Manager** client is installed on each mobile device, and accesses ShoreWare functions, configuration information, voicemail and calling history by communicating with the MCMS.

Communications between the Mobile Call Manager client and ShoreWare server are encrypted. Additional security can be provided by a BlackBerry Enterprise Server or a corporate reverse proxy server.

## More About The ShoreTel Ecosystem

Installed on a supported mobile device, the ShoreWare Mobile Call Manager client brings the power of ShoreWare Personal Call Manager to a mobile phone over any mobile network that allows data network connectivity by third-party applications. Users can make and receive calls, transparently, as though they are at their desks. Key features, such as corporate directory Quick-dialing, selectively listening to voicemails, changing Call Handling or Office Anywhere modes on the fly, and even customizing Call Handling Modes, are all supplied by ShoreTel UC system.



## About ShoreTel

ShoreTel is a leading provider of *Pure IP* unified communications solutions that enable companies of any size to seamlessly integrate voice, video, messaging and data with their business processes. Independent of device or location, ShoreTel's unique distributed software architecture eliminates the traditional costs, complexity and reliability issues inherent in other solutions. Founded in 1996, ShoreTel has achieved broad industry recognition for this proven technology, and continues to deliver the highest levels of customer satisfaction, ease of use and manageability while driving down the overall total cost of ownership. For more information, visit [www.shoretel.com](http://www.shoretel.com).

