

Mobility User Configuration and Authentication

To provision a user for the mobility router will require modifying ShoreTel user settings and creating a user in the mobility router.

- From within the shoretel you will need to enable the enhanced Mobility features for the user and create a sip password for the user.
- From within the mobility router you will have to create a user using the enhanced mobility extension and the users sip password for the pbx
- From the application you will need a username, password, local mobility ip or name and the mobility public ip or name

Step 1

1. Launch ShoreTel Connect Director.
2. Click **Administration > Users > Users**.
3. Select a User.
4. Navigate to the section labeled **Mobility Options**.
5. Select **Enable Enhanced Mobility with Extension**. Select the extension displayed or enter another available extension.
6. Scroll down to the **SIP Phone Password** field. Enter a new SIP password. This password is used to configure the line-side password on the ShoreTel Connect Mobility Router in the **PBX-SideSecurity > Digest Password** field. This password must be 6 digits or more
7. Select **Save**.

Mobility Options

Allow Mobile Access

Allow Enhanced Mobility with Extension 3702

Delayed Ringdown

Extension: Search

External Number: (e.g. 9+1 (408) 331-3300)

Ringdown Delay: sec

Client Username: PCYC

Client Password:

Voice Mail Password: M

SIP Password:

Email Address: PCYC@pcyc.com

Conferencing Settings:

Step 2

1. Login to the **Mobility Router**
2. From the top of the screen select the **Configuration** section
3. Then navigate to the **Groups and Users** area on the left. You should see a list of user as pictured below

The screenshot displays the ShoreTel Mobility Router Configuration interface. The top navigation bar includes the ShoreTel logo, a 'Configuration' section (highlighted in yellow), and other sections: 'Monitor', 'Maintenance', and 'Troubleshooting'. The right side shows the user 'Administ' logged in at 17:00. On the left, the 'Groups and Users' menu is expanded, with 'Users' selected. The main area shows a search bar with 'User ID' and 'contains' filters, and a table of users. The table has columns for User ID, Group, Full Name, Enterprise Full Number, PBX, Admin Status, Oper Status, and Device (Name, Number, Client Version, Description). Three users are listed: AMohammed, AMushayeed, and btx. At the bottom, there are navigation controls (Page 1 of 1, Row 1 - 3 of 3) and a row of action buttons: Add (highlighted in yellow), Modify, Copy, Delete, Enable, Disable, Move, and a dropdown menu for 'to group' currently set to 'HQ Group'.

User ID	Group	Full Name	Enterprise Full Number	PBX	Admin Status	Oper Status	Device			
							Name	Number	Client Versi...	Desc
AMohammed	HQ Group	Ahmed Mohamr	16692241525	PCYC HQ	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	SAMSUNG-S...	17603629198	9.1.0.102	SAMS
AMushayeed	HQ Group	Abu Mushayeer	+14082153727	PCYC HQ	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	MotoG3	14089126574	9.1.0.102	Moto
btx	HQ Group	btx	+14082153137	PCYC HQ	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	SM-G930T	14084065898	9.1.0.102	SM-G

4. From within the Groups and Users screen click the add button at the bottom of the page
5. You should now see a **General** page where we will begin building your user for the mobility router. Select the **Group**, Create a **User ID**, fill in the users **Full Name**, check the box for **Local User**. Create a 6 digit password for the **Password** box, check the

Enable user box at the bottom of the page and hit **Next**.

➔ [Users](#) > Add User

General | Line | Devices | Calling Rules | Home Locations | Options

Group: [Add](#)

User ID:

Full Name:

Local User:

Password:

Enabled:

6. You should now see the **Line** section of the user configuration page. The **Enterprise Extension** section is the enhance mobility extension created or used from within the ShoreTel. **Enterprise Full Number** is similar to a caller id field I would use the user full DID number. The PBX-side Security is the shoretel users enhanced mobility extension and sip password from the ShoreTel. All other field can be ignored and you can now

move on to the phone application.

→ [Users](#) > pcyc

General	Line	Devices	Calling Rules	Home Locations	Options
Enterprise Extension	<input type="text" value="3702"/>				
Enterprise Full Number	<input type="text" value="5551212"/>				
Forwarding Number	<input type="text"/>				
PBX-Side Security	<input type="radio"/> None <input checked="" type="radio"/> Digest User ID <input type="text" value="3702"/> Password <input type="text" value="*****"/>				
Client-Side Security (Wi-Fi)	<input checked="" type="radio"/> None <input type="radio"/> Certificate				
Client-Side Security (Cellular)	<input checked="" type="radio"/> None <input type="radio"/> Pin				
<input type="button" value="Apply"/>					

Step 3

1. Obtain the ShoreTel application from the **google play store** or the **itunes store**.
2. Once installed you will be asked to accept a 911 routing warning please hit accept
3. Next you will be asked if you want to contribute to **Enhancing ShoreTel Application Performance** this is up to you.
4. Now you will be asked a few questions regarding your Mobility Router configurations. The **Server Address** will be the local IP or local common name of the mobility router. I prefer the local IP The **Username** will be the ShoreTel Enhanced mobility extension created within the shoretel. The **Password** field is the password you created within the mobility routers user page. Hit next

The screenshot shows the 'Provisioning' screen in the ShoreTel Connect application. At the top, the status bar displays various icons, signal strength, 95% battery, and the time 9:57 AM. The app header includes the ShoreTel Connect logo and name. The main content area is titled 'Provisioning' and contains three input fields: 'Server Address' with the value 'mobilityrouter', 'Username' with the value '3702', and 'Password' which is masked with five dots. A 'Next' button is positioned below the password field.

5. Now you should see Remote Provisioning. These values are the public information used to log your user into the mobility router. The **Remote Server Address** field is the public name or Ip address of the mobility router. I Prefer to use the public ip. The **Port** field by default is 443 and should remain the same unless advised to use a different port.

Provisioning

Server Address

mobilityrouter

Remote Provisioning

The server address 'mobilityrouter' could not be reached.

If this is unexpected, press Cancel and verify your connection.

Remote Server Address

e.g. fmcgw.company.com

Remote Server Port

443

Cancel

OK