CHAPTER

1

Installing ShoreTel Connect for Android

Using ShoreTel Connect for Android, 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.

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

Before You Begin

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

■ Data connection—See Connecting to a Wi-Fi Network on page 10 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.

■ Settings—time, date, and time zone set on the device before you provision ShoreTel Connect for Android.

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 Android. 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, select **Settings** > **Wireless & networks** > **Wi-Fi Settings**.

2. Select the network and enter the name, password, and other information if prompted**.**

Installing & Provisioning the ShoreTel Connect for Android Application

To download and install the ShoreTel Connect for Android 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 Android using the Google Play Store.

To download and install the ShoreTel Connect for Android 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 Android, 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 Android from the Google Play Store.

   ■ If you are installing the ShoreTel Connect for Android 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 Android from the Google Play Store.

3. When prompted, touch OK to allow the ShoreTel Connect for Android to use your current location.

4. After you install the ShoreTel Connect for Android, 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.Select the ShoreTel Connect for Android icon to open the application.

To download the ShoreTel Connect for Android via the Google Play Store:

1. From the Home screen, select the **Google Play Store**.

2. Enter `ShoreTel` in the **Search** field. Locate the ShoreTel Connect for Android (ShoreTel Mobility Client) application and select **Install**.

3. Select **OK**. After the successful installation of the ShoreTel Connect for Android would like to use your current location." Select **OK** to allow your geographical location to be identified, or **Don't Allow** to continue without allowing this functionality.

4. When the Emergency Call Warning pop-up message appears, press the **Accept** button to continue.

5. Open your Apps menu to locate the ShoreTel application icon and touch and hold it to move it to your home screen for easy access.

6. OpenShoreTel Connect for Android, 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)

7. Press **Next**.

Note

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

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8. The ShoreTel Connect for Androidretrieves 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

9. Press **Next**.

10. If all information is correct, a message will be displayed notifying you that your device has been successfully provisioned.

11. Your phone will now register with the Mobility server (this may take a few minutes). You will be notified when the ShoreTel Connect for Android has registered with the server, at which point you may begin using the application.

12. ShoreTel Connect for Android (ShoreTel Mobility Client)

13. OpenShoreTel Connect for Android, 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.

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15. The ShoreTel Connect for Androidretrieves 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 Android 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 Android application uses your phone's notifications. (Refer to your device documentation for more information regarding notification types.)

1. From the Home screen, select **Settings** > **Device > Sound > Notifications**.

2. Select the ShoreTel application**.**

3. Select the notification type you want.

Reprovisioning

If you have the ShoreTel Connect for Androidrunning 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 Android screen, touch **<** 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 Androidexits 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 Androidpplication.

Updating to the Latest ShoreTel Connect for Android Application

When there is an update available for the ShoreTel Connect for Android, you are automatically prompted to update it when you restart the application.

Note

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

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

You can also check for updates as follows:

1. From the ShoreTel Connect for Android options menu, touch **Settings** > **Help** > **About** > **Check for Updates.**

2. Touch **Check for Updates**. If an updated version of the ShoreTel Connect for Android is available, a popup appears with the version number. Select **OK** to continue, and then select **OK** to replace the application with the latest version.

3. Select **Install**.

4. Select **Open** to launch the ShoreTel Connect for Android, or select **Done** to launch the application at another time and return to the device home screen.

Uninstalling the ShoreTel Connect for Android Application

You can uninstall the ShoreTel Connect for Androidas follows:

1. From the Home screen, select **Settings** > **Applications** > **Manage applications**.

2. Select **ShoreTel**.

3. Select **Force stop** to discontinue any services that may be running.

4. Select **Uninstall**.