

Software Release Notice (Build Notes)

ShoreTel Mobility 8.0 GA Version 8.0.10.193

August 2014

The Software Release Notice provides an overview of the content of this release and other essential information to ensure a successful upgrade and new installation.

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Overview

ShoreTel Mobility 8.0 Software 8.0.10.193 is a GA build of software that is now available for download.

New For Mobility 8.0

New Features

1. **Point to Point Video (P2P)** - No additional licensing, software, or hardware required and fully integrated and one-click.
 - Mobile-to-mobile
 - Mobile-to-desktop Communicator
 - Mobile-to-Multipoint Conference Unit (MCU)
 - a. LifeSize UVC Multipoint
 - b. Polycom RMX
2. **ShoreTel Virtual Mobility Router (vSMR)** - Hardware and support cost reduction by leveraging customer's existing virtual infrastructure
 - Increased max capacity comparing to hardware-based appliances
 - Increased system availability by using VMWare vMotion and HA capabilities
 - Ability to mix and match hardware-based and virtual appliances for most flexible deployment
3. **Interoperability With ShoreTel Communicator** - Use Communicator with Mobility, paired with the ShoreTel Dock, to replace your desk phone. The ShoreTel Dock is not required but enhances the experience.
 - Answer incoming calls
 - Make new calls
 - Manage active calls
4. **Other new features:**
 - On Android, to improve security moved and encrypted config file to sandbox
 - On iOS, to enhance user experience, app auto-starts when phone turns on if app was running before shutdown
 - Enhanced the "Today" feature to join GoToMeeting and WebEx audio conferencing
 - Android client on Google Play Store
 - Android 4.4 support

New Devices

Supported devices are listed in the Platform Support Guide.

Important Links

The Release Notes provide essential, current information to ensure a successful upgrade and installation. This includes supplemental information to the current ShoreTel documentation suite available on the ShoreTel support web site (<http://support.shoretel.com>).

ShoreTel product enhancements are tracked by sending an email to suggestions@shoretel.com. ShoreTel uses your feedback to establish content for future releases.

Upgrade Information

Very Important Tips

1. New with this release the Android Client is no longer available on the SMR and is available from the Google Play Store.
2. In order to utilize PBX interoperability features such as PTP Video and Communicator integration with Mobility, the PBX must be upgraded to ST14.2 19.43.1700.0.
3. Existing Android 4.4 users with SMC must do a fresh install of the Mobility 8.0 client. Upgrades are not supported and are known to frequently fail (ENG-133155)
4. Mobility 8.0 clients are compatible the Mobility Router 7.0 and later. In this case features introduced later than the current router version may not function correctly until the Router is also upgraded.
5. Mobility 7.x clients are compatible with Mobility Router 8.0. In this case the Mobility 8.0 features may not be available to those clients.
6. iOS 7 Support available as of Mobility iOS client 7.1.10.191 and greater. This will require client re-provisioning after upgrading to iOS7.
 - a. When iOS users upgrade their mobile devices to Apple iOS 7, the ShoreTel Mobility application also needs to be upgraded to Mobility version 7.1. Users will then need to re-provision their ShoreTel Mobility client, which can be accessed from Settings > Advanced > Provisioning in the ShoreTel Mobility application.
 - b. To ensure users can successfully re-provision existing devices, administrators should verify that “Prevent users from changing devices by re-provisioning” is unchecked on the ShoreTel Mobility Router (SMR). This setting is available via Configuration > Groups and Users > Groups > User Options > Provisioning.
7. The Mobility 8.0 documentation can be found at: <http://support.shoretel.com/>

Upgrade Paths

Supported SMR and Client upgrade paths are:

- Mobility 7.0 (all GA Builds) → Mobility 8.0
- Mobility 7.1 (all GA builds) → Mobility 8.0

Upgrade Instructions

Mobility Router Install/Upgrade

Details of the Mobility Router Install/Upgrade can be accessed from the ShoreTel Mobility Router Administrator's Guide.

Client Installs

iOS

Download and install the latest client from the iTunes AppStore by accessing the following link.

<http://itunes.apple.com/us/app/shoretel-roamanywhere-client/id479054518?mt=8>

Details of the iOS client (including installation) can be accessed from the iPhone User Guide.

BlackBerry

The BlackBerry client can be installed directly from the ShoreTel Mobility Router by accessing the following link. This assumes that you have access to this resource.

http://Mobility-Router-eth0_address/d

If you utilized a BES server to manager your BlackBerry devices, we recommend reviewing our BES Integration Guide which can be accessed from our knowledge base accessible from our support site.

Details of the BlackBerry client (including installation) can be accessed from the BlackBerry User Guide.

Android

The Android client can be installed by following the link to the Google Play Store that is sent from your ShoreTel Mobility Router. You can also download the client directly from the Google Play Store.

<https://play.google.com/store/apps>

Details of the Android client (including installation) can be accessed from the Android User Guide.

Software and Firmware Versions

The Following are the latest builds released, and all were tested with SMR build 8.0.10.193. To use the 8.0 features, clients need to be at or greater than the builds below.

Build Date:	July 30, 2014
SMR Version:	8.0.10.193
iOS Client (App) Version	8.0.10.193
Android Client (App) Version	8.0.10.194
BlackBerry Client (App) Version	8.0.10.193

Tips & Tricks

General Tips

To Capture logs

In the Client:

- 1) Go to Settings ->Advanced -> Troubleshooting
- 2) Enable SIP logging (may restart the client)
- 3) Choose clear logs

Replicate the reported issue, once you are done

- 4) Go to Settings ->Advanced -> Troubleshooting OR Press 0123# Call (iOS Client)
- 5) Choose upload or email log. Give it any name you like.

In the Mobility Router (for uploaded logs):

- 1) Go to Troubleshooting>Client Log.
- 2) Select the log you just uploaded, Save it, and send it to ShoreTel

Other Tips

iOS Native Cell Calls – Due to the nature of the iOS design from Apple SMC incoming cellular calls will put active SMC calls on hold without warning.

Handover Wifi/Cell – Typically takes up to 6 seconds to handover and silence may be experienced at this time.

IM Integration - SA-100/400 IM integration only available on ShoreTel 13.3 Build 18.61.4300.0 or higher.

ShoreTel AppNote 13055 – Location Based Access Numbers for iOS - This Application Note describes the “Location Based Access Numbers” feature that is now supported for the Apple iOS in ShoreTel Mobility.

Mobility 8.0 Tips

vSMR – New feature for Mobility 8.0

The latest .OVA file to install the vSMR can be found under <http://support.shoretel.com/kb/?id=Mobility> under the Release 8.0 Software downloads. **The vSMR cannot be put into service without the appropriate licenses.**

- New vSMR Customers - Order the licenses through your normal ordering channels.
- Migrations from Physical SMR – Email your request to Licensekeyrequest@shoretel.com. After Migrating you will no longer be authorized to use your Physical SMR.
- Changing the MAC Address- The license you will receive from ShoreTel will include the license keys and a MAC address. Change the MAC address of the VM using the procedure contained in the “ShoreTel virtual Mobility Router Deployment Guide” that can also be found on the ShoreTel Support site.

Other Tips

Video - When a video call reverts back to an audio call transfer is no longer available (ENG-131509)

SMC as primary/Video – When SMC is primary video calls cannot be answered or initiated with Communicator. In this case the video calls must use the SMC.

SMC as primary – Certain Communicator features are not available when a SMC is on the Cellular Network and the official stance is that these features are supported on VoIP only. If these features are used an error message will be displayed. The Table below shows the Communicator features based on SMC Connectivity.

No.	Feature	Connectivity		
		VoIP	Cell Voice with Data	Cell Call with no Data
1	Make Call	Yes	No	No
2	Answer Call	Yes	No	No
3	Hangup	Yes	Yes	Yes
4	Mute/Unmute	Yes	No	No
5	Hold/Unhold	Yes	No	No
6	Transfer	Yes	No	No
7	Conference	Yes	No	No

Known Issues

Known defects not resolved

Defect Number	Description	Workaround
ENG-133182	Video call fails to/from between SMC and Communicator primary extension.	If either transcoding or bridging is turned *ON* , this issue will not occur. This is being fixed in a future build or SMR.
ENG-042583	While answering the call by sliding 'ShoreTel incoming Call', SMC rings for ~ 20 seconds after answering.	<p>More detail can be found in Product Bulletin: PB-14036</p> <p>This is iOS 7.1 issue, and there are two workarounds.</p> <p>1) Set the passcode under iOS device Settings Touch ID and Passcode Require Passcode → set to <u>Immediately</u>.</p> <p>2) Answer the call by sliding the call announcement notification where it states, “slide to answer”.</p> <p>ShoreTel has filed a bug against iOS.</p>
ENG-133180	Android video call into Polycom HDX 8000 – Music on Hold keeps playing.	Likely a defect with Polycom but is being investigated if we can fix in a future ST14.2 build.
ENG-127784	<p>Three error messages are not displayed:</p> <p>1) The Communicator enabled device is not registered.</p> <p>2) Communicator integration is not</p>	Error messages will be displayed in a future 14.2 PBX build later than 19.43.1700.0.

Defect Number	Description	Workaround
	supported for cellular calls 3) The ShoreTel Mobility Client is running in background	
ENG-125541	Video button on Communicator does NOT work when the Mobility Client is Primary.	Button will be grayed out in a future 14.2 PBX build later than 19.43.1700.0.

Resolved Issues

Will be updated for the Second GA build