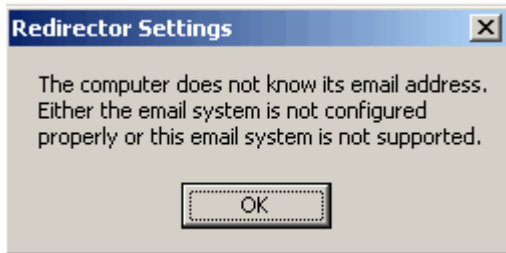
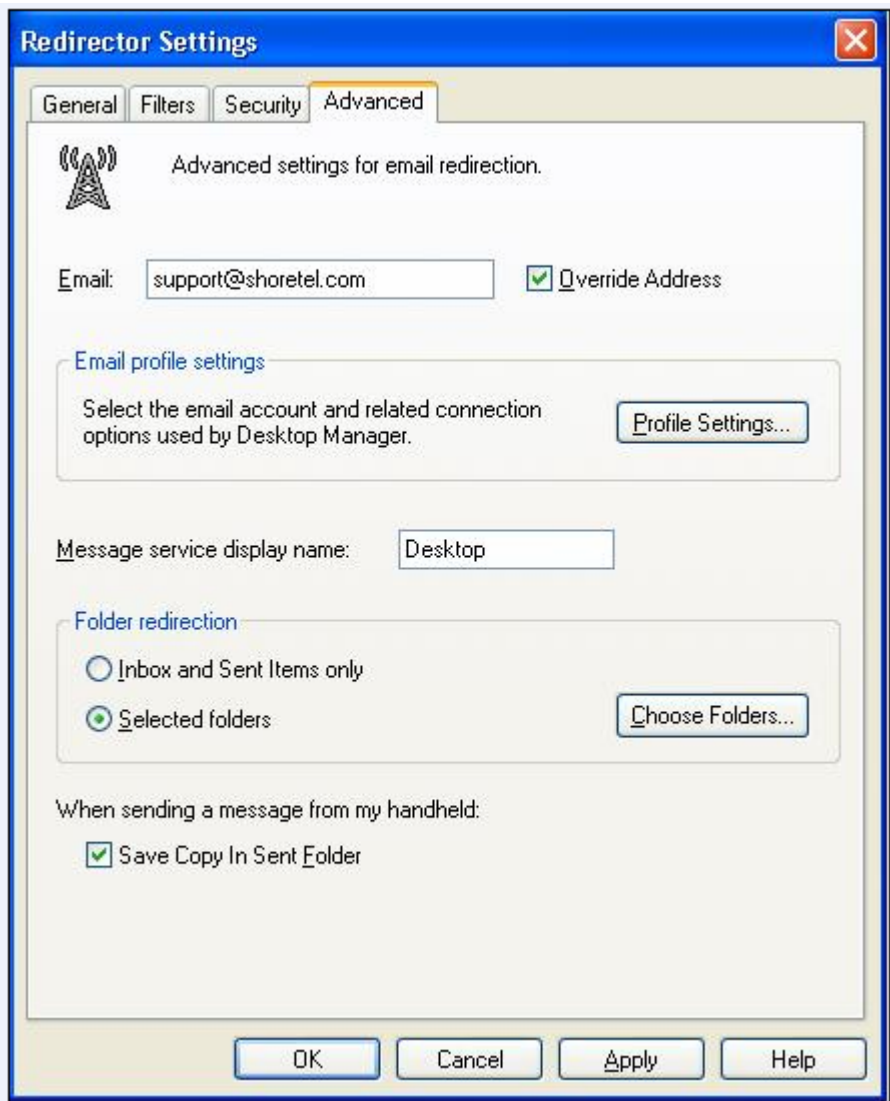


Title: Problem with Black Berry software when Personal Call Manager is installed		
Category: Technical Bulletin		
Technical Note Number: 0155		
Release Date: 11/23/05		
Products Affected:	Hardware: <input type="checkbox"/>	Software: <input checked="" type="checkbox"/>
SG-8: <input type="checkbox"/>	SG-12: <input type="checkbox"/>	ST4, r3: <input checked="" type="checkbox"/>
SG-24: <input type="checkbox"/>	SG-T1: <input type="checkbox"/>	ShoreTel5, R1.1: <input checked="" type="checkbox"/>
		ShoreTel5, R1.2: <input checked="" type="checkbox"/>
(Contact ShoreTel support before attempting on any versions not listed above!)		
SG-E1: <input type="checkbox"/>	ShoreTel Converged Conference Bridge: <input type="checkbox"/>	
Teleworker: <input type="checkbox"/>	IP Phones: <input type="checkbox"/>	

Description of Problem: When using Black Berry Desktop software and you install ShoreTel Personal Call Manager, you may find this error message when launching the Black Berry software:




Resolution: The typical reason for this is lack of account information for the message redirect. You need to configure the following setting in the Black Berry under the Advanced tab. Make sure you enter your email address and that it is displayed properly in the advanced settings for email redirection. See screen shot below:



The screenshot shows the 'Redirector Settings' dialog box with the 'Advanced' tab selected. The 'Email' field contains 'support@shoretel.com' and the 'Override Address' checkbox is checked. The 'Email profile settings' section includes a 'Profile Settings...' button. The 'Message service display name' is set to 'Desktop'. The 'Folder redirection' section has 'Selected folders' selected with a radio button, and a 'Choose Folders...' button is next to it. The 'When sending a message from my handheld:' section has 'Save Copy In Sent Folder' checked. At the bottom are 'OK', 'Cancel', 'Apply', and 'Help' buttons.

Redirector Settings

General Filters Security **Advanced**

 Advanced settings for email redirection.

Email: ☒ Override Address

Email profile settings

Select the email account and related connection options used by Desktop Manager.

Message service display name:

Folder redirection

☐ Inbox and Sent Items only
☒ Selected folders

When sending a message from my handheld:
☒ Save Copy In Sent Folder

Also verify that there is only one installation of the Black Berry desktop software installed on the PC. This should allow both the Personal Call Manager and the Black Berry software to work correctly.