

ShoreWare Mobile Call Manager



Helping mobile employees maximize their productivity –
The power of Unified Communications



BENEFITS

- Improves mobile phone users' productivity by providing seamless remote access to voicemail, QuickDialer, Call History, Office Anywhere and Call Handling Mode settings
- Easily deployed via client and server software components
- Supports RIM BlackBerry® mobile devices*

The ShoreWare® Mobile Call Manager gives mobile employees seamless remote access to all of the productivity features linked to their extensions, allowing users to communicate more effectively and work more productively. Consisting of client and server software components, Mobile Call Manager offers visual access to all extension capabilities directly from the user's mobile device – a much faster, more intuitive approach than traditional dial-in access to corporate voicemail solutions. Mobile Call Manager is an intricate part of ShoreTel's Unified Communications solutions – transforming 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 workers whose jobs are, by definition, performed outside of the office – such as outside salespeople, telecommuters, and field technicians – but individuals within the building who are frequently away from their desks. Mobile Call Manager dramatically improves employees' productivity, and can help your company maintain a professional image, with capabilities such as:

- Active workers can instantly change their extension to their mobile phone when they move away from their desk, and change it back to their desktop phone when they get back to their desk
- Sales managers can change Call Handling Modes remotely, to remain accessible by customers
- Traveling executives can quickly check their business voicemail on their cell phones, including an on-screen list of all inbox messages, instead of dialing into the voicemail access line and stepping through its menus
- Travelers can also quickly lookup any contact from their corporate directory, address book, and desktop Microsoft® Outlook® contacts
- Telecommuters or occasional at-home workers can change their ShoreTel's IP telephony's Office Anywhere destination telephone to either their mobile phone or home phone
- Field technicians can call back customers showing the corporate Caller ID instead of their personal cellular phone number

Streamlined communications boost productivity

ShoreWare Mobile Call Manager improves employee productivity by delivering:

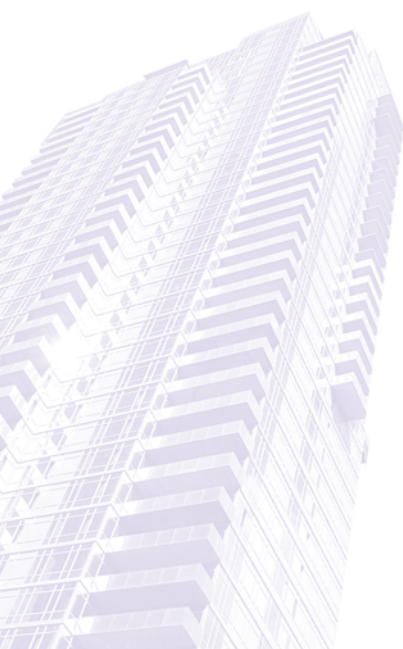
Faster access to voicemail: Mobile Call Manager provides a visual display and audio preview of messages, to help users determine which messages are the most important to listen and respond to first. The voicemail message list displays the user's mailbox contents and key information for each message. The user can select a message and play the first few seconds on the mobile device, without the ShoreTel® IP telephony system initiating a call to the device or having to dial into the voicemail options. Just as easily, the user can call back the sender by simply pressing a button.

Direct connection to the phone directory and calling history:

The Mobile QuickDialer function helps users to quickly find the right contact from their enterprise and personal directories, and then connect them instantly. Mobile QuickDialer displays contact information and initiates phone calls without requiring the user to enter the complete contact name or number.

"On the go" changes to personal options:

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



SPECIFICATIONS

Visual voicemail features

Voicemail information:

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

Voicemail actions:

- Play voicemail preview without placing a call
- Play the message on the mobile device or the device assigned to the extension*
- Call sender
- Delete message

Mobile QuickDialer

- Access to Personal Information Manager (PIM)*
- Access to ShoreTel Directory
- Contact filter

Call history information

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

"On the go" functions

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

Connectivity requirements

- A reverse proxy server or a Blackberry Enterprise Server to allow the secure communication between the MCMS and the Mobile Call Manager clients
- Mobile phone voice and data plans is recommended

Requires ShoreTel 7.5 or higher

Mobile Call Manager is available for the following device – carrier combinations:

- BlackBerry® 8700
- BlackBerry® 7290

* Feature dependent on device model

Key components

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

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

Secure communication between the Mobile Call Manager client and MCMS can be provided by the Blackberry Enterprise Server or a corporate reverse proxy server.



About The Ecosystem

The ShoreWare Mobile Call Manager client is installed on one of the selected Blackberry devices and brings the power of ShoreWare Personnel Call Manager to the mobile phone over any mobile network that allows connectivity to their data networks. Make and take calls wherever you are, as if you are at your desk. The key features such as Quick-dialing from the corporate directory, visually selecting voicemails to listen to, changing Call Handling or Office Anywhere modes on the fly, and even customization of any of the five Call Handling Modes are all serviced from ShoreTel's reliable system.

About ShoreTel

ShoreTel is a leading provider of enterprise *Pure IP* telephony solutions. ShoreTel voice systems provide customers with a number of key benefits, including ease of use, manageability and lower total cost of ownership than alternative solutions. ShoreTel's distributed software architecture and switched-based hardware platform extend enterprise-class voice services to every office and out-post, keeping employees fully connected wherever they go. Founded in 1996, ShoreTel has achieved broad industry recognition for its technology and high customer satisfaction. For more information, visit www.shoretel.com or call 1-800-425-9385.



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