

ShoreWare® Mobile Call Manager Quick Reference

Introduction

ShoreWare Mobile Call Manager (MCM) is an application that runs on a mobile device, such as a BlackBerry. The MCM application provides an interface similar to ShoreWare Personal Call Manager, giving you access to common PCM functions while on the go.

Supported Mobile Devices

ShoreWare Mobile Call Manager is supported on the following device/carrier combinations:



BlackBerry 8700
AT&T



BlackBerry 7290
AT&T

Integrating Address Book Contacts

When BlackBerry devices log into MCM, some devices may ask if you would like to integrate contacts stored in the BlackBerry address book with the contacts stored in your ShoreWare directory.

The opening screen asks the following question: "The application Mobile Call Manager has attempted to read your user data. Would you like to allow this?"

Click **Yes** and QuickDialer will generate a list of entries from your ShoreWare directory and from the BlackBerry address book.

Using QuickDialer

Phone Number Retrieval

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

NOTE If you do not see the name of the person for whom you are searching, you can press the track wheel and select **More** to retrieve another block of entries that match your entry.

Calling a Retrieved Number

To initiate a call, simply scroll to the desired name or number, press the track wheel, and select **Call** by pressing the track wheel again.

Accessing Voice Mail

The Voice Mail message list displays the contents of your mailbox. You can select a voicemail message and perform any of the following actions:

- **Play Preview:** This action plays the first few seconds of the message on the mobile device. (Not supported on 7290 model.)

Previewing a message does not change the played/unplayed status of the message.
- **Delete:** This action moves the message to your system's Deleted Items folder.

Messages in your system's Deleted folder can be recovered to the folder from which they were removed. To permanently remove a message, delete it 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 which the message was sent.

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

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.

-  Incoming call
-  Outgoing call
-  Missed call
-  Conference call

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

Configuring Settings

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



The settings screen allows you to access and configure the following parameters for MCM and the device:

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- **Call Handling Modes:** This menu allows you to set Call Handling Mode parameters.
- **Office Anywhere:** This menu allows you to specify the Office Anywhere external number.
- **Default Start Page:** This menu allows you to select which initial screen is displayed by the device when you open MCM.
- **Network Speed:** This menu informs your device about the speed of the network you are on, which then influences how much data your mobile device retrieves in one transmission (i.e. when you request a QuickDialer, Voice Mail, or Call History update).
- **Reset:** This option removes your MCM information from the device.

Setting the Call Handling Mode

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



Scroll to the desired Call Handling Mode and press the track wheel to select it.

Configuring Office Anywhere

To change the Office Anywhere setting to External Assignment:

- 1 Navigate to the Main Menu, press the track wheel and select **Set Office Anywhere**.
- 2 Scroll to **External Assignment** and press the track wheel.
- 3 Enter the external number (i.e. the phone number associated with this mobile device and not your ShoreTel extension). Note that calls will be forwarded to whichever phone number you enter here (e.g. your home office).
- 4 Press the scroll key and select **Next** to complete this operation.

Setting the Network Speed

The Network Speed menu allows you to specify the speed of the network to which your mobile device has access. This information is then used by the device to determine how much data it retrieves when you request a QuickDialer, Voice Mail, or Call History update.

You can set this parameter to slower speeds in order to have the device download less information per update (thus reducing wait times). Set this to a faster setting if you are on a high-speed network and can handle larger downloads when performing updates.



- **Low (Slow 2/2.5G/CDMA)** – device receives a block of 10 entries from server
- **Medium (Fast 3G)** – device receives a block of 25 entries from server
- **High (High Speed/Wi-Fi)** – device receives a block of 100 entries from server

Resetting MCM on Your Device

When you reset the MCM configuration, all of your MCM-related settings are removed from the mobile device. To perform this operation, select **Settings** from the Main Menu, and then select **Reset**. The following screen appears:



If you wish to use MCM after resetting the MCM configuration, you must repeat the process of logging in as a first-time user, described earlier in this guide.